

REPORT

Oakville Public Library Board

Meeting Date: February 15, 2024

FROM: Oakville Public Library

DATE: February 6, 2024

SUBJECT: Performance and Measures Report Q4 2023 - February 15, 2024

RECOMMENDATION:

That that Performance and Measures Report Q4 2023 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 (OPL) Q4 2023 Performance Measures.
- The information is separated into the following categories:

- Overview
- Circulation
- Interlibrary Loans
- Cardholders
- Programs and Events
- Digital Presence
- Halton Information Providers (HIP)

BACKGROUND:

This report highlights OPL's Performance Measures for Q4 of 2023. Comparison with 2021/22 is challenging due to the impact of the COVID-19 pandemic. Where possible, the report outlines comparisons to 2019, the last full year OPL operated with full services and hours prior to 2023.

All branches have been open with full hours as of January 30, 2022 and in-person programs resumed in March 2022.

APPENDICES:

Appendix A – Performance and Measures Report Q4 2023

Prepared by:

Caitlyn Hicks, Director, Customer Experience

Submitted by:

Tara Wong, CEO