
OSHAWA

PUBLIC

LIBRARIES



**FIND
YOURSELF
HERE**

2021 Business Plan



**Frances Newman
Chief Executive Officer**

1. Vision and Mission Statement

Oshawa Public Libraries will provide innovative and responsive library service to the people of Oshawa. The Library will be recognized as a major partner in contributing to the development of improved literacy, informed citizens and a strong and vital community.

The Oshawa Public Library enriches the lives and potential of the people of Oshawa by connecting them to the world of information and each other.

2. Service Description & Client Identification

Oshawa Public Libraries (OPL) provides free library service to the citizens of Oshawa through four (4) branch libraries (McLaughlin, Northview, Delpark Homes Centre, and Jess Hann) as well as a visiting library service for the homebound, and virtual library service 24/7 through our website oshlib.ca.

In a typical year, OPL lends over 1.3 million items in traditional books as well as digital formats. We offer over 2,200 free programs for all ages including preschool learn to read storytimes, class visits, technology training including STEAM (Science, Technology, Engineering, Arts and Math) related programs, book clubs, guest speakers, and other special events. Currently there are just over 43,000 active library members.

OPL is an external agency of the City of Oshawa and reports to the Oshawa Public Library Board in compliance with the Public Libraries Act. The Library Board is comprised of ten citizen appointees plus one City Councillor.

Our clients are primarily citizens of Oshawa and the Region of Durham, as well as across Ontario through the inter-library loan program. OPL has the largest collection of books and digital resources in Durham Region.

3. 2020 Accomplishments

Oshawa Public Libraries supports the City's strategic goals of social equity, cultural vitality, economic prosperity and financial stewardship, environmental responsibility, and accountable leadership through a variety of initiatives. This has been demonstrated by the achievement of the following:

1. Winner of the 2020 Ontario Library Association Preservation and Archival Achievement Award for our local history projects and Local History Room at the McLaughlin branch.
2. Winner of the 2020 City of Oshawa Culture Counts Innovation and Creation Champion Award.

3. Developed an Operational Continuity Plan for disaster recovery. This was approved by the Board in January and posted on the Southern Ontario Library Service website as an example of a best practice just prior to the pandemic.
4. Successfully pivoted to a new digital service model during the pandemic by promoting our eBooks and other online resources, as well as moving many of our regular programs online including as story times, book clubs, and educational activities for kids learning from home.
5. Despite being closed to the public, 679 new people signed up for library membership through our website in April and May so they could access our digital content.
6. OPL was the first Library in Durham Region to offer curbside Take-Out service when the Province moved to phase one of re-opening, and was one of the first major libraries in Ontario to do so. In the first ten days, 674 people picked up 3,454 items and the demand continued as more and more people became aware of this new service.
7. Partnered with Ontario Tech University to offer “Beyond the Walls”, a virtual liberal arts discussion group featuring a variety of thought-provoking topics.
8. Developed a new Strategic Plan for 2020-2023. The main goals of the Plan are:
 - Enhance our Programming Capacity
 - Increase Public Awareness of Programs and Services
 - Promote Accountability and Efficiencies
 - Support Curriculum and Life-long Learning
 - Provide Opportunities for Cultural Experiences
9. Completed an Economic Impact Study and determined that for every dollar invested in the Library, \$4.80 is returned back into the community in direct and indirect benefits.
10. Developed and implemented a Diversity and Inclusion Strategy.
11. Implemented a Risk Assessment procedure.
12. Provided Crisis De-escalation training to all staff.
13. Delivered a customer service training plan to all front-line staff.
14. All staff participated in Indigenous sensitivity training through the KAIROS Blanket Exercise.

15. Implemented a satellite library service at Durham College / Ontario Tech Simcoe Campus for students, faculty and staff comprised of recreational reading.
16. Conducted our annual “Pass the Book - Oshawa Reads” program. This year’s title was the family favourite *Charlie and the Chocolate Factory*.
17. Participated in the national “Girls Who Code” program in partnership with Durham College to promote careers in math and science to girls.
18. In addition to “Girls Who Code”, we offered over 100 STEAM (Science, Technology, Engineering, Arts and Math) to support curriculum. Some were in-person programs prior to the pandemic, and others were online.
19. Increased the number of book club sets available for the public to borrow. As social bubbles grew, small social gatherings such as book clubs, became invaluable to supporting mental health and combatting social isolation. We donated our older sets that were no longer circulating well to Ontario Shores Centre for Mental Health Sciences to create an in-house book club for residents.
20. Completed the *Oshaworker* magazine digitization project and posted online.
21. Digitized and indexed the Oshawa Civic Auditorium photograph collection.
22. Digitized our *Air Force Memories Scrapbook* (contains 80 pages of handwritten letters from local Air Force personnel in 1942).
23. Repaired damaged section of the leaking roof at the Northview branch.
24. Five staff presented workshops at the annual Ontario Library Association conference in January on topics as diverse as local history, to leading with empathy.
25. In July/August 2020 we undertook an online customer service survey to gauge the public’s perception of how well we had provided service during the pandemic and in the subsequent recovery phases. Some key results included the following:
 - 77% were either satisfied or very satisfied by how OPL met their needs during the pandemic.
 - 91% of respondents were excited to come back when the library re-opened. Only 9% expressed reservations about returning.
 - When OPL re-opens to the public, only 6% plan to continue solely using online digital materials such as eBooks. 59% say they plan to use both digital as well as in-library materials, and 34% of respondents plan to solely use in-library print materials.

Supporting the Community and the Strategic Goals of the City of Oshawa During the Pandemic:

Social Equity

- OPL already had a robust catalogue of online resources that could safely be enjoyed from home including eBooks, eAudiobooks, eMusic, eMovies, and online learning tools and research databases such as Lynda.com to enhance skills. This has been bolstered by the addition of new eBooks and eAudiobooks as well as by increasing borrowing limits. We also added Cantook Station, a digital platform for French eBooks and eAudiobooks. Many people used our digital content during the shutdown phase of the pandemic. Circulation of digital materials such as eBooks and eAudiobooks skyrocketed during the pandemic closure with a 140% increase over the same time period last year.
- OPL continues to be an active member in the community regardless if we are open or closed to the public, and has engaged its partners to nurture relationships and promote awareness of the resources available. We provided books and movies to Community Living Group Homes, Settlement House for Newcomers to Canada, the Children's Aid Society, and Denise House women's shelter. We also partnered with the Oshawa Senior Community Centre's (OSCC) meal delivery service by providing magazines to seniors.
- Staff conducted regular phone check-ins with our homebound Visiting Library Service (VLS) customers to provide a friendly voice during a troubling time. These calls provided our customers with reassurance, advice on services available, as well as social and mental support as many of these customers live alone. Feedback from customers has been overwhelmingly positive.
- Legislated changes in stage two of Ontario's re-opening plan enabled us to provide contactless drop-off of library materials on porches or in apartment lobbies to our homebound Visiting Library Service (VLS) customers who are mainly seniors or disabled.
- Stage two of Ontario's Reopening Plan also allowed libraries to take appointments for computer bookings, a vital service for those who cannot afford their own computer and/or connectivity charges. We began providing this service in early July along with access to printers and photocopiers in three of our four locations. Our fourth location, at Delpark Homes Centre, began providing service when the recreation centre opened on August 10th.

Cultural Vitality

The importance of programming has never been so vital as a contributor to the mental health, well-being, and education of our community, yet our ability to deliver programs has never been so challenged. In spite of this, OPL staff worked quickly to create a

dynamic calendar of programming for all ages using various online platforms. Highlights included:

- Livestreamed storytimes on Facebook with one hour of live stories, songs, and activities for preschoolers
- Online book club discussion groups for adults and children
- Genealogy Club
- English Conversation Circle for newcomers to Canada
- Beyond the Walls lecture series in partnership with Ontario Tech University
- Crafters Corner
- Guest speakers informed and inspired at a number of online sessions as diverse as local history to astrology
- STEAM activities for school-aged children are produced weekly on “Figure It Out Fridays”. These videos showcase activities and experiments that parents can do at home with their children.
- TD Summer Reading Club for children and teens

Economic Prosperity & Financial Stewardship

- OPL monitored its budget during the pandemic and offset loss of revenue from overdue fines, photocopying, and room rentals through reductions in expenditures
- Projected savings from the 2020 budget were originally planned to fund capital projects in 2021 and beyond as well as to be used as matching funds for government grants. However, our November and December 2020 funding allocation from the City was reduced to help the City offset its 2020 budget shortfall. As a result, we have limited our capital projects for 2021.
- During the pandemic, successfully onboarded an electronic fund transfer payment process to ensure that our financial commitment to our vendors was maintained
- Partnered with the Oshawa Senior Community Centres, the City of Oshawa, and Ontario Tech University to apply for a Seniors Community Grant to improve senior’s access to technology
- Secured external grants through the Canada Summer Jobs, and the Young Canada Works programs to hire students

Accountable Leadership

- OPL became the first library in Durham Region and one of the first in the Province to safely begin offering Take-Out service on May 26. We were also the first library in Durham ready to re-open multiple branches to the public on July 27 as we moved to stage 3 of the Province’s re-opening plan.
- We suspended overdue fines and extended loan periods during the pandemic so that people did not feel pressured to go out in public to return materials if they did not feel safe in doing so.

- During the COVID mandatory closure, we provided a virtual information desk to field questions about library services as well as to assist customers in research. This has proven to be a valuable resource in assisting customers as they navigated our digital collection, often for the first time. We provided this service on the OPL website as well as by phone, through live chat, and monitored social media posts.
- Staff put OPL's 3D printers to good use during the closure to produce headbands for face shields for frontline workers
- In May, the Library CEO was invited to participate in the City of Oshawa's Re-opening Team. Staff also worked with the City on the virtual Peony Festival and Canada Day activities.

4. Strengths, Challenges, Opportunities, Threats

Strengths

- Resilient and flexible staff who demonstrated the ability to pivot to a new digital service model during the pandemic
- Largest collection of print and digital resources in Durham Region, as well as a unique collection of local history and genealogy
- Up-to-date technology e.g. tablets and WiFi hotspots to loan, and "Maker" technology and STEAM learning programs in all four branches including 3D printers, Smart boards, and robotics
- Four convenient locations and virtual library services 24/7 through our website <http://oshlib.ca>
- Homebound service for those who are unable to visit the Library, and deposit collections for seniors' facilities
- Support from the Friends of the Library
- Partnerships with numerous organizations throughout Oshawa and beyond
- Responsive to community needs and customer demands
- Ability to serve a fast growing and diverse population
- Great variety of free programs, outreach services, and special events
- The Library's strategic directions are aligned with the City's strategic goals

Challenges

- Providing library service during the mandated closure, and safely resuming service during re-opening phases
- Pricing structure from publishers for eBooks and eAudiobooks for libraries. Libraries pay much more for digital formats than individual consumers pay
- Discontinuation of the Provincial technology grant
- Decrease in revenue during the pandemic and subsequent re-opening phases due to no overdue fines, room rentals, and printing/photocopying revenue generated from public use

- Decreased revenue from overdue fines due to increased use of digital resources. No overdue fines are generated on digital items.
- Safety concerns for staff and customers at some of our locations due to illegal activity of some customers and staff burnout from dealing with illegal activity, and people experiencing mental health issues and/or homelessness in the Library
- Lack of public awareness of all the Library has to offer
- Meeting the technological demands and changing needs of customers while providing reading, learning, and recreational opportunities in a variety of formats
- Long wait lists for WiFi hotspots which are incredibly popular, but expensive
- Maintaining aging facilities and capital project costs

Opportunities

- Prove how flexible and technologically savvy libraries are
- Showcase our digital content, online programs, and homeschool support community needs
- Work with the City to address aging infrastructure and develop a realistic capital plan
- Continue developing partnerships with other agencies
- Provide training to support and empower staff to understand and serve the unique needs of unsheltered or marginalized people using the library
- Continue working with DRPS and the City to improve safety for customers and staff
- Continue building our relationship with the City to support strategic goals
- Pursue other sources of funding such as donations and sponsorships
- Work with the City to help promote our services
- Increase curriculum support to schools and homeschoolers

Threats

- Pandemic shutdowns reoccurring; limited personal service due to physical distancing
- Funding cuts
- Reduced fines revenue as demand for electronic materials increases and/or due to pandemic shutdowns
- Changes to Development Charges legislation
- Changes in the public's perception of the library's usefulness and/or a lack of public awareness of what the library offers
- Customers using the library for nefarious purposes, troublesome customers intimidating other customers and/or staff
- Cybersecurity attacks
- Low Canadian dollar affecting our purchasing power especially with books and e-resources which are predominantly American

- Aging infrastructure breakdowns at the McLaughlin branch becoming unfeasible to repair

5. Oshawa Public Library Key Objectives 2021

Assumptions:

It has been especially challenging this year to prepare our Business Plan due to the many unknowns we face with the pandemic. When setting objectives and actions for the 2021 Business Plan, we have assumed that physical distancing protocols and capacity limitations would still be in place for most if not the entire year. We have identified programs and deliverables that could pivot between a virtual environment or be safely offered in-person.

Agency Objective 1	Promote Literacy and Life-long Learning			
Relevant City Strategic Goals and other City Strategic Plans (if possible, note specific Goals, Objectives, etc.)	<ol style="list-style-type: none"> 1. Oshawa Strategic Plan <ul style="list-style-type: none"> • Social Equity • Cultural Vitality 2. Teaching City Initiative 3. Age-Friendly Strategy 4. Diversity & Inclusion Plan 			
Strategies	<ol style="list-style-type: none"> 1. Promote the importance of preschool literacy 2. Support student success 3. Empower citizens with free life-long learning opportunities 			
Responsibility	Director, Service Design and Delivery, Manager, Programming, Outreach and Community Engagement, Manager, Service Excellence, Managers of Delpark, Northview, and Jess Hann branches and Manager, Collections and Access			
Supporting Partners	Durham District School Board (DDSB), Durham District Catholic School Board (DDCSB), Homeschool groups, Durham Boys and Girls Club of Durham, Rose of Durham, Ontario Tech, Durham College, Durham Storytellers Association and Oshawa Museum			
Actions Per Strategy	Timing	Status	Performance Indicator	Target
<i>Promote the Importance of Early Literacy:</i>				

Implement a “1,000 Books Before kindergarten” program	October 2020 -	Planning	Number of children participating	200 children
Promote diversity in children’s programs through storytimes, book displays, and live performers	2021	Ongoing	Increased diversity in children’s programs and book displays	30% increase in diversity in children’s programs and book displays
<i>Support Student Success:</i>				
Offer annual Summer Reading Club	Summer 2021	Planning	Number of children participating	500 children participating
Conduct a membership drive targeted at teens	Jan - June 2021	Planning	Percentage increase of teen library cards	10% increase in teen library cards
Implement Homework Clubs for various age groups	Oct 2020 -	Planning	Number of participants	100 participants
Increase participation in our Homeschool Club	Oct 2020 -	Ongoing	Increase in participants	20% increase
<i>Empower citizens with free life-long learning opportunities:</i>				
Continue our <i>Beyond the Walls</i> public lecture series with Ontario Tech	Fall 2020 -	Ongoing	Number of lectures	5 lectures
Continue offering local history lectures and genealogy workshops	Fall 2020 -	Ongoing	Number of lectures and workshops	10 lectures and workshops
New Resource Requirements (if any)				
N/A				
Outcomes/Benefits Per Objective				
<ul style="list-style-type: none"> • Educational success • Support for families with school-aged children 				

- After-school curriculum support
- Support for budding authors
- Support for newcomers to Canada
- Free life-long learning opportunities in a supportive learning environment

Agency Objective 2					Service Excellence				
Relevant City Strategic Goals and other City Strategic Plans (if possible, note specific Goals, Objectives, etc.)					1. Oshawa Strategic Plan <ul style="list-style-type: none"> • Accountable Leadership • Economic Prosperity and Financial Stewardship • Social Equity 2. Oshawa Accessibility Plan 3. Oshawa Diversity and Inclusion Plan 4. Oshawa Age-Friendly Strategy				
Strategies					1. Increase public awareness of Library programs and services				
Responsibility					Director, Service Design and Delivery, Manager, Service Excellence, Manager, Programming Outreach and Community Engagement, Manager, Collections and Access, Managers, Delpark, Northview, and Jess Hann branches, Corporate Communications and Marketing Strategist				
Supporting Partners					Durham College, Ontario Tech, OSCC, City of Oshawa, Friends of the Library and Children’s Aid Society				
Actions Per Strategy		Timing		Status		Performance Indicator		Target	
<i>Increase public awareness of Library programs and services:</i>									
Increase the number of subscribers to our “Constant Contact” email list		Nov 2020 - Nov 2021		Underway		Increase number of subscribers		20% increase	
Increase OPL website traffic		Winter 2021		Planning		Increase in website use		15% increase	
Develop a “Library Ambassador” program to promote the library		2021		Planning		Library Ambassador program implemented		3 rd quarter	
Post instructional videos and programs		2020 -		Underway		Number of videos created		25 videos	

on our YouTube channel				
Provide library “care packages” to vulnerable populations	2020 -	Ongoing	Number of packages delivered	50 packages delivered
New Resource Requirements (if any)				
N/A				
Outcomes/Benefits Per Objective				
<ul style="list-style-type: none"> Improved access to Library resources Increased awareness of Library services and programs 				
Agency Objective 3	Provide a Diverse Range of Cultural Activities for All Ages			
Relevant City Strategic Goals and other City Strategic Plans (if possible, note specific Goals, Objectives, etc.)	<ol style="list-style-type: none"> Oshawa Strategic Plan <ul style="list-style-type: none"> Social Equity Cultural Vitality Oshawa Culture Counts Plan Oshawa Age-Friendly Strategy Oshawa Diversity and Inclusion Plan 			
Strategies	<ol style="list-style-type: none"> Support the City of Oshawa’s Culture Strategy Promote awareness and preserve the rich history of Oshawa 			
Responsibility	Director of Service Design & Delivery, Manager, Service Excellence, Manager of Programming Outreach & Community Engagement and Manager, Collections and Access			
Supporting Partners	Durham Folklore Storytellers, Friends of the Library, Oshawa Museum and Canadian Automotive Museum (CAM)			
Actions Per Strategy	Timing	Status	Performance Indicator	Target
Support the City of Oshawa’s Culture Strategy:				
Hold a series of author readings with a focus on BIPOC (Black, Indigenous, People of Colour) writers	Fall 2020 -	Planning	Number of author readings	4 author readings

Host creative writing workshops to support aspiring writers	2021	Planning	Number of workshops	4 workshops
Participate in the nation-wide One eRead Canada program	January 1-31 2021	Planning	Number of times the eRead was checked out	50 checkouts
<i>Promote awareness and preserve the rich history of Oshawa:</i>				
Organize the recently donated Oshawa Girl Guide collection	December 2021	Planning	Number of boxes of Girl Guide materials organized	40 boxes of assorted materials from 1940-2000 organized
Scan, transcribe and digitize the Lyceum Club & Women's Art Association Minute Books (Alexandra Luke's Clubs)	September 2021	Planning	Number of minute books digitized	Minute books from 1940-1965 digitized
Organize, house and catalogue scrapbooks from the Oshawa Golden Jubilee Chapter IODE (Imperial Order Daughters of Empire)	November 2021	Planning	Number of scrapbooks catalogued	26 scrapbooks from 1949-2000 catalogued
New Resource Requirements (if any)				
N/A				
Outcomes/Benefits Per Objective				
<ul style="list-style-type: none"> • Increased free cultural opportunities for all ages • Increased public awareness and appreciation of Oshawa history • Support for those conducting local history or genealogical research • Preservation of rare documents 				

Agency Objective 4	Optimize Good Governance Practices and Management Strategies			
Relevant City Strategic Goals and other City Strategic Plans (if possible, note specific Goals, Objectives, etc.)	1. Oshawa Strategic Plan <ul style="list-style-type: none"> - Accountable Leadership - Economic Prosperity & Financial Stewardship - Social Equity 2. Oshawa Diversity and Inclusion Plan			
Strategies	1. Increase staff capacity 2. Preserve and maintain existing infrastructure			
Responsibility	Board of Directors, CEO, Manager, Collections and Access, Corporate Communications and Marketing Strategist, Manager, Human Resources and Labour Relations, Manager, Health and Safety and Building Operations, Manager, Service Excellence and Manager, Delpark branch			
Supporting Partners	Southern Ontario Library Service (SOLS), City of Oshawa and Friends of the Library			
Actions Per Strategy	Timing	Status	Performance Indicator	Target
<i>Increase staff capacity:</i>				
Establish a staff Diversity and Inclusion committee	Fall 2020	Planning	Committee established	October 2020
Provide diversity and inclusion training to all staff	2021	Planning	All staff trained	3 rd quarter
<i>Preserve and maintain existing infrastructure:</i>				
Replace the McLaughlin Library's broken air-cooling system	Fall 2020	Planning	Cooling unit replaced	November 2020
Update the ventilation system at the McLaughlin Library	Spring 2021	Planning	Ventilation system updated	July 2021

Re-design the Teen section of the McLaughlin Library	Fall 2020	Underway	Revitalized teen area completed	December 2020
Re-configure the Children's and Adult sections of the Delpark Library	Winter 2021	Planning	Children's and adult areas reconfigured	March 2021
Complete an inventory of the Library's collection for asset management	2021	Underway	All 4 locations inventoried	December 2021
New Resource Requirements (if any)				
<ul style="list-style-type: none"> • \$172,000 to replace broken air-cooling unit at McLaughlin Library • \$150,000 for ventilation upgrades at McLaughlin Library • \$6,000 to re-design the Teen area of the McLaughlin Library 				
Outcomes/Benefits Per Objective				
<ul style="list-style-type: none"> • Staff are more aware of the importance of respecting diversity • Preservation of the historic McLaughlin Library • Make the Library more appealing to teens • Better utilize space at the Delpark branch • Sound management and accountability of resources 				
Agency Objective 5	Promote Digital Inclusion			
Relevant City Strategic Goals and other City Strategic Plans (if possible, note specific Goals, Objectives, etc.)	<ol style="list-style-type: none"> 1. Oshawa Strategic Plan <ul style="list-style-type: none"> - Social Equity - Cultural Vitality - Accountable Leadership 2. Oshawa Age-Friendly Strategy 3. Oshawa Diversity and Inclusion Plan 4. Teaching City Initiative 			
Strategies	1. Provide technology support and programs that allow customers to experience and learn new technologies.			
Responsibility	Director, Service Design and Delivery, Manager, Service Excellence, Corporate Communications & Marketing Strategist, and Manager of Programming Outreach & Community Engagement			

Supporting Partners	Oshawa Senior Community Centres (OSCC), Ontario Tech Engineering Department, Durham College and City of Oshawa			
Actions Per Strategy	Timing	Status	Performance Indicator	Target
<i>Provide technology support and programs that allow customers to experience and learn new technologies:</i>				
Provide training to seniors living alone to use electronic devices to access digital materials and connect with others using social media.	Winter 2021	Planning	Number of seniors that receive training	75 seniors receive training
Offer STEAM related programs to support children's engagement in Science Technology, Engineering, Arts and Math	Fall 2020 -	Ongoing	Number of programs	75 programs
Participate in the national "Girls Who Code" program	2021	Ongoing	Number of sessions	10 sessions
Offer c_Wonder Engineering Workshops for children aged 4-17	Fall 2020 - Spring 2021	Ongoing	Number of programs	4 programs
New Resource Requirements (if any)				
<ul style="list-style-type: none"> Seniors training pending funding through a Seniors Community Grant 				
Outcomes/Benefits Per Objective				
<ul style="list-style-type: none"> Free technological support for those who are struggling to use today's technology Free access to the latest technology Free access to digital books and magazines 				

OPL Supporting our Community



6. Resource Requirements

The proposed 2021 Municipal grant takes into consideration the following unavoidable business costs:

Staffing		Contractual obligations & COLA adjustments Increased mandatory CPP and EI contributions, increased health benefit and life insurance premiums
Utilities	Natural Gas	12% increase as per City recommendation
	Electricity	12% increase as per City recommendation
	Water and Sewer	2.3% increase as per City recommendation
Fuel	Gasoline	3% increase as per City recommendation
Supplies and Services	Stationary Janitorial Services Security	2% increase as per City recommendation
PPE (Personal Protective Equipment)	New expense due to pandemic	\$25,000
Capital Projects	McLaughlin Library cooling unit replacement	\$172,000
	McLaughlin Library ventilation upgrades	\$150,000

7. Conclusion

Oshawa Public Libraries directly supports the City of Oshawa's strategic goals of Social Equity, Cultural Vitality, Accountable Leadership, and Economic Prosperity and Financial Stewardship, including advancing the Teaching City, Culture Strategy, and Age-Friendly initiatives, as well as the Diversity and Inclusion Plan, by ensuring that library services, programs, and facilities offered to the citizens of Oshawa continue to be vibrant, fresh and engaging.

The pandemic forced the Library to review its priorities and quickly adapt to providing services and program in new ways to benefit the community. Aging infrastructure of our facilities, especially the Mclaughlin branch which is 66 years old, continues to be a major challenge.

For the past two years we have operated with a zero-budget increase from the City. This year we are requesting a modest 1.5% increase to offset unavoidable inflationary costs, COLA due to contractual obligations, and increases to benefit premiums. Capital projects have been funded through our operating budget, and our reserves are depleting due to aging infrastructure, especially at the McLaughlin branch.

The Library Board, Management, Staff and the citizens of Oshawa wish to thank the Mayor and Oshawa City Council for continuing to recognize the value of lifelong learning and the role of the public library in the improvement of the quality of life for the citizens of Oshawa through their continued investment in Library services.