

DRAFT Agenda
Woodstock Public Library Board
March 11, 2025

Date: Tuesday, March 11, 2025
Time: 4:15 p.m.
Place: Library Meeting Room

1. Call to Order

2. Indigenous Acknowledgement

The Library Board would like to acknowledge that we are meeting on traditional and ancestral land of the Haudenosaunee, Lanape, and Anishnaabek Peoples. We thank all generations of people who have taken care of this land and recognize and reflect upon their historic and present connection and contributions to this land and place.

3. Approval of the Agenda

Recommendation:

That the Board approves the Agenda as circulated (or following corrections or additions)

4. Declaration of Conflict of Interest

5. Committee of the Whole In-camera

Public Libraries Act, R.S.O. 1990, c. P.44 s. 16.1 (4)

A meeting or part of a meeting may be closed to the public if the subject matter being discussed is,

- (a) the security of the property of the board;*
 - (b) personal matters about an identifiable individual;*
 - (c) a proposed or pending acquisition or disposition of land by the board;*
 - (d) labour relations or employee negotiations*
 - (e) litigation or potential litigation, including matters before administrative tribunals, affecting the board;*
 - (f) advice that is subject to solicitor-client privilege, including communication necessary for that purpose;*
 - (g) a matter in respect of which a board or committee of a board may hold a closed meeting under another Act. 2002, c. 17, Sched. C, s.24 (5).*
-

6. Minutes of the Meeting of January 14, 2025

Recommendation:

That the Board approves the Minutes of the meeting of January 14, 2025, as circulated (or following corrections).

7. Business Arising from the Minutes

a) Strategic Plan

- i) Report – Draft Strategic Plan
- ii) Draft Strategic Plan 2025

Recommendation:

That the Woodstock Public Library Board approves the draft Strategic Plan as presented or amended.

8. Chairperson’s Remarks

9. Delegations/Presentations

None

10. Board Education

None

11. Consideration of Correspondence

None

12. Administrative Reports

a) Monthly Report

- i) Report of the Chief Executive Officer
- ii) Report of the Director of Library Services/Deputy CEO

b) Statistics

- i) Library Systems Activities for the months January and February, 2025
- ii) VOLT 2024

c) Policy Review

- i) Report – Internet Services and Technology Policy
- ii) Internet Services and Technology Policy

Recommendation:

That the Library Board approves the Internet Services and Technology Policy as presented.

- iii) Report – Safety of Children in the Library Policy
- iv) Safety of Children in the Library Policy

Recommendation:

That the Library Board rescinds the Safety and Conduct of Children in the Library Policy (2020), and that the Library Board approves the new Safety of Children in the Library Policy.

13. Committee Reports

a) Ontario Library Service Trustee Assembly

Verbal Update

- b) **Health and Safety**
None
- 14. **Finance**
None
- 15. **New Business**
 - a) **Spring Staff Development Day 2025**
Recommendation:
That the Woodstock Public Library close on Monday, May 26, 2025, for a full day of staff development.
- 16. **Notices of Motion**
None
- 17. **Attachments**
 - a) **ArtCity: Highlighting Woodstock’s cultural assets and the need for sustainable arts funding;** Woodstock Sentinel Review; January 30, 2025
- 18. **Next Meeting**
Tuesday, April 8, 2025, 4:15 p.m.
- 19. **Adjournment**

VISION

Your Destination for Discovery

MISSION

A welcoming place to create, connect and explore.

Woodstock Public Library Board

DRAFT Meeting Minutes January 14, 2025

A regular meeting of the Woodstock Public Library Board was held on Tuesday, January 14, 2025, at 4:15 pm, in the Meeting Room at the Woodstock Public Library.

a) The following Board members were present:

Mary Anne Silverthorn, Chair
Danielle Barry, Vice Chair
Lynn Wareing, Trustee
Ken Whiteford, Trustee
Councillor Kate Leatherbarrow
Councillor Bernia Martin

b) The following Board members sent regrets:

Councillor Deb Tait

c) The following persons were also present:

Lindsay Harris, CEO
Megan Cook, Director of Library Services/Deputy CEO
Lori Peixoto, recorder

1. Call to Order

M.A. Silverthorn called the meeting to order at 4:15 pm, and welcomed everyone to the new year.

2. Indigenous Acknowledgement

The Library Board would like to acknowledge that we are meeting on traditional and ancestral land of the Haudenosaunee, Lanape, and Anishnaabek Peoples. We thank all generations of people who have taken care of this land and recognize and reflect upon their historic and present connection and contributions to this land and place.

3. Approval of the Agenda

Motion 25-01

MOVED by K. Whiteford and seconded by D. Barry to approve the Agenda.

Motion carried.

4. Declaration of Conflict of Interest

None.

5. Minutes of the Meeting of November 12, 2024

Motion 25-02

MOVED by B. Martin and seconded by K. Leatherbarrow to approve the Minutes of the meeting of November 12, 2024.

Motion carried.

6. Business Arising from the Minutes

a) Strategic Plan

L. Harris reported that another meeting was required with the Strategic Planning Committee prior to presenting the first draft of the Plan. Feedback had been received by the OLS reps assisting with the process, and the hope would be to have a draft available for the next regular meeting of the Board.

7. Chairperson's Remarks

M.A. Silverthorn read aloud a thank-you card received from a Library employee after being recognized for her years of service at the staff appreciation event in December, 2024.

8. Delegations/Presentations

None.

9. Board Education

None.

10. Consideration of Correspondence

a) Friends of the Library

Minutes of the meetings of November 13, 2024, and December 11, 2024

Motion 25-03

MOVED by L. Wareing and seconded by D. Barry that the Board receives the Minutes of the meetings of November 13, 2024, and December 11, 2024, of the Friends of the Woodstock Public Library as information.

Motion carried.

M. Cook provided an update on the Friends' book sale and sponsored author events.

11. Administrative Reports

a) Monthly Report

i. Report of the Chief Executive Officer

L. Harris provided an update on the staff development and appreciation day, and offered further details on the information in the report provided.

L. Harris noted a significant monetary donation given to the Library from a community member. Discussion was had on what the funds would be used for.

Discussion was had on the upcoming ROMA Conference being held in Toronto, and the invitation that had been extended by the City for L. Harris to attend as Library representative.

M.A. Silverthorn offered congratulations on behalf of the Board to L. Harris on completion of the APPL program.

ii. Report of the Director of Library Services/Deputy CEO

M. Cook offered further information on activities noted in her report that occurred in November and December, including an upcoming partnered program with CBC.

b) Statistics: Library Systems Activities for the Months November and December, 2024

L. Harris provided an update on the final statistics for the year, noting increases in library users and new library cardholders, surpassing the previous year.

c) Policy Review

i. Report – Health & Safety, and Prevention of Workplace Violence and Harassment Policies

There were no questions from the Board.

ii. Health & Safety Policy

Motion 25-04

MOVED by D. Barry and seconded by K. Leatherbarrow that the Board approves the Health & Safety Policy as presented.

Motion carried.

iii. Health & Safety Declaration

There were no questions from the Board.

iv. Prevention of Workplace Violence and Harassment Policy

L. Harris noted the updates to the language in the policy.

Motion 25-05

MOVED by B. Martin and seconded by K. Leatherbarrow that the Library Board approves the Prevention of Workplace Violence and Harassment Policy as presented.

Motion carried.

v. Report – Corporate Sponsorship and Donations, Gifts, and Donor Recognition Policies

L. Harris provided explanation on the policies, noting that the Corporate Sponsorship Policy was existing, and no changes were necessary. Donations, Gifts, and Donor Recognition Policy was a newly created policy being brought forward for review and discussion.

There were no questions or concerns from the Board, and therefore, all agreed to proceed with approving of the policies.

vi. Corporate Sponsorship Policy

Motion 25-06

MOVED by K. Whiteford and seconded by D. Barry that the Library Board approves the Corporate Sponsorship Policy as presented.

Motion carried.

vii. Draft Donations, Gifts, and Donor Recognition Policy

Motion 25-07

MOVED by K. Leatherbarrow and seconded by L. Wareing that the Library Board approves the Donations, Gifts, and Donor Recognition Policy as presented.

Motion carried.

viii. Report – Intellectual Freedom Policy

L. Harris provided further information on the policy and the associations from which the wording was taken.

ix. Draft Intellectual Freedom Policy

Motion 25-08

MOVED by K. Whiteford and seconded by L. Wareing that the Library Board approves the Intellectual Freedom Policy as presented.

Motion carried.

12. Committee Reports

a) Ontario Library Service Trustee Assembly

None.

b) Health and Safety

Minutes for September 12, 2024

Motion 25-09

MOVED by B. Martin and seconded by D. Barry that the Board approves the Minutes of the Joint Health and Safety Committee meeting of September 12, 2024.

Motion carried.

13. Finance

a) Treasurer's Report

L. Harris noted that the statement before the Board was a first draft for the year. Treasury was still processing 2024 invoices until the end of the week ahead. Discussion was had regarding overages in Building Maintenance due to unexpected issues that had since been repaired.

Motion 25-10

MOVED by B. Martin and seconded by L. Wareing that the DRAFT Statement of Revenues and Expenditures for the period ending December 31, 2024, and the DRAFT Summary of Trust Account for the period ending December 31, 2024, and the DRAFT Summary of the Jessie McDougall Trust Fund for the period ending December 31, 2024, be received as information.

Motion carried.

14. New Business

None.

15. Notices of Motion

None.

16. Attachments

a) **Woodstock Public Library's Local Author Fair**; Woodstock Sentinel Review; November 22, 2024

17. Committee of the Whole In-camera

Labour relations or employee negotiations

Motion 25-11

MOVED by L. Wareing and seconded by B. Martin that the Board moves into Committee of the Whole In-camera at 5:10 pm.

Motion carried.

Motion 25-12

MOVED by K. Whiteford and seconded by B. Martin that the Board moves out of Committee of the Whole In-camera at 5:20 pm.

Motion carried.

Motion 25-13

MOVED by D. Barry and seconded by L. Wareing that the Board approves the Agenda for the Meeting of the Committee of the Whole In-camera.

Motion carried.

Motion 25-14

MOVED by D. Barry and seconded by L. Wareing that the Board approves the Minutes of the Committee of the Whole In-camera for November 12, 2024.

Motion carried.

In closed session, the Board received an update on negotiations.

18. Next Meeting

Discussion was had regarding meeting dates, noting the budget presentation to Council was scheduled for the afternoon of March 6, 2025. M.A. Silverthorn noted that it would be greatly appreciated for Board members to attend the presentation for support, if able.

The next regular meeting of the Board is scheduled for Tuesday, February 11, 2025, 4:15 pm. Due to regrets made known at the time of this meeting, and potential for quorum to not be met, an email would circulate in early February, seeking confirmation to cancel the meeting. All were in agreement.

19. Adjournment

MOVED by M.A. Silverthorn that the meeting adjourn at 5:20 pm.

Vision

Your Destination for Discovery

Mission

A welcoming place to create, connect and explore.



Subject: Draft Strategic Plan

Action: For Information, Discussion, and Approval

Prepared by: Lindsay Harris

Meeting of: March 11, 2025

Recommendation

That the Woodstock Public Library Board approves the draft Strategic Plan as presented or amended.

Background

The Library's Strategic Planning Committee, comprised of 6 Library staff members and 2 Board members, worked diligently throughout 2024 and early 2025 to develop a new plan for the Library. With the assistance of consultants from the Ontario Library Service, the Committee undertook extensive community consultation and several thoughtful discussions to bring to the Board the best possible representation of the needs and desires of the community in both short- and long-term timelines.

Discussion

The attached draft of the Plan is generally comprised of three parts. The content of the Plan itself is in the first section of the document, accented by boxed items that are additional information the Committee intends to include within the published version of the document to provide the community and stakeholders with contextual information for the Plan.

The second section of the document contains additional information the Committee is recommending including in the published document, pending design considerations. It also contains recommended planning, tracking, and reporting mechanisms to ensure the Library remains on track with the Plan throughout its term.

Woodstock Public Library Strategic Plan 2025-2028

Message from the Woodstock Public Library

The City of Woodstock is experiencing a time of significant growth and development. As our community grows and changes, so do the needs and expectations of community services. As your Public Library, we embrace these changes and rise to the challenge of meeting new and evolving community needs and will embed these into our programming, collections, spaces, and services.

The Library's Strategic Planning Committee, comprised of Library Management, Staff, and Board Members, engaged in extensive community consultation through outreach, surveys, and focus groups during 2024. We heard time and again how loved the library is in our community. Your messages about the need for more and dedicated space rang loud and clear as did the need for additional resources and programming for newcomers, teens, and adults – in times and places that work for you.

The 2025-2028 strategic plan is anchored in the needs and desires of our growing community and allows the library to continuously evolve along the way. Thank you to the hundreds of community members, partners, and stakeholders that took the time to share your hopes and dreams for the future of our Library through conversations and surveys. We invite you to join us on our journey of growth and innovation as we strive to embrace the opportunities of tomorrow.

Lindsay Harris, Chief Executive Officer
Mary Anne Silverthorn, Library Board Chair

Indigenous Acknowledgement

In the spirit of reconciliation and from a place of learning, we wish to acknowledge that the land on which we gather is the traditional territory of the Haudenosaunee, Lanape, and Anishinaabek people. Its boundaries fall within the Upper Canada Treaties. We thank all generations of people who have and continue to take care of this land.

To honour the suffering of Indigenous people and the love and wisdom they have carried for thousands of years, we pledge to work in community and harmony with each other, to learn and grow, and work towards Truth and Reconciliation.

A Brief History of the Woodstock Public Library

Woodstock Public Library's beginnings can be traced back to a cold day in February of 1835 when the Woodstock Reading Society was formed. Seventy years later, in 1905, plans were approved for an Andrew Carnegie Library and a grant of \$24,000 was received for the construction of a library building that opened in January 1909.

While the library's physical location has remained constant since 1909, WPL has changed and adapted over the decades to meet the growing needs and demands of our community.

Landmark dates in the library's organizational history include: the children's department established in 1926 and later moved to a dedicated room on the ground floor; a Canadian Centennial Year building construction project that provided for additional space for an Art Gallery and Reference Room; the addition of an audio-visual department in 1972; and lastly the adoption of digital technology between 1982 and 1990, including the installation of public computer terminals and the conversion of card catalogues to a computer database; automated borrowing of library materials; and the first online library catalogue. In 1996 another major library expansion and construction project took place, adding valuable physical space to the library's footprint, as well as introducing public internet computers to the community.

Very few of the 111 Andrew Carnegie libraries originally built in Ontario remain used today as public libraries. The Woodstock Public Library is a wonderful example of a vibrant and modern Carnegie Library that continues to serve the needs of our community.

Mission

Woodstock Public Library ignites curiosity and connects our community to a world of ideas, resources, and enriching experiences.

Vision

Growing with our community, embracing the opportunities of tomorrow.

Values

- **Literacy and Lifelong Learning**
 - We empower our community by offering programs and services that foster literacy development and promote lifelong learning.
- **Diversity, Equity, Inclusion and Accessibility**
 - We believe that embracing these principles enriches our community, drives innovation, and creates a culture where everyone can contribute their best.
- **Community Engagement & Collaboration**
 - We are committed to engaging with our community and collaborating with partners to provide the highest quality of service.
- **Intellectual Freedom**
 - We uphold the free exchange of information and ideas, respecting everyone's right to privacy and choice.

Priorities, Goals and Objectives

1. Library Space
2. Community Connections and Partnerships
3. Programs and Collections
4. Customer Service
5. Marketing and Communications

1. Library Space

- Optimize current space:
 - Create quiet study zones
 - Establish a makerspace
 - Improve the utilization of the Library's multi-purpose spaces
- Explore Library expansion opportunities:
 - Advocate and plan for a second library location.
 - Expand the Library's Homebound Service.
 - Research other alternative library service delivery options and partnerships.
- Enhance the Library's Facilities Resources
 - Hire additional staff for the facilities department.
 - Ensure proper equipment and training for staff.
 - Implement maintenance best practices to continue providing a safe and clean environment for staff and the community.

2. Community Connections and Partnerships

- Build and cultivate partnerships:
 - Engage with local high schools to enhance the Library's relationships and support students.
 - Engage with post-secondary schools to provide value-added programming and services.
- Reinforce existing partnerships:
 - Strengthen relationships with existing partners such as Oxford EarlyON, Community Employment Services, Woodstock Art Gallery, local school boards, the Woodstock BIA, and the City of Woodstock.
 - Establish the Library Settlement Partnership in collaboration with Community Employment Services.
 - Continue to explore new opportunities with Community Employment Services and other agencies to support newcomers in our community.
- Invest in inclusive Library services and experiences:
 - Align Library policies and procedures with Diversity, Equity, Inclusion, and Accessibility practices to ensure representation in library programs, collections, and services.

3. Programs and Collections

- Review and adapt programming:
 - Increase number of author visits, lectures, and technology programs for adults.
 - Expand program offerings for adults to include more evenings and weekends.
 - Design and implement regular program feedback methods.
 - Implement a program review cycle.
- Assess current collections and practices for print and digital collections:
 - Build a collections development plan.
 - Continue to update procedures and guidelines for collections maintenance.
 - Expand the Library's digital book collections to include titles for children and teens.
- Support technology and innovation in collections, programs, and service development
 - Expand the library's makerspace programming and services
 - Implement collections software solutions

Customer Service Commitment

The Woodstock Public Library is committed to providing service excellence with every interaction. We will achieve this by:

Providing Courteous and Efficient Customer Service

Fostering Respectful Relationships

Creating a Community Space for All

4. Customer Service Commitment

- Providing Courteous and Efficient Library Customer Service:
 - Update technology to provide reliable mobile and in-house printing services.
 - Create and implement a new patron onboarding experience.
- Foster Respectful Relationships:
 - Enhance newcomer support
 - Implement policy and technology updates to address language barriers in accessing library services.
- Creating a Community Space for All:
 - Review membership options to ensure access, dignity, and respect for all Woodstock community members.
 - Perform an accessibility audit on library's physical space and implement recommendations.

5. Marketing and Communications

- Develop and implement a marketing and media relations framework:
 - Create standardized branding, signage, and wayfinding.
 - Expand the library's visibility and engagement with the community.
 - Design targeted marketing campaigns to reach and engage new users.
- Enhance communications with the community:
 - Develop and implement personalized communications with patrons.
 - Create and implement a new patron onboarding experience.
 - Explore new promotional opportunities such as local radio and television.

2025-2028 Library Strategic Plan Committee Members

Library Staff:

Noelle Carr Rivard
Megan Cook
Katie Cuthbert
Gillian Green
Lindsay Harris
Kaeleigh MacPhail

Library Board:

Kate Leatherbarrow
Ken Whiteford

With Assistance from OLS Staff:

Steven Kraus
Allison Pilon

Section 2: Publishing and Reporting Considerations

1. Will include statements from the public gathered through community engagement throughout final document. Comments specific to certain strategic priorities can also be pulled from the surveys to accentuate those areas.

- *Everyone in the community deserves access to information.*
- *The library is the heart of the community.*
- *It brings everyone together.*
- *I feel we are fortunate to have the library we have here in Woodstock.*
- *I love my library!*
- *Thank you for all you do! You've always been so helpful for our family!*
- *I am raising two incredible young readers thanks to the public library.*

- *It is absolutely essential to have a place like WPL.*
- *A pillar of our community.*
- *My library card is very precious to me. Thank you for being such a great community asset.*
- *The city is richer by having the library.*

2. Additional Contextual Information

The demand for Library Services in the City of Woodstock is growing. During the Library's last Strategic Plan (2018-2023), 8 361 new patrons joined the library. In 2024, an additional 2 188 new patrons received their first library card, bringing the total number of new library users over the past seven years to 10 549.

3. Performance Measures and Evaluation (For staff planning purposes)

1. Prioritizing and Timelines
 - a. Senior Team will apply Logic Modelling to develop plan-length timelines and priorities.
 - b. Annual action plans with steps, timelines, accountability, and outcome measures will be developed each year by Senior Team.
 - c. Outcome measures will be dependent on each action – quantitative and qualitative data will both be collected whenever possible.
2. Reporting Mechanisms
 - a. Strategic priorities will be embedded in Board Reports.
 - b. Semi-Annual strategic planning update report to be submitted by CEO to the Board.
 - c. Annual updates to be reported to community and stakeholders in *Library Impact* document.



Subject: CEO Report

Action: For Information

Prepared by: Lindsay Harris

Meeting of: March 11, 2025

Reinforcing Capabilities

In late January, I attended the ROMA conference as part of the City's delegation to the Minister of Tourism, Culture, and Gaming. Woodstock provided strong representation, and Minister Cho indicated an interest in visiting the city in the near future to learn more about our cultural assets and tourism initiatives.

I also attended the Ontario Library Association Super Conference at the end of January. I was fortunate to attend several sessions with leaders from libraries and library associations across the country, and discuss many shared experiences and challenges facing our industry. I was also fortunate to be able to take a guided tour of the Toronto International Film Festival library and see artifacts from a number of Canadian movies and actors.

2024 Review

Data collected from 2024 has been applied to several year-end reporting tools, including the Annual Survey for the Ministry of Tourism, Culture, and Gaming. Additionally, the VOLT calculations have been updated for 2024, and are included under the statistical reporting this month.

The 2024 Library Year In Review document is nearing completion and should be released electronically later this month.

Upcoming Opportunities

Commencing at the end of March, the Library will be beta testing the new BiblioCommons update of our catalogue pages. These changes will include updated and more local-focused content on our catalogue site, easier access to

recommendations from our library staff as well as to common searches such as new materials, bestsellers, and specific genres. We look forward to launching this version to the public and expect that it will more easily allow patrons to discover materials of interest to them.



Subject: Library Services Report for January & February 2025

Action: For Information

Prepared by: Megan Cook, Director of Library Services

Meeting of: March 11, 2025

Contribute Vibrant Spaces

On Saturday, January 25, we held a Family Literacy Day celebration for our community. We were joined by author, Loretta Garbutt, and had a variety of activities for children of all ages. This year the theme was *Learn to be Green, Together*. The Friends of the Woodstock Public Library generously donated funds to purchase new books by Canadian authors. We gave these books out to each child who attended the celebration. Our total attendance was 133.

The Friends of the Woodstock Public Library donated a new train table, train set, and a new market stand equipped with vegetables and other market products for our Children's Department. The train table and market stand make incredible new additions to our Children's space. These items help ensure we have engaging activities available for families at all times during Library open hours.



Our Public Services staff have been working hard to finalize plans for March Break. Our theme this year is *Game On!* Families and children can discover a world of adventure all week long through free and fun video game themed activities for children of all ages. Some highlights to look forward to are family escape rooms, a visit from the Puppet Lady, board game cafes, photo booths, science and technology activities, scavenger hunts and more!

Strengthen Our Community

We launched a new digital magazine and newspaper platform in January called PressReader. We have had 2,571 issues opened since we launched to the public. In comparison, we had 1,236 issues accessed on our old platform for the entire 2024 year. Patrons have been accessing a variety of different magazines and approximately 45 different newspapers so far. Some of the most popular publications are the Toronto Star, The New York Times, and the London Free Press.

Our Community Outreach Librarian and Marketing Librarian supported the Coldest Night of the Year event again this year. They interacted with upwards of 300 community members at the event. As well, the Library collected a variety of knitted goods, including mittens, hats, and scarves to donate to Operation Sharing. Many of these items were created and donated by the Library's Knitting and Crochet group.

In response to community feedback through our Community Engagement Survey, our Public Services Librarians have enhanced our adult programming by increasing the number of programs offered, creating new partnerships to ensure value-added program content, and by scheduling more programs on evenings and weekends. New adult programs offered in January and February included:

- Author Visit with Ian Radforth
- Heads up for Healthier Brains with the Alzheimer Society Southwest Partners
- Yoga and Wisdom with Soraya Benevides
- Researching the History of your Home
- Travelogue: Svalbard – Beyond the Arctic Circle

We continue to work through our Customer Service Commitment framework by reviewing current processes and streamlining services to align with our commitment of providing courteous and efficient customer service, fostering respectful relationships, and creating a community space for all. Some of this work includes reviewing telephone customer service best practices, providing more streamlined access to the internet for community members, and enhancing our patron onboarding experience.

Reinforcing Our Capabilities

I completed my second term of volunteer work on the planning committee for the Ontario Library Association (OLA) Super Conference as their Volunteer Coordinator. The conference was held in Toronto during the last week of January. We had just under 200 student volunteers and saw thousands of attendees from across the country. The

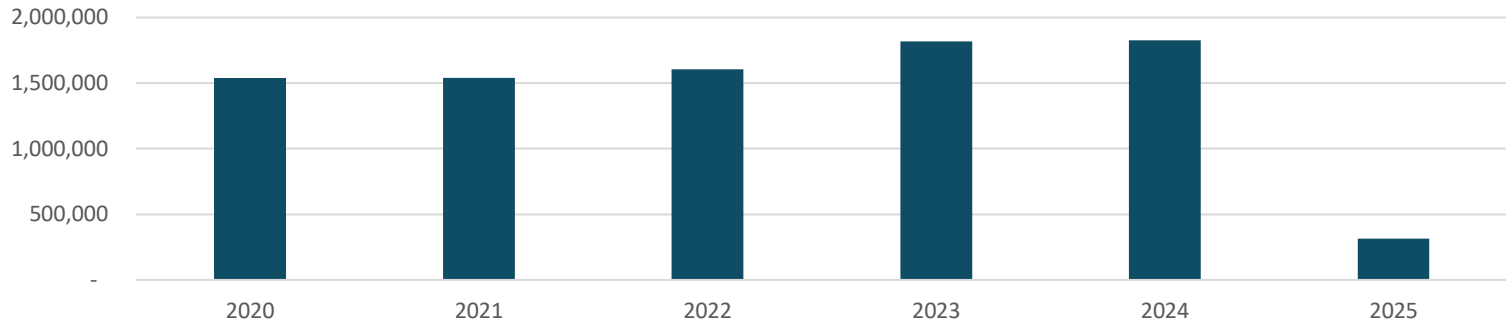
conference theme this year was *Building Bridges*. The theme highlights how libraries today must rapidly adapt to various challenges while meeting new demands. The theme also focuses on the importance of making connections and building resilience within our libraries and in our communities. We were able to send 11 staff members to the conference this year with 2 staff members attending virtually. Feedback was positive. Many staff noted practical takeaways from the conference that they can explore in their own work.

In February, I started the Advancing Public Library Leadership (APLL) program.



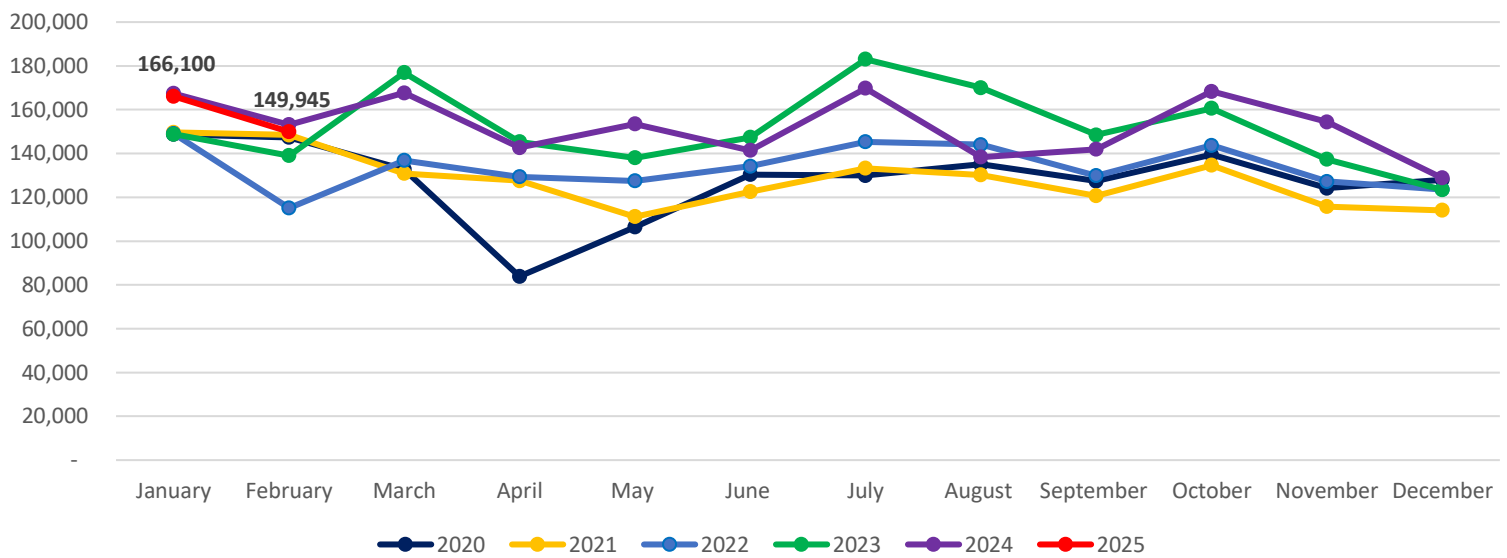
WOODSTOCK Public Library

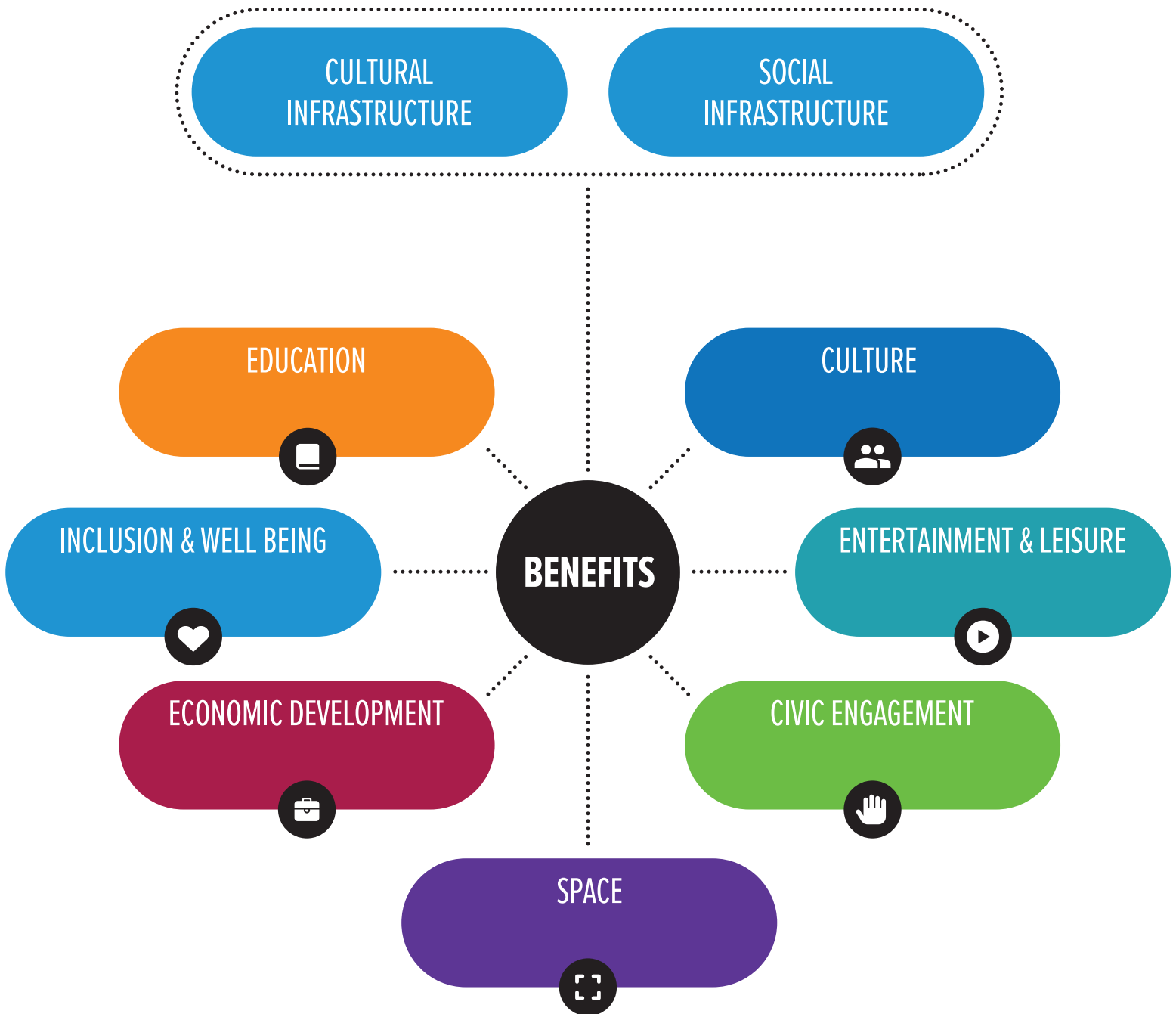
Total Library Uses 2020 - 2025 YTD



2025	Total Circulation	In Person Visits	Electronic Visits	Social Media Engagments	Program Attendance	Public Computer Use	WIFI Access	Database Searches	Total Library Uses
January	25,461	12,270	99,524	21,869	1,136	1,099	1,629	3,112	166,100
February	25,482	11,214	88,962	15,178	2,610	932	1,605	3,962	149,945
March									-
April									-
May									-
June									-
July									-
August									-
September									-
October									-
November									-
December									-
TOTAL	50,943	23,484	188,486	37,047	3,746	2,031	3,234	7,074	316,045

Total Library Uses by Month 2020-2025







Subject: Internet Services and Technology Policy

Action: For Review and Approval

Prepared by: Lindsay Harris

Meeting of: March 11, 2025

Recommendation

That the Library Board approves the Internet Services and Technology Policy as presented.

Introduction

The Internet Services and Technology Policy (formerly the Public Internet Services Policy, 2018) establishes the provision of internet services to the public as well as the acceptable use of these services. In addition, this policy outlines the circumstances when a staff person can and cannot assist a patron with the internet.

Discussion

This policy has been updated from its 2018 version in several areas. The format of the policy has been updated for accessibility purposes and has been reorganized to enable easier access to pertinent information by Library staff. Language has been modernized to reflect the current technological environment of the Library.

Further changes include clearer language for Library staff regarding what they can and cannot help patrons with on the internet. Specifically, Library staff cannot help patrons with any websites or forms where staff would be privy to personal information beyond what is already collected during library card registration (e.g. name, address, library card number).



Woodstock Public Library Policy

Policy Name: Internet Services and Technology Policy

Category: Library Services

Version: 11 March 2025

POLICY STATEMENT

The Woodstock Public Library endorses the use of the internet as an essential source of information to complement traditional Library collections and as a communication tool, connecting individuals and communities. At the same time, the internet functions in an unregulated environment, and therefore, provides access to a wide variety of resources over which the Woodstock Public Library has no control.

SCOPE

This policy establishes the provision of public network services to access the internet, acceptable use of these services by patrons, staff responsibilities, and consequences of inappropriate behaviour or illegal activity by patrons.

POLICY, PROCEDURE, AND IMPLEMENTATION

1.0 Access to the Public Network

- 1.1 The Library provides members of the public with internet access through the Library's networked desktop computers and laptops as well as through the Library's wireless network which can be used with personal mobile devices.
- 1.2 Wired and/or wireless access to the internet via public computers or patrons' personal devices is provided free of charge. Patrons are expected to provide their library card as part of the sign-in process and must accept the terms and conditions to complete that process.
- 1.3 The Library provides workstations and tools with additional accessibility features.
- 1.4 To ensure equitable access to the public network and efficient use of resources, the Library reserves the right to set time limits or ask patrons to limit their time on the Library's public computers.

2.0 Internet Filtering

- 2.1 With the exception of filters on designated children's computers, the Library does not use filtering software. It is the position of the Board that filtering technology is not effective in making the internet safer nor in preventing criminal activity. This access to, and use of, the public computer network is compatible with the Woodstock Public Library's policy on Intellectual Freedom.
- 2.2 No filtering product can block all offensive sites. Filtering software does not replace the need for parental guidance. The Board assumes no responsibility for the currency of the filter, nor the content provided through it.

3.0 Use by Children

- 3.1 Children under 13 may access internet computers in the Children's department.
- 3.2 Parents and guardians are reminded that the restriction of a child's use of a library computer, including internet and wireless access, is their responsibility. The Library Board accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of the internet.

4.0 Acceptable Use of Technology in the Library

- 4.1 Patrons must be aware that computers and other devices, regardless of whether on the Library's internet service or not, are being used in public areas which is shared by people of all ages, backgrounds, and sensibilities. Some content is age-inappropriate for children. Some content may be offensive, objectionable and/or intimidating to other Library patrons and/or staff. The staff reserve the right to redirect patrons whose activities on public computers or their personal devices diminish the enjoyment of the library space by others.
- 4.2 Patrons should respect the privacy of other Library patrons. However, Library staff cannot guarantee privacy at the library workstations or when using personal mobile devices.
- 4.3 Patrons must respect the laws of Canada when using the public network. Use of the public network for illegal, actionable, or criminal purposes is prohibited. Examples of such illegal activities include, but are not limited to, harassment or stalking, libel, illegal commerce or solicitation, "hacking" or tampering with other computer systems, viewing, downloading and/or printing child pornography. Patrons who violate the rules may have their library privileges suspended or be required to leave the Library. Illegal use, within the definitions of federal or provincial legislation, will be reported to Police.
- 4.4 Patrons of the public network may not violate or circumvent copyright and other intellectual property rights and liability for infringement rests with the patron. The Library Board shall follow fair dealing copyright principles and shall advise patrons of their legal responsibilities.

- 4.5 Patrons should use caution before providing personal information over the internet. As the internet is not a secure medium, third parties may be able to obtain information about patrons' activities. The Library assumes no responsibility for internet content or damages, directly or indirectly, arising from its website, online services, or from its connections through to other internet services.
- 4.6 Patrons may not modify or otherwise willfully damage the Library's computer equipment, software, or network.
- 4.7 To summarize the items contained in section 4 of this policy, the Library will post an "Acceptable Use Agreement" as a landing page for reviewing before using the Library's internet. Consequently, anyone not adhering to the 'Acceptable Use Agreement' will have their library privileges suspended, and will be legally and financially responsible for damages.

5.0 Library Responsibilities

- 5.1 The Library proactively helps and promotes public access to quality information for all patrons. Library staff are available to assist with:
finding and evaluating the quality of an Internet site,
accessing the internet on public workstations and personal devices, and
accessing the Library's subscription e-resources and e-books.
- 5.2 The Library respects the right of patrons to privacy and confidentiality with regard to information sought or received, and resources consulted, acquired, or transmitted.
- 5.3 Library computers are equipped with anti-virus software. However, the Library does not take responsibility for the configuration, security, or files on personal devices resulting from connection to the Library's network. The Board assumes no responsibility for the security and privacy of online transactions, as the internet is not a secure medium, and third parties may be able to obtain information about the patron's activities. The Library is not responsible for any damages sustained while using a personal device.

RELATED DOCUMENTS AND POLICIES

Woodstock Public Library Access to Information and Protection of Privacy Policy
Woodstock Public Library Intellectual Freedom Policy
Woodstock Public Library Patron Code of Conduct

DOCUMENT REVISION RECORD

Adoption Date: DD Month YYYY
Review Cycle: Once per Term
Last Reviewed: 11 March 2025
Resolution No.: YY__



Subject: Safety of Children in the Library Policy

Action: For Review and Approval

Prepared by: Lindsay Harris

Meeting of: March 11, 2025

Recommendation

That the Library Board rescinds the Safety and Conduct of Children in the Library Policy (2020), and that the Library Board approves the new Safety of Children in the Library Policy.

Introduction

The purpose of the Safety of Children in the Library Policy is threefold:

- a) to emphasize the importance of parental/guardian supervision of children in library spaces,
- b) to establish parameters and expectations regarding unattended children in the library, and
- c) to clearly outline the Library's response to missing children as well as all Library staff members' duty to report in situations of suspected neglect or abuse.

Discussion

The Woodstock Public Library recognizes that children of all ages have a right to a welcoming, respectful, supportive, and safe environment when they visit the library. While the safety of our youngest patrons is of paramount concern, the Library cannot be responsible for children left unattended in our spaces.

This policy has undergone a complete rewrite from its previous iteration due to legislation changes. The formatting has been updated for quick and easy reference for library staff when needed and to provide as much clarity for decision making as possible. It also outlines how and when the Library will respond to requests from support from local authorities when the safety of a child is at risk (i.e. Amber Alert).

Additionally, the policy strongly underscores the legislative requirement for Library employees to report situations of suspected neglect or abuse, along with Library management's commitment to supporting staff through that reporting process.



Woodstock Public Library Policy

Policy Name: Safety of Children in the Library

Category: Library Services

Version: 11 March 2025

POLICY STATEMENT

The Woodstock Public Library recognizes that children of all ages have a right to a welcoming, respectful, supportive, and safe environment when they visit the library. As a public facility, the Library does not monitor the activities of its patrons unless there is a problem with conduct as outlined in the Public Code of Conduct, or a child is left unattended as outlined in this policy.

POLICY, PROCEDURE AND IMPLEMENTATION

1.0 Responsibility of the Parent or Caregiver

- 1.1 Responsibility for the welfare and the behaviour of children using the library ultimately rests with the parent/guardian or an assigned caregiver.
- 1.2 The Library staff cannot assume responsibility for the safety, care, or supervision of children of any age, at any time, whether in the library or on library premises.
- 1.3 The Library is guided by the terms in the Ontario Child, Youth and Family Services Act (CYFSA) with regards to unattended children.
 - a) Section 136 (3) “**Leaving child unattended** (3) 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.”

This legislation does not specify an age at which a child can be left alone, rather the legislation sets out to protect young people from any type of abuse or neglect and requires that all parents and caregivers must make reasonable plans (which will vary according to a child’s age, maturity, and circumstances) for the supervision of young people under 16 in their care.

- 1.4 To this end, the Library expects parents, caregivers, and teachers to:

- a) not leave children under 16, requiring supervision, to be unattended in or about library premises,
- b) monitor the use of services by children under their care,
- c) be responsible for the appropriate behaviour of children under their care.

1.5 In the Library:

- a) Children aged twelve and older are welcome to use the library independently on a regular basis, but parents or caregivers are still responsible for the behaviour of any child up to age 16 while they are in the library.
- b) Children younger than 12 should be accompanied by an adult while in the library.

2.0 Responsibilities of Staff

2.1 Library staff will be guided by this policy in situations where:

- a) an unattended child is alone, visibly upset, or ill,
- b) an unattended child under the age of 12 is left alone with younger siblings,
- c) an unattended child is perceived to be endangering themselves or others,
- d) another person in the library poses a perceived threat to an unattended child,
- e) an unattended child exhibits inappropriate behaviour,
- f) an unattended child is not met by a responsible caregiver at closing time,
- g) a child is consistently left on their own in the library for long periods of time.

2.2 Where a responsible adult cannot be contacted, Library staff will:

- a) not leave a child unattended at closing time,
- b) not give the child a ride home,
- c) contact local police or Children's Aid Society (CAS),
- d) remain with the child until the proper authorities can take the child into their protection.

3.0 Requests for Information Regarding Children

- 3.1 Library staff will cooperate with police or other authorities in helping to locate a missing child, or in an AMBER ALERT situation.

3.2 Library staff will not give information to any person over the telephone as to whether a child is currently in the Library or has been in the Library recently. Staff may offer to take a message and ask the child to call the person back.

4.0 Duty to Report

4.1 The **Child, Youth and Family Services Act** (Section 125) 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 **a legislated** obligation to report promptly to the Children’s Aid Society (CAS) if they suspect that a child or youth under the age of 16 is, or may be, in need of protection. The CYFSA defines the phrase “child in need of protection” as including physical, sexual, and emotional abuse, neglect, and risk of harm.

4.2 Library staff who are concerned that a 16 or 17-year-old is, or may be, in need of protection may make a report to Children’s Aid Society (CAS) and the CAS is required to assess the reported information.

4.3 When Library staff members have reasonable grounds to suspect that a child is, or may be, in need of protection, they will advise the Library CEO or designate, and together they will promptly report the suspicion and the information upon which it is based to the local CAS, as required in CYFSA s.136 (1).

RELATED DOCUMENTS AND POLICIES

Ontario’s Child, Youth and Family Services Act, S.O. 2017, CHAPTER C.14, sections 74, 84 (1), 125, 136 (3).

Woodstock Public Library – Patron Code of Conduct Policy

Woodstock Public Library – Internet Services and Technology Policy

Woodstock Public Library – Procedure – Safety of Children in the Library

DOCUMENT REVISION RECORD

Adoption Date: 08 September 2020
Review Cycle: Once per Term
Last Reviewed: 11 March 2025
Resolution No.: 25-



Subject: Spring Staff Development Day Closure

Action: For Review and Approval

Prepared by: Lindsay Harris

Meeting of: March 11, 2025

Recommendation

That the Woodstock Public Library close on Monday, May 26, 2025, for a full day of staff development.

Background

This Spring Staff Development Day will highlight the new Strategic Plan, allow for targeted training for the various library departments (e.g. collections for the Public Services team), and allow for the annual fire drill and review of emergency procedures.

Discussion

The Library will provide adequate notice to the public regarding the closure through our various communication channels.

Ongoing learning is important for Woodstock Public Library staff. Dedicating a full day without disruption will enhance our ability to service our customers and support our staff team. The focus for this Staff Development Day is enhancing, embracing, and embedding customer service in the Library.



ArtCity: Highlighting Woodstock's cultural assets and the need for sustainable arts funding

A cultural delegation from Woodstock met with the province's tourism and culture minister to highlight the importance of arts funding

Robin De Angelis, Special to the Sentinel-Review, Guest column

Published Jan 30, 2025 • 3 minute read

[Join the conversation](#)



Woodstock's cultural delegation met with Stan Cho, the province's tourism and culture minister, during the recent Rural Ontario Municipal Association conference. Shown in the photo are, from left, Coun. Kate Leatherbarrow, Cho, Woodstock Public Library CEO Lindsay Harris, Coun. Liz Wismer-Van Meer and deputy CAO/city clerk Amy Humphries. (Handout)

Earlier this month, the City of Woodstock met with Ontario's minister of tourism, culture and gaming to highlight our community's vibrant cultural assets and advocate for funding for arts and heritage institutions.

Representatives from the city were in Toronto on Monday, Jan. 20, as part of the Rural Ontario Municipal Association's (ROMA) annual conference. The conference brings together people working in local, provincial and federal government to discuss the day-to-day realities and unique challenges rural communities face in Ontario.

As part of the event, municipal leaders also meet face-to-face with senior government officials. This year, one delegation from Woodstock met with MPP Stan Cho and shared some of the benefits of living in the Friendly City.

Woodstock is one of the fastest growing communities in Ontario, possessing a small-town charm while providing many of the services of its larger counterparts. It's also home to a natural cultural hub with our art gallery, museum, theatre and library all within walking distance of each other.

The Woodstock Museum is a national historic site and is located in the original town hall in the heart of the city. Right next door is the Market Centre building, which is home to Theatre Woodstock, a fixture in the community for more than 75 years.

Just across the street, the Woodstock Art Gallery can be found inside the historic John White Building. In recent years, the gallery has been a driving force for cultural diplomacy, presenting exhibitions at Canada's embassies in London, England, and Washington, D.C.

And lastly, one block north of the gallery is the Woodstock Public Library, which is still housed in its original Carnegie building.

Together, these cultural assets support community well-being, heritage conservation and economic growth.

For example, Oxford County has seen a steady increase in tourism investment since 2020. The county is also a year-round destination, with consistent visits in the winter for cultural attractions.

In 2023, there were 670,000 trips to the county from Canadian and U.S. visitors, equalling 1.4-million overnight stays. Woodstock's cultural attractions play an integral role in drawing these visitors as part of marketing and promotion of the region.

Similarly, the Woodstock Public Library has seen tremendous growth since 2021. It welcomed 4,300 new cardholders over the past two years and was used more than 1.8-million times in both 2023 and 2024. The library generates a social return on investment — a way to measure the social, environmental and economic value of an organization, business or project — of more than \$13.3 million.

However, access to stable, long-term funding is an ongoing challenge in the culture sector. The purpose of the ROMA delegation was to emphasize the importance of funding for arts and heritage institutions to preserve and promote cultural heritage, support local artists and contribute to the cultural identity of Ontario.

“We had a very thoughtful discussion with Minister Cho and his staff. He was impressed by what our community has to offer and was interested in learning more about how culture can drive tourism visits in the winter,” said Amy Humphries, deputy chief administrative officer and city clerk.

Humphries led the delegation accompanied by city councillors Kate Leatherbarrow and Liz Wismer-Van Meer, as well as library CEO Lindsay Harris.

“ROMA is a great opportunity for the province and municipalities to work collaboratively to shape policy and decision-making and to share feedback and insights directly from the people living in our communities,” Humphries added.

For more information about arts, culture and recreation in Woodstock, you can visit www.cityofwoodstock.ca and click on “Live and Play” in the menu at the top of the page.

Robin De Angelis is the marketing and communications specialist for the City of Woodstock, which includes the Woodstock Art Gallery and Woodstock Museum.