



2021
Annual
Report



Message from the Board Chair



Doug Thomson, Board Chair

Early in 2021, a feeling of optimism began to spread amongst us. The announced news of vaccine discoveries would soon change our lives for the better and we would be free from the claws of the COVID-19 Pandemic. Unfortunately, as we know, that was not to be the case.

Oshawa Public Libraries staff and facilities have been no exception to COVID's overall effect on the world as we knew it. The upheavals and anxieties that we have all faced still linger with us today.

A special thank you must be given to our CEO Frances Newman, her Management Team, and every single Staff Member at OPL for their expertise and devoted service during these past 2 years. They ensured that our community customers who rely on their library needs being readily accessible did not face disappointment.

The Ontario Library Services says it so well, "A Strong Public Library System builds a Strong Community".

2021 Board Members

Doug Thomson, Chair
Eric Guernsey, Vice-Chair
Mark Ashcroft
James Clapp
Croydon DeMello
Elizabeth Jamischak
Michelle Lawson (to Oct. 21)
Melissa Pringle
Jacqueline Quinn
Linna Tam-Seto
Councillor Tito-Dante Marimpietri

Message from the CEO



Frances Newman, CEO

2021 proved to be another challenging year due to the ongoing COVID-19 pandemic, but Library staff continued to show their flexibility and provide support to the community in a variety of ways. We delivered books to the COVID Isolation Centre in Oshawa to help people pass the time while they were in isolation, partnered with the Literacy Network of Durham Region (LiNDR), and secured a Healthy Communities Initiative grant to provide more iPads and Wi-Fi hotspots to loan to the public in response to the growing demand.

When in-person visits to schools were not possible, we conducted virtual visits instead. A donation from Ontario Power Generation (OPG) enabled us to provide "We Grow Food" workshops in partnership with local schools, and the Library played a key role in educational support with a 12.5 % increase in use of our e-Learning online resources.

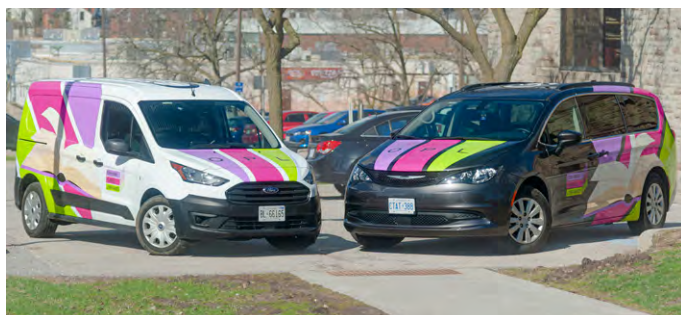
Our Library Ambassador initiative enabled us to gather stories from Library users about the ways our services positively impact their lives. It is heartening to know how much the Library means to them, proving that no matter what comes your way, the Library is here for you in good times and in bad.

Special thanks are extended to Library Staff, as well as our Library Board members who have been with us every step of the way, volunteers including the Friends of the Library, community partners, and City staff and Council for their ongoing support.

2021 Highlights

Eliminated late fees on children's and teen items

As part of our commitment to equity and access, we began a pilot project to eliminate late fees on children's and teen items, recognizing these fees created a barrier to service.



Driven to Read

Replaced our aging Library vans with a Ford Transit Connect van to use for deliveries, and a Chrysler Grand Caravan for Outreach Services.



Senior of the Year

Library Board Chair, Doug Thomson, was named Oshawa Senior of the Year for his volunteer work in the community.

17% increase in new library memberships compared to 2020.



↑ 12% more website visits



Canada Healthy Communities Initiative

Secured a grant through the Community Foundations of Canada and the Canadian Urban Institute to create Wi-Fi hotspot and tablet "Connect Kits" to loan to those living in low-income priority neighbourhoods, working with Durham Region Housing Services to identify those in need.



Delivering Programs and Services



Celina Caesar-Chavannes



Jennifer Robson



Desmond Cole

We held captivating virtual author talks with high profile authors such as **Celina Caesar-Chavannes, Jennifer Robson, and Desmond Cole**



Super Story Teller Series

Featuring famous children's authors throughout the summer in partnership with 17 Durham and York Region libraries, over 500 children attended.



Trivia Battle Champions

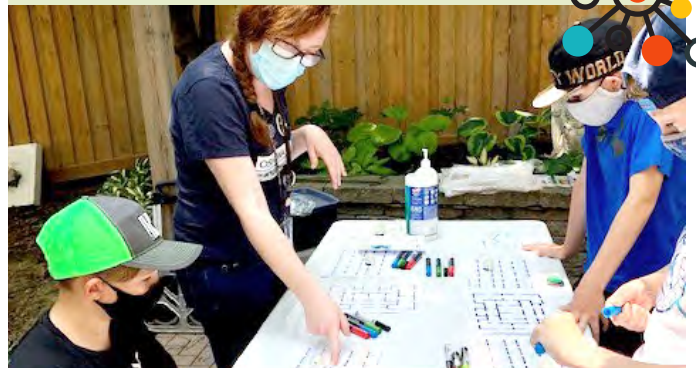
Oshawa Public Libraries teens won the Durham Region Trivia Battle, a competition between Whitby, Pickering, and Ajax teens.



Reading Buddies

Matched beginning readers with a volunteer Reading Buddy to help with their reading skills.

We delivered 84 STEAM (Science, Technology, Engineering, Arts, Math) programs for kids



5
Volunteers

+

360
Returns
Filed

→

Estimated
\$1,073,000
in transfers and benefits
to residents with
low income

Volunteer Income Tax Clinics

Tax clinics were delivered in partnership with Revenue Canada and the Region of Durham.

Beyond the Walls

650 people attended 11 virtual Beyond the Walls lectures in partnership with Ontario Tech University.

**c_wonder
Library
Workshops**

Held c_wonder Coding, and c_wonder STEM Clubs and Girls Who Code programs for kids in partnership with Ontario Tech University Engineering Department.



Facebook story time with Marg

Creative Aging: Books and Ideas

Partnered with Art Your Service, an organization supporting seniors wellness, to provide the program series “Creative Aging: Books and Ideas”.



Library re-opening July 2021

Customers were excited to return to the Library in July after a closure.



Supporting Our Community⁺

Care Calls

In January, staff began making “care calls” to check in with Library members aged 75 and over. These calls helped to battle isolation during the pandemic and increase awareness of our service options, such as our take-out service and digital resources.



e-Learning

While schools were closed for part of the year, we promoted our virtual supports for students, parents, and educators available through our website including World Book Student edition, BrainFuse Homework Help, TumbleBooks, and PebbleGo for beginning readers.



Reading Takes You Places

We continued our Visiting Library Services to deliver library items to our home-bound customers whenever possible during the various stages of COVID restrictions.



12.5% increase in use of e-Learning & Educational Supports



Launched the Community Outreach Hub in partnership with Ontario Works

Outreach workers began visiting the Northview and Jess Hann branches weekly to assist customers with social services, housing, employment, food security, legal needs, etc.



“ People here are so welcoming and nice. People here have known us forever. They have seen us grow up. It’s like a family. The library is the reason why I love to read, write and it impacts my hobbies today. ”

– Lexi, Irene, and Joshua



COVID-19 Vaccination Pop-up Clinics were held in the Northview parking lot

Print Your Vaccination Certificate at the Library



We helped people download their vaccination status and printed their vaccine certificates free of charge when certain businesses began requiring people to provide proof of vaccination in September.



Launched 1,000 Books Before Kindergarten

Teaching key developmental concepts to prepare their child for school, parents, or caregivers can track the stories they read to their child using an app and receive a recommended lists of books.

236 preschoolers participated in 2021.

Organizational Growth



Land Acknowledgement

Our staff Diversity, Equity and Inclusion Committee continued their mandate by commissioning Land Acknowledgement artwork for each branch.

Hosted a collaborative four-part panel discussion with Indigenous peoples and First Nations from the Durham Region

Reconciliation, Resilience, Resistance, and Resurgence focused on actions that support and amplify Indigenous voices in our community as we move forward with the Truth and Reconciliation Commission's Calls-to-Action. Held in partnership with other Durham Region Libraries, Durham College, Ontario Tech University, Durham College Students Incorporated, Ontario Tech University Student Union, and the Region of Durham.



Library Ambassador Project

We encouraged customers to become Library Ambassadors and share what they love most about their Library. Videos, photos, and testimonials were collected and used to promote the Library.



Became institutional members of the Canadian Centre of Diversity and Inclusion (CCDI)

Customer Experiences

Throughout 2021, we collected comments from people sharing their Library experiences. These are some of our favourites:



“ The library here at Delpark is my second home almost. I enjoy doing research on genealogy on the computers. I can also book my items online and pick them up here which is a real bonus. –Rosemary ”



“ When I first lost my mom, which was about 10 years ago, I was in here a lot. It was nice too, because I was alone, and it was nice to talk to people and not be cocooned at home and to be in a place she and I used to come to a lot. –Cynthia ”



“ The Library is an amazing resource that we are so lucky to have access to. We love it and everything it and the amazing staff have to offer. –Christine ”



“ When I first came [to Canada] I was kind of lonely. Most of the time I am alone, to me it [the Library] was a good way to get involved and to feel not so alone like I was at the beginning. It really helps me. –Debra ”



“ ...during my recent hospitalization... I was in a room with no television, no other means of communication, nothing to read and wasn't allowed visitors. Without the help of your staff, I would have been completely at sea. They were kind enough, when they heard of my position, to actually send books out to the hospital for me to read. It was a lifesaving episode, and I'm going to be thankful to them for a very long time. –Terry ”



“ I have never learned the computer. I am 60 years old and this is what I need to get another job. Somebody advised me to come to the library where it was free. When I came here I felt at home, I felt confident. I have a good teacher and I still continue to use the computer. I'm learning, I can learn! –Judy ”

2021 at a Glance



571

wi-fi hotspot loans



17,387

program attendance



753

programs offered



226,934

e-learning sessions



198,848*

library visits



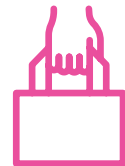
15,270

public computer login



5,752

new members



6,569

take-out bags packed



927,935

total check-outs

571,241

Books Magazines, DVD and Video Game check-outs



356,694

Digital check-outs including eBooks, eAudiobooks, eMagazines, eMusic, and eMovies



YouTube

↑ 2x more video likes



Instagram

↑ 9.3% more followers



Facebook

↑ 12% more page likes



E-news Subscribers

↑ 195% more e-mail subscribers

**Closed to the public for part of the year due to the COVID-19 pandemic.*

2021 Revenue & Expenses

Revenue

City of Oshawa Grant	\$ 9,053,000
Ontario Provincial Grant	\$ 215,000
Other (fines, donations, grants)	\$ 257,000
Total Revenue	\$ 9,525,000

Expenses

Salaries & Benefits	\$ 6,126,000
Library Materials	\$ 864,000
Other Operating	\$ 1,977,000
Reserves	\$ 558,000
Total Expenditures	\$ 9,525,000



Mobile shelving unit at Delpark



Teen area board games at McLaughlin

Friends of the Library



Generously sponsored by the Friends of the Oshawa Public Library in 2021:

- Board games at McLaughlin
- Mobile shelving unit at Delpark
- Teen area high-top table at Delpark
- Continued sponsoring Wi-Fi Hotspot connectivity charges
- Support of multilingual collection



Teen area high-top table and stools at Delpark

2021 Check-out Champions



The Official MTO Driver's Handbook

Top Non-Fiction Book Borrowed



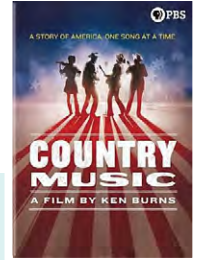
The Four Winds

Top Adult Fiction Book Borrowed



Wonder Woman 1984

Top DVD Borrowed (TV & Feature)



Country Music

Top Non-fiction DVD Borrowed



Beastars

Top Graphic Novel Borrowed



Spider-Man Miles Morales

Top Video Game Borrowed



Hitman's Wife's Bodyguard

Top Streamed Movie



A Promised Land

Top eBook & eAudiobook from Cloud Library

Visit Us



Delpark Homes Centre Branch

1661 Harmony Rd. N.



Jess Hann Branch

199 Wentworth St. W.



Northview Branch

250 Beatrice St. E.



McLaughlin Branch

65 Bagot St.