

# CEO Update

March 21st, 2024



Oakville  
Public  
Library



# Sixteen Mile Construction Project

Project Name	North Park
Status	GREEN
Strategic Pillar	Enriching lives and building healthy communities
Budget	On Budget
Completion Date	Q2 2025
Notes	<ul style="list-style-type: none"><li>• Delay related to steel with some expected to arrive next week and the remainder in early May.</li><li>• Project timeline will be re-examined once the steel has arrived.</li></ul>



## Parks, Recreation and Libraries Facilities Master Plan

<b>Project Name</b>	North Park
<b>Status</b>	GREEN
<b>Strategic Pillar</b>	Enriching lives and building healthy communities
<b>Budget</b>	On Budget
<b>Completion Date</b>	Q3 2024
<b>Notes</b>	<ul style="list-style-type: none"><li>• Scheduling workshops with OPL Board and Council in April to review.</li><li>• OPL Board workshop has a proposed date of April</li><li>• Following the workshops, report will go out for public feedback.</li></ul>



# New Central Design Project

<b>Project Name</b>	<b>North Park</b>
<b>Status</b>	<b>GREEN</b>
<b>Strategic Pillar</b>	Enriching lives and building healthy communities
<b>Budget</b>	On Budget
<b>Completion Date</b>	
<b>Notes</b>	<ul style="list-style-type: none"><li>• RFP is out</li><li>• Approx. 35 people attended the required site visit on March 18<sup>th</sup>.</li><li>• Met with George Farrow (original architect) on March 15<sup>th</sup></li></ul>



# Introducing Naloxone to OPL Branches

- Naloxone Hydrochloride, also known as Naloxone, Narcan, or Evzio, can temporarily reverse the life-threatening effects of opioid overdose. It can be administered through injection or inhalation. However, if someone is experiencing a medical emergency other than an opioid overdose—such as a diabetic coma or cardiac arrest—administering Naloxone will not cause additional harm.
- The cities of Cambridge, Kingston, London, Oro-Medonte, Barrie, Niagara Falls, and St. Catharines are among the many Ontario municipalities that have already introduced Naloxone kits in their municipal facilities, including community centres and library locations. Most recently Burlington Public Library introduced Naloxone with positive feedback from the public.
- These kits will be available in town-owned public access facilities, including Recreation and Culture facilities and OPL branches. Identifiable wall-mounted holders will be installed to keep the kits near the public access AED units. Nasal spray Naloxone kits can be accessed by both the public and staff during an emergency.
- An information memo with expanded background and information will be going out to Town Council and I will forward to the OPL Board once available.

# OPL Courier Van

- After an almost 3 year wait, OPL's new courier van is now on the move!





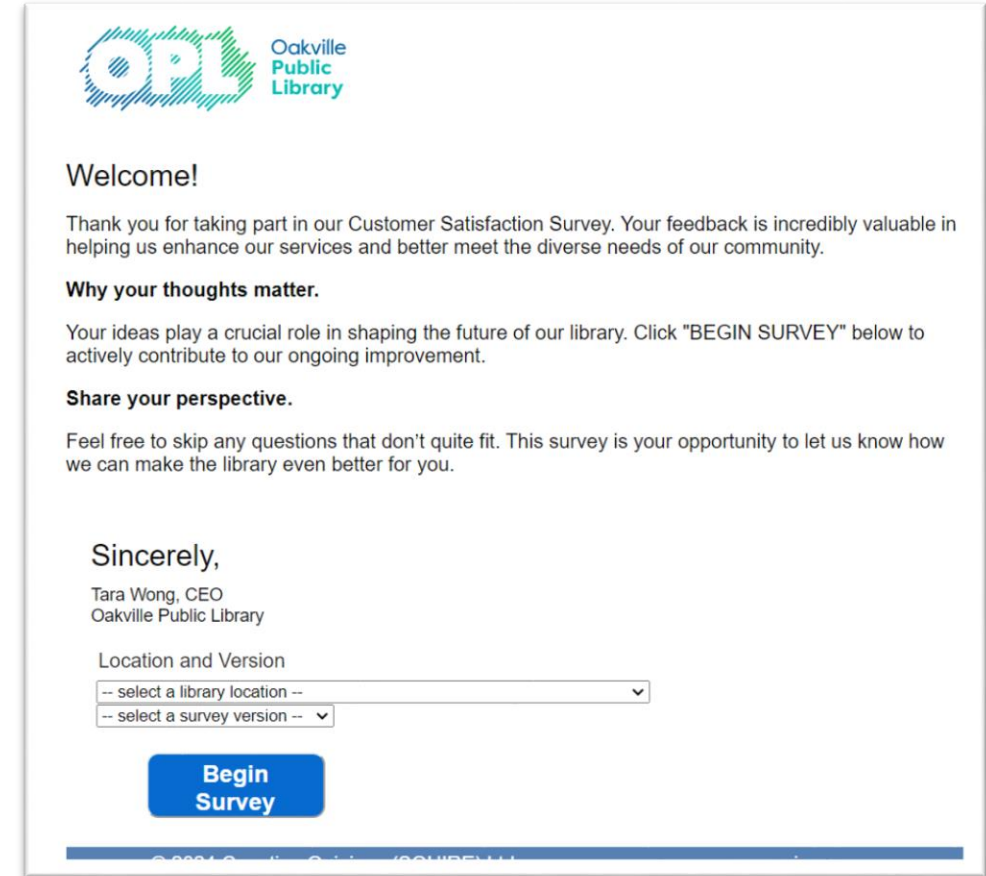
# OPL Completes Major Backend Upgrade

- Concluding this week, OPL completed a major backend upgrade for our integrated library system (ILS)
- The ILS is used to track the collection, ordering, invoicing as well as customer accounts.
- The entire transition has taken months of planning, three weeks of integration, and resulted in only 1 hour of down time for customers.
- Huge thanks to the OPL Tech Team and ITS for all their hard work on this integration.



# Customer Satisfaction Survey Launch

- Starting next week, OPL will be launching a new OPL customer satisfaction survey.
- This survey is set to become a permanent, always accessible survey that customers can complete anytime on our website.
- The survey is created and hosted by a company called Counting Opinions and is specifically designed for public libraries customers to provide real-time, continuous results throughout the year.
- It offers the flexibility of short and long-term analysis and includes internal/external benchmarking, giving us ongoing insights into customer feedback and requests.
- The survey can be accessed here <https://oakville.countingopinions.com/>.
- The goal is to gain insights into what Oakville residents would like to see from their library system.



The screenshot shows the landing page for the Oakville Public Library Customer Satisfaction Survey. At the top left is the OPL logo, which consists of the letters 'OPL' in a stylized, green, pixelated font, followed by the text 'Oakville Public Library' in a blue sans-serif font. Below the logo, the word 'Welcome!' is displayed in a bold, black font. A paragraph of text follows: 'Thank you for taking part in our Customer Satisfaction Survey. Your feedback is incredibly valuable in helping us enhance our services and better meet the diverse needs of our community.' This is followed by a bold heading 'Why your thoughts matter.' and another paragraph: 'Your ideas play a crucial role in shaping the future of our library. Click "BEGIN SURVEY" below to actively contribute to our ongoing improvement.' Below this is another bold heading 'Share your perspective.' and a final paragraph: 'Feel free to skip any questions that don't quite fit. This survey is your opportunity to let us know how we can make the library even better for you.' Further down, the word 'Sincerely,' is followed by the name 'Tara Wong, CEO' and 'Oakville Public Library'. Below the signature is a section titled 'Location and Version' containing two dropdown menus: the first is labeled '-- select a library location --' and the second is labeled '-- select a survey version --'. At the bottom of the form is a large blue button with the white text 'Begin Survey'. A thin blue horizontal bar is at the very bottom of the page.

**OPL** Oakville Public Library

**Welcome!**

Thank you for taking part in our Customer Satisfaction Survey. Your feedback is incredibly valuable in helping us enhance our services and better meet the diverse needs of our community.

**Why your thoughts matter.**

Your ideas play a crucial role in shaping the future of our library. Click "BEGIN SURVEY" below to actively contribute to our ongoing improvement.

**Share your perspective.**

Feel free to skip any questions that don't quite fit. This survey is your opportunity to let us know how we can make the library even better for you.

Sincerely,  
Tara Wong, CEO  
Oakville Public Library

Location and Version

-- select a library location --

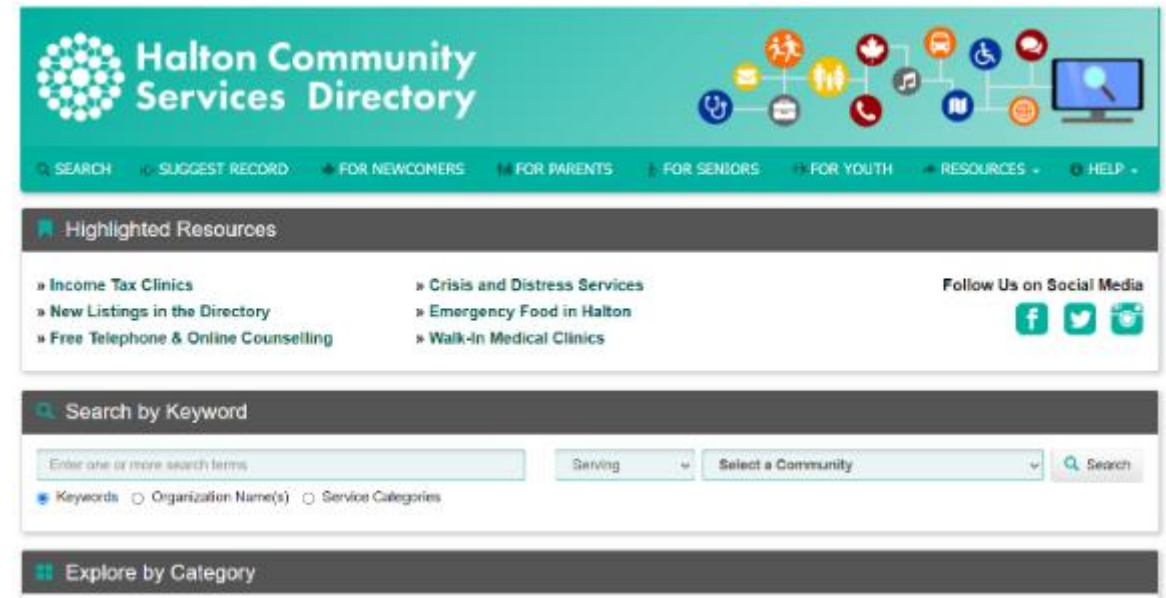
-- select a survey version --

**Begin Survey**



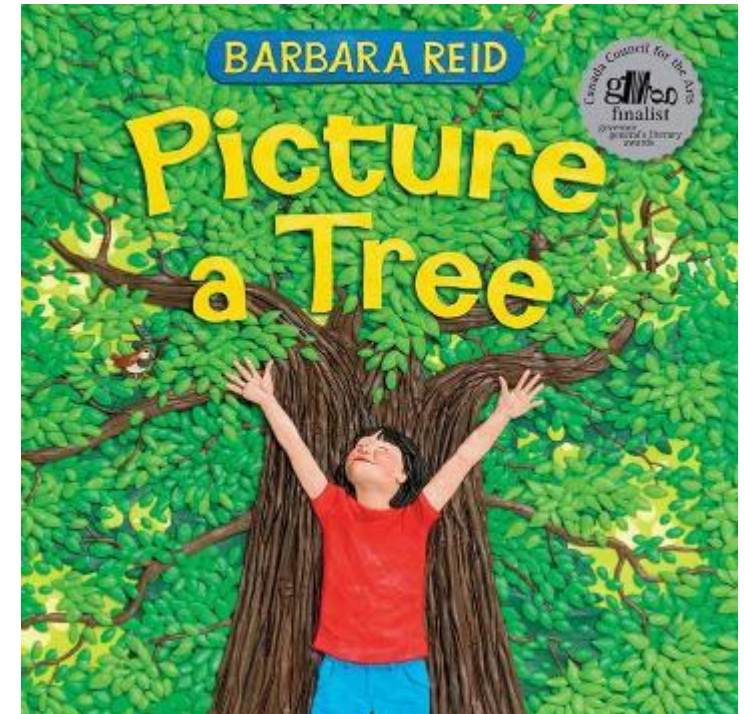
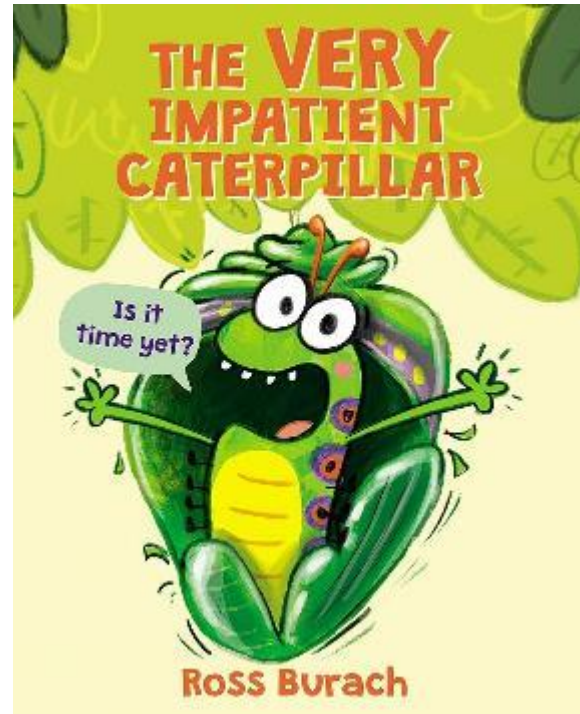
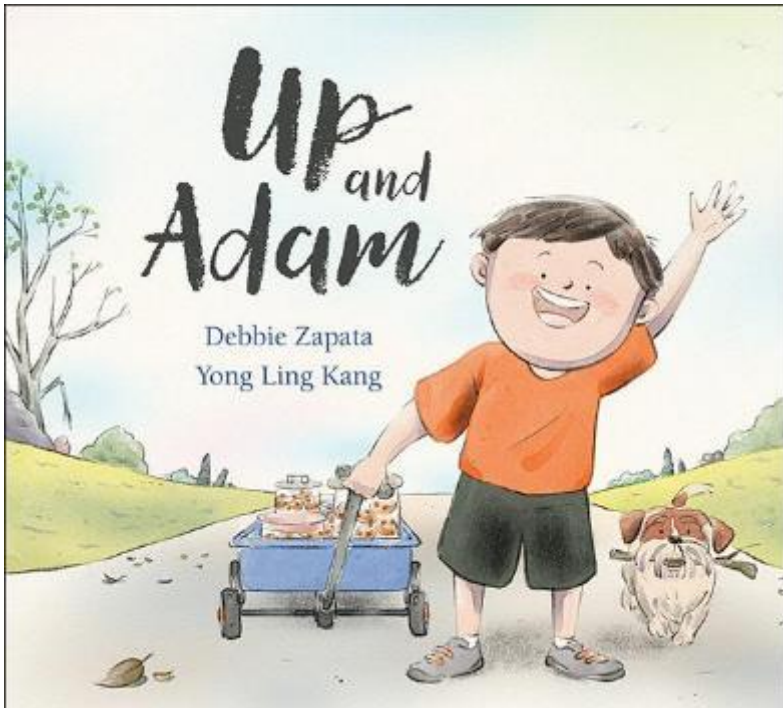
# HIP participates in Victim Services data project

- HIP is participating in a victim services data project with FindHelp and the Ministry of Children, Community and Social Services
- Community Services Data providers across Ontario, including HIP, curate local victim services data and FindHelp compensates data partners based on how many records they maintain.
- The ministry is adding gender-based violence to the victim services project – which means data partners (HIP) must adjust each record; therefore, getting the additional compensation (\$3000).
- These enhancements will contribute to the data made available through the provincial Victim Services Directory as well as Ontario 211.



# Story Walk® Update

- Our Spring Story Walk selections are now posted as follows in local parks:
  - Bronte Heritage Waterfront Park – *Up and Adam*, by Debbie Zapata, Yong Ling Kang (Ill.)
  - Tannery and Waterworks Parks – *The Very Impatient Caterpillar*, by Ross Burach
  - George Savage Park – *Picture a Tree*, by Barbara Reid





# Family Day 2024

- Iroquois Ridge and Glen Abbey offered 13 programs a total of 13 programs on Family Day including : Button-Making, Dance Party, Exploration Station, Board Games, Family Die-Cut Craft and a Scavenger Hunt.
- 1676 members of the community enjoyed programming (785 at Iroquois Ridge and 891 at Glen Abbey).
- **Total Traffic for the day: 2582** (IR: 1,148, GA: 1,434)



# March Break @ OPL

- In addition to regular weekly programming, OPL offered an additional **36** offerings designed specifically for school-aged children.
- These additional programs hosted **737** happy participants!
- Programs included
  - Seedball Workshop Presented by OakvilleGreen
  - Virtual Longhouse Tour Presented by Conservation Halton
  - Black History Explorers In Partnership with Canadian Caribbean Society & Oakville Museum
  - Creation Zone Drop-In: Party Hats
  - Explore Circuits: Little Bits
  - Building Challenge: Keva Planks
  - Literary Creations: Ramadan
  - Tween programs: Hand Sewing Emojis and Hand Sewing Earbud Case





# OPL's First Indie Author Showcase

- To promote discovery of local books, writers and publishers, Oakville Public Library is hosting its first Independent Author Showcase.
- The event will take place at Central Branch on Sunday April 21st 1:30-4:30pm;
- In this showcase, selected authors will have the opportunity to speak to the Oakville Community about the writing and publishing process.
- Local authors are preferred.
- Applications are now being accepted.





# Glen Abbey Patio Activations

- **Starting in May.**
- Monthly Tuesday Trivia night on the patio from 7pm-8pm.
- Weekly PJ Storytime on the patio Thursdays from 7pm-7:30pm.



# Ontario Library Service - Board Assemblies

The Ontario Library Service has 9 Board Assemblies based on populations served, to represent Ontario public libraries at a provincial level.

All public library boards as defined under the Public Libraries Act of Ontario including Chief and Council are entitled to appoint an official representative to their respective Board Assembly.

In the past, Bill Smith has served as OPL's representative.

OLS has asked that OPL appoint a representative to our respective Board Assembly for 2024. If you are interested, please let me know.

# Reminder: No Regular April Meeting

