

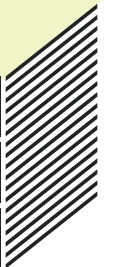


Oshawa Public Libraries  
enriches our community by  
providing experiences and  
resources for everyone to  
discover, learn, and grow.



# 2024 ANNUAL REPORT

OSHAWA  
PUBLIC  
LIBRARIES



# Message from the Board Chair



*Eric Guernsey*

Our branches are more than just buildings filled with books—they are vibrant community hubs that foster curiosity, conversation, and connection. Through innovative programming, expansive resources, and inclusive services, we connected with more than 50,000 people this year, supporting their learning journeys and strengthening social connections throughout our shared community.

On behalf of the Board of Trustees, I extend my sincerest thanks to the community, our staff and the Friends of the Library for their continued support. As we look ahead, our team remains dedicated to championing access to knowledge, fostering inclusivity, and enriching the lives of all who walk through our doors.

This past year has been one of remarkable growth, collaboration, and recognition for the Oshawa Public Library. We are incredibly honoured to have been recognized by the Ontario Library Associations with both the Les Fowlie Intellectual Freedom Award and the Joyce Cunningham Library Board of the Year Award for our Drag Queen Story Time. This annual event exemplifies our dedication to providing a welcoming space where all voices and stories are celebrated, and these prestigious awards stand as a testament to our team's unwavering commitment to intellectual freedom and inclusivity.

Beyond these accolades, we made significant strides in shaping the Library's future. Trustees worked closely with our amazing staff team to develop a new strategic plan, ensuring that our Library continues evolving to meet the needs of our diverse community.

## **Oshawa Public Libraries Board of Trustees**

- Eric Guernsey, Chair
- Elizabeth Jamischak, Vice-Chair
- Mark Ashcroft
- Jim Clapp
- Sacha Fabry
- Andrew Holmes
- Councillor Tito-Dante Marimpietri
- Kathryn McMillan
- Marco Osso
- Alexander Parkin
- Carolyne Willoughby

# Message from the CEO



*Frances Newman*

2024 was another busy and successful year at Oshawa Public Libraries with more and more people discovering all that we have to offer. Over 1 million items were checked out, and there was a 21% increase in membership with over 52,000 people using library services.

We expanded our presence in the community with the launch of our Library Lending Machine at the Oshawa Civic Recreation Centre to provide a convenient option for busy people.

Another new service we introduced in 2024 was our Memory Lab in the Local History Room at the McLaughlin Branch. Sponsored by the Friends of the Oshawa Public Library, the Memory Lab equipment empowers the community to convert their old analog media to digital format thus preserving history and precious memories.

The Library Board made strides to advance the Library with a new strategic plan and vision statement, as well as revising our mission statement and core values, to better reflect our role in the community.

I wish to thank the Board, Staff, and Volunteers for all their hard work in making 2024 a resounding success!

## Strategic Directions 2024–2028



### Strategic Priorities

- Engage and Inspire through Programs and Services
- Foster Strong Community Presence and Partnerships
- Enhance Organizational Capacity
- Promote Digital Inclusion

### Core Values

- Inclusion
- Reading & Literacy
- Collaboration
- Responsive
- Lifelong Learning & Curiosity
- Intellectual Freedom

# 2024 At A Glance



**11,204**  
New  
Members



**↑21%**

**52,348**  
Total  
Members

*"Thank you so much for making our Great Beginnings event a huge success! It was great to see so many families and you all helped to make it a great first connection for our new junior kindergartens."*



**30,844**  
Questions  
Answered

**↑18%**



**65,252**  
Public  
Computer Use



**213,984**  
Wi-Fi  
Logins

**↑35%**

*"I have been to several Friday morning Family Story Time programs (and EarlyOn at Northview and even the Wednesday Story Time at Jess Hann on one occasion) and I have been thoroughly impressed and entertained by the creative and engaging pre-K programming."*



**↑66%**

**758,953**  
Website  
Visits



**1,058,638**  
Items  
Borrowed

# Programming Achievements

↑ 15%



**44,095**  
Program  
Attendees

↑ 20%



**1,973**  
Programs  
Held

We offered **19** Centennial-related Library programs to celebrate Oshawa's 100<sup>th</sup> birthday.

**388** people experienced spooky thrills at OPL's annual Haunted House, hosted by our Teen Advisory Group.

**Math Buddies**, our all-new math help program, was introduced to offer in-person, one-on-one math practice for kids.



Over **500** people visited our annual FanCon event to show their love of all things fandom!

Best-selling author and OPL's Writer-in-Residence, Susanna Kearsley, took centre stage in a sold-out series of writing workshops for aspiring authors.



We have a winner! **Coronation P.S.** took first place in the Durham Region-wide annual Battle of the Books competition, Junior Division.



Another record-high year in the books for 2024 Summer Reading Clubs.

**1,456** kids | **117** teens | **255** adults

# Here for Our Community

The **Library Lending Machine** was launched in January at Oshawa's Civic Recreation Centre, giving visitors a whole new way to use their Library.



OPL became the first in Durham Region to host a **Financial Help Hub** – a touch-screen kiosk that provides information on financial aid support, food, and shelter within the Region, in partnership with Durham College.



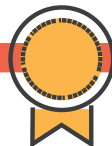
**561**  
Tax Returns  
Filed

Over **500 income tax returns** for individuals and families were prepared by our volunteers, resulting in a cumulative economic value of over **two million dollars**.

## New Community Partners:

- Reptilia Whitby provided free passes for members to borrow.
- We teamed up with Lakeridge Health Sciences Library to provide recreational reading material at the hospital.

We were honoured with the **Les Fowlie Intellectual Freedom Award** and the **Joyce Cunningham Library Board Award** at the Ontario Library Association Super Conference for our collaboration on Drag Queen Storytime, in partnership with other Durham Libraries and the Durham Children's Aid Society.



# Sharing Stories

A 91-year-old customer approached Library staff during an OSCC55+ outreach visit to ask if staff could replicate a lost earring with our 3D printer. It was her favourite pair of earrings, and she hasn't been able to find anything similar. Staff did a quick search on Thingiverse and were able to find a similar design and printed two pairs for her. She came into the Library the next day and proudly showed off the earrings to staff.

From a Staff member: *"I helped a customer scan and enlarge his family photos. I didn't realize how much this would mean until he came back and explained that the images were for his grandmother who could no longer see well. This was the first time she has "seen" her husband in years."*

*"The (Delpark) Library looks beautiful with the new renovations and it makes the space more enjoyable. It shows that the library cares about staff and the public."*

McLaughlin staff noticed a patron quietly crying in the branch and asked if they could help. She told them it was her 50<sup>th</sup> wedding anniversary and her husband (who passed away 2.5 years ago) loved the McLaughlin Library. She came to the branch to check-out books and to feel close to him.

## Memory Lab Stories

- A woman watched a recording of her mother's ultrasound appointment where she was the baby followed by videos of herself as a child.
- A man compiled videos of his late father to create a heartfelt tribute for the memorial service.
- Debbie M. sent this note along with a donation to support our Local History and Genealogy initiatives: *"The Memory Lab is worth its weight in gold and I'd love to see it thrive."*

Branch Manager, Sarah McConnell received an email from Jennifer French's office stating, *"Thank you for your assistance in providing Matthew with a library card. He is now one step closer to getting his Health Card and the Ontario ID card."*

# Revenue & Expenses

## Revenue

City of Oshawa Grant	\$	9,549,800
Ontario Provincial Grant	\$	215,441
Other (fees, donations)	\$	481,129
<b>Total Revenue</b>	<b>\$</b>	<b>10,246,370</b>

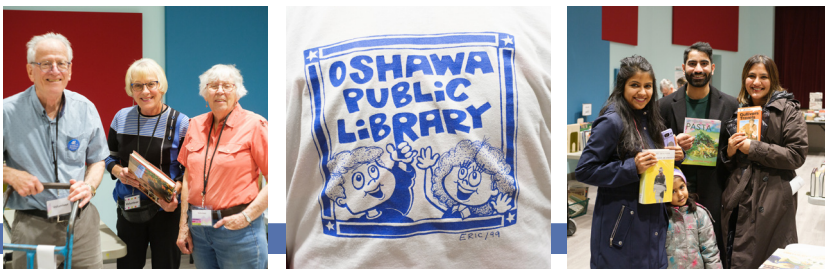
## Expenses

Salaries & Benefits	\$	7,625,088
Library Materials	\$	1,005,874
Other Operating	\$	1,615,408
<b>Total Expenditures</b>	<b>\$</b>	<b>10,246,370</b>

## Friends of the Library

Thank you to our Friends of the Library for their continued support in 2024 including:

- Wi-Fi Hotspot connectivity
- Oshawa Times Digitization Project
- Cricut® Machine and supplies
- Baby Book Club
- Large Format printer for Marketing
- Outreach & STEM programming equipment
- Podcasting & Memory Lab equipment



A special thank you to our individual donors for their support.

**THANK YOU!**

Thank you to our generous sponsors for supporting special Library initiatives throughout 2024.

**ONTARIO POWER GENERATION**



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