

Ontario Library Service Informal Library Chat
Summary Notes
March 17, 2022 10am ET (9am CT)

OLS Updates

- The **Annual Survey of Public Libraries** was launched on January 26. All CEOs should have received an email announcing the launch, along with supporting documents. Deadline for submissions is April 30, 2022. The [Annual Survey page of the OLS website](#) includes an FAQ, and the Section C stats for electronic resources (OLS OverDrive Consortium, OLS Cantook Consortium, and electronic resources purchased through OLS licensing)
- The **CEO Salary Survey** is underway, and responses can be submitted until March 31
 - Link to the salary survey:
<https://www.surveymonkey.com/r/CEOSalarySurvey2022>
 - Mailchimp message about the salary survey: <https://mailchi.mp/olservice/ceo-salary-survey-annual-survey-of-public-libraries>
- **Upcoming Networking opportunities:** Board Assembly meetings are coming up in April and the CEO Networking Meetings will be held in May. A full list of meeting dates has been posted on the OLS website, along with links to meeting registration:
<https://www.olservice.ca/networking-meetings>
- **Video: The Role of the Board Chair**
 - A brief, 15-minute video on the [Role of the Board Chair](#) has been posted to the Governance Hub (Videos and Podcast section).
- **Municipal Election Policy:** OLS has developed a Trillium Public Library sample policy to address elements around the library and municipal elections. Local boards (including library boards) need to have a policy in place by May 1st. Election-related resources have been posted on the OLS website: <https://resources.olservice.ca/legacy-and-transition-readiness/elections>
- **Ontario Regulations – Effective Monday, March 21**
 - An [OLS update](#) was sent out on Wednesday, March 16, summarizing the changes to regulations as they impact public libraries

Recent topics of conversation in the CEO email distribution group (summary)

- Disconnect from Work Policy (Trillium Public Library sample policy) has been posted in English and French version will be posted shortly: <https://olservice.ca/consulting-training/consulting/policy/sample-policies>
- Insurance
- Friends groups
- Mileage rates
- Library cards
- Elections
- Fine Free processes
- Municipal relationships

COVID-19 Snapshot of Library Services

- Those in attendance were polled on current service levels for their libraries
- This week's poll included new questions about physical barriers within the library space, changes to masking requirements for staff and patrons, the return of volunteers to the library, and changes to COVID-related policies.
- See the [COVID-19 Snapshot of Library Services](#) document for the poll results, as well as results from previous Informal Library Chat polls.
- Suggestions for revisions to the questions asked in this poll are welcomed and encouraged.

Discussion Topics

Hours for seniors/vulnerable populations

- CEOs discussed the possibility of introducing dedicated hours for seniors and other vulnerable populations following the lifting of public health measures related to COVID-19

Lifting of masking mandates

- CEOs discussed their approaches to the upcoming lifting of public health measures related to legislated masking mandates
 - Some libraries opting for a "masks optional" or "masks encouraged" approach
 - Some municipalities have passed a resolution to keep the masking requirement in place for a specific period of time after the legislated requirement is lifted
 - Some libraries will be providing PPE to those who want it (staff and patrons)

Signage

- CEOs discussed how to handle signage within the library following the lifting of legislated requirements
- Suggestions included performing an audit of current signage to ensure it's still relevant, using minimal signage, making use of easels/bulletin boards at the entrance, and changing/refreshing signage often

Food and beverages at library programs

- CEOs discussed whether food and beverages will be reintroduced at library programs, especially children and teen programs

Circulation numbers

- CEOs discussed fluctuating circulation numbers that have persisted throughout the pandemic, and potential tactics to help boost circulation numbers

Staffing & Coaching

- CEOs discussed approaches and methods for coaching staff as job duties and library operations move forward and continue to shift

The next Informal Library Chat is scheduled for Thursday, March 31st at 10am ET (9am CT). A calendar reminder and connection details will be shared via email closer to that date.