

# ANNUAL REPORT 2023

OSHAWA  
PUBLIC  
LIBRARIES



# Message From the Board Chair



*Eric Guernsey*

It has been my privilege to serve our vibrant City as Chair of the Oshawa Public Library Board for 2023. I would be remiss if I did not acknowledge the contributions of our outgoing Chair, Doug Thompson, and our other outgoing Trustees. Their diligent work over the past four years positioned our Library for the success we experienced in 2023.

There is no question that 2023 was a year of growth and renewal for our Library. We continued to build on the momentum of the latter part of 2022, welcoming more patrons back to our branches. Libraries were not immune to the impacts of the pandemic, and it has been wonderful to see an ever-increasing number of folks in our community participating in programs, borrowing materials and re-engaging as a community.

Early in the year, the Board was thrilled to welcome six new Trustees to the Board table. Each of these incredible volunteers brings a wealth of diverse professional and lived experiences to our discussions. Their work empowers and supports our outstanding CEO and her team to deliver the vital programs, activities and supports they provide to this community every day.

In keeping with our theme of growth and renewal, the new Board hit the ground running with the official ribbon cutting at our rebranded “John Aker Northview Branch” last January, and they have been hard at work ever since. Over the course of 2023, Trustees worked with staff to facilitate an update on the Board page of our website, making it easier for our community to get to know their Public Library Trustees and to communicate with the Board.

While there are always challenges that need to be overcome, I have no doubt that our team of Trustees, in collaboration with our CEO and with the unwavering support of the Friends of the Oshawa Public Library, are well equipped to continue delivering the award-winning programs and services our community has come to expect from the Oshawa Public Library. I look forward to seeing what 2024 has in store for us, and I hope to run into you at one of our branches sometime soon!

## Oshawa Public Library Board of Trustees

**Eric Guernsey**, Chair

Elizabeth Jamischak, Vice-Chair

Haseeb Ahmed

Mark Ashcroft

James Clapp

Andrew Holmes

Councillor Tito-Dante Marimpietri

Kathryn McMillan

Marco Osso

Alexander Parkin

Carolyne Willoughby

# Message From the CEO



Frances Newman

I am incredibly proud of the quality and the range of service and programs we provide at Oshawa Public Libraries. In 2023 we checked out over 1.1 million items in both print and digital format, and offered over 2,000 free programs ranging from storytimes and book clubs, to tech support and guest speakers. There truly is something for everyone at the library.

Of course, we never could accomplish this without our dedicated staff, the support of our Library Board Trustees, and the Friends of the Library. Our community partners help enhance and expand our programs throughout the City whether it be support for newcomers to Canada, providing computers for the public, or fostering a love of reading.

Visiting Library Service customer from Wynfield Retirement home told Library staff *"You make my life worth living. I'm not just here to be entertained."* He enjoys borrowing a wide variety of books and learning new things.



*"Connect Kits really help my family because we don't have Internet at home, so we use it for emails and the children use it for some of their assignments."*



*"Every time I visit the library I am always amazed at the knowledge and treasures that are available all in one place!"*

Every day we hear stories of how the Library has helped someone or positively impacted their lives. We work together to make our small corner of the world a better place. Not all stories are found on shelves. The people are our stories.

*"I was unable to access the video links I received from my doctor regarding my upcoming CT and testing at the Regional Cancer Centre. I went to the Library to use the computers and staff guided me through the links so I knew what to expect with my upcoming appointment. They also gave me information about Hearth Place and the Canadian Cancer Society and showed me some cancer support books. The Library helped me feel a little better and supported during this very scary time."*



# 2023 By the Numbers



**10,971**  
New  
Members



**43,165**  
Total  
Members



**100,000**  
eLearning  
Sessions



**1,961**  
Programs  
& Outreach  
Events



**1,108,797**  
Items  
Borrowed



**456,076**  
Website  
Visits



**41,402**  
Program  
and Event  
Attendees



**23,000**  
Reference  
Questions  
Answered

# 2023 Highlights

## Summer Reading Clubs Set New Records

**1,498** kids participated in the TD Summer Reading Club, while **126** teens and **293** adults enjoyed summer reading challenges just for them.



## Drag Queen Story Time

Over **100** people attended Drag Queen Storytime, sponsored by Durham Youth Pride and the Children's Aid Society.



## Annual Haunted House

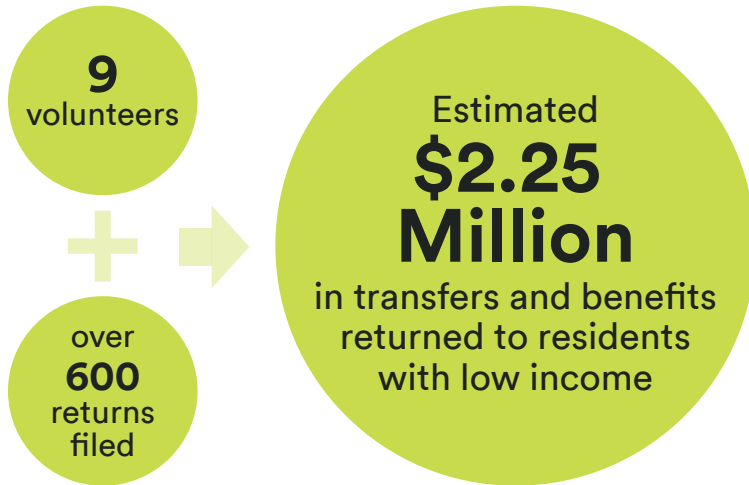
**362** people experienced the "Five Nights at Freddy's Haunted House" at the McLaughlin Branch, created by our talented Teen Advisory Group (TAG).



## Introducing the All-New Memory Lab

Customers can use the all-new "Memory Lab" technology in the Local History Room to digitize and preserve their precious memories in a variety of formats for generations to come.

# Supporting Our Community



## Community Support Pop-ups

Weekly pop-up Social Services Community Supports with Ontario Works Outreach Workers help visitors find employment help, information about income tax and Ontario Disability Support Program (ODSP).

New pop-up Meta Employment Services help people with resume development, job search support and ODSP application.

## Virtual Library Cards

Virtual cards were introduced for people who prefer to use our digital resources such as eBooks.



## Tax Clinics

Over **600** low-income customers got help filing their taxes at our annual Volunteer Tax Clinics, in partnership with Revenue Canada's Volunteer Income Tax Program.



## Visiting Library Service

We visited and delivered books to over **1,000** people that were unable to travel to the Library.

## New Programs

- New story time partnership in the Robert McLaughlin Gallery's "Backyard".
- Expanded the EarlyON preschool program to our John Aker Northview Branch, in addition to the McLaughlin Branch.
- Partnered with Durham College to host Essentials Skills training sessions.

# Diversity & Inclusion



## Local History Speaker Series

Dave Mowat, former chief of the Alderville First Nation, spoke of the history of the Williams Treaties at a Local History Speaker Series program, in partnership with the Oshawa Historical Society.

## Ancestral Voices Series

The Durham and York Public Libraries collaborated to offer "Ancestral Voices", a shared history storytelling series featuring diverse Indigenous/BIPOC authors and story-tellers.

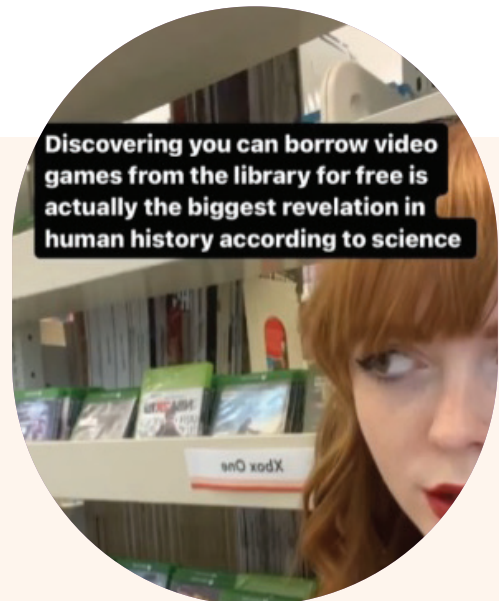


*"A Carrying Place: Indigenous History in Oshawa," displays details of the peoples who have called the Oshawa area home.*

# Our Staff

## Professional Development

Staff enjoyed an annual Staff Development Day packed with thought-provoking presentations geared towards service excellence.



## We Went a Little Viral

An Instagram Reel about borrowing video games from the Library gained almost 2 million views, was liked over 120,000 times, and shared by over 25,000.

# Revenue & Expenses

## Revenue

City of Oshawa Grant	\$ 9,252,185
Ontario Provincial Grant	\$ 215,441
Other (fines, donations, grants)	\$ 467,880
<b>Total Revenue</b>	<b>\$ 9,935,506</b>

## Expenses

Salaries & Benefits	\$ 7,203,038
Library Materials	\$ 996,781
Other Operating	\$ 1,465,826
Reserves	\$ 269,861
<b>Total Expenditures</b>	<b>\$ 9,935,506</b>

**Thank you to our generous sponsors for supporting special Library initiatives throughout 2023.**



A special thank you to personal donors for their continued support. Your donations make a difference!

# Friends of the Library

The Friends of the Library's ever-popular Spring and Fall book sales in 2023 continue to support the Library's special projects, including the all-new Memory Lab.



## Generously sponsored by the Friends of the Oshawa Public Library in 2023:

- Wi-fi Hotspots
- Digital Microfilm Scanner
- Digital Conversion Station
- 8 mm Reels to Digital Movie Digitizer
- Direct-drive Turntable Vinyl to Digital Converter
- VHS to Digital Converter
- Centennial program funding
- Lenovo tablets for Connect Kits
- Button maker