

# REPORT

## Oakville Public Library Board

**Meeting Date: September 22, 2022**

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**FROM:** Oakville Public Library

**DATE:** September 13, 2022

**SUBJECT:** Inclusion and Diversity Survey Results

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### **RECOMMENDATION:**

That the Inclusion and Diversity Survey Results report be received for information.

### **KEY FACTS:**

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

- Oakville Public Library (OPL) is committed to promoting a culture of inclusion by providing accessible and equitable library services, programs and spaces for residents and staff.
- The Town of Oakville is in the process of developing its first Inclusion, Diversity, Equity and Accessibility Multi-Year Plan. Representatives from OPL participate on the following two Town teams: DEI Strategy Development Committee (OPL CEO and Manager, Community Development & Engagement) and the Employee Inclusion Group (OPL Customer Experience supervisor).
- OPL, in partnership with the Town of Oakville conducted its first survey on inclusion, diversity, equity and accessibility from January 27 to February 18, 2022 by CCDI. The survey had two components: a demographic census and an inclusion and belonging questionnaire.
- This report highlights the key findings from the survey.
- The results of the survey will be used to help draft OPL's Diversity and Inclusion Strategic Framework that will align with the Town multi-year plan. This framework will come to the Board for review in November 2022.

### **BACKGROUND:**

Diversity and Inclusion is a core tenet of public libraries and OPL. OPL made a deliberate focus the past three years to develop program and services that reflect and respect the diverse Oakville community.

The introduction of OPL's Inclusion Policy in 2021 marked a shift to creating clear commitments to diversity and inclusion. With the Inclusion Policy in place, OPL is working towards creating a policy evaluation framework to assess the current state of the seven commitments as well as OPL as a whole. The survey on inclusion, diversity, equity and accessibility conducted earlier this year is a tool to help OPL understand its current state and to set clear and achievable targets for the future.

### COMMENT/OPTIONS:

Earlier this year, OPL partnered with CCDI (through the Town of Oakville) to conduct a Diversity and Inclusion Employee Survey. OPL achieved a response rate of 71%, which is significantly higher than average response rate for a first-time survey in an organization. Thank you to staff for their trust and willingness to share their lived experiences and valuable input.

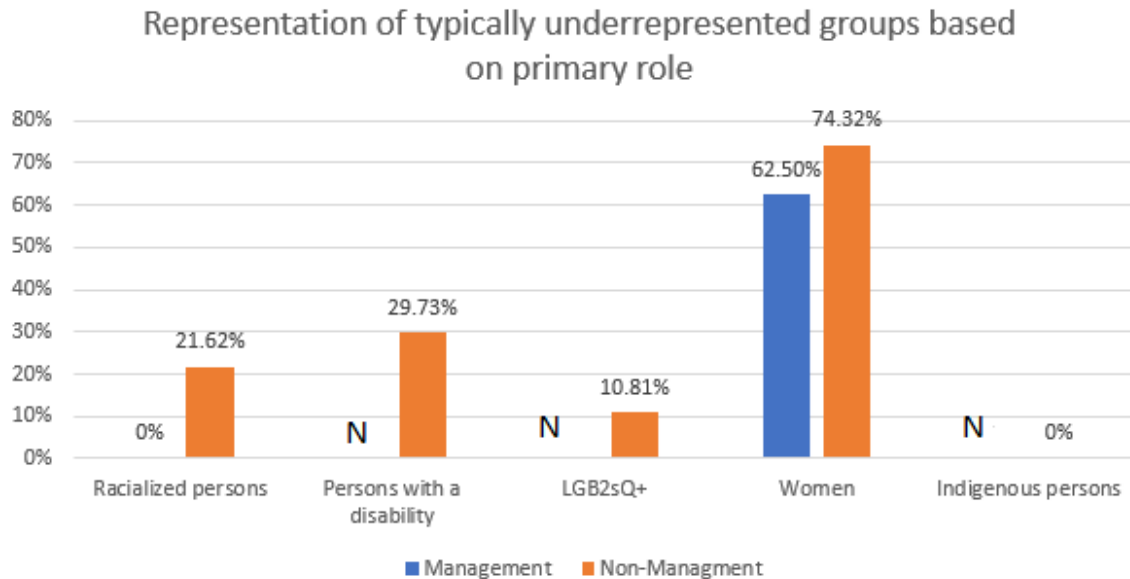
Below are some of the key findings from the survey:

### *Overall demographics*

Demographic group					
Representation	Women	Racialized persons	Indigenous persons	Persons with disability	LGB2sQ+ persons
OPL Workforce	82.80%	16.83%	N	28.43%	11.76%
Town of Oakville workforce	48%	22.60%	1.20%	17.50%	9.60%
Oakville Population	51.70%	30.80%	0.70%	22%	5.10%
Difference (OPL to Oakville Population)	31.10%	-13.97%	N	6.43%	6.66%

The demographic groups with fewer than five respondents have been reported as 'N' to maintain anonymity.

The Library sector has historically been very female dominated and that clearly continues at OPL. OPL also sees good representation in the areas of persons with disabilities and LGB2sQ+ persons. However, OPL is significant below the Oakville population when it comes to racialized persons.

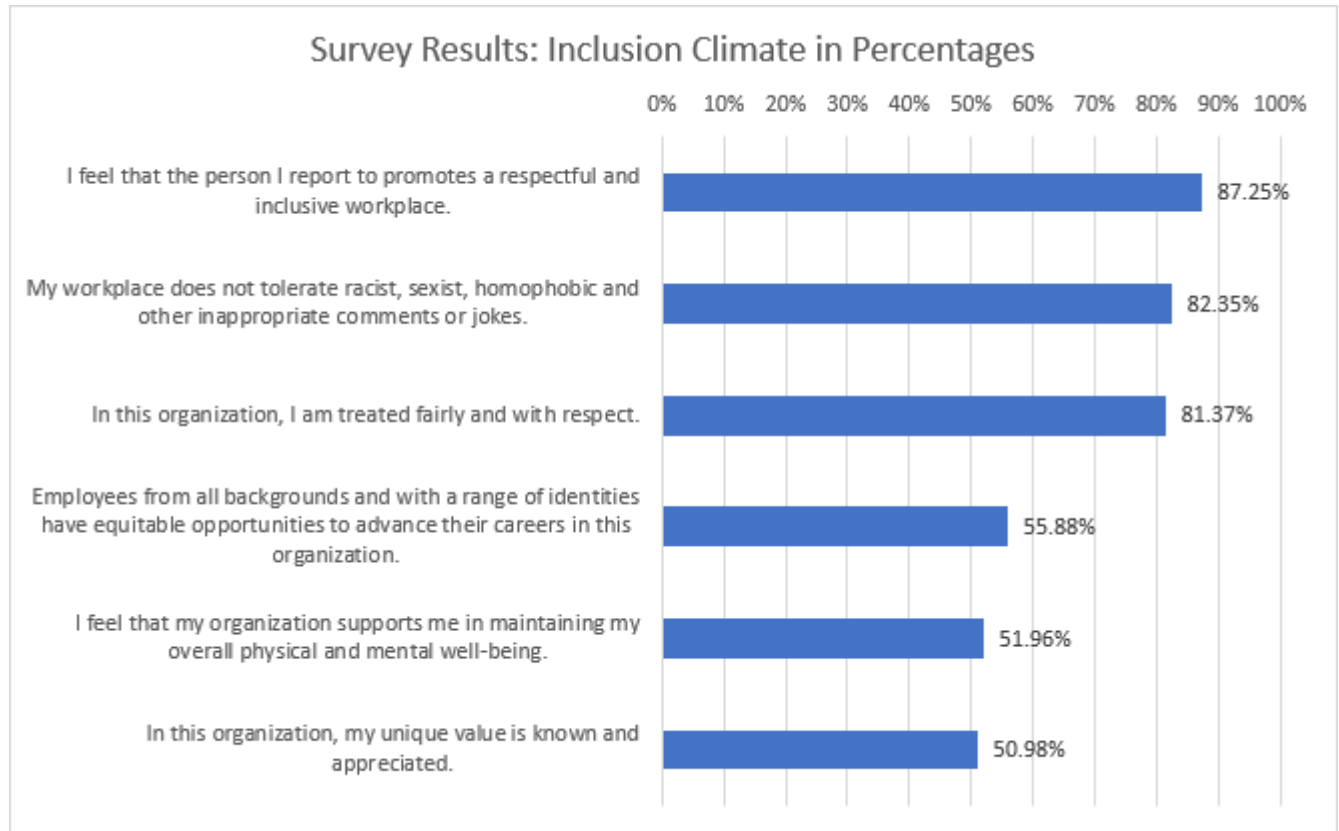
**Management/Non-Management demographics**

The demographic groups with fewer than five respondents have been reported as 'N' to maintain anonymity.

Strong representation from women continues to be strong within the management group. However, representation from racialized, LGB2sQ+ and persons with a disability are well below the broader OPL staff population.

**Insights**

Findings from the inclusion and belonging portion of the survey offer the following top three and bottom three insights:



### ***Key themes***

The following four key themes also emerged:

- Ageism - Respondents reported perceptions of favouritism and bias towards younger employees in recruitment, hiring, advancement and promotion.
- Accessibility, equity & inclusion - Respondents expressed a desire for targeted efforts to improve accessibility, equity and inclusion for staff and customers.
- Accountability & authenticity - Respondents shared sentiments that IDEA initiatives are undertaken with positive intent, but without commitment to implementation and outcomes of true inclusivity. "Talks the talk but does not walk the walk."
- Psychological safety and conflict management - Respondents noted some issues with harassment and microaggressions from customers and a desire for a safer, more effective conflict resolution management system (reporting incidences, follow up conversations and investigations, etc.)

The data and key themes identified with the survey results will help guide the drafting of the DEI Strategic Framework. The DEI Strategic Framework is in progress and will come to the Board for review at the November 24 Board Meeting.

OPL's work on the DEI Strategic Framework runs in conjunction with the Town of Oakville's creation of their multi-year inclusion plan. Tara Wong, CEO and Marcus Logan, Manager, Community Development & Engagement are members of the DEI Strategy Development Committee and Heather Wray, Customer Experience Supervisor participates on the Employee Inclusion Group. Learnings and initiatives will be shared by OPL and the Town of Oakville as appropriate.

## INCLUSION INITIATIVES

Although the DEI Strategic Framework is in progress, OPL continues to move forward with various programs and initiatives. Below is an expanded list to the Town's Diversity and Inclusion Current State Inclusivity Report which went to Council in July:

### 2022 Programs

- Offered free **SafeTalk with LivingWorks** to the community. In this half-day training program, participants were taught how to recognize persons who might be having thoughts of suicide and connect them with community resources trained in suicide intervention.
- Offered **Discover Your World** program virtually to individuals from Community Living Oakville.
- Hosted **Community Conversations** series:
  - *Mental Health speakers, reading lists, and programs in May*
  - *2SLGBTQIA+ displays, reading lists programs and events in June*
  - *Indigenous Art exhibit, reading lists, programs and events in September*
  - *Belonging displays, reading lists, programs and events in November*
- Hosted **Equity and Diversity Book Club** in Partnership with Halton Equity Diversity Roundtable

- **Increased selection** of inclusive and diverse titles in both **Storytime and Book Club**.
- Offered **American Sign Language** course in partnership with Community Oak Park Family Network.
- **Partnered with Acclaim Health and Alzheimer's Society** for many programs supporting aging residents and/or cognitive challenges.
- Offered **free appointment-based one-on-one in-person tech help** (reducing digital divide).
- Provided **immigration updates in Mandarin** in partnership with the Halton Multicultural Council.
- Presented **Oakville's Black History in Partnership with Caribbean Association** of Halton, the Oakville Public Library, and Oakville Historical Society.
- Hosted **Spoken Word Poet**, Dionne Samuels, Bird of Paradise in recognition of Black History Month.
- Offered **Filing Your Taxes** on a Modest Income presented by the Canadian Revenue Agency.
- Offered the **Canadian Tax System for Newcomers** presented by the Canadian Revenue Agency.
- Offered **Indigenous Agroecology** presented by Miinikaan Innovation and Design.
- Offered **Tax Credits and Benefits for Seniors** presented by the Canadian Revenue Agency.
- Offered **Resilience in the Rough Supporting Youth Mental Health** presented by best-selling author Mark Henick.
- Offered **Mental Health Start the Conversation** in partnership with Soch Mental Health.
- Offered **Fay And Fluffy – Drag Queen Story Time**.

## Collections

- Offer **content in a variety of formats**, such as large print, DVS videos, downloadable audiobooks and books on CD.
- Offer **print and physical content in a variety of languages**.

- Provide **access to online resources** to help improve language skills:
  - *Mango Languages: courses in 72 languages teaching practical conversation skills and English as a second language*
  - Little Pim: language learning program aimed at children up to six years old.
  - Road to IELTS (International English Language Testing System): preparation course covering listening, reading, writing and speaking.
- Provide **access to a variety of digital content** through various services: Flipster, Hoopla, LinkedInLearning, and Cloud Library.
- Provide **access to digital content in several languages** through:
  - *Naxos: streaming music including international music and spoken word in multiple languages translated in Chinese (traditional and simplified), Korean, Spanish, French, Portuguese and German*
  - *TumbleBook Library: interactive eBooks and eAudiobooks for children featuring titles in English, French and Spanish*
  - *Kanopy: streaming documentary, international, independent, and educational films in over 180 languages*
- Provide **access to Connection Kits, including tablet + Wi-Fi Kits and accessible reading tablets to seniors.**
- **Adjusted purchasing programs** to ensure materials by authors and illustrators from Indigenous, LGBTQ2+, Black and Persons of colour communities are automatically included in OPL purchasing profile with vendors.
- Provide **access to a new collection of decodable books** for a variety of age groups to support literacy development in students with dyslexia and struggling readers.

## Services

- Offer **delivery and pick-up of Connection Kits** for seniors living in retirement residences.

- Added **posters to all public and staff washrooms** to provide confidential information for social services assistance.
- **Eliminated late fees to eliminate barriers** to borrowing materials.
- **Lifted restrictions on digital resources** for customers with large fines owing.

### Web/ Social Media

- Installed **Reach Deck toolbar** on website adding speech and reading support tools to online content.
- Provide **semi-annual Program and Events Guide** in an accessible electronic document.

### Community engagement

- Representation on the **Halton Equity and Diversity Roundtable and Oakville Partnership for Truth and Reconciliation** which acknowledges Indigenous history with educational events.
- Received **Newcomer Infopods** from funding through Immigration, Refugees and Citizenship Canada to create newcomer Infopods using the Halton Community Services Directory.

### Facilities

- Installed **touchless automatic door opener and emergency call system** in the Central Library family washroom.
- Installed **tactile paving** at stairways at Central Library.

### Human Resources

- Requirement for ALA-accredited master's degree removed to allow recognition of international library degree programs.
- Post positions via HMC Connections and other local agencies to reach a boarder population.
- Reviewing interview process.



- Identifying and participating in professional development opportunities for various staff levels.
  - All staff are required to complete **4 Seasons of Reconciliation** through Reconciliation Education within 6 months of their start date.
  - Implemented mandatory **Oakville Inclusion Lens training** through onboarding process.
  - Staff are encourage to identify with their immediate leader of webinars provided through CCDI that can support their DEI learning.
  - Leadership staff attended **information session on dementia offered by Acclaim Health.**
  - Key branch staff completed **“Building Positive Spaces”** course through Positive Space network.
  - Leadership staff attended **“Fostering LGB2sQ+ Inclusive Environment”** course through the 519.
  - Two members of EMT completed **“Building Equitable Practices” Certificate** program through Sheridan College.
  - CEO completed **CCDI’s Anti-Racism Education Certificate** program

**APPENDICES:**

N/A

Prepared and submitted by:  
Tara Wong, CEO