

OPL COVID-19 Recovery Plan Update

Library Board meeting
December 1, 2020



Context & Upcoming Plans

- Continued stability in Ontario public library services
- Ottawa moved into "orange zone" on Nov 16
 - No impact on OPL service levels
 - Legislation regarding "grey zone"
 - Recent meeting with the Ministry
- Today's meeting:
 - (More) good news! Update regarding additional services
- 2021: Report on OPL "New Normal" Plans
 - Lessons learned, updated from May 2020 OPLB report
 - Provide COVID Framework, including hours and services offered and conditions needed to provide additional services



Since we last met ...

- Sunnyside branch re-opened Nov 16
 - "We are glad to have you back. Take care!"
- Hazeldean and Manotick re-opened today
- Rosemount branch is at substantial completion
- 88% of items checked out pre-COVID have been returned
- Ongoing:
 - Virtual programming
 - "Grab and go" curated selections available at branches
 - Homebound Services for private homes
 - Public computer usage remains stable
- FOPLA donations by appointment



Top: Stittsville branch celebrating Movember;
Bottom L: Rosemount branch
Bottom R: students attending virtual programming





Community Development

- Digital inclusion:
 - 206 Chromebooks & 21 hotspots lent out
 - Worked with 35 agencies
 - 20 brand new partnerships
 - Shelters (men, women, youth), Transitional houses, Employment services, Community houses, Boys and Girls clubs, Family Centres, Community Resource Centres, YMCA-YWCA
- Virtual outreach:
 - Community Adult Justice Network
 - School classes, daycares, Early Years centres
 - Community Association meetings
 - Town Halls hosted by City Councillors
 - Seniors and newcomer groups
 - Book clubs



Above: Wendy McHenry from the John Howard Society
Below: Jennifer Valiquette (Court Worker) and Greg Meekis (Bail Supervisor) from Odawa Native Friendship Centre





Additional services



Date	Service
Already in place	Outdoor wifi in additional locations (Greenboro, North Gloucester)
Dec. 14	Museum passes
Dec. 14	Musical instruments
Dec. 14	Telescopes
Soon!	NCC trail and City ski passes
Winter 2021	Outdoor programming (in partnership with City colleagues)





Reminder - Additional locations

Date	Location	Services
December 3	Rosemount (renovated branch) * First floor only	Contactless
January 11	Rideau	Contactless
January 11	Rockcliffe Park	Contactless
TBD	Bookmobile (remaining stops)	Contactless
January TBD	Rosemount (renovated branch) * Second floor	Contactless
January TBD	Orleans	Contactless
TBD	Constance Bay, Fitzroy Harbour, Munster, Osgoode, Vernon	Contactless



Bookmobile stops

Currently in service

- Bayshore
- Cambridge
- Carleton Heights
- Farley Mowat
- Hunt Club
- Rideauview
- Riverside
- Strathcona
- Vars

Resuming when new vehicle arrives

- Barrhaven South
- Bayview
- Blossom Park
- Bridlewood
- Caldwell
- Carlsbad Springs
- Carlington
- Carsons Grove
- Hog's Back
- Ledbury Banff
- Lincoln Heights
- Morgan's Grant
- Navan
- Overbrook
- Sarsfield
- Van Lang





In summary – COVID Recovery in 2020

- Five verbal updates to the Board about COVID recovery plans
- Two reports to the Board regarding plans
- Board Ad hoc Committee on COVID-19 has met seven times
- 75% of branches are currently open; Kiosk holds lockers available
- 30% of Bookmobile and 60% of Homebound customers served
- Staffing of vacant positions continues
- Staff continue to plan with safety of employees and customers in mind, and increasing services
- Early 2021: Draft OPL COVID "New Normal" Framework to Library Board
- Thanks to our staff and customers!