



February 15, 2022

Mayor and Council for the Town of Kingsville
2021 Division Street North
Kingsville, ON
N9Y 2Y9

Dear Mayor Santos and Council for the Town of Kingsville

RE: Essex County Library Service Delivery Adjustments

During the past two years the Essex County Library Board has adjusted the delivery and distribution of its resources, services, and service locations to sustainably maintain service levels within the changing provincial and local public health requirements and regulations due to COVID-19. This time has provided the Essex County Library the opportunity to assess our traditional resource and service delivery methods.

At their June 23 and August 25, 2021 meetings the Essex County Library Board was presented with reports that recommended service adjustments that impact the hours of operation and service delivery methods at the various site locations (See attached reports). During their August 25, 2021, meeting the Board approved the following recommendation:

"That the Essex County Library Board approve the adjustment of services for the community of Cottam, Ruthven, Stoney Point and Comber and submit a report being drafted to the Local Municipal Councils of Kingsville and Lakeshore requesting their commitment to a partnership and renovations of their community spaces for the 2022 year. (Option 3). If the local Councils are not able to support renovation and development of a shared community space, that the Board would adjust their service delivery in the respective community to an Outreach and Programming model (Option 2).

With direction from the Board, I request the opportunity to present to the Council for the Town to Kingsville and ask for them to consider one of the following two options:

Option 2 Programming and Outreach Model

This recommendation would propose adjusting library service delivery for the Ruthven, Cottam, Stoney Point and the Comber communities, the following services would be provided:

- *Programming (Storytime, book clubs, STEM programs....) at designated community centers (where available)*
- *Direct to home mailing of resources (return included)*
- *Outreach – partnering with local schools, organization to delivery program or service to their meeting locations. Attending local events and festivals*
- *Community partnerships – identify community partners that could support patrons access to neighbouring library facilities through transportation supports*
- *Designated book mobile dates*

Option 3 - Community Space Option:

..... ECL request[s] that the site be changed from a single use library space to a multi-use community space. This option would allow the library to adjust their service delivery model and repurpose the site facility.

To proceed with this option the Essex County Library would be seeking a commitment from municipal partners to renovate the existing spaces for community use. Renovations of each space will need to address the following concerns:

- *Address accessibility issues such as main foyers and washrooms*
- *General appearance which may include renovating and updating floor coverings, wall coverings and lighting*

With this option the Board and [the] Municipality would assess each individual branch as a potential site by assessing any safety concerns, the cost renovations, the cost to install equipment, and the cost-of-service delivery.

In turn the Essex County Library would be supporting the repurposing of the space by committing funds to:

- *Install security and access equipment (card readers, cameras, patron kiosk or lending lockers)*
- *Maintain, and where possible, upgrade internet and WIFI connections.*
- *Update furnishings and equipment for community use.*

The estimated cost per site for the Essex County Library would be approximately \$150,000.

This option would create a community space whereby a portion of the day/ week would be available for:

- *Local organizations and agencies to have access to register and book for their use*
- *Community groups to use for small meetings*
- *Local agencies and service providers to use for private interviews and client meetings.*
- *Local Municipality to use for program and service delivery*
- *Essex County Library to use for programming delivery*

In addition, a portion of the day/ week would be scheduled and dedicated for library members to access the space for self-supported WIFI service and resource pick up.

Both methods will maintain delivery of resources to local community members and will maintain a connection of staffing within the community through outreach and programming services.

I thank Council for their consideration of the Boards recommendation to modernize service delivery across the Community.

Sincerely,



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Essex County Library
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Essex County Library Board June 23, 2021 – Post COVID Service Planning Report
Essex County Library Board August 25, 2021 – Branch Service Report