

REPORT

Oakville Public Library Board

Meeting Date: November 21, 2024

FROM: Oakville Public Library

DATE: November 12, 2024

SUBJECT: Halton Information Providers Update – November 21, 2024

RECOMMENDATION:

That the Halton Information Providers (HIP) Update report be received for information.

KEY FACTS:

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

- Oakville Public Library (OPL) leads the Halton Information Providers (HIP) joint venture, overseeing the Halton Community Services Directory (hipinfo.ca) in partnership with Burlington Public Library, Halton Hills Public Library, Milton Public Library, and The Halton Resource Connection. This collaborative effort allows for a comprehensive directory of services across the region.
- The evaluation of the Halton Newcomer InfoPods project will begin in January.
- In collaboration with Milton Public Library, Mind Your Mind, and InformCanada, OPL has planned activities for Information & Referral Day on November 16, designed to raise awareness and provide valuable resources for those seeking support services.
- HIP provided community services data to Community Development Halton Encampment/Homeless project and to the Opioid Action Table, helping inform critical regional initiatives.

BACKGROUND:

The Halton Information Providers (HIP), led by the Oakville Public Library and in collaboration with Burlington, Milton, and Halton Hills Public Libraries as well as the Halton Resource Connection, operate the Halton Community Services Directory (hipinfo.ca). This platform provides comprehensive access to community and social services information in the Halton Region, covering health care, emergency services, food support, housing, employment, and more. Local certified Information & Referral Specialists and Database Curators maintain community services data for

various community agencies, including youth and seniors, and supports other Information and Referral (I&R) staff by providing the most up-to-date information and culturally appropriate referrals on programs and services to Halton residents in their time of need.

COMMENT/OPTIONS:

Halton Community Services Directory 2024 (January - October)

With two months remaining in 2024, the Halton Community Services Directory has shown exceptional performance across various measures. Year-to-date results indicate a robust recovery, with usage returning to pre-pandemic levels. This growth reflects the directory’s continued importance as a resource for the community and the effectiveness of efforts to enhance its reach and accessibility.

Halton Information Providers (HIP) is represented on the Community Development Halton (CDH) Research and Data Committee and two Halton Safety and Wellbeing action tables: the Data Decision and Support Group and the Halton Opioid Action Table. HIP has provided community services data for CDH’s Encampment Project, which aims to map housing supports, and is working on a curated list of addiction and mental health programs for the Opioid Action Table—a contribution that may lead to a larger project.

Usage of the Halton Community Services Directory remains strong, with Oakville sessions from January to October reaching 65,300, on track to match the 2023 total of 78,300 by year-end.

2023	
Month	Pages Viewed
January	337,608
February	436,315
March	362,973
April	294,436
May	329,073
June	242,380
July	251,469
August	210,254
September	225,223
October	234,486
November	266,392
December	576,576
Total	3,767,185

2024	
Month	Pages Viewed
January	465,145
February	281,442
March	502,335
April	453,506
May	344,152
June	325,053
July	480,620
August	458,826
September	324,876
October	542,129
November	
December	
Total	4,178,084

Virtual Community Information Board

Information Oakville continues to provide a virtual community information board, offering an additional platform to promote services and programs. The board displays event and program flyers, along with readable and downloadable brochures. This resource is gaining momentum and receiving positive feedback from our community partners. Visit: oakvilleinfo.ca

Virtual Board	Q1	Q2	Q3	OCT	2024 YTD
Total Sessions	635	721	699	251	2310
Oakville Visitors	133	124	134	70	412
Unique Visitors	419	466	459	179	1480
Clicks	237	304	290	93	924
Page Views	1031	1189	1219	414	3853
Engagement Rate	94.17%	93.48%	94.85%	94.82%	94.20%

Halton Newcomer InfoPods

The IRCC grant will conclude on March 31, 2025. The program's evaluation will focus on usage, community impact, and strategic location assessments, with six InfoPods located in Oakville. This year, interest has been expressed by the City of Burlington, Joe Brant Hospital, and the New Milton MPP. From January 2024 to October 2024, the program has seen 23,419 page views.

Halton Region Service Agreement

The Halton Region Service Agreement is set for renewal in 2025. An initial request to begin discussions has been sent to Halton Region, with a meeting date yet to be confirmed.

APPENDICES:

N/A

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