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Report to / Rapport au:

**Ottawa Public Library Board
Conseil d'administration de la Bibliothèque publique d'Ottawa**

May 13, 2025 / le 13 mai 2025

Submitted by / Soumis par:

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SUBJECT: Ottawa Public Library 2024 Annual Report

OBJET: Rapport annuel 2024 de la Bibliothèque publique d'Ottawa

REPORT RECOMMENDATION

That the Ottawa Public Library Board receive this report for information.

RECOMMANDATION DU RAPPORT

**Que le Conseil d'administration de la Bibliothèque publique d'Ottawa prenne
connaissance de ce rapport à titre d'information.**

BACKGROUND

The Ottawa Public Library (OPL) Board ("the Board") is required to prepare a comprehensive report every 12 months on the OPL activities throughout the preceding year, as directed by the City of Ottawa ("City") Council in the "2014-2018 Mid-term Governance Review" report approved by Council on November 9, 2016 (ACS2016-CCS-GEN-0024). This report also sets out the required format for the annual reports of the City's Agencies, Boards, and Commissions. As an agency of the City, annual reports are to be in the form of a written e-document and include the following: the OPL

mandate, strategic directions, annual highlights, and a financial statement. Furthermore, OPL Board Policy 010 – CEO Reporting and Board Monitoring indicates the requirement to provide an annual report (to the community).

The purpose of this report is to make available to the Board and the public the 2024 Annual Report for Ottawa Public Library.

DISCUSSION

Aligned with the Board-approved OPL Strategic Directions and Priorities, the 2024 annual report shares highlights across OPL's service categories throughout the year. It provides details on key initiatives, and demonstrates impact with client stories, relevant statistics, and financial information (note: the annual report does not represent the official annual financial report which is issued separately pending the annual audit).

Staff confirm that the 2024 Annual Report adheres to format requirements of the City.

OPL's 2024 Annual Report is centered on OPL's contribution to the community, through the lenses of the five service categories – collections, expertise, programs, services, and spaces. Two themes that emerged for OPL in 2024 were access and intellectual freedom. Initiatives that improved access included a new Chromebook lending program, community development activities such as book clubs at the Ottawa-Carleton Detention Centre, Indigenous programming, and activities for the solar eclipse: OPL, with support from the Friends of the Ottawa Public Library Association (FOPLA), provided thousands of free solar eclipse glasses to community members so that they could enjoy the once-in-a-lifetime event safely, and for free. To celebrate free expression, OPL organized a number of Freedom to Read week events. In addition, OPL continued to upgrade branches with accessibility top of mind, and the future Central branch at Ādisōke took shape. Finally, OPL engaged clients in the development of the Service Strategies (approved by the Board in early 2025), in a process where hundreds of people across Ottawa shared what OPL has meant to them, and how the library has shaped their lives.

English Link: <https://about.biblioottawalibrary.ca/sites/default/files/2025-05/2024%20OPL%20Annual%20Report.pdf>

Conformément aux orientations stratégiques et aux priorités de la BPO approuvées par le Conseil, le rapport annuel 2024 présente les faits saillants de l'année dans les différentes catégories de services de la BPO. Il fournit des détails sur les principales

initiatives et démontre l'impact de celles-ci à travers des témoignages de clients de la bibliothèque, ainsi que des statistiques pertinentes et des informations financières. (Remarque : le rapport annuel ne constitue pas le rapport financier annuel officiel, qui est publié séparément après la vérification annuelle.) Le personnel confirme que le rapport annuel 2024 respecte les exigences de format de la Ville.

Le rapport annuel 2024 de la BPO est centré sur la contribution de la BPO dans la communauté, à travers les cinq catégories de services : collections, espaces, expertise, et programmes. Deux thèmes qui ont émergé pour la BPO en 2024 étaient l'accès, et la liberté intellectuelle. Parmi les initiatives qui ont amélioré l'accès, on compte un nouveau programme de prêt de Chromebooks, des activités de développement communautaire comme des clubs de lecture au Centre de détention d'Ottawa-Carleton, plusieurs programmes autochtones tout au long de l'année, et les activités pour l'éclipse solaire: avec l'appui de L'Association des amis de la Bibliothèque publique d'Ottawa, la BPO ont distribué gratuitement des milliers de lunettes d'éclipse solaire aux membres de la communauté afin qu'ils puissent profiter en toute sécurité — et gratuitement — de cet événement unique dans une vie. Pour célébrer la liberté d'expression, la BPO a organisé des événements dans le cadre de la Semaine de la liberté d'expression. De plus, la BPO a poursuivi la mise à niveau de ses succursales avec l'accessibilité comme priorité, tandis que la future succursale Centrale à Ādisōke prenait forme. Enfin, la BPO a impliqué ses clients dans l'élaboration des Stratégies relatives aux service (approuvées par le Conseil au début de 2025), dans un processus d'engagement du public durant lequel des centaines de résidents d'Ottawa ont partagé ce que la BPO représentait pour eux et comment la bibliothèque avait influencé leur vie.

French link: <https://about.biblioottawalibrary.ca/sites/default/files/2025-05/2024%20Rapport%20Annuel%20BPO.pdf>

CONSULTATION

This report was developed with input from management and employees.

ACCESSIBILITY IMPACTS

Ottawa Public Library complies with the *Accessibility for Ontarians with Disabilities Act*, (2005) in its operations. The Annual Report is produced in e-document format as per

the City of Ottawa requirements. Furthermore, the Annual Report will be produced in two versions, one which is very user-friendly for people using screen-readers.

BOARD PRIORITIES

This report is prepared in adherence with OPL Board Policy OPLB-010 CEO Reporting and Board Monitoring.

BUSINESS ANALYSIS IMPLICATIONS

A significant amount of qualitative and quantitative data was used to compile elements of the annual report: for instance, circulation, usage, and financial data.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

LEGAL IMPLICATIONS

There are no legal implications associated with this report.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

TECHNOLOGY IMPLICATIONS

There are no technology implications associated with this report.

DISPOSITION

Upon receipt by the OPL Board, staff will work with the OPL Board Chair to issue the annual report to members of Council and engage in subsequent public promotion.