Oakville Public Library Board
Regular Meeting

AGENDA

Date: Thursday, May 15, 2025
Time: 7:00 p.m.
Location: Council Chamber

Town Hall is open to the public and live streaming video is available on https://opl.ca/About-OPL/Library-Board/Board-Agendas-and-Minutes or at the town's YouTube channel at https://www.youtube.com/user/TownofOakvilleTV. For further information go to https://opl.ca/About-OPL/Library-Board.

8.1   OPL 2024 CEO Performance Evaluation and Salary Adjustment

9.   **New Business**

10.   **Date and Time of Next Meeting**

Thursday June 19, 2025

Oakville Municipal Building

Council Chamber - 7:00 p.m.

11.   **Adjournment**

Oakville Public Library Board

MINUTES

Date:	**April 17, 2025**
Time:	**7:00 p.m.**
Location:	**Council Chamber**

Board Members
Present:

Councillor Knoll, Chair

Councillor Chisholm
Meredith Burke
Avis Maher
Rebecca Mayville
Celso Mello
Roderick Sawyer
Bill Smith

Regrets:

Andrew Cashman

Staff Present:

T. Wong, CEO of Oakville Public Library
P. Damaso, Commissioner of Community Services
C. Hicks, Director of Customer Experience
M. Socol, Director, Innovation and Integration
B. Wiersma, Senior Financial and Policy Analyst
N. Coric, Council and Committee Coordinator
L. Harris, Council and Committee Coordinator

Others:

Wendy Rinella, CEO, Oakville Community Foundation
Fred Pinto, Chair of Investment Committee, Oakville Community
Foundation
Lori Armitage, Director of Finance, Oakville Community
Foundation

A meeting of the Oakville Public Library Board was held on Thursday, April 17, 2025 in the Council Chamber of the Oakville Municipal Building, 1225 Trafalgar Road, commencing at 7:00 p.m.
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1.   Territory Acknowledgement

2.   Regrets

As noted above.

3.   Declarations of Pecuniary Interest

No declarations of pecuniary interest were declared.

4.   Confirmation of Minutes of the Previous Regular Meeting of the Board

4.1   Minutes of the Regular Meeting of the Board, March 20, 2025

Moved by Rebecca Mayville
Seconded by Avis Maher

That the minutes of the Regular Meeting of the Oakville Public Library
Board dated March 20, 2025

CARRIED

5.   Consent Item(s)

5.1   2025 Oakville Public Library (OPL) Board Key Agenda Items – April 17, 2025

Moved by Councillor Chisholm
Seconded by Meredith Burke

That the 2025 OPL Board Key Agenda Items report be received for
information.

CARRIED

5.2   Health and Safety Report – April 17, 2025

Moved by Councillor Chisholm
Seconded by Meredith Burke

That the Health and Safety report be received for information.

CARRIED

5.3   Employee Retention and Turnover Metrics – April 17, 2025

Moved by Councillor Chisholm
Seconded by Meredith Burke

That the Employee Retention and Turnover Metrics report be received for information.

CARRIED

5.4   Dress Code and Staff Identification Policy – April 17, 2025

Moved by Councillor Chisholm
Seconded by Meredith Burke

That the Dress Code and Staff Identification Policy be received for approval.

CARRIED

6.   Confidential Consent Item(s)

There were no confidential consent items.

7.   Discussion Item(s)

7.1   Oakville Community Foundation Presentation

Moved by Bill Smith
Seconded by Rebecca Mayville

That the presentation from the Oakville Community Foundation, be received.

CARRIED

7.2   YTD Financial Status Indicators – February 2025

Moved by Celso Mello
Seconded by Avis Maher

That the Year-to-date (YTD) Financial Status Indicators report as of February 28, 2025 be received for information.

CARRIED

7.3   Staff Engagement Survey Overview – April 17, 2025

Moved by Bill Smith
Seconded by Celso Mello

1. That the Staff Engagement Survey Overview be received for discussion.

2. That the CAO return in Q3 of 2025 with further findings for analysis.

CARRIED

7.4   2025 Q1 OPL Goals – April 17, 2025

Moved by Roderick Sawyer
Seconded by Councillor Chisholm

That the 2025 OPL Goals be received for discussion.

CARRIED

7.5   Exhibit Policy – April 17, 2025

Moved by Rebecca Mayville
Seconded by Meredith Burke

That the Exhibit Policy be received for feedback.

CARRIED

7.6   CEO Update – April 17, 2025

Moved by Celso Mello
Seconded by Roderick Sawyer

That CEO Update report be received for information.

CARRIED

8.   Confidential Discussion Item(s)

8.1   Newspaper Digitization Update - April 17, 2025

Moved by Rebecca Mayville
Seconded by Meredith Burke

CLOSED SESSION

That the Oakville Public Library Board resolved into a meeting closed to the public as these matters may be considered in the absence of the public under Section 16.1(4)(f) of the *Public Libraries Act* with respect to Item 8.1 - Newspaper Digitization Update - April 17, 2025 that deals with advice that is subject to solicitor-client privilege, including communications necessary for that purpose.

CARRIED

The Oakville Public Library Board resolved into closed session at 8:16 p.m.

The Oakville Public Library Board resolved back into open session at 8:47 p.m.

Moved by Councillor Chisholm
Seconded by Celso Mello

1. That the *Newspaper Digitization Update* report be received;

2. That Staff be directed to undertake an in-depth investigation of access model option 1 - provide free remote public access to the digitized newspaper collection through OPL's existing third-party online platform which currently hosts the library's digital historical collections as identified in this report for the newly digitized newspaper content.

3. That Staff be directed to continue the current practice of providing remote, free public access to OPL's existing historic digitized newspaper content, in accordance with the 1994 Consent Letter from The Oakville Beaver.

CARRIED

9.   New Business

There was no new business.

10.   Date and Time of Next Meeting

Thursday May 15, 2025

Oakville Municipal Building

Council Chamber - 7:00 p.m.

11. Adjournment

Moved by Roderick Sawyer
Seconded by Bill Smith

That this meeting be adjourned.

CARRIED

The meeting adjourned at 8:50 p.m.

REPORT

Oakville Public Library Board

May 15, 2025

FROM:	Oakville Public Library
DATE:	May 6, 2025
SUBJECT:	**2025 Oakville Public Library (OPL) Board Key Agenda Items – May 15, 2025**

RECOMMENDATION:
That the 2025 OPL Board Key Agenda Items report be received for information.

KEY FACTS:
The following are key points for consideration with respect to this report:

- The OPL Board Key Agenda Items list provides an overview of all the annual and regular reports (statistics reports, financial reports etc.) provided to the Board and the month they are expected to be brought forward.

- Items have been adjusted to reflect the actual schedule of board meetings.

BACKGROUND:
N/A

COMMENT/OPTIONS:
N/A

APPENDICES:
Appendix A – OPL Board Key Agenda Items 2025

Prepared and submitted by:
Tara Wong, CEO

Appendix A

OPL BOARD KEY AGENDA ITEMS 2025

Governance: Legislative, Regulatory, Policy Accountability	Jan 16	Feb 20	Mar 20	Apr 17	May 15	Jun 19	July 17	Aug 21 (if need)	Sept 18	Oct 16	Nov 20
Annual Agenda/Periodic/Outstanding report timelines											
Strategic Plan Process – progress on action plans – included in CEO update and other presentations	T	T	T	T	T	T	T		T	T	T
CEO Annual, Strategic Goals				R Q1			R Q2			R Q3 2025 R 2026	A 2026
Capital Projects Updates	T	T	T	T	T	T	T		T	T	T
CEO Evaluation				T	R	A					
Comprehensive Financial Report (quarterly) – Y/E Projections to Budget Operating & Capital, Fundraising, Reserve funds		R Q4 2024			R Q1 2025				R Q2 2025		R Q3 2025
Annual Financial Statements and Audit Findings – External Auditors in Attendance					R/A						
HIP Updates – Strategic Progress			R							R	
Annual Budget Town Guidelines /Submission Approval							T		R	A	
Fundraising Strategy Updates–Development Funds & Endowment (Development Strategy Update)			R							R	
Audit and Financial Review (Including OCF funds)				R							
Audit Plan for 2026 – Appointment of Auditors											R/A
Annual Board Evaluation											T
Regular Agenda Items	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
CEO Update report	R	R	R	R	R	R	R		R	R	R
Monthly Health & Safety Report	R-2024	R	R	R	R	R	R		R	R	R
Quarterly Employee and Turnover Metrics report		R Q4 2024		R Q1 2025			R Q2 2025			R Q3 2025	
Performance and Measures Report		R Q4 2024			R Q1 2025				R Q2 2025		R Q3 2025
Financial Variance Reports – Operating and Capital				R		R				R	
Legend: A = Approve R = Receive T = Task(updates as required)											

REPORT

Oakville Public Library Board

Meeting Date: May 15, 2025

FROM: Oakville Public Library

DATE: May 6, 2025

SUBJECT: Exhibit Policy – May 15, 2025

RECOMMENDATION:
That the Exhibit Policy be received for approval.

KEY FACTS:
The following are key points for consideration with respect to this report:
- Exhibit Policy (Appendix A) has been updated from the previous version approved in July 2019 (Appendix B).
- Revisions ensure alignment with related OPL policies, services, and operations.
- More information was added to clarify decision-making and organizational approach to art exhibit areas, selection criteria, approval process, requests to review decisions, requests to reconsider exhibits, and requests to appeal decisions.
- The draft policy was presented to the Board on April 17, 2025 and no changes were requested.

BACKGROUND:
All policies are regularly reviewed to ensure that they reflect the values, intentions, and practices of the Oakville Public Library.

The Exhibit Policy was last approved by the OPL Board on July 25, 2019.

The purpose of the policy is to establish the conditions governing the temporary display of artwork within OPL facilities. OPL provides exhibition space in its facilities to individuals or groups wishing to temporarily display artwork. These spaces allow the library to share the creative life of the community and foster a dialogue with the public at large.

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COMMENT/OPTIONS:
The Exhibit Policy has been updated for improved alignment with OPL policies, including the Intellectual Freedom Policy and Inclusion Policy, noting where specific exclusions apply in accordance with other OPL services or policies.

Revisions to the policy provide more information about OPL's offering of art exhibit areas, selection criteria, and approval process.

More information has been provided regarding the process to have decisions reviewed, to submit requests for reconsideration of exhibits, and to appeal any review decision through written request to the CEO.

The draft policy was presented to the Board on April 17, 2025 and no changes were requested.

APPENDICES:
Appendix A – OP-003 Exhibit Policy (2025)
Appendix B – OP-003 Exhibit Policy (2019)

Prepared by:
Caitlyn Hicks, Director, Customer Experience

Submitted by:
Tara Wong, CEO

Exhibit Policy

Policy Number:	**OP-003**
Policy Category:	**Operations**
Approved by:	OPL Board
Accountability:	Chief Executive Officer (or Designate)
Approval Date:	
Effective date:	
Next Review Date:	**2028**

Purpose:

Oakville Public Library (OPL) provides exhibition space in its facilities to individuals or groups wishing to temporarily display artwork. These spaces allow the library to share the creative life of the community and foster a dialogue with the public at large.

The purpose of the policy is to establish the conditions governing the temporary display of artwork.

Scope:

This policy applies to individuals, groups or organizations that wish to exhibit their/its artistic works at any facility operated by OPL.

This policy excludes:

- Permanent art installations commissioned for facilities operated by OPL;

- Library-initiated exhibits that are developed by OPL for specific purposes;

- Events or programs sponsored by OPL or delivered in partnership with OPL onsite or offsite (e.g. community event, conferences);

- Exhibits offered as part of programs presented by other organizations on OPL premises where space is rented under the terms and conditions of the Library Space Booking Policy;

- Use of artistic works in accordance with the Display and Distribution Policy, Fund Development Policy, or Contests and Lotteries Policy.

Policy Statement:

OPL supports artistic expression that reflects the diverse and cultural interests of our community. This policy aligns with the principles of universal and equitable access and is supported by OPL's Intellectual Freedom Policy and Inclusion Policy.

Exhibitions do not imply any endorsement for the aims, policies, or activities of any individual, group, or organization.

Art Exhibit Areas

Art exhibit areas within OPL facilities is limited and offerings are subject to availability, taking into account the continuity of OPL operations and services throughout the period of the exhibit. The allocation of space and length of exhibition will vary depending on the location.

This policy applies to all types of exhibits, regardless of format or display method, whether they are freestanding, digital, or mounted on various surfaces within the facility or on premises operated by OPL.

Exhibits are unsupervised and accessible to the public during open hours.

Selection Criteria

OPL welcomes applications from individuals, groups, or organizations seeking to display art exhibits at any facility operated by OPL.

A new application must be submitted for each exhibition. Previous approvals do not grant the applicant automatic approval for subsequent exhibitions.

OPL is committed to working collaboratively with the artist or arts organization to maintain professionalism and the integrity of their exhibition. Local individuals, groups or organizations will be given preference.

To be considered for display in any facility operated by OPL, a proposed exhibit must:

- Align with the library's vision, mission, values, and strategic plan;

- Reflect and respect the diverse interests of the community and foster community and individual expression;

- Respect the tenants of freedom of expression and human dignity;

- Comply with all applicable federal, provincial and municipal laws, by-laws, library or Town of Oakville policies and regulations;

- Not be primarily intended as advertising or soliciting for business, political, campaigning or fundraising.

OPL retains the right to determine the suitability of any proposed exhibit for display in its premises and has final authority over the review, selection, and arrangement of all public exhibitions on its premises.

Approvals

OPL and the exhibitor, or the exhibiting group's representative, will sign a formal written agreement which outlines the rights and responsibilities of each party, including but not

limited to terms of the exhibit, insurance, installation, removal of work, signage, and promotional materials.

Exhibited artworks may be available for sale. All sales must be coordinated through the artist or exhibiting community group. OPL does not apply a commission to the sale of any artworks covered by this policy.

OPL retains the right to deny requests for exhibition space or change, cancel, or remove the exhibit, in part or in whole, for any reason.

Applicants who object to any approvals, denials, changes, cancellations, or removals of the exhibit may, upon written request, have the decision reviewed by the Director, Customer Experience (or designate). Decisions will be communicated in writing following the completion of the review.

Requests for Reconsideration of Exhibitions

OPL encourages people to freely share ideas and opinions. Occasionally art exhibits may be seen as offensive by some library visitors. While OPL respects the right of anyone to not view an exhibit, that should not restrict others from viewing it.

Members of the public feel that the exhibit is not consistent with the criteria outlined in this policy or the Intellectual Freedom Policy, or who object to any portion of an exhibit, may contact OPL in writing and clearly outline their objections.

Reconsideration requests are reviewed and responded to by the Director, Customer Experience (or delegate). Decisions regarding challenged exhibitions will be communicated to the individual(s) who initiated the request in writing following completion of the review.

Appeals

Applicants or members of the public who wish to appeal the review decision, related to Approvals or Requests for Reconsiderations of Exhibits, may submit a written request for appeal to the Chief Executive Officer (CEO) within seven of receiving the review decision.

Decisions will be communicated in writing following the completion of the review. The CEO is the final decision-maker on all requests.

Related Documents:

- Code of Conduct Policy
- Intellectual Freedom Policy
- Inclusion Policy
- Library Space Booking Policy
- Display and Distribution Policy
- Political Use of Spaces and Resources Policy

- [Program Development and Delivery Policy](#)
- [Media Relations Policy](#)
- [Partnership Policy](#)
- [Fund Development Policy](#)
- [Contests and Lotteries Policy](#)

Exhibit Policy

Policy Number:	**OP-003**
Policy Category:	**Operations**
Approved by:	OPL Board
Accountability:	Director, Customer Experience
Approval Date:	**July 25, 2019**
Effective date:	**July 26, 2019**
Next Review Date:	July 2022

PURPOSE STATEMENT:

Oakville Public Library (OPL) provides exhibition space in its facilities to individuals or groups wishing to temporarily display artwork. These spaces allow the library to share the creative life of the community and foster a dialogue with the public at large.

The purpose of the policy is to establish the conditions governing the temporary display of artwork.

SCOPE:

This policy applies to individuals, groups or organizations that wish to exhibit their/its artistic works at any facility operated by OPL.

POLICY STATEMENT:

OPL respects the principles of intellectual freedom and freedom of expression as outlined by the Canadian Federation of Library Associations in the Statement on Intellectual Freedom and Libraries.

OPL is committed to working collaboratively with the artist or arts organization to maintain professionalism and the integrity of their exhibition. The allocation of space and length of exhibition will vary depending on the location. Local individuals, groups or organizations will be given preference.

To be considered for display in any facility operated by OPL, a proposed exhibit must:

- Align with the library's business and community goals, as defined by the Strategic Plan;

- Reflect and respect the diverse interests of the community and foster community and individual expression;

- Respect the tenants of freedom of expression and human dignity;

- Not infringe on any member of the public's right to feel safe and respected in the space;

- Comply with all applicable federal, provincial and municipal laws, by-laws, library or Town of Oakville policies and regulations;

- Not be primarily intended as advertising or soliciting for business, political, campaigning or fundraising.

Exhibited artworks may be available for sale and sales are coordinated through the artist or exhibiting community group.

Approval:

A new application must be submitted for each exhibition. Previous approvals do not grant the applicant automatic approval for subsequent exhibitions.

Appeal:

OPL retains the right to deny requests for exhibition space or change, cancel, or remove the exhibit, in part or in whole, for any reason. Applicants who are denied permission to exhibit may, upon request, appeal to have the decision reviewed by the CEO, whose decision is final.

Members of the public who object to any portion of an exhibit are required to contact OPL in writing, clearly outlining their objections. Decisions will be communicated in writing following a review.

Related documents:

Statement on Intellectual Freedom and Libraries - Canadian Federation of Library Associations

REPORT

Oakville Public Library Board

May 15, 2025

FROM:	Oakville Public Library
DATE:	May 6, 2025
SUBJECT:	Health and Safety Report – May 15, 2025

RECOMMENDATION:
That the Health and Safety report be received for information.

KEY FACTS:
The following are key points for consideration with respect to this report:

- There were two incidents to report for the month of April 2025.

- To date, Oakville Public Library (OPL) is reporting similar staff injuries/incidents to 2023 during in the same reporting period.

- OPL will continue to monitor staff injuries/incidents to identify trends and to maintain a safe and healthy workplace.

BACKGROUND:
OPL had two incidents to report for the month of April 2025. The reporting period is from January 1 – April 30 for each of the years indicated below.

Both incidents were classified as minor first aid. No correlation in the type of incidents. The incidents were reviewed by management and corrective actions took place to prevent future incidents.

Staff Injuries			
	2023	**2024**	**2025**
No Time Loss	3	1	4
Time Loss	0	0	0
Total Injuries for the Reporting Period	**3**	**1**	**4**
Annual Total Injuries*	**16**	**7**	**4**

Total annual injuries for 2025 are based on year-to-date (reporting period).

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Joint Health & Safety Committee

The Joint Health & Safety Committee (JHSC) meets regularly to identify potential health and safety issues and bring them to the employer's attention and kept informed of health and safety developments in the workplace by the employer. The JHSC met on April 17, 2025. The JHSC committee reviewed the Terms of Reference for the and made updates to align with the Ministry of Labour's requirements. In addition, the JHSC members had a roundtable discussion which allowed for updates on individual locations including the recent renovations at Iroquois Ridge.

Site inspections are completed at each branch site by the JHSC committee member in conjunction with a leader on-site. The monthly workplace site inspections are to identify hazards within the worksite. If a hazard is identified, OPL JHSC will notify Facilities which will complete any corrective actions that may need to take place.

All site inspections were completed for the month of April 2025.

The next Joint Health & Safety Committee monthly meeting will be held on virtually on May 29, 2025.

APPENDICES:
N/A

Prepared by:
Tricia Agnew, Human Resources Manager

Submitted by:
Tara Wong, CEO

REPORT

Oakville Public Library Board

Meeting Date: May 15, 2025

FROM:	Finance Department
DATE:	May 6, 2025
SUBJECT:	**2024 Audited Financial Statements and External Audit Findings Report**

RECOMMENDATION:
1. That the 2024 Audit Findings Report for the year ended December 31, 2024 be received for information; and

2. That the draft Financial Statements of the Oakville Public Library for the year ended December 31, 2024 be approved.

KEY FACTS:

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

- To assist the Board in their review of the financial statements, KPMG has provided their "Audit Findings Report", outlining the key parts of their audit;
- There were no significant issues identified by KPMG as part of their audit;
- KPMG is prepared to issue an unqualified (or "clean") opinion on the 2024 financial statements once all aspects of the audit are completed.
- The Library recorded an operating surplus of $339,059 and a Canadian Public Sector Account Standards (PSAS) surplus of $54,720 for 2024.
- This operating surplus is consistent with the surplus reported on the Comprehensive Financial Report presented at the February meeting.

BACKGROUND:

The Library is required to prepare annual financial statements, which must be audited by the town's external auditors and approved by the Board of Directors. The financial statements provide the Board and the public with information on the Library's financial position, its results of operations, and any other relevant financial information for the most recent year.

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In early 2025, town finance staff, along with Library management, completed the 2024 year-end processes and prepared the financial statements (Appendix B). These financial statements are prepared in accordance with Canadian Public Sector Accounting Standards (PSAS).

Upon completion of the financial statements, the Library's auditors from KPMG conducted their audit to ensure that the financial statements are presented fairly.

COMMENT/OPTIONS:
- The Library continues to maintain a strong net financial asset position on the balance sheet. This means that the financial assets are greater than liabilities indicating the Library has the ability to meet its financial obligations.

- The 2024 revenue increase of $528k over 2023 relates mainly to the increase in the operating grant from the town and agrees to the budgeted amount.

- Personnel expenses were higher than 2023 by $680k but lower than 2024 budgeted figures by $432k. The decrease in expenditures compared to budget relates primarily to staff vacancies that were not filled immediately, as well as new positions where the employees were not hired until later in the year.

- Material expenses were comparable to prior year but lower than budget. The decrease from budget relates entirely to the accounting treatment of the Library's collections. For budget purposes, the purchases are treated as an expense, but for accounting purposes the purchase of the books are capitalized and amortized over their useful life. In 2024, $835k was used towards the acquisition of the collection.

- Purchased services was slightly lower than budget and the breakdown by category is detailed in the schedule within the Financial Statements. There is no one main reason, but overall actuals were higher in janitorial, repairs and maintenance, and professional fees. These overages were offset by lower courier fees, utilities, and sundry. The excess in janitorial costs relate primarily to the White Oaks and Clearview locations where the costs are set by the school board and OPL will need to adjust budgeted costs for the 2026 fiscal year. The increase in repairs and maintenance relates primarily to the required repairs to the Central Library due to the age and condition of the building. Professional fees include outside support to do position and compensation reviews, assist with negotiations, as well as indigenous consultations.

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- Consistent with other years, there are differences between the Library's operational accounting records and the audited financial statements (prepared according to PSAS). This is demonstrated in the second table of Note 6 in the financial statements:

	2024	2023
Annual surplus per Financial Statements	$ 54,720	$ 104,733
Add:		
Amortization expense on tangible capital assets	713,401	695,723
Change in post employment benefits	12,543	4,780
Less:		
Surplus in Oakville Community Foundation Fund	(160)	(114,754)
Deficit in Development Reserve Fund	54,406	94,860
Tangible capital asset acquisitions	(834,910)	(785,342)
Total	$ -	$ -

- o Operationally, acquisitions to the Library's collection are viewed as expenses; however, for PSAS these are added to the tangible capital assets and amortized over the life of the collection;

- o Operationally, the change in post-employment benefits is not accounted for; however, these costs are required for PSAS;

- o The Library has two separate areas for holding non-operational donations (Development Reserve Fund and Oakville Community Foundation funds). The income and expenses of these funds are not part of the operational results; however, they are part of the PSAS results;

- o Current year operating surplus of $339,059 was paid back to the town, this is an expense under PSAS and is included on the statement of Operations and Accumulated Surplus.

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APPENDICES:
Appendix A – 2024 Audit Findings Report
Appendix B – OPL 2024 Draft Financial Statements

Prepared by:
Jade Surgeoner
Manager of Accounting, Town of Oakville

Submitted by:
Tara Wong, CEO

KPMG

The Oakville Public Library Board

**Audit Findings Report
for the year ended
December 31, 2024**

KPMG LLP

Prepared as of April 22, 2025 for presentation on May 15, 2025

kpmg.ca/audit

KPMG contacts

Key contacts in connection with this engagement

Carlos Alvarez

Lead Audit Engagement Partner

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Matthew Ciardelli

Audit Senior Manager

Tel: 905 972-2111

mciardelli@kpmg.ca

Table of contents

Digital use information

This Audit Findings Report is also available as a "hyper-linked" PDF document.

If you are reading in electronic form (e.g. In "Adobe Reader" or "Board Books"), clicking on the home symbol on the top right corner will bring you back to this slide.

Click on any item in the table of contents to navigate to that section.

The purpose of this report is to assist you, as a member of the Audit Committee, in your review of the results of our audit of the financial statements. This report is intended solely for the information and use of Management, the Audit Committee, and the Board of Directors and should not be used for any other purpose or any other party. KPMG shall have no responsibility or liability for loss or damages or claims, if any, to or by any third party as this report has not been prepared for, and is not intended for, and should not be used by, any third party or for any other purpose.

KPMG

Audit highlights

No matters to report   **Matters to report – see link for details**

Status
We have completed the audit of the financial statements ("financial statements"), with the exception of certain remaining outstanding procedures, which are highlighted on the 'Status' slide of this report.

Significant changes
Significant changes since our audit plan

Risks and results & Significant unusual transactions
Significant risks

- Management override of controls (see page 7)

Other risks of material misstatement

Going concern matters

Significant unusual transactions

Policies and practices & Specific topics
Accounting policies and practices

Other financial reporting matters

Specific topics

Misstatements - uncorrected
Uncorrected misstatements

We did not identify any misstatements during our audit which were not corrected in the financial statements.

Misstatements - Corrected
Corrected misstatements

We did not identify any misstatement during our audit which required to be corrected in the financial statements.

Control deficiencies
Significant deficiencies

We did not identify any significant control deficiencies during the process understanding of our audit.

Audit Quality
Learn more about how we deliver audit quality.

Independence
Annual Statement of Compliance

Refer to slide 13 for annual independence confirmation.

KPMG

Status

As of April 22, 2025 we have completed the audit of the financial statements, with the exception of certain remaining procedures, which include amongst others:

- Final completion procedures and obtaining signed management representation letter
- Completing our discussions with the Audit Committee
- Obtaining evidence of the Board of Director's approval of the financial statements

We will update the Audit Committee, and not solely the Chair, on significant matters, if any, arising from the completion of the audit, including the completion of the above procedures.

A draft of our auditor's report is provided in Appendix: Draft Auditor's Report, will be dated upon the completion of any remaining procedures.

KPMG Clara for Clients (KCfc)
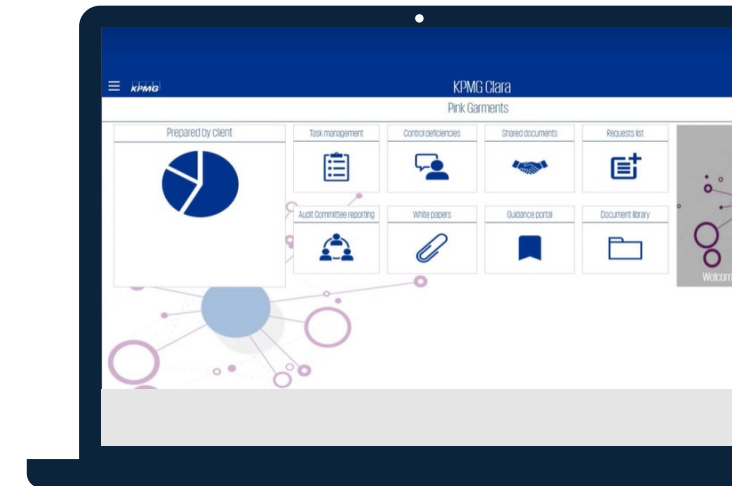
Real-time collaboration and transparency

We leveraged **KCfc** to facilitate real-time collaboration with management and provide visual insights into the status of the audit!

On our audit we used KCfc to coordinate requests from management.

Learn more

5
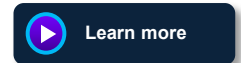
Significant changes

We have made the following significant changes since our communication in the Audit Planning Report:

	Audit strategy	More details
🔄 **Significant changes to materiality** ➡️	Nothing to report	👆
🔄 **Significant change to involvement of others** ➡️	Nothing to report	👆

Key milestones and deliverables		
🔄 **Significant changes to key milestones and deliverables** ➡️	Nothing to report.	👆

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Significant risks and results

We highlight our significant findings in respect of **significant risk.**

Presumption of risk of fraud arising from management override of controls

Significant risk	Estimate?	Key audit matter?
	No	No

Fraud risk arising from management override of controls refers to the potential for management to bypass established procedures and internal controls, thereby manipulating financial reporting and concealing fraudulent activities.

Therefore, management override of controls is a significant risk for all audits. Our audit methodology incorporates the required procedures in professional standards to address the risk of management override of controls.

Our response

• To respond to the risk of management override of controls we test the appropriateness of journal entries and other adjustments and evaluate the existence of any management bias in the preparation of accounting estimates.

• In responding to risks of fraud and management override of controls, we set specific criteria to isolate high risk journal entries and adjustments in order to analyze for further insights into our audit procedures and findings. We focused on journal entries that could possible be related to override activities.

• No issues were noted based on the completion of our journal entry testing.

Significant qualitative aspects of the Company's accounting practices

No evidence of bias observed in selection or application of the Corporation's accounting policies and practices or in the development of estimates.

Significant risks and results

Investments and investment income

Significant findings

- We completed substantive procedures by vouching to third party evidence of the year-end balances and annual movements during the period without issue, achieving 100% coverage of the investment population.
- Based on the nature of the Library's investments, we have not identified any potential indicators of impairment at this time.

Tangible capital assets

Significant findings

- We have substantially tested a sample of material additions and disposals to capital assets, vouching to third party support in each instance.
- We have recalculated management's amortization adjustments throughout the year and completed a roll-forward of the tangible capital assets schedule without issue.

Government grants

Significant findings

- Consistent with our planned approach, we have agreed the operating grant between the Town of Oakville and the Library without issue by confirming the grant amount with Town management.
- We have obtained support for the annual renewals of recurring third party grants and noted no issues with the recognition of revenue related to previously deferred grants. We have no issues to report in this area of focus.

KPMG

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Significant risks and results

Post-employment benefit liability

Significant findings

- In the prior year, we audited the census data sent to management's third party actuary, whose report is used to prepare the estimate related to the post-employment benefit liability.
- In the current year, we obtained the actuary's annual update to the full report provided in the prior period.
- We assessed key assumptions and benchmarked against sector standards, noting no issues with the rates and assumptions used by the actuary in their report.
- We note management has prepared the estimate based on the actuary's report in a manner consistent with past years and in line with public sector standards. No issues to report.

Operating expenditures, including payroll and related accruals

Significant findings

- We have tested a sample of operating expenses and utilized substantive analytical procedures to obtain assurance over the relevant assertions with respect to these areas.
- Based on our results, we have not identified any material adjustments which were required with regards to year-end accruals for expenses, including payroll expenses. We did not identify any issues with respect to cut-off or year-end accruals.

Corrected and uncorrected misstatements

Corrected and uncorrected misstatements include financial presentation and disclosure misstatements.

Impact of corrected and uncorrected misstatements – None noted

- Based on the results of our audit procedures and the execution of our audit based on our audit plan, we have not identified any material audit adjustments which we have proposed to management for correction.

- The threshold for posting audit misstatements was $18,450 (2023 - $17,600). As we have not identified any potential misstatements which exceed this threshold, there are no matters which we are required to bring to your attention with respect to audit misstatements.

Accounting policies and practices

Description of new or revised significant accounting policies and practices

PS 3400 – Revenue

Previous standards provided guidance for revenue recognition on primary revenue streams such as taxation revenue and government grants. The new standard provides general recognition guidance to provide consistency for other streams not previously covered by existing public sector standards.

PSG-8 – Purchased Intangibles

This standard governs recognition of intangible assets which were acquired through an exchange transaction, namely an arm's length exchange between two willing parties (as opposed to inter-entity transfers, which are excluded).

PS 3160 – Public Private Partnerships

Public private partnerships ("P3s") are an alternative procurement and finance model where public sector entities purchase infrastructure using a private sector partner.

Each of the above standards were adopted and implemented by the Library as required by Public Sector Accounting Standards anddid not have an impact on the Library.

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Specific topics

We have highlighted the following that we would like to bring to your attention:

Matter	Finding
Illegal acts, including noncompliance with laws and regulations, or fraud (identified or suspected)	No matters to report
Other information in documents containing the audited financial statements	No matters to report
Significant difficulties encountered during the audit	No matters to report
Difficult or contentious matters for which the auditor consulted	No matters to report
Management's consultation with other accountants	No matters to report
Disagreements with management	No matters to report
Related parties	No matters to report
Significant issues in connection with our appointment or retention	No matters to report
Other matters that are relevant matters of governance interest	No matters to report

Independence

As a firm, we are committed to being and being seen to be independent. We have strict rules and protocols to maintain our independence that meet or exceed those of the IESBA Code[1] and CPA Code. The following are the actions or safeguards applied to reduce or eliminate threats to an acceptable level:

Dedicated ethics & independence partners

Process for reporting breaches of professional standards and policy, and documented disciplinary policy

Ethics, independence and integrity training for all staff

International proprietary system used to evaluate and document threats to independence and those arising from conflicts of interest

Operating polices, procedures and guidance contained in our quality & risk management manual

Mandated procedures for evaluating independence of prospective audit clients

Restricted investments and relationships

Annual ethics and independence confirmation for staff

Statement of compliance

We confirm that, as of the date of this communication, **we are independent** of the Library and its related entities in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada.

1 International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards)

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Appendices

15 Required communications

18 Audit quality

19 New auditing standards

20 Insights

21 Technology

Appendix: Draft auditor's report

Refer to copy of auditor's report attached to the draft financial statements included within the meeting package. The planned auditor's report is unqualified.

Appendix: Other required communications

Engagement terms

A copy of the engagement letter and any subsequent amendments is available to the Committee.

We confirm there have been no changes to the most recently executed engagement letter since initial approval.

CPAB communication protocol

The reports available through the following links were published by the Canadian Public Accountability Board to inform Audit Committees and other stakeholders about the results of quality inspections conducted over the past year:

- CPAB Regulatory Oversight Report: 2023 Annual Inspections Results

- CPAB Audit Quality Insights Report: 2024 Interim Inspections Results

- CPAB Regulatory Oversight Report: 2024 Annual Inspections Results

Appendix: Management representation letter(s)

A management representation letter will be provided to the Town for signature prior to the release of our auditor's report.

KPMG

Appendix: Audit quality - How do we deliver audit quality?

Quality essentially means doing the right thing and remains our highest priority. Our Global Quality Framework outlines how we deliver quality and how every partner and staff member contributes to its delivery.

The drivers outlined in the framework are the ten components of the KPMG System of Quality Management (SoQM). Aligned with ISQM 1/CSQM 1, our SoQM components also meet the requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA) and the relevant rules of professional conduct / code of ethics applicable to the practice of public accounting in Canada, which apply to professional services firms that perform audits of financial statements. Our Transparency Report includes our firm's Statement on the Effectiveness of our SoQM.

▶ KPMG 2023 Audit Quality and Transparency Report

We define 'audit quality' as being the outcome when:

- audits are **executed consistently**, in line with the requirements and intent of **applicable professional standards** within a strong **system of quality management;** and

- all of our related activities are undertaken in an environment of the utmost level of **objectivity, independence, ethics** and **integrity.**

Live our culture and values

Associate with right clients and engagements

Be independent, objective and ethical

Monitor

Nurture diverse skilled teams

Perform quality engagements

Embrace digital technology

Remediate

Communicate effectively

Assess risks to quality

Apply expertise and knowledge
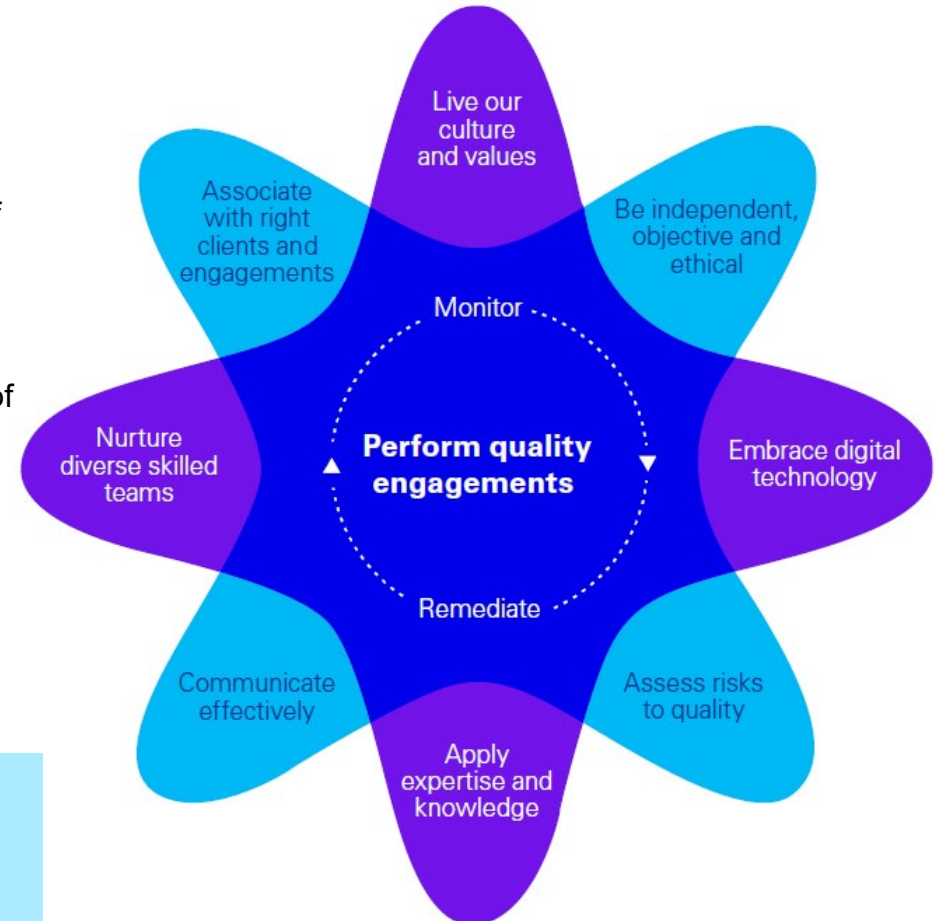
Doing the right thing. Always.

Appendix: Newly effective and upcoming changes to auditing standards

For more information on newly effective and upcoming changes to auditing standards – see Current Developments

Effective for periods beginning on or after December 15, 2023

ISA 600/CAS 600
....
Revised special considerations – Audits of group financial statements

Effective for periods beginning on or after December 15, 2024

ISA 260/CAS 260
....
Communications with those charged with governance

ISA 700/CAS 700
....
Forming an opinion and reporting on the financial statements

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Appendix: Audit and assurance insights

Our latest thinking on the issues that matter most to Audit Committees, board of directors and management.

KPMG Audit & Assurance Insights
Curated research and insights for audit committees and boards.

Accelerate 2023
The key issues driving the audit committee agenda in 2023.

Board Leadership Centre
Leading insights to help board members maximize boardroom opportunities

Momentum
A quarterly newsletter with the latest thought-leadership from KPMG's subject matter leaders across Canada and valuable audit resources for clients.

Current Developments
Series of quarterly publications for Canadian businesses including Spotlight on IFRS, Canadian Securities & Auditing Matters and US Outlook reports.

KPMG Climate Change Financial Reporting Resource Centre
Our climate change resource center provides insights to help you identify the potential financial statement impacts to your business.

Audit Committee Guide – Canadian Edition
A practical guide providing insight into current challenges and leading practices shaping audit committee effectiveness in Canada.

IFRS Breaking News
A monthly Canadian newsletter that provides the latest insights on international financial reporting standards and IASB activities.
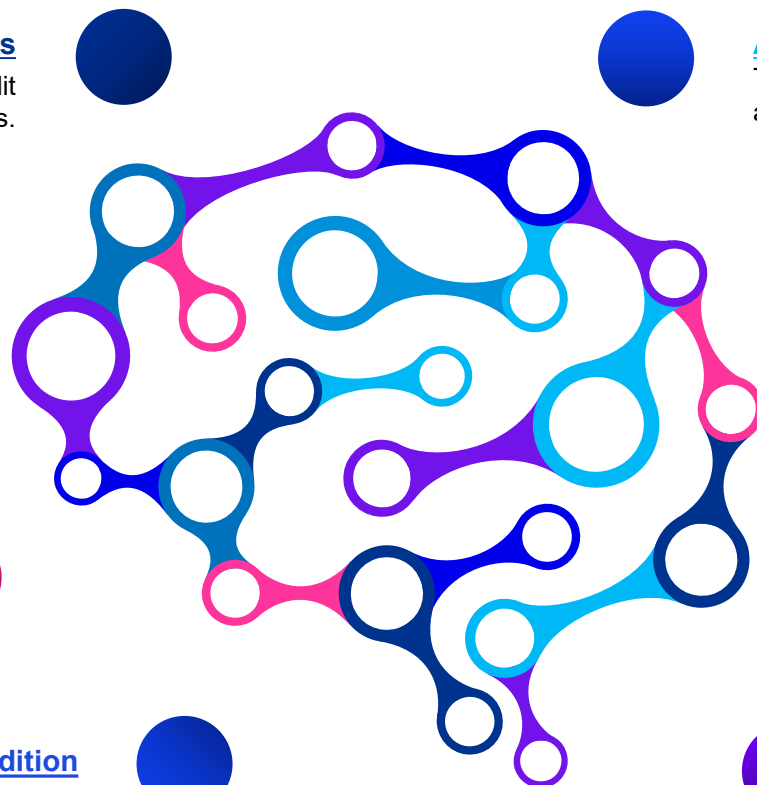
Appendix: Continuous evolution

Our investment: $5B

We are in the midst of a five-year investment to develop our people, digital capabilities, and advanced technology.

Responsive delivery model

Tailored to you to drive impactful outcomes around the quality and effectiveness of our audits.

Result: A better experience

Enhanced quality, reduced disruption, increased focus on areas of higher risk, and deeper insights into your business.

Standardization
+
Automation
+
Centralization

Methodology and Approach

Data and tech enablement
+
Center for Audit Solutions
+
Next-gen auditor

Quality Management System

Enhanced audit quality
+
Increased efficiency
+
Exceptional experiences

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Appendix: KPMG Clara Generative AI

With our global alliance partner Microsoft, we have embarked on a journey to embed Generative AI into our smart audit platform—KPMG Clara. This will make our auditors more productive and give them the tools to provide quicker feedback, make more insightful connections, and deliver a better audit experience.
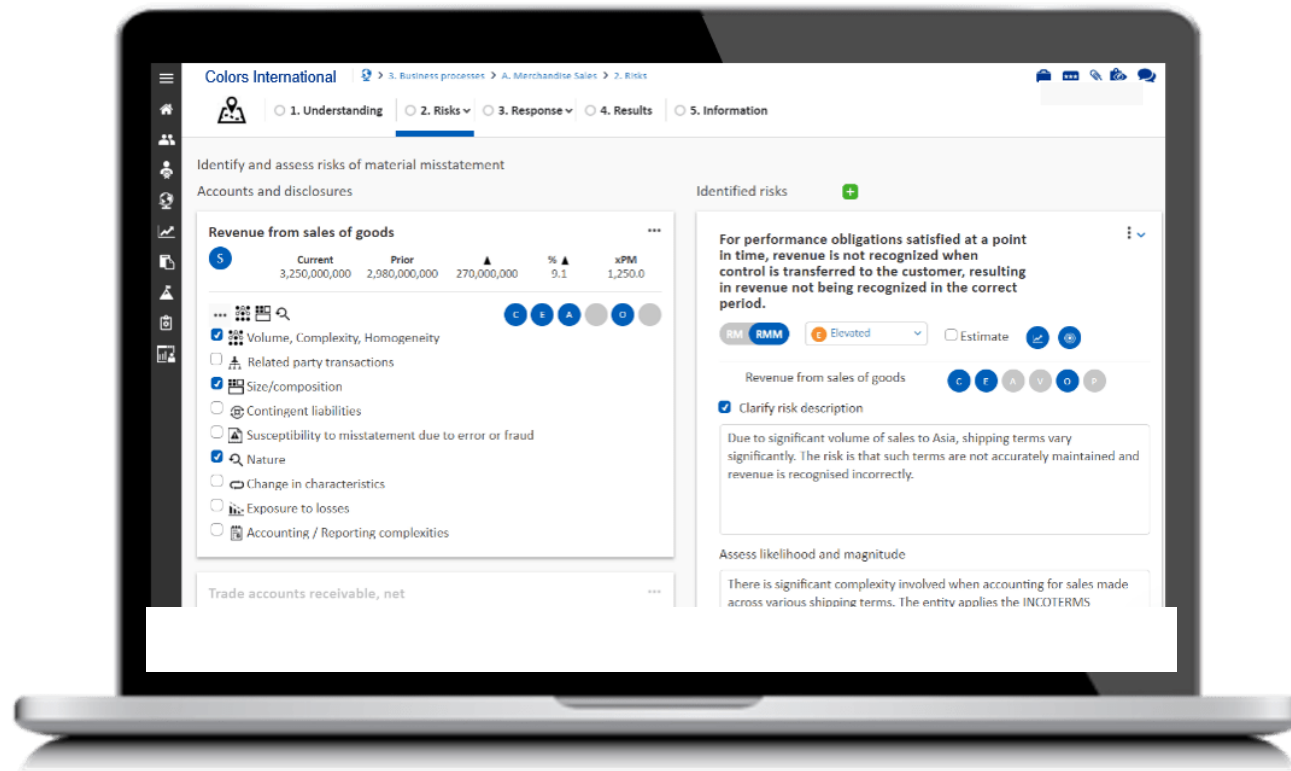
AI done right
Although early adoption is key, we are focused on avoiding reliance on a 'black box' so we're building 'explainability' and 'traceability' at the core.

Bolstered productivity
Focused on removing time-consuming low value tasks, we'll apply our skills in other, more judgmental areas or in order to give insights to you.

Quality at our fingertips
We are teaching our model with our knowledge databases to capture our vast experience. This means quality information accessible in seconds.

Secure integration
KPMG Clara has been built on a solid and secure Azure Cloud backbone, allowing us to easily integrate Generative AI in partnership with Microsoft.

Celebrating our Canadian Heritage and Commitment

KPMG puts Canada first as part of out commitment to our teams, clients and communities. We are one of Canada's largest professional services firms providing audit, tax, advisory and law services and can proudly say the following:

- **Canadian-Owned and Operated.** We are immensely proud to be 100% Canadian-owned and operated. When you choose us, you support a company deeply rooted in Canadian values, committed to the success of our nation. Our local decision-making ensures we understand and address the unique challenges and opportunities faced by Canadian businesses.

- **Investing in Our Communities.** Our success is intertwined with the well-being of the communities we serve. We actively participate in initiatives that foster growth, innovation, and prosperity across the country.

- **Creating Opportunities and Building Expertise.** As one of Canada's largest professional services firms, we provide jobs and opportunities to thousands of talented individuals. Our extensive network of professionals brings a wealth of knowledge and expertise, ensuring the highest quality of service for our clients.

As you consider your auditors and advisors of the future look to us to support you close to home.

Sincerely,

KPMG

https://kpmg.com/ca/en/home.html
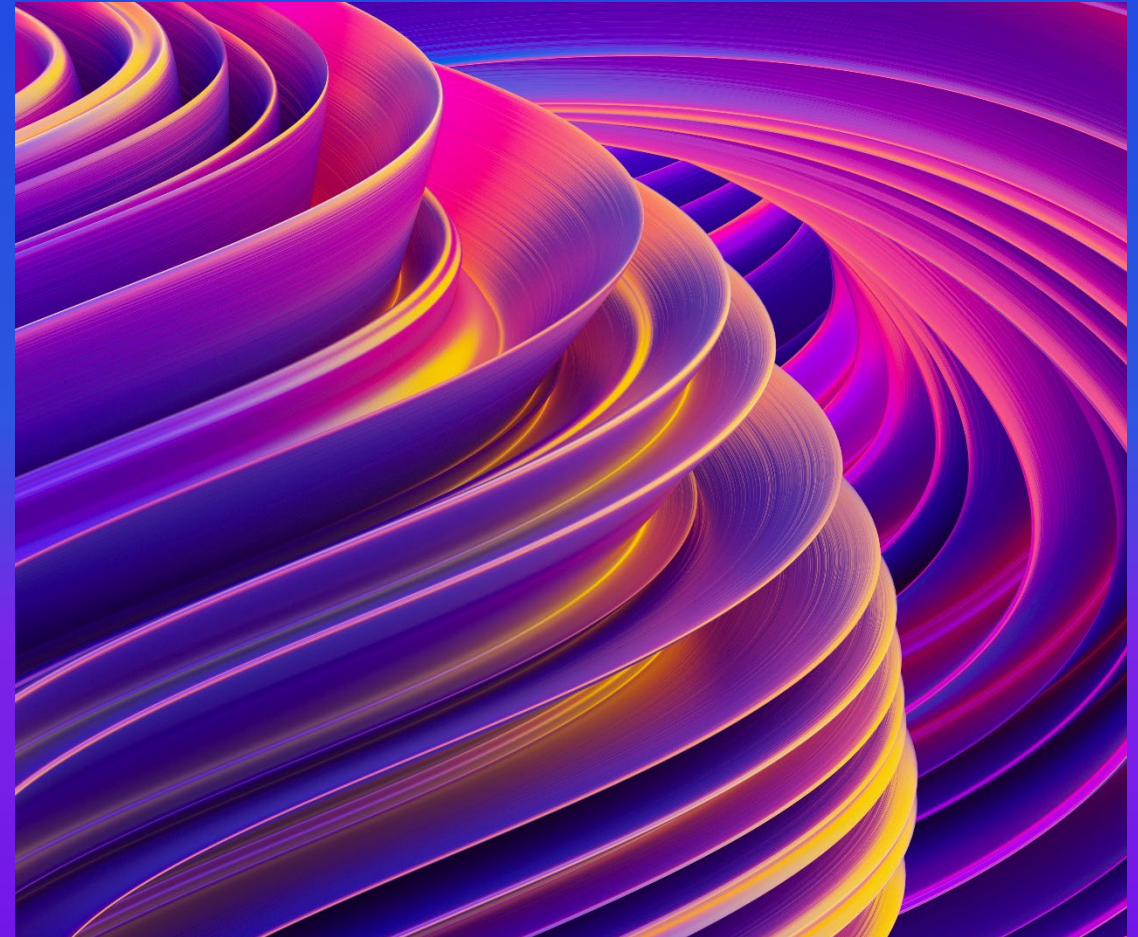
Financial Statements of

THE OAKVILLE PUBLIC LIBRARY BOARD

And Independent Auditor's Report Thereon

Year ended December 31, 2024

INDEPENDENT AUDITOR'S REPORT

To the Chair and Members of The Oakville Public Library Board, Members of Council, Inhabitants and Ratepayers of the Town of Oakville

Opinion

We have audited the accompanying financial statements of The Oakville Public Library Board (the Entity), which comprise:

- the statement of financial position as at December 31, 2024

- the statements of operations and accumulated surplus for the year then ended

- the statement of changes in net financial assets for the year then ended

- the statement of cash flows for the year then ended

- and notes, including a summary of significant accounting policies and other explanatory information.

(Hereinafter referred to as the "financial statements")

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Entity as at December 31, 2024, and its results of operations, its changes in net financial assets and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *"Auditor's Responsibilities for the Audit of the Financial Statements"* section of our auditor's report.

We are independent of the Entity in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

  The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusion is based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Chartered Professional Accountants, Licensed Public Accountants

Oakville, Ontario

May 15, 2025

THE OAKVILLE PUBLIC LIBRARY BOARD

Statement of Financial Position

December 31, 2024, with comparative information for 2023

	2024	2023
Financial assets:		
Cash	$ 447,342	$ 467,661
Investments held with Oakville Community Foundation (note 2)	953,896	983,736
Accounts receivable	52,500	74
Due from the Town of Oakville (note 9)	–	12,681
	1,453,738	1,464,152
Liabilities:		
Accounts payable and accrued liabilities	280,434	233,135
Due to the Town of Oakville (note 9)	26,440	–
Post-employment benefit liability (note 3)	525,800	513,257
Deferred revenue - operations (note 4)	97,750	96,092
Deferred revenue - funds held by the OCF (note 4)	93,486	123,486
Deferred revenue - donations (note 4)	14,556	4,591
	1,038,466	970,561
Net financial assets	415,272	493,591
Non-financial assets:		
Tangible capital assets (note 5)	3,365,765	3,244,256
Prepaid expenses	34,385	22,855
	3,400,150	3,267,111
Accumulated surplus (note 6)	$ 3,815,422	$ 3,760,702

See accompanying notes to financial statements.

On behalf of the Library Board:

_____   Chair

THE OAKVILLE PUBLIC LIBRARY BOARD

Statement of Operations and Accumulated Surplus

Year ended December 31, 2024, with comparative information for 2023

	2024 Budget (note 8)	2024 Actual	2023 Actual
Revenue:			
Town of Oakville operating grant	$ 12,179,800	$ 12,179,800	$ 11,650,700
Province of Ontario grant	182,300	182,453	182,453
Halton Information Providers	138,500	147,427	146,039
Miscellaneous	86,300	81,302	69,331
Donations (DRF)	240,300	77,076	120,750
Photocopiers and printers	34,000	56,542	45,610
Tenancy and space rental	28,900	30,979	26,692
Special grants	–	25,434	10,442
Fines	20,000	24,248	25,973
Interest	–	9,208	11,155
Federal grant	10,000	8,314	7,170
Programs	13,800	3,348	1,520
Donations (OCF)	–	160	625
Total revenue	12,933,900	12,826,291	12,298,460
Expenses:			
Personnel services	9,678,300	9,246,444	8,566,174
Purchased services (schedule)	1,694,800	1,656,074	1,865,413
Amortization	–	713,401	695,723
Materials (schedule)	1,359,600	612,778	620,607
Supplies (schedule)	120,100	116,186	169,079
	12,852,800	12,344,883	11,916,996
Transfer to Town of Oakville:			
Operating surplus repayment (note 6)	–	339,059	195,980
Reserves	81,100	87,629	80,751
Total transfers to Town of Oakville	81,100	426,688	276,731
Total expenses and transfers to Town of Oakville	12,933,900	12,771,571	12,193,727
Annual surplus	–	54,720	104,733
Accumulated surplus, beginning of year	3,760,702	3,760,702	3,655,969
Accumulated surplus, end of year	$ 3,760,702	$ 3,815,422	$ 3,760,702

See accompanying notes to financial statements.

THE OAKVILLE PUBLIC LIBRARY BOARD

Statement of Change in Net Financial Assets

Year ended December 31, 2024, with comparative information for 2023

	2024	2023
Annual surplus	$ 54,720	$ 104,733
Acquisition of tangible capital assets	(834,910)	(785,342)
Amortization of tangible capital assets	713,401	695,723
Acquisition of prepaid expenses	(34,385)	(22,855)
Use of prepaid expenses	22,855	81,218
Change in net financial assets	(78,319)	73,477
Net financial assets, beginning of year	493,591	420,114
Net financial assets, end of year	$ 415,272	$ 493,591

See accompanying notes to financial statements.

THE OAKVILLE PUBLIC LIBRARY BOARD

Statement of Cash Flows

Year ended December 31, 2024, with comparative information for 2023

	2024	2023
Operating activities:		
Annual surplus	$ 54,720	$ 104,733
Items not involving cash:		
Amortization	713,401	695,723
Change in employee benefits and other liabilities	12,543	4,780
Change in non-cash assets and liabilities:		
Accounts receivable	(52,426)	1,603
Due from Town of Oakville	39,121	(90,054)
Accounts payable and accrued liabilities	47,299	9,311
Deferred revenue	1,658	92,425
Deferred revenue - Jack and Joan Woods	(30,000)	(30,000)
Deferred revenue - donations	9,965	(28,651)
Prepaid expenses	(11,530)	58,363
Net change in cash from operating activities	784,751	818,233
Capital activities:		
Cash used to acquire tangible capital assets	(834,910)	(785,342)
Investing activities:		
Change in investments held with Oakville Community Foundation	29,840	29,375
Net (decrease) increase in cash	(20,319)	62,266
Cash, beginning of year	467,661	405,395
Cash, end of year	$ 447,342	$ 467,661

See accompanying notes to financial statements.

The financial statements of the Oakville Public Library Board (the "Library") are prepared by management in accordance with Canadian public sector accounting standards. Significant accounting policies adopted by the Library are as follows:

1. **Significant accounting policies:**

   (a) Basis of accounting:

   The Library follows the accrual method of accounting for revenues and expenses. Revenues are recognized in the year in which they are earned and measurable. Expenses are recognized as they are incurred and measurable as a result of receipt of goods or services and/or the creation of a legal obligation to pay.

   (b) Trust funds:

   Trust funds and their related operations administered by the Library and the Town of Oakville are not included in these financial statements, but are reported separately.

   (c) Government transfers:

   Government transfers are received from the province, the federal government and the Town of Oakville and relate to library operations. Government transfers paid relate to surplus repayment and future reserves. Transfers are recognized in the financial statements as revenues in the period in which events giving rise to the transfer occur, providing the transfers are authorized, any eligibility criteria have been met, and a reasonable estimate of the amounts can be made except, when and to the extent that, stipulations by the transferor give rise to an obligation that meet the definition of a liability. Government transfers that meet the definition of a liability are recognized as revenue as the liability is extinguished.

   (d) Investment income:

   Investment income is reported as revenue in the period earned.

   (e) Deferred revenue:

   Deferred revenue represents externally restricted development and program funding and donations received, for which the related expenses have yet to be incurred. These amounts will be recognized as revenue in the fiscal year in which the funding is spent on the purpose for which it was given.

   (f) Investments:

   Investments held with the Town of Oakville primarily consist of bonds and are recorded at amortized cost. Discounts and premiums arising on the purchase of these investments are amortized over the term of the investments. Investments held with the Oakville Community Foundation consist of securities, bonds, and equities and are recorded at cost or amortized cost. When there has been a loss in value that is other than a temporary decline in value, the respective investment is written down to recognize the loss.

THE OAKVILLE PUBLIC LIBRARY BOARD
Notes to Financial Statements (continued)

Year ended December 31, 2024

1. **Significant accounting policies (continued):**

   (g) Post-employment benefits:

   (i) The Library provides certain employee benefits which will require funding in future periods. The cost of self-insured retirement and other employee future benefits that vest or accumulate over the periods of service provided by employees, such as retirement health and dental benefits for retirees, is actuarially determined using the projected benefits method prorated on service. Under this method, the benefit costs are recognized over the expected average service life of the employee group. Any actuarial gains and losses related to the past service of employees are amortized over the expected average remaining service life of the employee group.

   For those self-insured benefit obligations that arise from specific events that occur from time to time, such as obligations for workers' compensation and life insurance and health care benefits for those on disability leave, the cost is recognized immediately in the period the events occur. Any actuarial gains and losses that are related to these benefits are recognized immediately in the period they arise.

   (ii) The costs of multi-employer defined contribution benefit plan, such as the Ontario Municipal Employees Retirement System ("OMERS") pensions, are the employer's contributions due to the plan in the period earned. These costs are recognized in the period in which the contributions are earned.

   (h) Non-financial assets:

   Non-financial assets are not available to discharge existing liabilities and are held for use in the provision of services. They have useful lives extending beyond the current year and are not intended for sale in the ordinary course of operations.

   (i) Tangible capital assets:

   Tangible capital assets are recorded at cost which includes amounts that are directly attributable to acquisition, construction, development or betterment of the asset. The cost, less residual value, of the tangible capital assets, excluding land, are amortized on a straight-line basis over their estimated useful lives as follows:

Asset	Estimated useful life
Equipment - Collections	9 years

   Amortization is charged in the year of acquisition and in the year of disposal.

   Buildings and equipment used by the Library are owned and maintained by the Town of Oakville and are not included in these financial statements.

THE OAKVILLE PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2024

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1. **Significant accounting policies (continued):**

   (h) Non-financial assets (continued):

   (ii) Contributions of tangible capital assets:

   Tangible capital assets received as contributions are recorded at their fair value at the date of receipt and also are recorded as revenue.

   (i) Use of estimates:

   The preparation of financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, and disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the period.   Significant estimates include assumptions used in estimating provisions for accrued liabilities and in performing actuarial valuations of post-employment benefits. Actual results could differ from these estimates.

   (j) Adoption of new accounting standards:

   Effective January 1, 2024, the Library adopted the Public Sector Accounting Board's (PSAB) standard PS 3400 *Revenue*. The new standard addresses the reporting of general revenues not covered under other PS sections and differentiates between revenue arising from transactions with performance obligations, and transactions without. The adoption of this standard did not have a significant impact on the Library.

2. **Investments held with the Oakville Community Foundation:**

   In August 1998, the Library established investment funds with the Community Foundation of Oakville (now the Oakville Community Foundation). These investments are the property of the Library and are comprised of three separate funds. The Library does not own or hold the individual investments comprised of securities, bonds and other instruments directly, these investments indirectly held through pooled funds and the Oakville Community Foundation. The investments have a market value of $1,414,439 (2023 - $1,308,099) at the end of the year. The market value represents the realizable value of investments if they were to be sold at December 31, 2024.

3. **Post-employment benefit liability:**

   Employee future benefits are comprised of health and dental benefits. Dependent on eligibility, health and dental coverage is a shared financial responsibility between the Library and the retired employees. All coverage ceases at age 65. The Library recognizes these post-retirement costs as they are earned during the employee's tenure of service.

THE OAKVILLE PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2024

3. Post-employment benefit liability (continued):

The post-employment benefit obligation was determined by an actuarial valuation and annual report update as at December 31, 2024.

The main actuarial assumptions employed in the valuation are as follows:

(i) Inflation	Inflation was assumed to be 2.5% per year.
(ii) Discount rate	The present value as at December 31, 2024 of the future benefits obligation was determined using a discount rate of 4.6% (2023 - 4.6%) at the end of the year.
(iii) Health and dental trend costs:	Health care trend costs of 6.5% in 2024, reducing linearly to 4.0% after 8 years. Dental care trend costs of 4.0% are presumed.

Mortality is based on the Canadian Institute of Actuaries' 2014 Public Mortality Table with CPM Improvement Scale B.

Information about the Library post-employment benefit liability is as follows:

	2024	2023
Accrued benefit obligation:		
Balance, beginning of year	$ 345,116	$ 306,170
Current service costs	24,784	21,700
Actuarial loss	–	21,280
Interest on accrued benefit obligation	16,000	15,366
Benefits paid during the period	(17,500)	(19,400)
Balance, end of year	368,400	345,116
Unamortized actuarial gain	157,400	168,141
Accrued post-employment benefit liability	$ 525,800	$ 513,257

The 2024 unamortized actuarial gain is amortized over the expected average remaining service life of 15.7 years (2023 - 15.7 years). Amortization gain included in expense is $(10,700) (2023 - ($12,886)).

THE OAKVILLE PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2024

4. **Deferred revenue:**

Deferred revenue is made up of the following amounts:

	Deferred revenue operations	Deferred revenue funds held by Oakville Community Foundation	Deferred revenue donations	Total 2024	Total 2023
Balance, beginning of year	$ 96,092	$ 123,486	$ 4,591	$ 224,169	$ 190,395
Add:					
Donations and funds raised	97,767	–	31,299	129,066	129,834
	193,859	123,486	35,890	353,235	320,229
Less:					
Funds used for program development	(96,109)	–	–	(96,109)	(3,684)
Funds used for operations	–	(30,000)	(21,334)	(51,334)	(92,376)
Balance, end of year	$ 97,750	$ 93,486	$ 14,556	$ 205,792	$ 224,169

5. **Tangible capital assets:**

Cost	Balance at December 31, 2023	Additions	Write-offs	Balance at December 31, 2024
Equipment - collections	$ 6,332,362	$ 834,910	$ (657,591)	$ 6,509,681

Accumulated amortization	Balance at December 31, 2023	Amortization	Write-offs	Balance at December 31, 2024
Equipment - collections	$ 3,088,106	$ 713,401	$ (657,591)	$ 3,143,916

THE OAKVILLE PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2024

5. **Tangible capital assets (continued):**

Net book value	Balance at December 31, 2023	Balance at December 31, 2024
Equipment - collections	$ 3,244,256	$ 3,365,765

6. **Accumulated surplus:**

Accumulated surplus consists of individual fund surplus and reserves and reserve funds as follows:

	2024	2023
Surplus:		
Invested in tangible capital assets	$ 3,365,765	$ 3,244,256
Oakville Community Foundation fund	846,267	846,107
Development reserve fund	129,190	183,596
Unfunded:		
Employee benefits	(525,800)	(513,257)
Total surplus	$ 3,815,422	$ 3,760,702

The Library has established a Development Reserve Fund to assist in providing due diligence to Library donors by segregating funds raised through external donations restricted for program development, from the regular Library operating revenue.

THE OAKVILLE PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2024

6. **Accumulated surplus (continued):**

In accordance with the requirements of the Municipal Act, the operating surplus at December 31, 2024 of $339,059 (2023 - $195,980) has been returned to the Town of Oakville.

	2024	2023
Annual surplus	$ 54,720	$ 104,733
Add:		
Amortization expense on tangible capital assets	713,401	695,723
Change in Post-Employment Benefits	12,543	4,780
Less:		
Current year surplus in OCF	(160)	(114,754)
Current year deficit in DRF	54,406	94,860
Tangible capital asset acquisitions	(834,910)	(785,342)
Total	$ –	$ –

7. **Pension agreement:**

The Library makes contributions to the Ontario Municipal Employees Retirement Fund ("OMERS"), which is a multi-employer plan, on behalf of 129 members of its staff. The plan is a defined benefit plan, which specifies the amount of the retirement benefit to be received by the employees based on length of service and rates of pay. The amount contributed by the Library to OMERS for 2024 was $659,055 (2023 - $588,404) for service costs. As at December 31, 2024, OMERS reported it was 98% funded with a funding deficit of $2,900,000,000 (2023 - $4,200,000,000). An increase in future contributions may be required to fund any existing deficits.

THE OAKVILLE PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2024

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8. **Budget data:**

The budget data presented in these financial statements is based upon the 2024 operating and capital budgets approved by Council on December 20, 2023 for the capital budget and operating budget. Amortization was not contemplated on development of the budget and, as such, has not been included. The chart below reconciles the approved budget to the budget figures reported in these consolidated financial statements.

Revenues:	
Operating budget	$ 12,958,900
Less:	
Transfers from reserves	(25,000)
Total revenue	12,933,900
Expenses:	
Operating budget	12,852,800
Less:	
Transfers to reserves	81,100
Total expenses	12,933,900
Annual surplus	$ –

9. **Related party transactions:**

The Town of Oakville provides a variety of services, free of charge, to the Library to assist in the Library's ongoing operations. These services include, but are not limited to, use of town facilities and equipment, facilities management, financial and payroll related services, information technology services, and clerks services. No value for these services has been quantified or included in the financial statements.

The Town of Oakville does provide an operating grant to the Library and this grant is included in the financial statements at fair value.

Amounts owing from the Town of Oakville are non-interest bearing and have no fixed terms of repayment.

THE OAKVILLE PUBLIC LIBRARY BOARD

Schedule of Expenses

Year ended December 31, 2024, with comparative information for 2023

	2024 Budget	2024 Actual	2023 Actual
Materials:			
Electronic resources	$ 1,325,600	$ 588,497	$ 620,607
Periodicals	34,000	24,281	–
	$ 1,359,600	$ 612,778	$ 620,607
Supplies:			
Janitorial supplies	$ 18,600	$ 19,678	$ 13,819
Maintenance	11,500	3,095	454
Office	40,300	25,262	62,134
Operating	33,300	45,497	77,842
Photocopiers and printers	3,000	8,936	2,790
Postage	9,800	6,616	5,959
Programs	3,600	7,102	6,081
	$ 120,100	$ 116,186	$ 169,079
Purchased services:			
Advertising	$ 55,500	$ 21,663	$ 87,058
Bank charges	9,500	9,699	8,258
Board expense	–	3,809	696
Cataloguing Tools	11,500	8,813	8,065
Courier and freight	48,900	–	63,163
Dues	35,400	50,709	35,687
Equipment rental	500	9,166	9,587
Insurance	83,300	80,475	73,052
Janitorial	181,200	298,853	344,983
Materials Processing	–	–	9,303
Meeting expenses	15,600	11,783	13,556
Professional fees	96,700	132,186	100,338
Programs	23,000	17,013	41,687
Property Rental	8,400	9,860	7,000
Repairs and maintenance	133,000	158,611	177,882
Software	216,900	192,193	208,335
Staff and volunteer recognition	19,800	20,486	12,650
Staff development	69,400	59,026	110,278
Sundry	155,600	79,505	49,801
Telephone	26,600	30,013	32,440
Town of Oakville	233,600	234,836	241,500
Travel	16,700	6,971	3,517
Utilities	253,700	220,404	226,577
	$ 1,694,800	$ 1,656,074	$ 1,865,413

REPORT

Oakville Public Library Board

Meeting Date: May 15, 2025

FROM:	Oakville Public Library
DATE:	May 6, 2025
SUBJECT:	**Comprehensive Financial Report at March 31, 2025**

RECOMMENDATION:
That the Comprehensive Financial Progress Report as of March 31, 2025, be received for information.

KEY FACTS:
The following are key points for consideration with respect to this report:

- At March 31, 2025, the Oakville Public Library (OPL) is projecting an operating surplus of $415,896 (March 31, 2024 projection - $91,186).

- The Development Reserve fund is projecting a year-end balance of $28,493 (March 31, 2024 projection - $62,443)

- The HIP Trust is projecting a year-end balance of $12,516 (March 31, 2024 projection - $60,628)

- The Board is provided with detailed quarterly financial reports on operating, capital and reserve funds.

BACKGROUND:
This report provides an update on the OPL financial activities from January 1 – March 31, 2025 and covers all financial matters including: operating and capital expenditures and reserve and trust fund balances. Staff monitor the operating activities monthly to ensure revenue targets are met and potential expenditure overruns are identified early and, where applicable, corrective action is taken. The next financial progress report to the Board will be for the period ending June 30, 2025.

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COMMENT/OPTIONS:

Operating Variance Analysis and Projection to Year-end

The following table illustrates the OPL's variances year-to-date and projection to year-end by expense and revenue type:

	2025 Net Approved Budget	2025 Net Expenditures 31-Mar	Funds Remaining	2025 Projected Year-End Actuals	Projected Year-End Variance	% Budget Remaining
EXPENSES						
PERSONNEL SERVICES & BENEFITS	10,566,000	2,265,256	8,300,744	10,049,191	516,809	4.9%
MATERIALS & SUPPLIES	1,702,900	505,114	1,197,786	1,730,951	(28,051)	-1.6%
CAPITAL OUT OF OPERATIONS	38,000	13,351	24,649	37,351	649	1.7%
PURCHASED SERVICES	1,223,400	318,964	904,436	1,322,373	(98,973)	-8.1%
PAYMENTS & GRANTS	12,500	2,910	9,590	12,537	(37)	-0.3%
INTERNAL EXPENSES & TRANSFERS	357,300	63,799	293,501	341,165	16,135	4.5%
Total EXPENSES	13,900,100	3,169,395	10,730,705	13,493,569	406,531	2.9%
REVENUES						
EXTERNAL REVENUES	(406,300)	(52,970)	(353,330)	(415,665)	9,365	-2.3%
INTERNAL RECOVERY & FUND TRSFS	(332,800)	-	(332,800)	(332,800)	-	0.0%
Total REVENUES	(739,100)	(52,970)	(686,130)	(748,465)	9,365	-1.3%
Total Oakville Public Library	13,161,000	3,116,425	10,044,575	12,745,104	415,896	3.2%

The OPL is projecting a surplus of approximately $415,896 based on actual results to March 31st and projected spending to year-end. Approximately $309,000 of the surplus is savings due to the deferred opening of the newly renovated Sixteen Mile branch. Staff turnover in the Innovation and Integration section caused a cascade of vacancies, which have all now been filled. There are also a couple of vacant positions that are being repurposed to fill outreach and strategic needs within the department, and these should be filled by mid-year.

Materials and supplies are projecting over budget due to a large purchase of library cards. Purchased services is also projecting to be over budget in janitorial services due to the higher projected costs at White Oaks and Clearview locations. Both locations had higher costs than budgeted last year, but it was too late to adjust the 2025 budget by the time it was realized. These adjustments will be included for 2026. Revenues are slightly ahead of budget at the first quarter and projected to finish the year ahead of budget as well.

The following table illustrates the OPL variances to date and projection year-to-date by program area:

	2025 Net Approved Budget	2025 Actuals as of 31-Mar	Funds Remaining	2025 Projected Year-end Actuals	Projected Year-end Variance	%
Oakville Public Library						
Administrative Services	777,300	202,798	574,502	781,559	(4,259)	-0.5%
Customer Experience	7,914,900	1,778,847	6,136,053	7,798,177	116,723	1.5%
Innovation and Integration	4,468,800	1,134,780	3,334,020	4,165,368	303,432	6.8%
Total Oakville Public Library	13,161,000	3,116,425	10,044,575	12,745,104	415,896	3.2%

Administrative Services

A deficit of $4,259 is projected for Administrative Services, due to estimated overages in personnel services and benefits for part-time staffing, offset by vacancies in other service areas.

Customer Experience

A surplus of $116,723 is projected for the Customer Experience service area. A budget of $100,000 for estimated staffing vacancies in the OPL is included in this section. Savings of approximately $309,000 are projected due to the deferred opening of the renovated Sixteen Mile branch. However, these savings are offset by higher projected janitorial services costs at White Oaks and Clearview branches, based on previous years costs. As well, contracted maintenance costs are estimated to be over budget at Central branch. Facility Services is monitoring and will work to minimize these costs as the year progresses.

Innovation and Integration

A surplus of $303,432 is projected for Innovation and Integration. The Collections and Technology departments have some full and part-time vacant positions that are going to be redeployed to Programming and Administration and thereby showing savings here. These positions will be converted as the year progresses.

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Library Development Reserve

Included in the Innovation and Integration program is administration of the Library Development Fund. For 2025, a budget of $100,000 is designated for development funded programs and initiatives, and $30,000 for adult fiction collections from the Jack and Joan Wood Estate fund. $18,200 is budgeted to be transferred to operating to partially fund the Fund Development Coordinator position. A transfer of $46,100 is also budgeted to fund the new full-time Customer Information Specialist position at Glen Abbey, that will be moved to the newly renovated Sixteen Mile Library mid-year and funded from operating moving forward. Thus, the total budgeted and projected transfer to operating from the development reserve is $194,300.

The transfer of $213,500, budgeted for the OPL Newspaper Digitization and Local History Portal project, is also budgeted as a transfer out of the Development Fund reserve. This capital project was approved in the 2024 budget, and the work has continued through to the current year.

The table below illustrates the unaudited balance of the library's development reserve fund as of March 31, 2025. As illustrated in the table, the opening balance of the reserve fund was $129,189.

Total donation revenue is targeted for $100,000 for 2025 and includes individual and major giving, budgeted transfers from the OCF funds, corporate giving, special events and third-party fundraising events and book sales. To March 31, 2025, total donation revenue received is $17,387. Friendly Finds sales in branches have continued at 8 locations across Oakville. The Friends of the Oakville Public Library will be holding 4 book sales in 2025 as well as participating in community events across Oakville.

	2025	2025
	Actuals to	**Projection**
	March 31	**to Year-end**
OPENING BALANCE	**129,189**	**129,189**
EXPENDITURES:		
Transfer to Operating		194,300
Transfer for OPL Newspaper Digitization Project		213,500
Total Committments to Operating Fund		**407,800**
TOTAL EXPENDITURES from RESERVE		**407,800**
REVENUES:		
Transfer from OCF		200,000
Donations, Special Events, Grants	17,387	100,000
TOTAL REVENUE to RESERVES	**17,387**	**300,000**
CLOSING BALANCE before interest	**146,576**	**21,389**
Interest		7,104
CLOSING BALANCE including interest	**146,576**	**28,493**

Halton Information Providers (HIP) Trust Fund

OPL is part of the Halton Information Providers (HIP) coalition as well as the managing partner of the HIP Trust Fund. As is detailed in the chart below, the opening balance of the fund was $63,863 at January 1, 2025.

Halton Region contributes $52,500 toward management of the program, as it does annually. Interest is also earned on the Trust balance and estimated at $3,153 for the year. Service fee revenue is projected at approximately $25,000 as the HIP joint venture partners undertake the development of a new strategic plan. The Information Oakville staff have wrapped up the InfoPod project that was funded by Immigration, Refugees, and Citizenship Canada (IRCC) through to March 31, 2025.

It is projected that the total expenditures for HIP will be $145,645. These expenditures include a transfer of $112,000 to the OPL for management of HIP. Expenditures are also budgeted for training, software as a service costs and consulting fees to assist in revenue growth. Thus, the projected ending balance is $12,516.

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	2025 Actuals to March 31	2025 Projection to Year-end
OPENING BALANCE	63,863	63,863
Revenues		
Interest transfer		3,153
IRCC Grant	31,645	31,645
Service fees	1,061	25,000
Recovery from Halton Region		52,500
Total Revenue	**32,706**	**112,298**
Expenditures		
HIP Training, software, consulting, etc.		20,000
IRCC Grant expenses	31,645	31,645
Transfer to OPL Operations	-	112,000
Total Expenditures	**31,645**	**163,645**
CLOSING BALANCE	64,924	12,516

Capital Variances

The total capital budget for open projects is $22,851,600. Year-to-date in 2025, $3,976,201 has been spent or committed on those projects, bringing the total life-to-date expenditure to $4,987,229.

Work is underway on the OPL Newspaper Digitization and Local History Portal. The Local History Portal is completed, while the OPL newspaper digitization is advancing as per project plan. The DCH – Library project is currently in the preliminary concept design phase. The OPL website maintenance improvements continue to ensure that the website is sustained and grown. The Public Print Payment System project will provide a modern, user-friendly alternative supporting credit/debit cards and mobile payments. The Library Specialized Equipment replacement project includes the budget to replace a laser cutter. The Library Furniture and Equipment project ensures that equipment and furnishings remain in a state of good repair to support prescribed service levels.

Capital Variance Report - March 31, 2025					
	Life-to-Date Budget	2025 Year-to-Date Actuals	Outstanding Commitment	Life-to-Date Actuals and Commitments	Remaining Approved Budget
Oakville Public Library					
71101811 New Branch Library - Trafalgar Urban Core South	5,040,100	0	0	33,708	5,006,392
71102106 Incubator Libraries (Location TBD)	66,300	0	0	7,204	59,096
71102206 OPL Website Maintenance and Improvements	120,600	200	0	65,320	55,280
71102210 New Branch Library - Palermo (Land Purchase)	8,125,100	0	0	0	8,125,100
71102302 Scheduling Software Needs Review	30,200	0	0	10,122	20,078
71102304 Library Furniture and Equipment	132,600	1,964	0	76,659	55,941
71102305 Sixteen Mile Library Collections	3,266,300	0	0	16,200	3,250,100
71102404 OPL Newspaper Digitization and Local History Portal	313,500	44,877	261,319	306,196	7,304
71102406 DCH - Library	5,587,100	410,958	3,255,583	4,470,520	1,116,580
71102501 Public Print Payment System Replacement	50,400	400	0	400	50,000
71102502 Library Specialized Equipment Replacement	17,700	200	0	200	17,500
71102503 Library Program Equipment and Furniture	101,700	700	0	700	101,000
Total Oakville Public Library	22,851,600	459,299	3,516,902	4,987,229	17,864,371

Prepared by:
Belinda Wiersma CPA CA, Senior Financial Analyst

Submitted by:
Tara Wong, CEO OPL

REPORT

Oakville Public Library Board

Meeting Date: May 15, 2025

FROM:	Oakville Public Library
DATE:	May 6, 2025
SUBJECT:	**Safety and Wellbeing of Children and Youth Policy – May 15, 2025**

RECOMMENDATION:

That the Safety and Wellbeing of Children and Youth Policy be received for feedback.

KEY FACTS:

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

- The Safety and Wellbeing of Children and Youth Policy (Appendix A) has been renamed and updated from the previous version approved in July 2019 (Appendix B – PS-007 Safety and Well-being of Children Policy)
- The rights of children and teens in public libraries are now formally documented in the policy.
- Policy revisions regarding unattended children now directly mirrors language from the Child, Youth and Family Services Act and the recommendations of the Children's Aid Society (CAS).
- General revisions have been made to ensure alignment with related OPL policies, services, and operations.

BACKGROUND:

All policies are regularly reviewed to ensure that they reflect the values, intentions, and practices of the Oakville Public Library. It is the current practice to remove procedural elements into dedicated internal procedures and to ensure that all policies provide clear framework for organizational decision-making.

The Safety and Well-being of Children Policy (Appendix B) was previously approved by the OPL Board on April 22, 2021.

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COMMENT/OPTIONS:
The Safety and Wellbeing of Children and Youth Policy has been renamed to align with the scope of the policy, which applies to children and youth under the age of 18 years old.

OPL endorses the Ontario Library Association's position statements on Children's Rights in the Library (1998) and Teens' Rights in the Library (2010). The policy previously linked out to these documents, but now these rights are formally listed within the policy document.

The policy previously stated that "library recognizes the terms as stipulated by the Ontario Child, Youth and Family Services Act (CYFSA) with respect to the supervision of children" and that "children younger than 10 years of age must be directly supervised by a parent or responsible caregiver and may not be left alone in the library."

However, the Child, Youth and Family Services Act, 2017, S.O. 2017, C. 14, Sched. 1 specifies only that "No person having charge of a child younger than 16 shall leave the child without making provision for the child's supervision and care that is reasonable in the circumstances." Section 136(3).

The revised policy does outline that "in accordance with Children's Aid Society (CAS) recommendations, children under the age of 10 should not be left alone, and should be accompanied by an adult or caregiver while accessing library programs, collections, services, and spaces."

This revision ensures that the responsibility for the supervision and care of children, that is reasonable within the circumstances, remains solely with the parent/guardian or caregiver. Library staff are still directed to address concerns related to conduct, address issues arising with unattended children, and to uphold their 'duty to report' any suspicion that a child or youth may be in need of protection.

Other general revisions have been made to ensure alignment with related OPL policies, services, and operations.

APPENDICES:
Appendix A – PS-007 Safety and Wellbeing of Children and Youth Policy (2025)
Appendix B – PS-007 Safety and Well-being of Children Policy (2021)

Prepared by:
Caitlyn Hicks, Director, Customer Experience

Submitted by:
Tara Wong, CEO

Safety and Well-being of Children and Youth Policy

Policy Number:	PS-007
Policy Category:	Public Service
Approved by:	OPL Board
Accountability:	CEO or Designate
Approval Date:	
Effective date:	
Next Review Date:	2028
Supersedes:	

Purpose:

The purpose of this policy is to ensure that the rights of children and youth in Ontario public libraries are protected, and that parents/guardians or caregivers understand their responsibility to provide supervision and care for their children while accessing library programs, collections, services and spaces.

Oakville Public Library (OPL) is committed to providing a welcoming and safe environment for customers of all ages to enjoy the library's programs, collections, services and spaces. Library staff work to engage children, families and teens in positive ways, and provide support while in library spaces and while attending library events or programs both in-person and virtually. All customers are expected to abide by the library's Customer Code of Conduct.

The OPL endorses the Ontario Library Association's position statements on Children's Rights in the Library (1998) and Teens' Rights (June 2010).

This policy provides clarity regarding parent / guardian responsibilities and OPL's responsibility for the safety of children in library spaces and while attending library events or programs both in-person and virtually.

Scope:

This policy applies to children and youth under the age of 18 while they are in a library space or while attending a library program or event in-person or virtually anywhere the library conducts business, whether on library or Town property, in other community spaces and virtually through our website, digital platforms or social media channels.

Policy Statement:

Oakville Public Library (OPL) is committed to providing a welcoming and safe environment for customers of all ages to enjoy the library's programs, collections, services and spaces.

This policy aligns with the principles of universal and equitable access and is supported by OPL's Intellectual Freedom Policy and Inclusion Policy.

Rights of Children and Youth

The OPL endorses the Ontario Library Association's position statements on Children's Rights in the Library (1998) and Teens' Rights (June 2010).

Children in Ontario public libraries have the right to:

1. Intellectual freedom, that is, an environment that supports intellectual curiosity and enquiry and champions intellectual freedom as the prerequisite for an informed, democratic society.
2. Equal access to the full range of services and materials available to other users.
3. A full range of materials, services and programs specifically designed and developed to meet their needs.
4. Adequate funding for collections and services related to population, use and local community needs.
5. A library environment that complements their physical and developmental stages.
6. Trained and knowledgeable staff specializing in children's services.
7. Welcoming, respectful, supportive service from birth through the transition to adult user.
8. An advocate who will speak on their behalf to the library administration, library board, municipal council and community to make people aware of the goals of children's services.
9. Library policies written to include the needs of the child.

Teens ("Youth") in Ontario public libraries have the right to:

1. Intellectual freedom, that is, free access to library resources and information sources, and respect for the right to select materials appropriate to their needs without censorship.
2. Equal access to the full range of materials, services, and programs specifically designed and developed to meet their unique needs.
3. Adequate funding for collections and services related to population, use and local community needs.
4. Collections that specifically meet the needs of teens.
5. A library environment that complements their physical and developmental stages.
6. Welcoming, respectful, supportive service at every service point.
7. Library programs and services appropriate for teens.
8. Trained and knowledgeable staff specializing in teen services.

9. An advocate who will speak on their behalf to the library administration, library board, municipal council and community to make people aware of the goals of teen services.
10. Library policies written to include the needs of the youth.

Responsibility for Supervision and Care

Parents/guardians and caregivers are responsible for the supervision and care of their children when accessing library programs, collections, services and spaces.

Children requiring supervision must not be left unattended on library premises. The Child, Youth and Family Services Act specifies:

"No person having charge of a child younger than 16 shall leave the child without making provision for the child's supervision and care that is reasonable in the circumstances." Section 136(3)

In accordance with Children's Aid Society (CAS) recommendations, children under the age of 10 should not be left alone, and should be accompanied by an adult or caregiver while accessing library programs, collections, services, and spaces.

Library staff can assist children and youth, but staff cannot assume responsibility for the supervision or care of children and youth, or for enforcing any restrictions a parent/guardian and caregiver may place on a child's use of library programs, collections, services, and spaces, including the use of technology and equipment.

Customers of all ages must follow the Customer Code of Conduct. Library staff will address concerns regarding children directly with the parent/guardian or caregiver. **For concerns related to unattended children, if the parent/guardian or caregiver cannot be located or contacted, the library may contact the Halton Regional Police Service**.

Parents or guardians are responsible for the behaviour and safety of their children who use the library, its collections, equipment and services. Library staff are trained to assist children but cannot assume responsibility for the safety and well-being of children left unattended in the library.

The library recognizes the terms as stipulated by the Ontario Child, Youth and Family Services Act (CYFSA) with respect to the supervision of children. Specifically, Duty to Report, Section 125.

Children in the Library

In-person:

Children younger than 10 years of age must be directly supervised by a parent or responsible caregiver and may not be left alone in the library. Parents and caregivers are responsible for ensuring that children abide by the library's Customer Code of

~~Conduct. During library programs, the parent or caregiver of a child under the age of 10 must remain in the library and return to the programming area by the end of the program. For some programs, parents / caregivers are required to attend with their children.~~

~~Virtual:~~

~~Adult permission is mandatory for children under the age of 13 participating in the library's virtual programs. The library cannot and does not act in place of, or absence of, a parent of legal guardian and is not responsible for enforcing restrictions which a parent or guardian may place upon a minor's use of technology. While all virtual programs encourage the use of cameras during programs for social interaction, virtual programs for children, under the age of 13 require cameras to be on for attendance and security purposes.~~

~~Children over the Age of 10~~

~~Children 10 years of age and up to 18 may use the library independently, but parents / caregivers are responsible for the actions and well-being of their children while in the library and/or library programs in-person or virtually. Library staff are entitled to assess the behaviour of a child left alone in the library and address any concerns with the caregiver.~~

~~Unattended Children in the Library~~

~~Library staff will intervene when they become aware that a child in the library is in these or similar situations:~~

- ~~A child is alone and visibly upset or ill;~~
- ~~A child under the age of 12 is left alone with younger children;~~
- ~~A child is left alone and doing something dangerous or appears to be at risk;~~
- ~~A child is alone and is not following library behaviour expectations after reasonable reminders;~~
- ~~A child is left alone at closing time or before opening outside the library doors;~~
- ~~A child is spending a considerable amount of time in the library alone.~~

~~If a child is left alone and a parent or caregiver cannot be located, the library will contact the Halton Regional Police Service or Halton Children's Aid Society.~~

Duty to Report

The ~~CYFSA~~ Child, Youth and Family Services Act ~~recognizes~~ outlines that each of us has a responsibility for the welfare of children. It clearly states that members of the public including professionals who work with children have an obligation to report promptly to a Children's Aid Society (CAS) if they suspect a child or youth under the age of 18 is or may be in need of protection.

The duty to report applies to any child who is, or appears to be, under the age of 18 years old.

When library staff have reasonable grounds to suspect that a child or youth is, or may be, in need of protection, they have the authority to report the concern to the local CAS as stated in Child, Youth and Family Services Act ~~CYFSA~~ (Section~~s.~~ 125) (1). ~~If in doubt, staff should contact the local CAS.~~

Requests for ~~I~~information ~~R~~regarding ~~C~~children

As a public facility, the library does not monitor the activities of its customers of any age unless there is an issue with their conduct. OPL respects the privacy of all its customers in accordance with the Customer Privacy Policy.

Staff will not give information to any person over the phone as to whether a child is currently in the library or has been in the library recently. Information will be shared with law enforcement agencies as required.

Definitions:

Child (or ~~/~~ Children) refers to all persons age 12 or younger~~who are below the age of 18~~.

Parent refers to a person who is either the natural, adoptive or foster parent of a child.

Guardian refers to a person with legal responsibility for the care and custody of the child.

Caregiver is anyone (commonly age 12 or older) to whom the parent ~~/~~ guardian has given responsibility for the supervision and care of the child.

Unattended child refers to a child left without visible supervision by a parent, guardian or caregiver. Visible supervision is defined as the parent, guardian or caregiver being in the library and aware of the child's whereabouts and actions~~in the space~~.

~~*Staff* refers to library employees, volunteers and community partners in shared facilities or when delivering joint programs~~

Youth (or Teen) refers to all persons who are between the ages of 13 and 17.

~~References /~~ Related Documents:

- Ontario Child, Youth and Family Services Act, 2017, S.O. 2017, C. 14, Sched. 1
- OLA's Position on Children's Rights in the Library
- OLA's Position on Teens' Rights in the Public Library
- Customer Code of Conduct Policy
- Customer Privacy Policy
- Intellectual Freedom Policy
- Inclusion Policy

Safety and Well-being of Children Policy

Policy Number:	PS-007
Policy Category:	Public Service
Approved by:	OPL Board
Accountability:	CEO or Designate
Approval Date:	April 22, 2021
Effective date:	April 23, 2021
Next Review Date:	April 2023
Supersedes:	

Purpose:

Oakville Public Library (OPL) is committed to providing a welcoming and safe environment for customers of all ages to enjoy the library's programs, collections, services and spaces. Library staff work to engage children, families and teens in positive ways, and provide support while in library spaces and while attending library events or programs both in-person and virtually. All customers are expected to abide by the library's Customer Code of Conduct.

The OPL endorses the Ontario Library Association's position statements on Children's Rights in the Library (1998) and Teens' Rights (June 2010).

This policy provides clarity regarding parent / guardian responsibilities and OPL's responsibility for the safety of children in library spaces and while attending library events or programs both in-person and virtually.

Scope:

This policy applies to children and youth under the age of 18 while they are in a library space or while attending a library program or event in-person or virtually.

Policy Statement:

Parents or guardians are responsible for the behaviour and safety of their children who use the library, its collections, equipment and services. Library staff are trained to assist children but cannot assume responsibility for the safety and well-being of children left unattended in the library.

The library recognizes the terms as stipulated by the Ontario Child, Youth and Family Services Act (CYFSA) with respect to the supervision of children. Specifically, Duty to Report, Section 125.

Children in the Library

In-person:

Children younger than 10 years of age must be directly supervised by a parent or responsible caregiver and may not be left alone in the library. Parents and caregivers are responsible for ensuring that children abide by the library's Customer Code of Conduct. During library programs, the parent or caregiver of a child under the age of 10 must remain in the library and return to the programming area by the end of the program. For some programs, parents / caregivers are required to attend with their children.

Virtual:

Adult permission is mandatory for children under the age of 13 participating in the library's virtual programs. The library cannot and does not act in place of, or absence of, a parent of legal guardian and is not responsible for enforcing restrictions which a parent or guardian may place upon a minor's use of technology. While all virtual programs encourage the use of cameras during programs for social interaction, virtual programs for children, under the age of 13 require cameras to be on for attendance and security purposes.

Children over the Age of 10

Children 10 years of age and up to 18 may use the library independently, but parents / caregivers are responsible for the actions and well-being of their children while in the library and/or library programs in-person or virtually. Library staff are entitled to assess the behaviour of a child left alone in the library and address any concerns with the caregiver.

Unattended Children in the Library

Library staff will intervene when they become aware that a child in the library is in these or similar situations:

- A child is alone and visibly upset or ill;

- A child under the age of 12 is left alone with younger children;

- A child is left alone and doing something dangerous or appears to be at risk;

- A child is alone and is not following library behaviour expectations after reasonable reminders;

- A child is left alone at closing time or before opening outside the library doors;

- A child is spending a considerable amount of time in the library alone.

If a child is left alone and a parent or caregiver cannot be located, the library will contact the Halton Regional Police Service or Halton Children's Aid Society.

Duty to Report

The CYFSA recognizes that each of us has a responsibility for the welfare of children. It clearly states that members of the public including professionals who work with children have an obligation to report promptly to CAS if they suspect a child or youth under the age of 18 is or may be in need of protection.

The duty to report applies to any child who is, or appears to be, under the age of 18 years.

When library staff have reasonable grounds to suspect that a child is or may be in need of protection they have the authority to report the concern to the local CAS as stated in CYFSA s. 125 (1). If in doubt, staff should contact the local CAS.

Requests for information regarding children

As a public facility, the library does not monitor the activities of its customers of any age unless there is an issue with their conduct. OPL respects the privacy of all its customers. Staff will not give information to any person over the phone as to whether a child is currently in the library or has been in the library recently. Information will be shared with law enforcement agencies as required.

Definitions:

Child / Children refers to all persons who are below the age of 18.

Parent refers to a person who is either the natural, adoptive or foster parent of a child.

Guardian refers to a person with legal responsibility for the care and custody of the child.

Caregiver is anyone age 12 or older to whom the parent / guardian has given responsibility for the care of the child.

Unattended child refers to a child left without visible supervision by a parent, guardian or caregiver. Visible supervision is defined as the parent, guardian or caregiver being in the library and aware of the child's whereabouts in the space.

Staff refers to library employees, volunteers and community partners in shared facilities or when delivering joint programs

References / Related Documents:

Ontario Child, Youth and Family Services Act, 2017, S.O. 2017, C. 14, Sched. 1

OLA's Position on Children's Rights in the Library

OLA's Position on Teens' Rights

Customer Code of Conduct

REPORT

Oakville Public Library Board

Meeting Date: May 15, 2025

FROM:	Oakville Public Library
DATE:	May 6, 2025
SUBJECT:	Performance and Measures Q1 2025 Report – May 15, 2025

RECOMMENDATION:
That the Performance and Measures Q1 2025 Report be received for information.

KEY FACTS:
The following are key points for consideration with respect to this report:
- This report highlights Oakville Public Library's Q1 2025 performance and measures.
- The Cardholders Section of the report has been restructured, providing clearer insights into new cardholder registrations, cardholder retention, and Oakville households with an OPL card.
- The Programs and Events Section of the report has been adjusted to better reports on measures that relate more directly to the OPL strategic priorities.
- The Community Reach Section of the report is a new area that will continue to be enhanced as new opportunities to track and measure results are incorporated into decision-making.
- The new Information Oakville Section replaces the former Halton Information Providers (HIP) Section to more accurately report on measures that pertain to OPL's activities, excluding activities undertaken by the other Halton public libraries.

BACKGROUND:
The Performance and Measures Report provides a quarterly summary of key performance indicators and trends. The main purpose is to assess organizational performance, demonstrate high-level trend analysis, support strategic decision-making, and track data that supports the achievement of Oakville Public Library (OPL) goals.

Throughout the report, a 3-year trend analysis is included where relevant, using 2023, 2024, and 2025 as comparators.

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COMMENT/OPTIONS:

The Performance and Measures Report has been adjusted for 2025 to better assess organizational performance for cardholder growth and retention, programs and events, community outreach, and Information Oakville services.

The **Cardholders Section** of the report has been restructured, providing clearer insights into new cardholder registrations, cardholder retention, and Oakville households with an OPL card.

- New cardholder measures continue to be analyzed by a quarterly 3-year analysis (Q1 2023 vs Q1 2024 vs Q1 2025).

- Cardholder retention (active and inactive cardholders) and Oakville households with an OPL card are analyzed by annual cumulative comparisons (2023 vs 2024 vs 2025 YTD) to more accurate reflect OPL's reach.

- Each year the Town of Oakville provides an annual adjustment for the total number of Oakville households (80,096 in 2025 up from 77,000 in 2024), and this trend is noted within the report.

The **Programs and Events Section** of the report has been adjusted to better reports on measures that relate more directly to the OPL strategic priorities.

- The Attendance by Type chart (in-person, virtual, events, outreach, and maker drop-in) has been replaced by the Attendance by Program Focus, which highlights the top five categories for programs including early literacy and learning, adult digital literacy, maker programs, newcomer programs, and all other programs. This changes better tracks how well OPL is meeting community needs and strategic priorities and serves to support decision-making and resource allocation.

- In the charts that define programs by audience, the All Ages category has been removed, as all programs now have an identified primary audience. An example would be an early literacy storytime which is intended to be intergenerational in nature as parents or caregivers participate alongside children. An Older Adults audience has been introduced separately from the general Adult audience.

The **Community Reach Section** of the report is a new area that will continue to be enhanced as new opportunities to track and measure results are incorporated into decision-making.

- There is a new chart that outlines Outreach Sessions by Type, currently highlighting school engagement, community events, and other outreach.

- While outreach measures have been expanded for 2025, most outreach sessions are conducted from May to October each year and there is little to report on for Q1 2025.

The new **Information Oakville Section** replaces the former Halton Information Providers (HIP) Section to more accurately report on measures that pertain to OPL's activities, excluding activities undertaken by the other Halton public libraries.

- The **Halton Information Providers (HIP),** led by Oakville Public Library (OPL) is a joint venture with the public libraries of Burlington, Milton, and Halton Hills, along with the Halton Resource Connection, manage the Halton Community Services Directory (hipinfo.ca). The online directory provides residents of Halton with up-to-date, curated information on 4,000 community programs and services in Halton such as social services, health care, government programs, and recreational opportunities, housing, employment, mental health, and legal assistance.

- At OPL, **Information Oakville** delivers localized information and referral support by leveraging the Halton Community Services Directory. Through this service, Oakville residents are connected to a wide range of community resources and supports. Information Oakville offers trusted guidance on navigating available services, helping address diverse needs within both the Town of Oakville and the broader Halton Region.

- Beginning in 2025, HIP will continue its current practice of providing bi-annual update reports to the Oakville Public Library Board as follows:
    o The previous year-end report will be presented to the OPL Board for information in Q1, alongside OPL's own year-end report.
    o A mid-year report will be presented to the OPL Board in Q3.

- In addition to this existing bi-annual reporting, Information Oakville's performance will be incorporated into OPL's quarterly Performance and Measures Reports, as relevant to the services delivered through Oakville Public Library.

- In response to the continued decline in Online Community Board sessions (noted within the Performance and Measures Q1 2025 Report), HIP is undertaking a Service Review in 2025, which will include an environmental scan of Halton Community Services Directory usage and explore strategies to enhance its searchability, raise community awareness, and drive increased utilization.

APPENDICES:
Appendix A – Performance and Measures Q1 2025 Report

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Prepared by:
Caitlyn Hicks, Director, Customer Experience
Monica Socol, Director, Innovation & Integration

Submitted by:
Tara Wong, CEO

Appendix A

OAKVILLE PUBLIC LIBRARY BOARD
Q1 2025 PERFORMANCE AND MEASURES REPORT

OVERVIEW

This report highlights Oakville Public Library's (OPL) performance measures for Q1 2025. There was a 36% increase in total circulation, driven by an overall 182% increase in database usage that was impacted by significant increases in Canadian Business Online usage. The 14% decrease in branch services was driven by generalized decreases across several services including public access computer sessions (17% decrease), Wi-Fi sessions (15% decrease), and items printed (20% decrease). There was a 1% increase in foot traffic due to high foot traffic at White Oaks despite generalized decreases across all other branches. The unusual shift in trend across many indicators will be closely monitored.

Key Indicators	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
Total Circulation	590,999	655,350	889,131	50%	36%
Branch Services	105,044	301,522	258,255	146%	-14%
Digital Presence	13,921	14,978	16,127	16%	8%
Program and Event Attendance	10,134	13,957	13,141	26%	-6%
Foot Traffic	289,551	307,697	311,178	7%	1%

Insights:

- The 36% increase in total circulation is due to a 182% increase in database usage, specifically use of Canadian Business Online, which is being validated with the vendor. Overall physical circulation decreased by 5% from last year, with declines in January and February but an upward trend in March.

- The 14% drop in Branch Services is due to decreases across PAC Sessions (17% decrease), Wi-Fi Sessions (15% decrease), and Items Printed (20% decrease). This is a change from the usual trend, though it may have been impacted by inclement weather.

- The 8% increase in Digital Presence is largely due to the 21% growth in Instagram engagement.

- The 6% decrease in program and event attendance accounts for 816 fewer attendees, largely observed across children's programs (5% decrease in attendance) and adult programs (18% decrease in attendance).

- Although there was a 1% increase in foot traffic, there were decreases across all branches except for White Oaks which increased by 5.7% (100,351 in Q1 2025 up from 94,894 in Q1 2024). There was a 22% decrease at Glen Abbey (87,176 in Q1 2025 down from 111,806 in Q1 2024) and a 19% decrease at Iroquois Ridge (50,775 in Q1 2025 down from 62,548 in Q1 2024). Iroquois Ridge has been impacted by a 2-day closure and the closure of the pool and ongoing construction at the Iroquois Ridge Community Centre.

CIRCULATION

All Circulation

Summary: In Q1 2025, the total circulation of all materials increased by 36% from last year, however this is due to a localized increase in database usage driving up digital circulation by 98%. There was an overall 5% decrease in physical circulation.
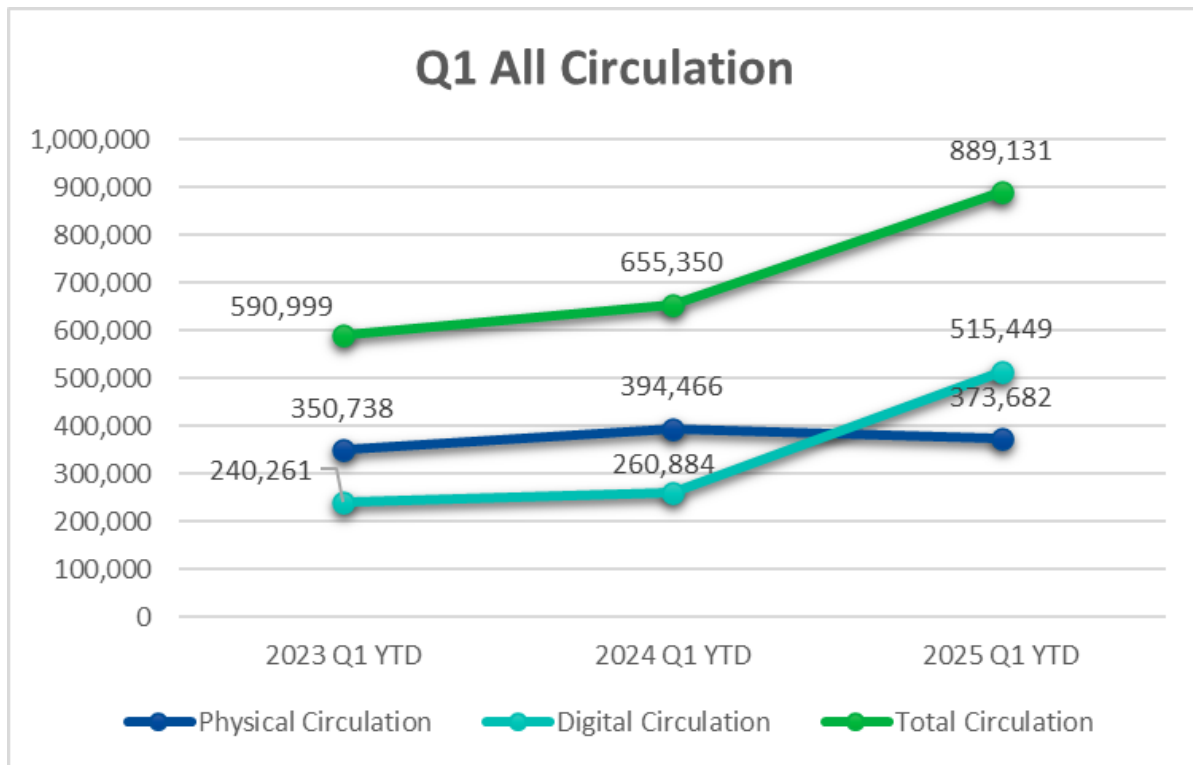
All Circulation	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
Physical Circulation	350,738	394,466	373,682	7%	-5%
Digital Circulation	240,261	260,884	515,449	115%	98%
Total Circulation	**590,999**	**655,350**	**889,131**	50%	36%

Insights:

- The 5% decrease in physical circulation aligns with decreases in physical circulation across all collection categories as well as all branches, except for Clearview (18% increase) and Sixteen Mile (6% increase).

Physical Circulation

Summary: In Q1 2025, physical circulation decreased by 5% from last year. This is reflected in decreased physical circulation across all collection categories as well as all branches, except for Clearview (18% increase) and Sixteen Mile (6% increase).
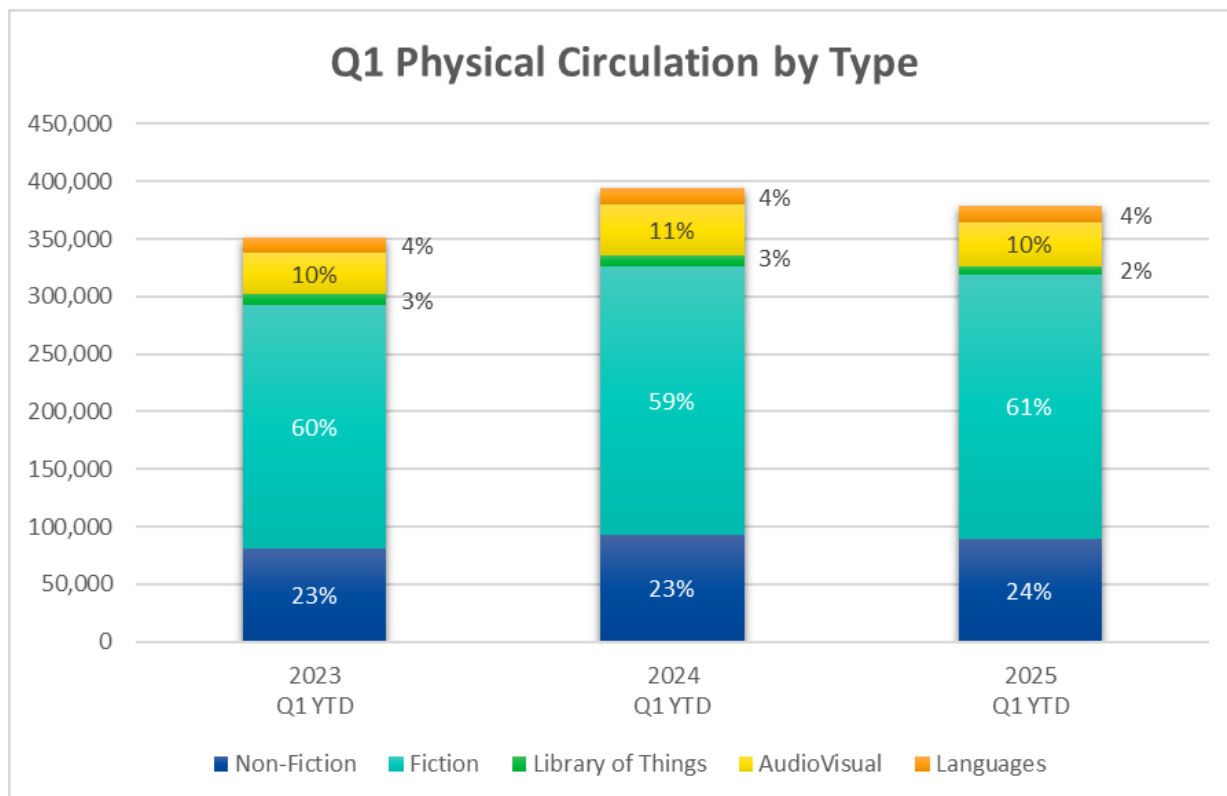
Physical Circulation	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
Non-Fiction	81,337	92,613	89,247	10%	-4%
Fiction	210,973	233,558	225,349	7%	-4%
Library of Things	9,584	9,988	6,861	-28%	-31%
AudioVisual	36,507	43,380	38,099	4%	-12%
Languages	12,337	14,927	14,126	15%	-5%
Total Physical Circulation	350,738	394,466	373,682	7%	-5%

Insights:

- The overall 5% decrease in physical circulation is reflected across all collection categories, with decreases localized to January and February but an increase in March compared to last year.
- The 31% decrease in Library of Things circulation is largely due to the unavailability of many Storytelling Kits and Tinker Toys as they are under review by the Collections Department.

- The 12% decrease in AudioVisual circulation continues to reflect shrinking DVD collections and the reduced availability of new DVD releases.
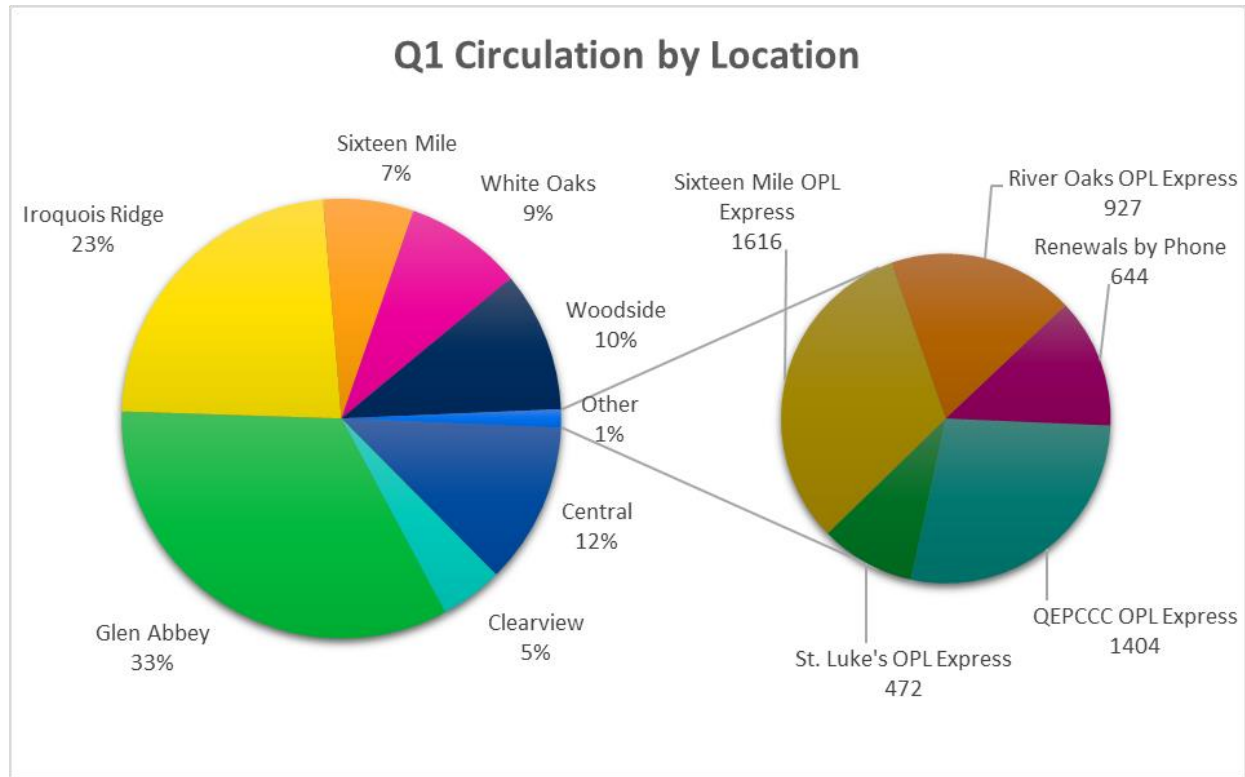
Physical Circulation By Location	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
Central (CE)	41,526	48,296	44,444	7%	-8%
Clearview (CV)	14,472	14,627	17,187	19%	18%
Glen Abbey (GA)	113,065	126,422	124,609	10%	-1%
Iroquois Ridge (IR)	90,608	101,702	86,507	-5%	-15%
Sixteen Mile (SM)	16,988	23,492	24,864	46%	6%
White Oaks (WO)	32,589	34,811	32,421	-1%	-7%
Woodside (WS)	36,982	40,542	38,587	4%	-5%
Total Branch	346,230	389,892	368,619	6%	-5%
OPL Express @ QEPCCC	1,114	936	1,404	26%	50%
OPL Express @ St. Luke's CC	152	551	472	211%	-14%
OPL Express @ Sixteen Mile SC	1,914	1,365	1,616	-16%	18%
OPL Express @ River Oaks CC	437	761	927	112%	22%
Renewals by Phone	891	961	644	-28%	-33%
Total Alternate Locations	4,508	4,574	5,063	12%	11%
Total Physical Circulation	350,738	394,466	373,682	7%	-5%

Physical Circulation per Active Cardholder	6.13	5.77	5.09	-17%	-12%

Insights:

- While there are decreases across most library branches, this was localized to January and February, with increases noted in March.

- The 8% decrease in physical circulation at Central may have been impacted by a 3-day closure in January due to a water main break.

- The 15% decrease in physical circulation at Iroquois Ridge was impacted by a 2-day closure of the library branch, and the closure of the pool and ongoing renovations at the Iroquois Ridge Community Centre.

- While there was a 14% decrease in physical circulation at the St. Luke's OPL Express location, this only represents 79 fewer checkouts.

Digital Circulation

Summary: In Q1 2025, digital circulation increased by 98% from last year, driven by a significant increase in database usage (182% increase) and increases across all other categories except for eLearning resources (11% decrease), reflecting a strong and stable customer interest in entertainment, leisure, and current affairs.

Q1 Digital Circulation by Type
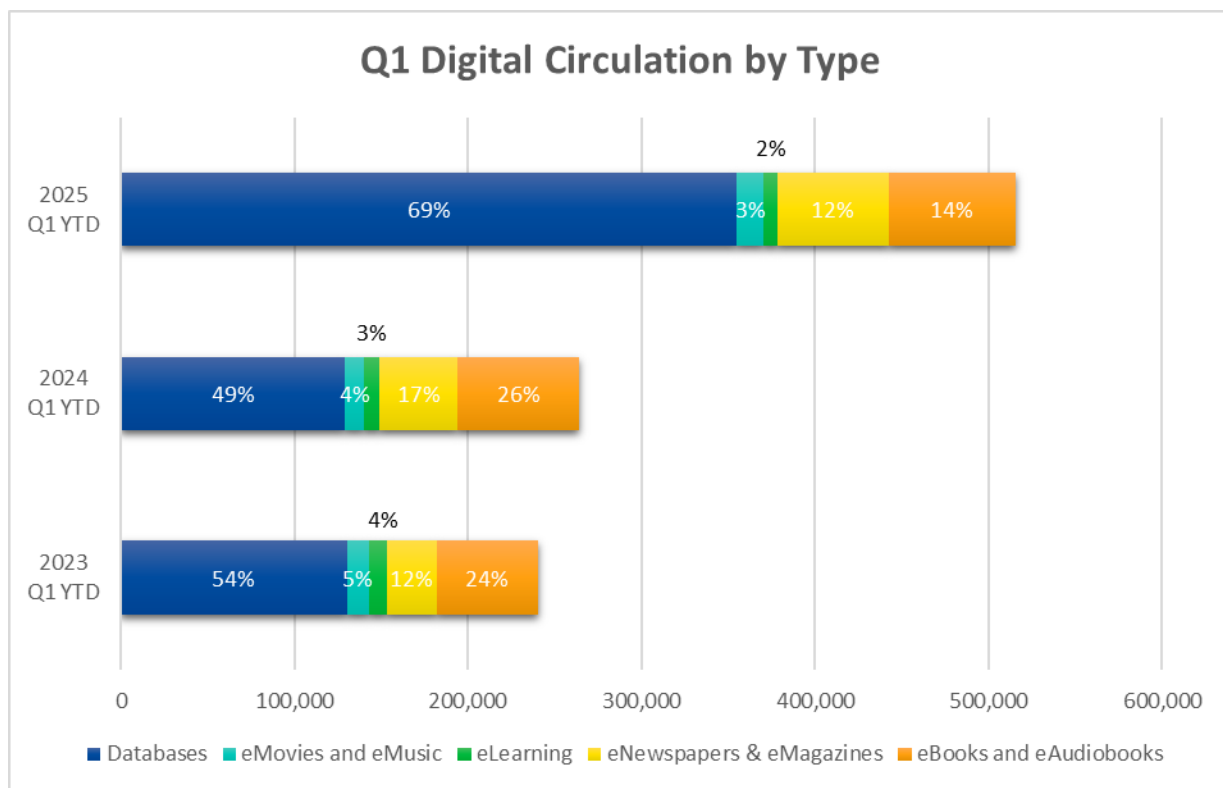
Digital Circulation by Collection Type	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
Databases	130,096	125,730	355,104	173%	182%
eMovies and eMusic	12,734	11,369	15,360	21%	35%
eLearning	10,426	8,713	7,787	-25%	-11%
eNewspapers & eMagazines	28,590	45,213	64,195	125%	42%
eBooks and eAudiobooks	58,415	69,859	73,003	25%	5%
Total Digital Circulation	240,261	260,884	515,449	115%	98%
Digital Circulation per Active Cardholder	4.20	3.82	7.02	67%	84%

Insights:

- The 182% increase in Database usage is due to Canadian Business Online which accounts for 66% (235,292 downloads in Q1 2025) of all database usage this quarter (up from 3,867 downloads in Q1 2024 and 8,275 downloads in Q1 2023). The vendor is actively investigating this dramatic increase. The vendor has confirmed that the number of additional unique logins increased significantly, suggesting new users are accessing the resource, possibly related to tariff announcements this quarter.

- The 35% increase in the category of eMovies and eMusic reflects increased demand for entertainment content as well as improved access to that content in Hoopla.

- The 11% decrease in eLearning resources reflects an overall trend toward more recreational and entertainment content and less professional development content.

- The 42% increase in eNewspapers and eMagazines is likely due to continued growing demand for international news and current affairs and is reflected in a particularly strong increase in demand for the New York Times Online.

- The 5% increase in eBook and eAudiobooks show a steady increase, however demand for eAudiobooks has diminished, likely impacted by a removal of higher priced content in Hoopla.

Digital Circulation by Resource	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
cloudLibrary	48,992	60,653	63,243	29%	4%
Hoopla	10,850	10,211	11,221	3%	10%
Kanopy	6,502	8,680	9,091	40%	5%
LinkedIn Learning	8805	7,068	5,837	-34%	-17%
Flipster	3,292	3,268	1,947	-41%	-40%
PressReader	19,736	37,141	48,651	151%	31%

Insights:

- The notable 10% increase in Hoopla (only decreases reported in 2022-2024) is adjustment of available content, including the removal of higher-priced eAudiobook content to reduce overall cost-per-circulation, as well as a 10% increase to the monthly budget.

- The 17% decrease in LinkedIn Learning is attributed to declining customer interest in traditional research and learning tools, which may be impacted by the rising availability and popularity of AI tools.

- The 40% decrease in Flipster circulation is attributed to the 50% reduction of content, as these titles are available in the PressReader collection.

- Note: This chart only includes the most popular or expensive digital resources and is not representative of all digital circulation.
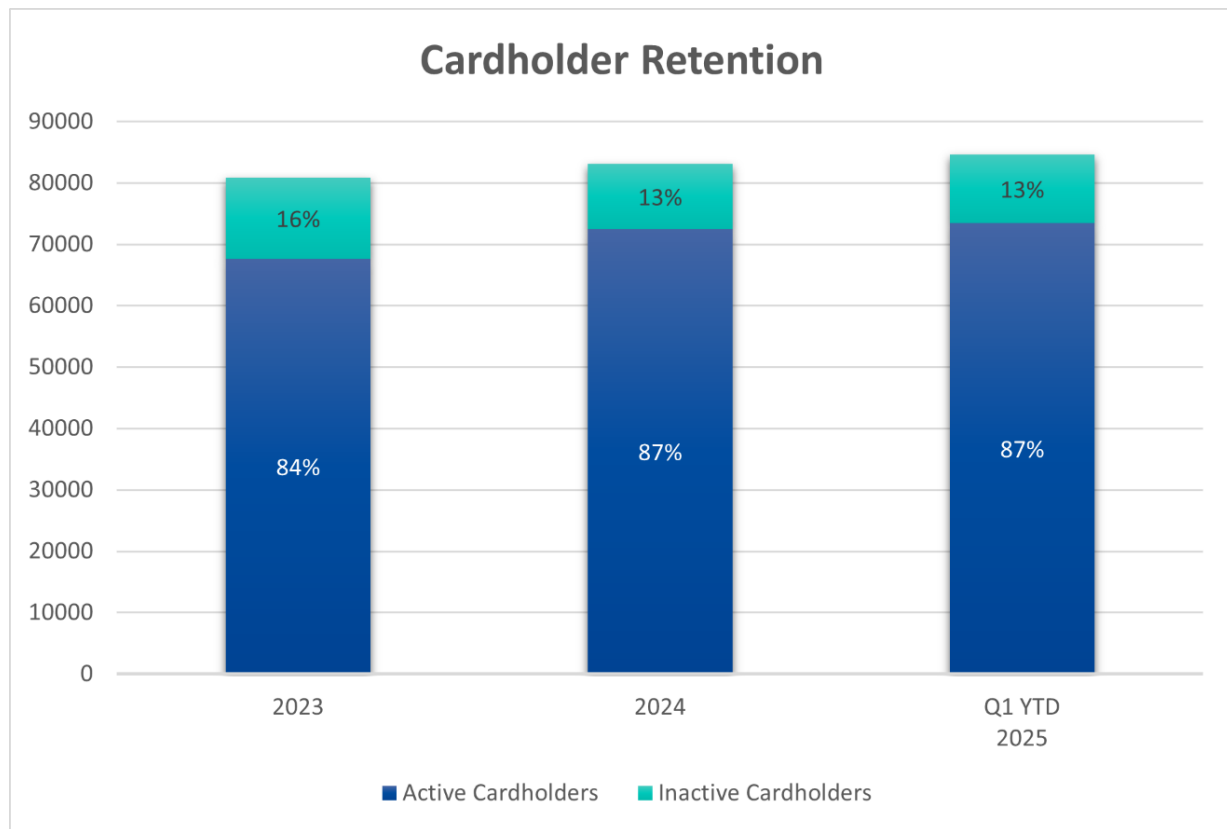
CARDHOLDERS

Summary: There was a 5% increase in new cardholder registrations Q1 2025 compared to Q1 2024, indicating that new cardholder rates remain relatively stable year-over-year. The total number of active cardholders has only increased by 1% from last quarter (73,419 in Q1 2025 YTD compared to 72,452 as of Q4/Annual 2024), which further demonstrates that increased efforts are required to more significantly impact cardholder growth and retention.

New Cardholders by Preferred Branch	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
Central	780	890	906	16%	2%
Clearview	87	98	90	3%	-8%
Glen Abbey	1,314	1,102	1,176	-11%	7%
Iroquois Ridge	854	826	764	-11%	-8%
Sixteen Mile	213	204	265	24%	30%
White Oaks	357	305	403	13%	32%
Woodside	341	364	363	6%	0%
Total New Cardholders	3,946	3,789	3,967	1%	5%

Insights:

- While there was a 5% increase in new cardholder registrations Q1 2025 compared to Q1 2024, this quarter remains relatively consistent in comparison to the last two years.

- The number of new cardholders across all branches has remained consistent year-over-year, with notable increases at White Oaks (32% increase) and Sixteen Mile (30% increase), and Glen Abbey remaining the most popular preferred branch location.

- Note: These metrics indicate preferred branch locations and do not represent the number of cards registered at each branch, as customers select their preferred home library location when they sign up for a library card, which may differ from the branch closest to their registered home address or the branch they have visited to sign up.

Cardholder Retention

Cardholder Growth & Retention	2023	2024	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
Active Cardholders	67,573	72,452	73,419	9%	1%
Inactive Cardholders	13,273	10,622	11,164	-16% less	5% more
All Cardholders	80,846	83,074	84,583	5%	2%
% Active Cardholders of All Cardholders	84%	87%	87%	4%	0%

Insights:

- There is a 1% increase in the number of active cardholders from last quarter (73,419 in Q1 2025 YTD compared to 72,452 as of Q4/Annual 2024).

- There were 5% more inactive cardholders this quarter up from last quarter (11,164 in Q1 2025 YTD compared to 10,622 as of Q4 YTD/Annual 2024), indicating that increased effort is required to ensure that new cardholders remain active cardholders. After two years of inactivity, and with no outstanding balance, cards are deleted from the system in accordance with the OPL Customer Privacy Policy.

Appendix A

Oakville Households with OPL Cards
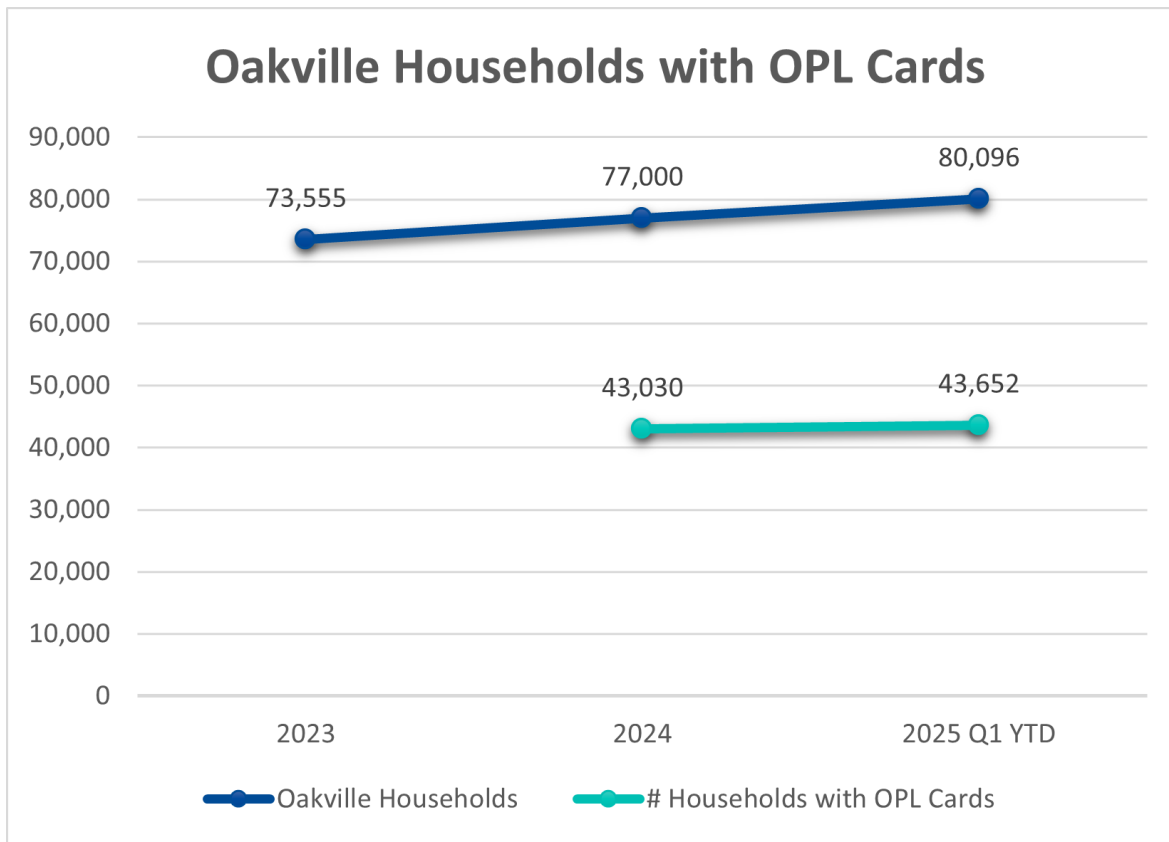
Oakville Households with OPL Cards	2023	2024	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
Oakville Households	73,555	77,000	80,096	**9%**	**4%**
# Households with OPL Cards	-	43,030	43,652	**N/A**	**1%**
% Households with OPL Cards	-	56%	54%	**N/A**	**-2%**

Insights:

- There were 622 new households that registered for an OPL card, representing a 1.4% increase this quarter up from last quarter (43,652 in Q1 2025 YTD compared to 43,030 in Q4 YTD/Annual 2024).

- Despite the modest gain in households with an OPL card, there was an overall 2% decrease in the overall percentage of all Oakville households with an OPL card due to the annual adjustment for the total number of Oakville households (80,096 in 2025 up from 77,000 in 2024). This trend indicates that rapid housing and population growth will most likely outpace household cardholder growth.

PROGRAMS AND EVENTS

Summary: In Q1 2025, there was an overall 6% decrease in total attendance across all program categories compared to last year, though this represents only 816 fewer attendees,

largely observed across children's programs (5% decrease in attendance) and adult programs (18% decrease in attendance).
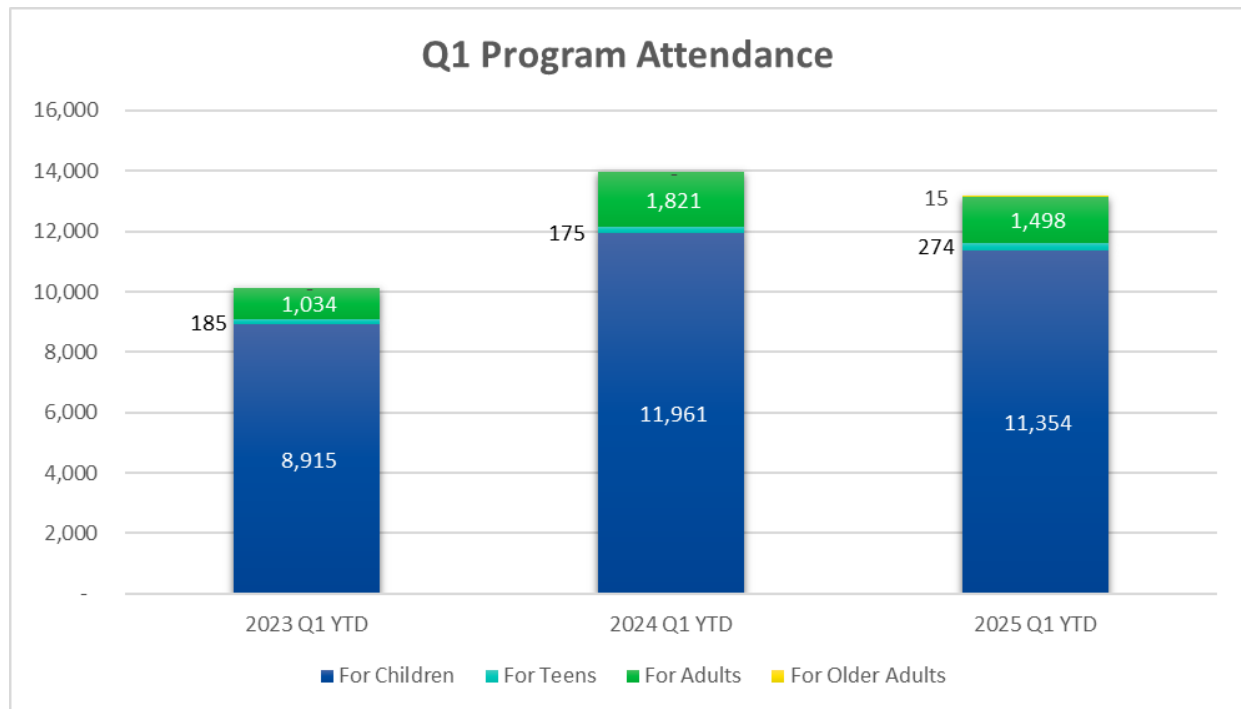
Attendance by Audience	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
For Children	8,915	11,961	11,354	27%	-5%
For Teens	185	175	274	48%	57%
For Adults	1,034	1,821	1,498	46%	-17%
For Older Adults			15		
Total Attendance	10,134	13,957	13,141	30%	-6%
Total # Sessions	726	886	895	23%	1%
Avg Attendance Per Session	14.0	15.8	14.7	5%	-7%

Insights:

- Note: The Older Adult audience is now tracked distinctly from the Adult audience as of 2025, but the data is unavailable for 2023 and 2024.

- The overall 6% decrease in program and event attendance accounts for 816 fewer attendees, largely observed across children's programs (5% decrease in attendance) and adult programs (18% decrease in attendance).

- There was a 1% increase in the number of sessions offered, though the decrease in overall attendance resulted in a slightly lower rate of 14.7 average attendees per session.

- The 5% decrease in children's program attendance (607 fewer attendees) is due to inclement weather on the Family Day long weekend (496 attendees in Q1 2025 down

from 1,085 attendees in Q1 2024). Notably, there were also 810 attendees across 90 programs during March Break week, 54 attendees across 3 Arabic Storytimes, and 47 attendees across 3 Mandarin Storytimes.

- The 57% increase in teen attendance demonstrates consistent growth of teen interest in library programs.

- The 17% decrease in adult / older adult attendance represents 308 fewer attendees than last year, which was partially impacted by a reduction in virtual program attendance (343 attendees in Q1 2025 compared to 473 attendees in Q1 2024).

- Note: this chart includes all in-person programs, offsite programs, and virtual attendance.

In-Person Attendance by Audience & Branch	CE	CV	GA	IR	SM	WO	WS
For Children	1,390 (13%)	516 (5%)	4,439 (41%)	1,896 (17%)	1670 (15%)	683 (6%)	356 (3%)
For Teens	0 (0%)	0 (0%)	61 (23%)	88 (33%)	0 (0%)	117 (44%)	0 (0%)
For Adults	228 (36%)	0 (0%)	157 (24%)	67 (10%)	36 (6%)	16 (2%)	138 (21%)
For Older Adults	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Total Attendance	1,622	516	4,657	2,051	1,706	816	494
Total # Sessions	98	54	255	137	127	82	87
Avg Attendance per Session	16.6	9.6	18.3	15.0	13.4	10.0	5.7
% of In-Person Attendance	14%	4%	39%	17%	14%	7%	4%

Insights:

- Glen Abbey has the highest average attendance per session (18.3), which exceeds the overall average across all branches (14.7). It also accounts for 39% of all program and event attendance, with a higher percentage of children's program attendance from the previous quarter (41% in Q1 2025 up from 36% in Q4/Annual 2024).

- White Oaks accounts for 44% of all teen attendance (117 attendees) that draws from the joint-use library facility with White Oaks Secondary School.

- Central Branch accounts for 36% of adult attendance and 100% of older adult attendance and draws 14% of all program and event attendance.

- The Program Development department is assessing opportunities to improve teen, adult, and older adult participation across all branches.

Attendance by Program Focus	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025

Early Literacy & Learning	7,575	8,422	8,208	**8%**	**-3%**
Adult Digital Literacy	485	540	659	**36%**	**22%**
Maker Programs	20	974	786	**3830%**	**-19%**
Newcomer Programs	112	166	180	**61%**	**8%**
Other Programs	2,156	3,556	2,965	**38%**	**-17%**

Insights:

- Note: this chart tracks the top five categories of early literacy and learning, adult digital literacy, maker programs, and newcomer programs to support the OPL strategic pillars. All other programs are noted within the other programs category.

- Despite the 3% decrease in Early Literacy & Learning program attendance, these programs represent the highest engagement levels (8,208 attendees in Q1 2025) and continued strategic relevance.

- The increases noted for Adult Digital Literacy (22%) and Newcomer (8%) program attendance demonstrates improved support for inclusive community needs and interests.

- The 19% decrease in Maker programs aligns with the general trend of decreased adult attendance (17% decrease in adult attendance in Q1 2025 from last year).

COMMUNITY REACH

Summary: In Q1 2025, there was a 22% decrease in outreach sessions, which represents a negligible decrease of 4 fewer sessions than last year. While outreach measures have been expanded for 2025, most outreach sessions are largely conducted from May to October each year.

Outreach Sessions by Type	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
School Engagement	-	8	8	-	**0%**
Community Events	-	-	-	-	-
Other Outreach	-	10	6	-	**-40%**
Total Outreach Sessions	**6**	**18**	**14**	**200%**	**-22%**

Insights:

- Note: Outreach sessions by type are unavailable for 2023.

- Note: School Engagement is defined as a visit to or from a school, which may include programming, presentations, or resource sharing to support student learning and literacy. Community Events include library participation in larger public events hosted by external organizations, such as festivals, fairs, or markets. Other Outreach includes small-scale interactions such as presentations to local groups or organizations.

- While outreach measures have been expanded for 2025, most outreach sessions are largely conducted from May to October each year.

BRANCHES

Branch Services

Summary: In Q1 2025, there was an overall 14% decrease in branch service usage, which is attributed to decreases in usage for PAC sessions (17% decrease), Wi-Fi sessions (15% decrease), and items printed (20% decrease). Overall there were still 259,180 interactions with OPL this quarter. Notable increases included Creation Zone equipment bookings (27% increase) and room bookings (33% increase).

Branch Services Overview	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
Creation Zone Equipment Bookings	9	188	238	**2544%**	**27%**
Branch Tech Bookings (3D Printer)	305	361	348	**14%**	**-4%**
Tech Help Appointments	63	63	14	**-78%**	**-78%**
PAC Sessions	10,604	13,442	11,167	**5%**	**-17%**
Wi-Fi Sessions	77,149	265,955	227,378	**195%**	**-15%**
Room Bookings	328	656	875	**167%**	**33%**
Email Enquiries	1,134	1,007	925	**-18%**	**-8%**
Phone Calls	8,459	8,792	8,594	**2%**	**-2%**
Items Printed	8,127	12,065	9,641	**19%**	**-20%**
Total Branch Services	**106,178**	**302,529**	**259,180**	**144%**	**-14%**

Insights:

- There was a 78% decrease in Tech Help Appointments as there were fewer pre-set appointment dates made available through the program booking software while this service is in review. Customers can request informal support at any library service desk or contact library staff to book an appointment.

- There were declines in usage for PAC sessions (17% decrease), Wi-Fi sessions (15% decrease), and items printed (20% decrease), which may have been impacted by inclement weather.

Branch Services by Branch	CE	CV	GA	IR	SM	WO	WS
Creation Zone Equipment Bookings	-	-	172 (72%)	66 (28%)	-	-	-
Branch Tech Bookings	42 (12%)	14 (4%)	83 (24%)	76 (22%)	56 (16%)	44 (13%)	33 (9%)

Tech Help Appointments	**5** (36%)	-	-	**2** (14%)	**6** (43%)	-	**1** (7%)
PAC Sessions	**22,65** (20%)	**321** (3%)	**3,975** (36%)	**2,026** (18%)	**451** (4%)	**1,292** (12%)	**837** (7%)
Wi-Fi Sessions	**47,261** (21%)	**2,634** (1%)	**87,782** (39%)	**57,917** (25%)	**4,118** (2%)	**11,719** (5%)	**15,947** (7%)
Room Bookings	**31** (4%)	-	**844** (96%)	-	-	-	-
Email Enquiries	**925**						
Phone Calls	**2,761** (32%)	**208** (2%)	**2,916** (34%)	**1,032** (12%)	**361** (4%)	**486** (6%)	**830** (10%)
Items Printed	**2,421** (25%)	**119** (1%)	**2,478** (26%)	**2,095** (22%)	**395** (4%)	**1,306** (14%)	**827** (9%)
Branch Services Totals	**54,786**	**3,296**	**98,250**	**63,214**	**5,387**	**14,847**	**18,475**
% of Branch Services	**21%**	**1%**	**38%**	**24%**	**2%**	**6%**	**7%**

Insights:

- Each branch supports the interests and needs of the community, with a broad mix of branch services being accessed across each location.

- Glen Abbey remains the busiest branch for in-person services across all categories except for Tech Help, and accounts for 38% of branch service interactions. Both Iroquois Ridge (24% of branch services) and Central (21% of branch services) also have high levels of interactions, and combined these 3 branches account for 83% of branch service interactions.

- Note: Glen Abbey is currently the only branch offering complimentary work/study room reservations.

- Note: Email Enquiries are all received to a centralized email address, though staff across all branches participate on the AskUs team and respond to email enquiries.

Branch Performance Trends

Summary: Branch performance trends across key indicators demonstrate the popularity of each branch for different types or levels of in-branch experiences. Glen Abbey remains the busiest branch for physical circulation (34%), branch services (38%), and program attendance (39%), while White Oaks remains the busiest branch for foot traffic (32%).

Appendix A

Q1 Branch Performance Trends
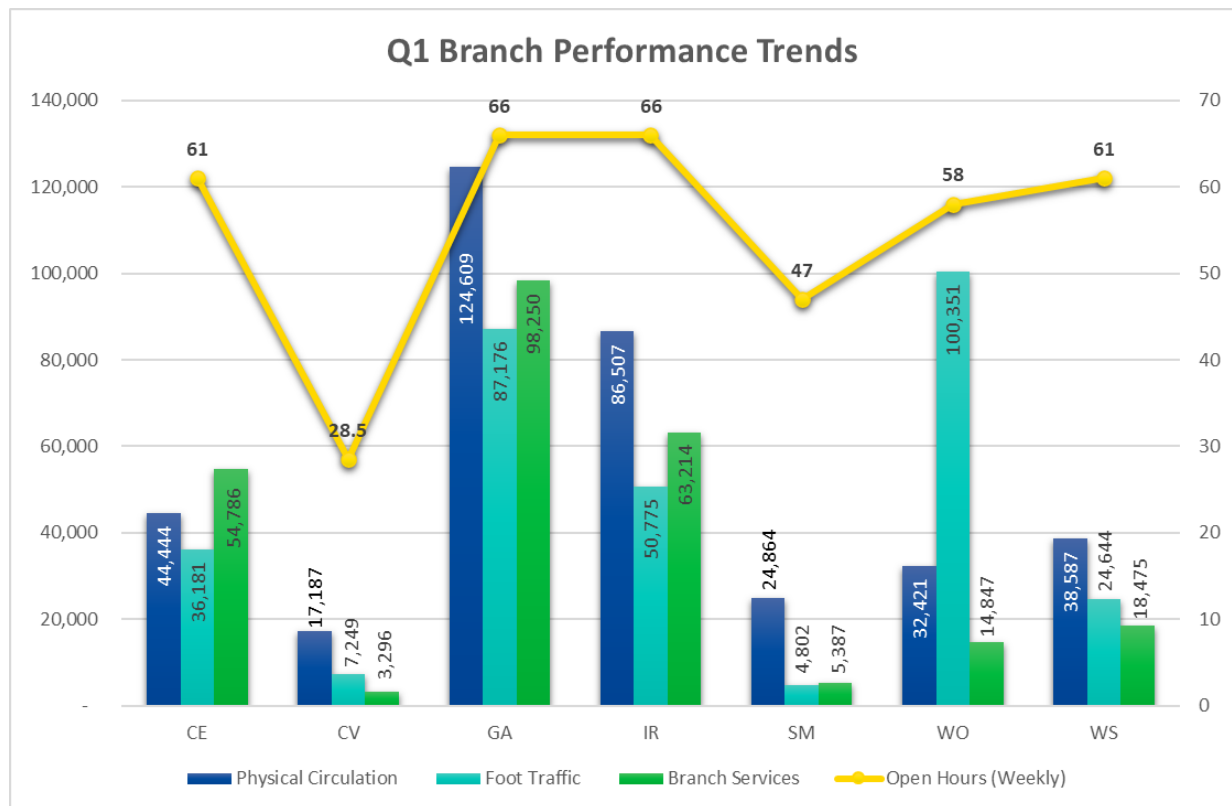
Branch Performance Trends	CE	CV	GA	IR	SM	WO	WS
Physical Circulation	44,444 (12%)	17,187 (5%)	124,609 (34%)	86,507 (23%)	24,864 (7%)	32,421 (9%)	38,587 (10%)
Foot Traffic	36,181 (12%)	7,249 (2%)	87,176 (28%)	50,775 (16%)	4,802 (2%)	100,351 (32%)	24,644 (8%)
Program Attendance	1,622 (14%)	516 (4%)	4,657 (39%)	2,051 (17%)	1,706 (14%)	816 (7%)	494 (4%)
Branch Services	54,786 (21%)	3,296 (1%)	98,250 (38%)	63,214 (24%)	5,387 (2%)	14,847 (6%)	18,475 (7%)
Open Hours (Weekly)	61	28.5	66	66	47	58	61
Foot Traffic by Open Hour	23 (11%)	10 (5%)	51 (26%)	30 (15%)	4 (2%)	67 (33%)	16 (8%)
Physical Circulation by Open Hour	28 (12%)	23 (10%)	73 (30%)	50 (21%)	20 (8%)	21 (9%)	24 (10%)
Branch Services by Open Hour	35 (22%)	4 (3%)	57 (36%)	37 (23%)	4 (3%)	10 (6%)	12 (7%)
Physical Circulation by Foot Traffic	1.2	2.4	1.4	1.7	5.2	0.3	1.6

Insights:

- Note: the 3-year comparison for Branch Performance Trends is noted in the Key Performance Indicators chart (page 1 of this report).

- Central accounts for 21% of branch services, 12% of physical circulation, and 12% of foot traffic, reflecting its continued role as a key downtown access point.

- Clearview continues to serve its local community with steady usage relative to its open hours, accounting for 5% of physical circulation and with a strong borrowing rate of 2.4 items borrowed per visit.

- Glen Abbey remains the busiest location and accounts for 34% of physical circulation, 28% of foot traffic, 39% of program attendance and 38% of branch services. Despite retaining the highest percentage of foot traffic, there was notable decrease in foot traffic from last year (87,176 customers in Q1 2025 compared to 111,806 customers in Q1 2024).

- Iroquois Ridge accounts for 24% of branch services, 23% of physical circulation, and 16% of foot traffic. Service levels were likely impacted by the pool closure and ongoing renovations of Iroquois Ridge Community Centre.

- Sixteen Mile accounts for 7% of physical circulation and 2% of foot traffic. It has the highest physical circulation per foot traffic, indicating that Sixteen Mile customers borrow an extremely high volume of library materials with each visit.

- White Oaks accounts for the highest percentage of foot traffic (32%) and the most foot traffic per open hour. It accounts for 9% of physical circulation, 6% of branch service usage, and remains a high-traffic hub for space use.

- Woodside contributed 10% of physical circulation, 8% of foot traffic, and 7% of branch service activity.

DIGITAL PRESENCE

Summary: There was an overall 8% increase in digital (social media) presence, with sustained growth in engagement across Instagram and Facebook.

Q1 Digital Presence
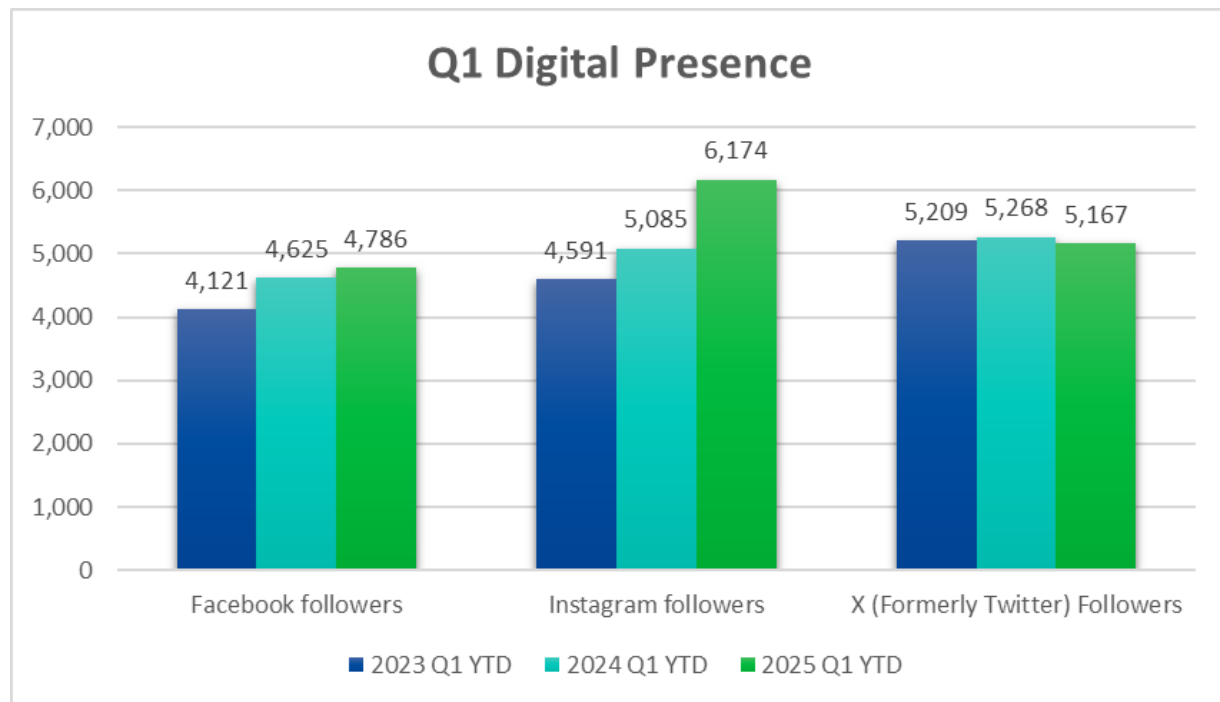
Digital Presence	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
Facebook followers	4,121	4,625	4,786	16%	3%
Instagram followers	4,591	5,085	6,174	34%	21%
X (Formerly Twitter) Followers	5,209	5,268	5,167	-1%	-2%
Totals	13,921	14,978	16,127	16%	8%

Insights:

- The 21% increase in Instagram engagement indicates that it continues to be the strongest platform for both follower growth and engagement. Its visual and interactive nature makes it well-suited for showcasing the library's dynamic content through videos, photos, and trending audios. This includes highlights of services, events, programs, historical content, top items from our collections, and more.

- The 3% increase Facebook engagement indicates that it continues to serve as an effective platform for promoting library programs and events. Through targeted paid promotion, we allocate a defined advertising budget to increase the visibility of selected events. This strategy allows us to reach users in Oakville and surrounding communities based on specific locations and interests, contributing to broader awareness and increased attendance at library programs.

- The 2% decrease in X (formerly Twitter) engagement indicates that it continues to be the platform with the lowest engagement. However, it remains a useful channel for sharing timely updates related to library facilities and services. This approach aligns with a broader trend of declining user activity on the platform, particularly among public institutions. Also, it's noted that X appears to be where Oakville local news networks pick up OPL news.

Library Website and Catalogue	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
Website Sessions	189,237	234,155	196,843	**4%**	**-16%**
Bibliocommons Sessions	274,041	446,228	451,081	**65%**	**1%**

Insights:

- The 16% decrease in website sessions is due to changes in how Google Analytics measures user activity as of 2025. Google Analytics 4 (GA4), first introduced at the end of 2023, previously captured a higher session count as customers navigated in and out of an integrated website and library catalogue. However, as of 2025, GA4 has refined data tracking methods that improve metric accuracy.
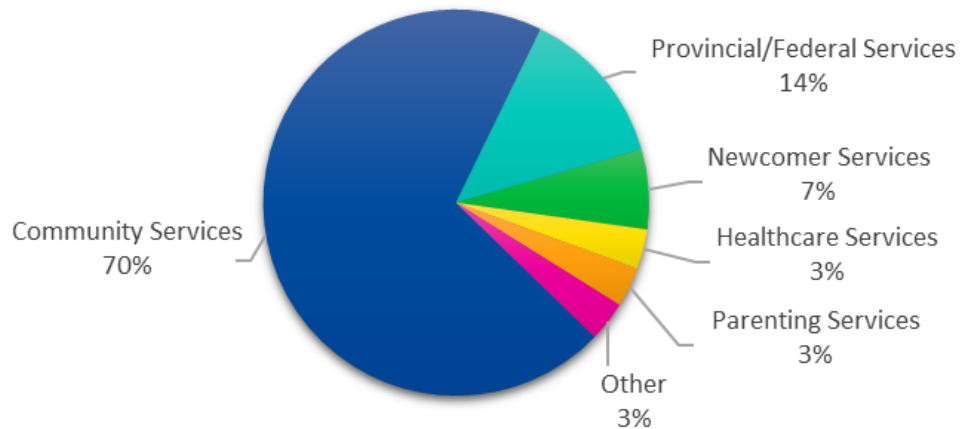
INFORMATION OAKVILLE

Summary: Information Oakville is a community information and referral service of Oakville Public Library. Staff work to connect residents to a wide range of local supports, including social services, health care, government programs, mental health resources, employment, housing, legal services, recreational activities, and more. These referrals are guided by the Halton Community Services Database (HCSD), a curated resource maintained through the Halton Information Providers (HIP) partnership. Information and Referral services are available free of charge through community information display areas in each branch, online community information boards, telephone, email, and in-person assistance.

Online Community Boards	2023 Q1 YTD	2024 Q1 YTD	2025 Q1 YTD	% Change 2023/2025	% Change 2024/2025
Sessions	868	635	550	**-37%**	**-13%**
Active Users	378	419	322	**-15%**	**-23%**
Views	2021	1031	899	**-56%**	**-13%**

Insights:

- Note: The Online Community Board is a virtual extension of Oakville Public Library's community information service, offering curated access to local programs, services, events, and supports across categories such as youth, parenting, older adults, newcomers, mental health, employment, legal services, and volunteering. It includes agency brochures and is updated daily by Information Oakville staff. The platform strengthens community partnerships, supports the Halton Community Services Directory, and advances OPL's commitments to diversity, equity, inclusion, and accessibility.

- The decline in Online Community Board sessions (13% decrease), active users (23% decrease), and views (13% decrease) in Q1 2025, compared to last year, reflects the broader return to in-person community engagement following the pandemic. As programs, services, and events have resumed full operations, residents are increasingly accessing information through physical locations and direct service providers rather than virtual platforms.

Q1 Information & Referral Requests by Type

Information & Referral Requests by Type	2025 Q1 YTD
Community Services	21
Provincial/Federal Services	4
Newcomer Services	2
Healthcare Services	1
Parenting Services	1
Other	1
Total	30

Insights:

- Although Information Oakville is not formally designated as a referral service like 211, 311, or Service Oakville, OPL's Information Oakville staff have consistently responded to customer inquiries by providing referrals sourced through the HCSD. Beginning in 2025, Information Oakville has formalized the tracking of calls, emails, in-person visits, and letters resulting in referrals.

- The chart summarizes the types of requests received by Information Oakville and the referrals made using the Halton Community Services Directory. Requests in Q1 ranged from practical support like snow removal and furniture donations, to urgent needs such as legal advice, mental health support, and resources for individuals in crisis. Categories highlight the range of community needs addressed through trusted referrals.

DEFINITIONS

Active Cardholders: Count of the borrowers registered with the library who have a last activity date within the last 2 years.

Adult Digital Literacy Programs: Programs designed to help adult customers with the knowledge and use of various technologies, including computer, internet, and social media training, as well as e-reader orientation training (e.g., iPad Essentials, Cricut for Beginners, Introduction to ChatGPT)

All Cardholders: Includes active cardholders, plus inactive cardholders that have been inactive for less than 2 years, and other cardholders with an activity date within the last 7 years or owe fees to the library.

AudioVisual: Includes audiobooks, music, movies and television content in physical formats such as: CDs, DVDs, and Blu-ray. Also includes video games for a variety of gaming consoles.

Bibliocommons Sessions: Count of sessions for the catalogue in a designated timeframe.

Branch Services: Combined count of phone calls, email enquiries, public access computer sessions, items printed, Creation Zone equipment bookings, branch technology bookings, wi-fi sessions, and room bookings.

Branch Tech Bookings: Count of bookings for maker equipment not located in Creation Zone spaces. Only includes branch 3D printers at this time.

cloudLibrary: Defines circulation as each item that is checked out on a borrower's account. These items include eBooks and eAudiobooks.

Community Events (Outreach): Library participation in larger public events hosted by external organizations, such as festivals, fairs, or markets.

Creation Zone Equipment Bookings: Count of equipment bookings for technology in the Creation Zone spaces (e.g., 3D printer, button maker, cricut, design laptop, serger, sewing machine). Data is not available for 2019 as it was not collected in this format.

Databases: Includes research databases such as Ancestry, Canadian Business Online, Consumer Reports, and more.

Digital Circulation by Resource: Count of units or items of materials the library circulated in the following digital platforms (cloudLibrary, Hoopla, Kanopy, LinkedIn Learning, Flipster, PressReader) to all users, including renewals in a designated timeframe.

Digital Presence: Combined count of Facebook, Instagram, and X followers.

Early Literacy & Learning Programs: Programs designed for children up to and including the age of 6, or family programs that focus on literacy for children.

Appendix A

eBooks and eAudiobooks: Includes AudioBookCloud, cloudLibrary, Hoopla, TeenBookCloud and TumbleBooks.

eLearning: Includes Creativebug, LinkedIn Learning, Mango Languages / LittlePim, Road to IELTS Academic, and Road to IELTS General.

eMagazines and eNewspapers: Includes the standalone digital magazine platform, Flipster and popular newspaper services such as PressReader and the New York Times.

Email Enquiries: Includes all email electronic contact with customers received via the AskUs service at OPLReference@Oakville.ca.

eMovies and eMusic: Includes Hoopla, Kanopy and Naxos Streaming Library.

Event: an organized activity whose primary focus is one or more of the following – fundraising; promotion, or advocacy. This category currently only lists adult programs (e.g. In Conversation with Series, Evening for Booklovers).

Event Attendance: Number of people who attended events in a designated timeframe.

Facebook Followers: Count of Facebook users who have followed OPL as of a designated timeframe.

Fiction: Includes English language material classified as fiction for adult, teen and juvenile audiences. This material circulates in multiple print formats such as: regular print, large print, board books, graphica and more.

Flipster (Replaced RBDigital in January 2021): counts online views plus total downloads. Online views are the total number of online views for a complete magazine on a web browser. When viewing a magazine online (i.e., through a web browser), the entire magazine is downloaded. Total downloads are total downloads for a complete magazine to the Flipster app.

Foot Traffic: count of users entering an OPL branch through a set of security gates in a designated timeframe. Central Library (2 sets of gates on 2 floors) is recorded as 70% of the total numbers reported.

Hoopla: Defines circulation as each item that is checked out on a borrower's account. These items include digital versions of television episodes, movies, music albums, books, audiobooks, and graphic novels / comics. BingePasses are also included.

Households with OPL Cards: The total number of distinct residential households associated with active library cardholders, calculated based on unique, verified addresses recorded in the library's membership database. Each household is counted once, regardless of the number of individual cardholders residing at the same address.

Inactive Cardholders: cardholders that have been inactive for less than 2 years, plus other cardholders with an activity date within the last 7 years or owe fees to the library.

Information Oakville – Sessions: A session is a group of interactions a user has with the website within a single visit, ending after 30 minutes of inactivity. Returning after 30+ minutes starts a new session.

Information Oakville – Active Users: Active Users counts the number of unique individuals (based on device/browser ID) who engaged with the website over a specific time period. Repeat visits on the same device count as one user.

Information Oakville – Views: A view is recorded each time a webpage is loaded or reloaded in a browser. Multiple visits to the same page within a session each count as separate views.

Information & Referral Request: An I&R Request is recorded each time Information Oakville responds to a community inquiry, whether by phone, email, or in person. Each distinct request, including those involving referrals or general information, counts once.

Instagram Followers: Count of Instagram users who have followed OPL as of a designated timeframe.

Items Printed: Count of items printed at a print station, not including items that were sent to the print station and deleted or expired.

Kanopy: Defines circulation as each 'play' on a digital video.

Languages: Includes material in selected languages other than English in both print and AudioVisual formats.

Library of Things: Includes pre-assembled kits such as storytelling kits as well as individual objects and equipment such as, but not limited to: park permits, CO_2 monitors, and wireless hotspots.

LinkedIn Learning (Lynda.com prior to April 2021): as of April 2021, circulation is defined as the number of videos completed. Prior to April 2021, Lynda.com defined circulation as the number of certificates completed. Each course completed resulted in a certificate. Customers had unlimited courses and certificates available to them. There were Lynda.com users who used this service but did not complete their certificates, which means they are not captured in these metrics.

Maker Programs: Programs offered as part of a Maker Space, including required safety training for maker equipment (e.g., 3D Printing Certification, Creation Zone project programs).

New Cardholders: Count of new users added in a designated timeframe.

Newcomer Programs: Programs aimed at helping new residents or new Canadians to integrate and settle in Canada (e.g., Newcomer Conversation Circle).

Non-Fiction: includes English language material classified as non-fiction for adult, teen and juvenile audiences. This material circulates in multiple print formats such as: regular print, large print, graphica, picture books and more.

Oakville Households: The total number of residential households within the Town of Oakville, as reported through official municipal data sources. This figure is calculated and published annually by the Town of Oakville and reflects the most current estimate of household counts across all wards and residential zones.

Older Adults: Programs specifically targeted to seniors aged 55 years and older (e.g., Cricut for Seniors, Art for Adults).

Other Outreach: Small-scale interactions such as presentations to local groups or organizations.

Other Programs (Program Attendance by Type): Programs not captured in any of the categories above – including those related to Book Clubs, Genealogy, Teens, STEAM (Science, Technology, Engineering, Art and Math).

Outreach Session: A library-led activity delivered off-site to connect with the community and promote library services (e.g., presentations or programming for community groups or organizations).

Phone Calls: Calls received through the branch's main number which includes callers that were transferred to the self-serve options, etc. These are calls received at all times, not only during open hours.

Physical Circulation: count of units or items of materials the library circulated in all physical formats to all users, including renewals in a designated timeframe. The data includes all items circulated at a location (first time check-outs and renewals) but excludes items checked out to a number of system cards used for operational purposes.

PressReader: count of issues opened, which are the number of issues viewed by a user.

Program: An organized activity that involves facilitation and is ultimately about a change in knowledge/skill/attitude. Can take place in internal or external facilities. Examples include: Summer Reading, Babytimes/Storytimes, Ozobots, etc.

Program and Event Attendance: combined count of Event and Program attendance.

Program Attendance: Number of people who attended programs in a designated timeframe.

Program Focus: the top five categories of programs including early literacy and learning, adult digital literacy, maker programs, and newcomer programs in support of the OPL strategic pillars. All other programs are noted within the other programs category.

Public Access Computer (PAC) Sessions: Count of users who have logged into a public access computer in a designated timeframe.

Room Bookings: Count of room bookings, paid and complimentary. Complimentary rooms for work/study purposes are only currently available at Glen Abbey branch.

School Engagement (Outreach): A visit to or from a school which may include programming, presentations, or resource sharing to support student learning and literacy.

Tech Help Appointments: One-on-one in-person bookable service where staff assist a customer with a device and technology-related question(s).

Total Cardholders: Includes active cardholders plus inactive cardholders with an activity date within the last 7 years that owe fees to the library.

Total Circulation: Combined count of all physical and digital circulation.

Virtual Programs: Programs conducted live and virtual, via online tools such as Zoom.

Website Sessions: Count of sessions for opl.ca (a session is a group of interactions one user takes within 30 minutes on the defined website (opl.ca)) in a designated timeframe.

Wi-Fi Sessions: Count of sessions of users connecting to public wireless in OPL branches.

X (formerly Twitter) Followers: Count of X users who have followed OPL as of a designated timeframe.

REPORT

Oakville Public Library Board

Meeting Date: May 15, 2025

FROM:	Oakville Public Library
DATE:	May 6, 2025
SUBJECT:	**CEO Update – May 15, 2025**

RECOMMENDATION:

That CEO Update report be received for information.

KEY FACTS:

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

- On April 29th, Caitlyn Hicks, Director, Customer Experience presented at the Joshua Creek Residents Association Annual General Meeting.
- On May 8th, Oakville Public Library launched the **Folarin Agbaje African Comics Collection**, a new graphic novel series created in memory of Folarin Agbaje, a valued OPL employee who passed away last May.
- Congratulatory letters have been sent to both Members of Parliament elected in the recent federal election.

BACKGROUND:

N/A

COMMENT/OPTIONS:

Joshua Creek Resident's Association

On April 29th, Caitlyn Hicks, Director, Customer Experience presented at the Joshua Creek Residents Association Annual General Meeting. The focus of the presentation was to give an update on the New Central Project.

The presentation was well received. The attendees had a number of questions related to the plans for the current site once the library moves, whether residential was planned to co-located on the new site and whether parking would be available at the new location.

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Folarin Agbaje African Comics Collection
On May 8, Oakville Public Library launched the **Folarin Agbaje African Comics Collection**, a new graphic novel series created in memory of Folarin Agbaje, a valued OPL employee who passed away last May.

Folarin was deeply passionate about comics and their accessibility and played a key role in introducing Nigerian graphic novels to the community Toronto community through his volunteer work with the Canadian Open Comics Library. In partnership with the Canadian Open Comic Library, which curated an initial collection in his honour, OPL has built on this work to establish a permanent collection now available to our customers.

The initiative not only celebrates Folarin's legacy, but also supports OPL's commitment to diverse, inclusive storytelling and accessible public resources.

You can view the full collection here:
🔗 Folarin Agbaje African Comics Collection

2025 Federal Election
On April 28, Canada held a federal election, resulting in a minority government led by the Liberal Party. The outcome suggests a continued need for cross-party collaboration in Parliament, which may shape the pace and nature of federal policy decisions in the coming years. While no single party holds a majority, the Liberals have retained enough seats to continue governing with support from other parties on key legislation.

Oakville is represented by two federal ridings, and the election results were as follows:

- **Oakville East** – Anita Anand (Liberal Party, re-elected)
- **Oakville West** – Sima Acan (Liberal Party, newly elected)

In keeping with OPL's commitment to proactive government relations, congratulatory letters have been sent to both Members of Parliament. Each letter included an invitation to visit their local OPL branch, offering an opportunity to connect firsthand with the services and see the community impact the library delivers in their constituencies.

Prepared and submitted by:
Tara Wong, CEO