

Expanding Library Programs & Services

Branching out from Douro to Dummer



ACTION PLAN for 2023/24

FOR THE DOURO-DUMMER PUBLIC LIBRARY BOARD AND CEO

GOALS	OUTCOMES	LEAD PARTY	EXPECTED TIMING	STATUS
1. Improve service to community	1.1. Assess consistency of program delivery, community survey	CEO and Board	1.1. Fall 2024	1.1. Community Feedback Survey implemented September through October 2024
	1.2. Develop internal and community partnerships: Early Years Centre, PNLIP, Ptbo County Hubs, Hospice, Activity Haven, and others		1.2. Fall 2023, Winter 2024	1.2. Ongoing
	1.3. Increase staff capacity through increased staff hours		1.3. Fall 2023, Fall 2024	1.3. Ongoing

Why branch out?

- Make library programs and services more accessible to community members who aren't well-served by the Douro location
- Target community members in Dummer, and all township ratepayers who come through the office
- Grow as the population of the township grows
- Contribute to community hub model, where municipal service staff and library service staff can refer to each other
- Fulfil current guidelines and follow best practice for the role of the public library in rural Ontario

Library's role in rural sustainability and community well-being

- **Provide Equitable Access:** for all residents to quality information through connectivity and comprehensive online resources and databases
- **Facilitate the Delivery of Government Services:** as a local access point in the community providing trained staff, connectivity, and navigational assistance
- **Function as a Community Hub:** by locating library facilities in existing village and town clusters or rural service centres to maximize opportunities for co-locations and community

What's to gain?

Library programs and services can support and complement the municipality's strategic pillars:

1. "Promote our township through story-telling about who we are, what we do, and our brand identity"
2. "Continue to modernize and improve services, processes, and outcomes for our community"
3. "Maintain a document management and retention system with a focus on public accessibility"

Growth from 2022-2024

2022

Active Library Users:
457

Resources Circulated:
12, 124

Typical Weekly
Visitors: 58

2023

Active Library Users:
612

Resources Circulated:
14, 029

Typical Weekly
CURRENT Active Users:
Visitors: 135
656

Annual Program Attendees



2022:

740

2023:

1,64

3





Guidelines for facilities

Small branches

Generally serve catchment areas of **up to 5,000 population** as determined by each system.

Medium branches

Generally serve catchment areas of **5,000-10,000 population** as determined by each system.

Large branches

Generally serve catchment areas of **10,000-35,000 population** as determined by each system.

Urban branches

Generally serve catchment area of **35,000 or more population** as determined by each system.

	Small	Medium	Large	Urban
Net library space square footage (s.f.)	2,500 – 5,000	5,000 – 10,000	10,000 – 35,000	35,000+

Guidelines for hours of operation

	Small	Medium	Large	Urban
Hours of operation per week	20-25 over 4 days per week	25-45 over 5 days per week	45-65 over 6-7 days per week	65 + over 7 days per week

Guidelines for staff

	Small	Medium	Large	Urban
Staff complement (FTE)	1 – 2.5	2.5 – 5	5 – 17.5	17.5 +
Qualifications of Branch Supervisor	Library competency, e.g. post-secondary plus EXCEL, Library Techniques	Professional Librarian and APLL or other public administration certification	Professional Librarian and APLL or other public administration certification	Professional Librarian and APLL or other public administration certification

Source: Guidelines for rural/urban public library systems 4th Ed.

Community Feedback

Survey still in progress

Highlights so far:

Location in Warsaw - especially for book drop/
pick up

Highest Valued Services:

- Interlibrary loan
- Internet and computer access
- New books

Programs highly valued - more space for programs



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Opportunities

- Utilization of storage space beside Hall in township office for mobile shelving, program supplies

- Allocation of space in the Warsaw township office building for pop up or permanent delivery of library programs and services

- Delivery of programming in partnership



THANK YOU!