OPLA Resilient Public Libraries Survey 2022

Thank you for completing OPLA's resilient public library survey! Led by the OPLA Research and Evaluations committee, this benchmarking survey will examine the impact of the pandemic on Ontario libraries and the resiliency of public libraries to future disruptions.
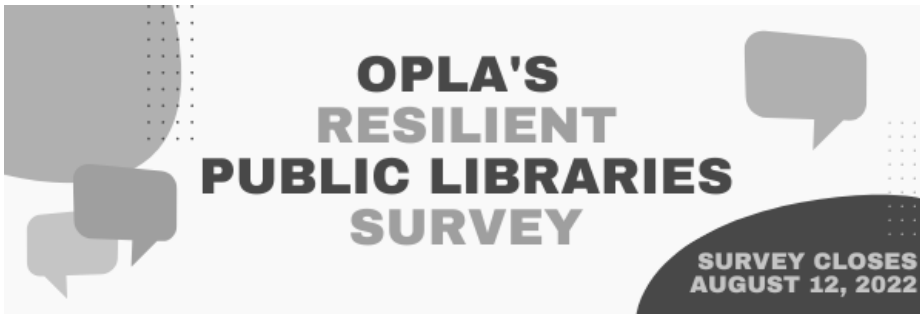
This survey will ask questions regarding:
- **Library Space Planning;**
- **Climate Change and emergency preparedness;**
- **Strategic Planning and governance;**
- **Trends in staffing and remote work;**
- **Programming, Collections and Technology access;**
- **Children and Teens Services;**
- **And more.**

Survey results will be shared with OLA members and publicly via OLA's website. This voluntary survey will take approximately 20 minutes and should be completed by public library CEOs or their designate. One response per library system.

OLA is committed to protecting your privacy. Survey results will be reported in aggregate. We are using SurveyMonkey to collect this survey. Any personal data collected from you in the survey may be transferred through various countries, including the United States and other locations SurveyMonkey has offices. You can access the [SurveyMonkey Privacy Policy here](#). Your personal contact information will not be connected to your survey responses. If you have any questions please email: sroberts@accessola.com.
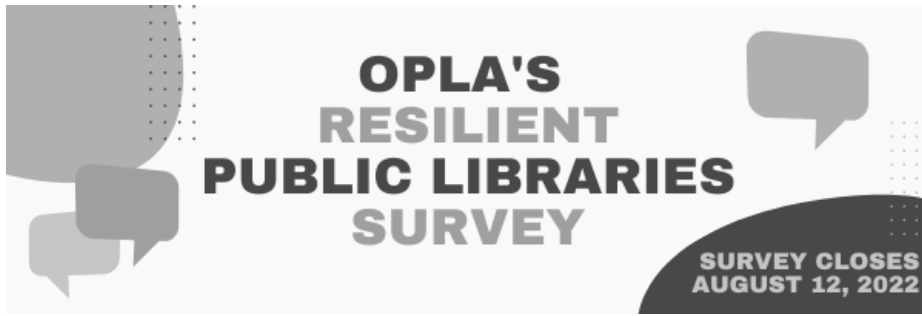
* 1. Please select your public library

[▼]

OPLA'S RESILIENT PUBLIC LIBRARIES SURVEY

SURVEY CLOSES AUGUST 12, 2022

OPLA Resilient Public Libraries Survey 2022

Programming (1)

* 2. Did your library offer online programs during the pandemic?

○ Yes

○ No

Programming (2)

* 3. When did you start offering virtual programming?

- ○ Pre-pandemic
- ○ March-April 2020
- ○ May- August 2020
- ○ September-December 2020

- ○ January - April 2021
- ○ May- August 2021
- ○ September-December 2021
- ○ Later

* 4. Do you plan on continuing on offering virtual programming in the next 12 months?

- ○ Yes
- ○ No
- ○ Don't know

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SURVEY CLOSES
AUGUST 12, 2022
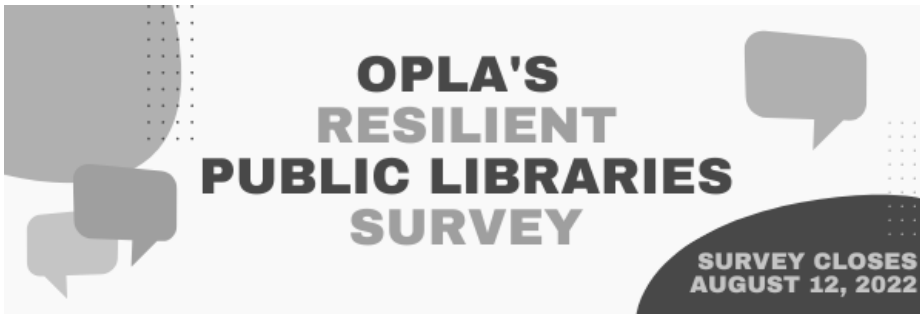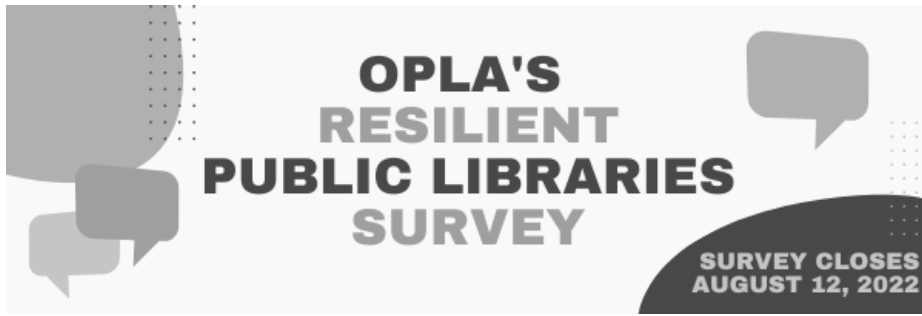
OPLA Resilient Public Libraries Survey 2022

Programming (3)

5. If you didn't offer virtual programming, why not?

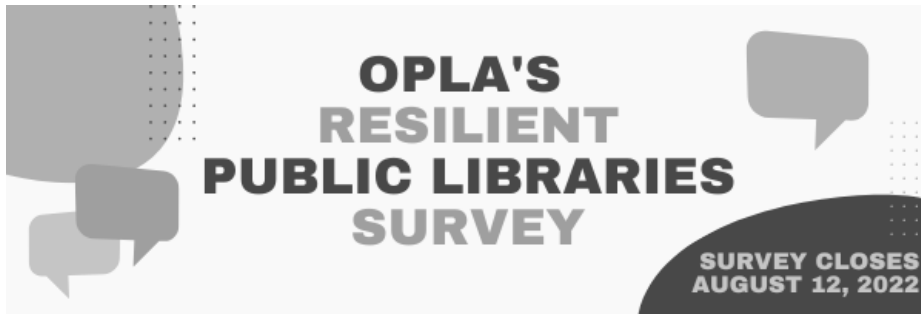**OPLA'S RESILIENT PUBLIC LIBRARIES SURVEY**

SURVEY CLOSES AUGUST 12, 2022

OPLA Resilient Public Libraries Survey 2022

Climate Programming

* 6. Does your library support climate change education and response in any of the following ways? Select all that apply.

- [ ] Climate-focused Passive programming (such as social media or physical displays)
- [ ] Climate-focused Adult programming
- [ ] Climate-focused Children's programming
- [ ] Environmentalist / Climate Writers in Residence
- [ ] Waste Reduction Programming (e.g. repair café, clothing exchange, bike share etc.)
- [ ] Celebrate Earth Day / Other dates
- [ ] Library of Things (including seed libraries)
- [ ] Climate-focused collections, booklists or subject guides
- [ ] Other (please specify)

[   ]

- [ ] None of the above

Children and Youth Programming

* 7. Does your library support children and youth with programming focused in any of the following areas ? Select all that apply.

- [ ] The Learning Gap (i.e. the difference between a student' actual performance and expected performance) due to COVID-19

- [ ] Reading Recovery (i.e. where students are not reading at the level of the curricula)

- [ ] Social Development Delays

- [ ] Social isolation in children/teens

- [ ] Mental health for children/teens

- [ ] Other (please specify)

[   ]

- [ ] None of the above

* 8. Which, if any, of the following services is your library planning to support children and youth in the next 12 months:

- [ ] Tutoring

- [ ] Homework help/ reading buddies

- [ ] Resources for reading recovery

- [ ] Special collections for academic support

- [ ] Community partnerships

- [ ] Tech lending

- [ ] Other (please specify)

[   ]

- [ ] None of the above
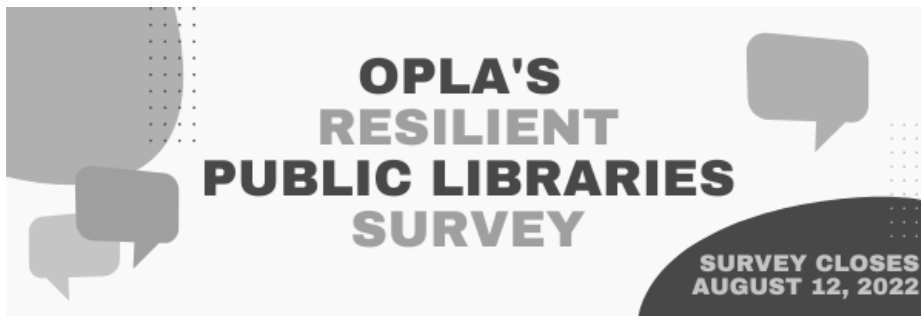
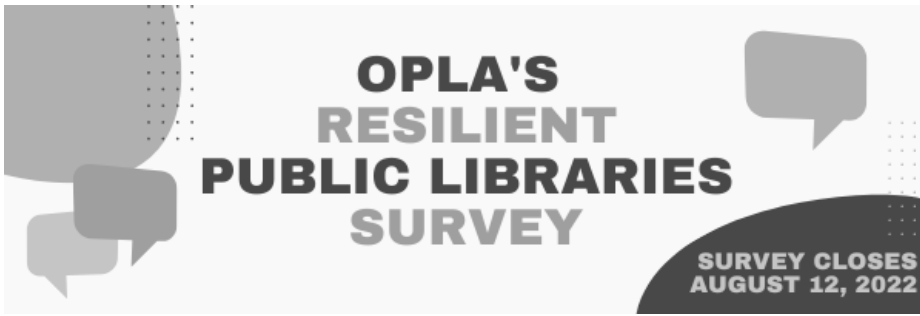OPLA Resilient Public Libraries Survey 2022

Collections Budgets

* 9. In the next 12 months, do you plan on changing your budget for print resources?

○ Increase

○ Decrease

○ No change

○ Don't know

* 10. In the next 12 months, do you plan on changing your budget for e-resources?

○ Increase

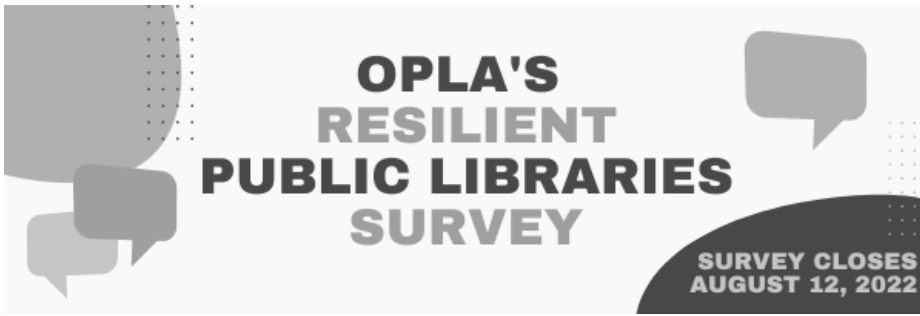○ Decrease

○ No change

○ Don't know

Library Spaces

* 11. Libraries made a number of temporary changes to physical spaces in the past 2 years in response to the pandemic. Please select all that you plan to retain for the next 12 months.

- [ ] Plexiglass barriers at circulation desk
- [ ] Added outdoor seating
- [ ] Upgraded HVAC systems to improve ventilation
- [ ] Added portable filtration systems
- [ ] Open windows more frequently
- [ ] Changes to staff workspace environment for distancing
- [ ] Increased self checkout options
- [ ] Converting bathrooms from group to single use
- [ ] Hands-free technology in bathrooms
- [ ] Consolidated all check-ins via a single book drop per site
- [ ] Seating to accommodate physical distancing
- [ ] Other (please specify)

[   ]

- [ ] None of the above

12. How has the public's use of the library space changed in the past 2 years?

[   ]

Technology access - past 2 years

* 13. Compared to January 2020, how has your level of in-library access **to public computers changed?**

○ Decreased

○ Increased

○ No change

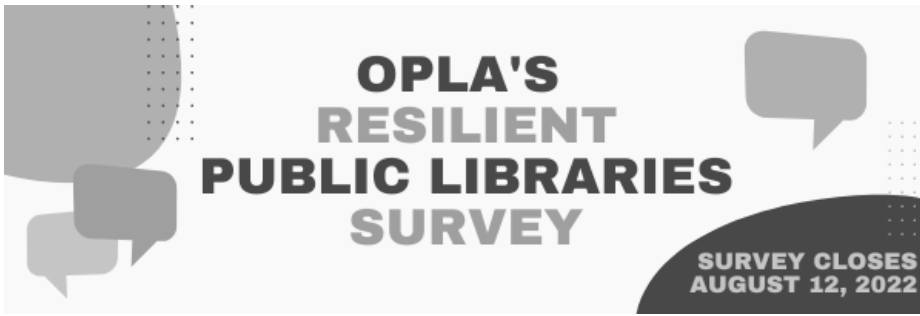○ N/A - we don't offer this service

○ Other (please specify)

[   ]

* 14. Compared to January 2020, how has your **"bring your own device" service** changed? (eg. laptop bar, charging stations)

○ Decreased

○ Increased

○ No change

○ N/A - we don't offer this service

○ Other (please specify)

[   ]

* 15. **Compared to January 2020**, how has your library's **public wi-fi service** changed?

○ Increased access or signal

○ Decreased access or signal

○ No change to access or signal

○ N/A - we don't offer this service

○ Other (please specify)

16. Comment

Technology access - next 12 months

* 17. In the next 12 months, are you planning to change your level of in-library access **to public computers**?

- ◯ Increase
- ◯ Decrease
- ◯ No change
- ◯ Other (please specify)

- ◯ Don't know
- ◯ N/A - we don't offer this service

[text field]

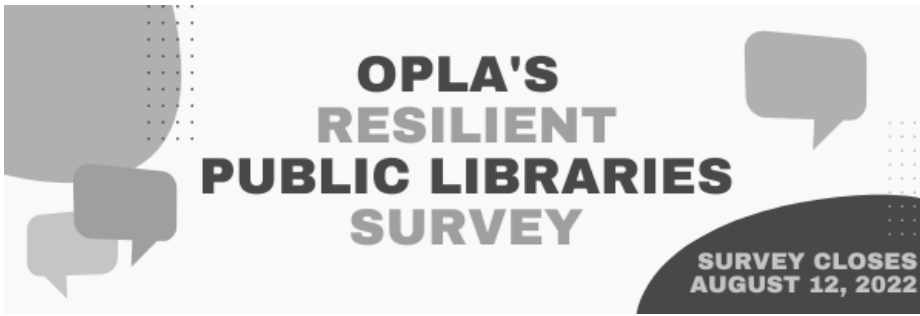*** 18. In the next 12 months**, are you planning to change your **"bring your own device" service?**

- ◯ Increase
- ◯ Decrease
- ◯ No change
- ◯ Other (please specify)

- ◯ Don't know
- ◯ N/A - we don't offer this service

[text field]

* 19. In the next 12 months, are you planning to change your library's **public wi-fi service**?

- ◯ Increase access or signal
- ◯ Decrease access or signal
- ◯ No change to access or signal
- ◯ Other (please specify)

- ◯ Don't know
- ◯ N/A - we don't offer this service

[text field]

20. Comment

Remote Work

* 21. Were any of your staff already equipped with the necessary tools to work remotely when the pandemic started?

☐ Senior management

☐ Administrative staff

☐ Librarians

☐ Library technicians

☐ Customer service staff

☐ Other (please specify)

☐ None of the above

* 22. Which of your staff were able to continue working remotely during the past 2 years?

☐ Senior management

☐ Administrative staff

☐ Librarians

☐ Library technicians

☐ Customer service staff

☐ Other (please specify)

☐ None of the above

* 23. In the next 12 months, are any of your staff going to be working remotely?

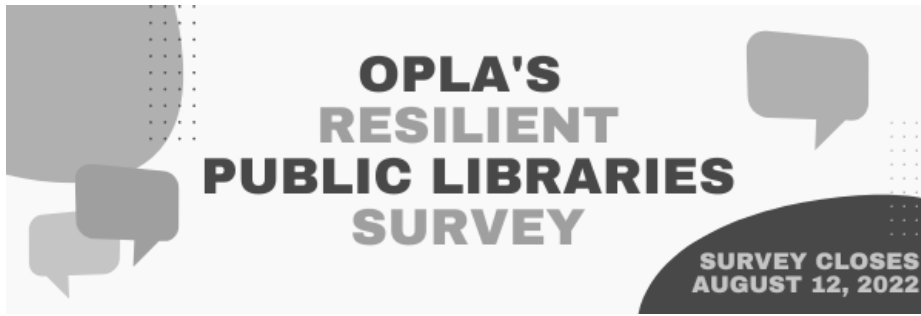☐ Senior management

☐ Administrative staff

☐ Librarians

☐ Library technicians

☐ Customer service staff

☐ Don't know

☐ Other (please specify)

[   ]

☐ None of the above

HR and Staffing Changes

We are asking these questions to better understand trends in public library staffing in the past 2 years. Survey results will be reported in aggregate by region and/or library size. For any question in this section, you are welcome to select "prefer not to answer"

* 24. In the past 2 years, how much staff turnover has your library experienced?

   ○ less than usual

   ○ about the same as usual

   ○ more than usual

   ○ Prefer not to answer

* 25. What level of staff vacancies is your library currently experiencing?

   ○ less than usual

   ○ about the same as usual

   ○ more than usual

   ○ Prefer not to answer

* 26. In the past 2 years, has your library undergone any significant changes to staffing structure?

☐ Department/ organisation restructuring

☐ Adding New positions/departments

☐ Eliminating/reclassifying positions

☐ Reducing staffing

☐ Increasing staffing

☐ Prefer not to answer

☐ Other (please specify)

[   ]

☐ None of the above

* 27. Does your library offer any of the following:

	Not offered	Offered to **Full-time staff** only	Offered to **Part-time staff** only	Offered to **All staff**
Mental health benefits	○	○	○	○
Employee Assistance program	○	○	○	○
Access to mental health/wellness learning opportunities	○	○	○	○
Training and development	○	○	○	○
Formal wellness program/strategy	○	○	○	○

Other (please specify)

[   ]

* 28. Is your library exploring any of the following alternative work arrangements long-term:

☐ Ongoing remote work/hybrid work

☐ Flex schedules
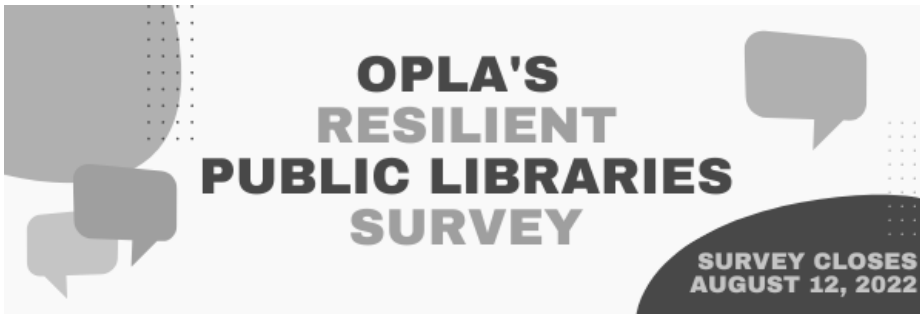
☐ Compressed schedules

☐ Job sharing

☐ Reduced branch / library hours

☐ Increased branch / library hours

☐ Prefer not to answer

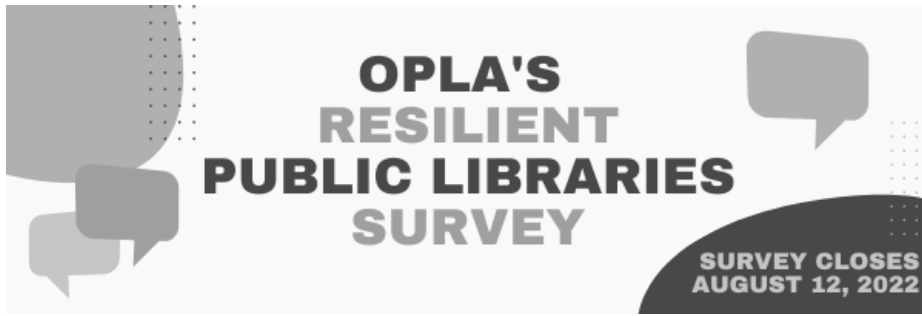☐ Other (please specify)

☐ None of the above

Emergency Preparedness

* 29. Does your library have any of the following emergency management preparations in place?

	Yes	No	In progress
An Emergency Plan	○	○	○
Emergency Communications Plan	○	○	○
Established staff policies in a declared emergency	○	○	○
Emergency Kit / Supplies at library / branches (e.g. Water, Food, Blankets, etc.)	○	○	○
Generator	○	○	○
Staff trained in material preservation or recovery	○	○	○
Staff trained in First Aid	○	○	○
Library is designated respite location during extreme weather events (e.g. cooling or warming centers)	○	○	○

Other (please specify)

Strategic Planning

* 30. What was the duration of your strategic plan entering into 2020?

○ 1 year   ○ 5 years

○ 2 years   ○ 6 or more years

○ 3 years   ○ N/A

○ 4 years

* 31. What is the duration of your **current/upcoming strategic plan?**

○ 1 year   ○ 5 years

○ 2 years   ○ 6 years or longer

○ 3 years   ○ Don't know yet

○ 4 years   ○ N/A
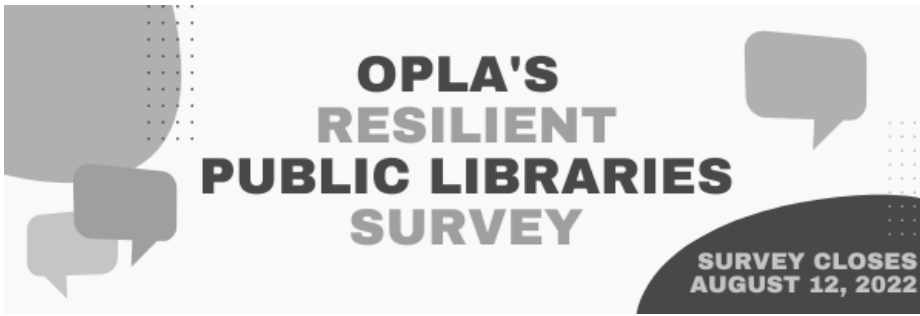
* 32. Do you use metrics connected with your plan?

○ Yes

○ No

○ In progress

○ N/A

Please describe

[   ]

33. What major challenges do you see your library facing in the next two years?

[   ]

34. What major opportunities do you see your library facing in the next two years?
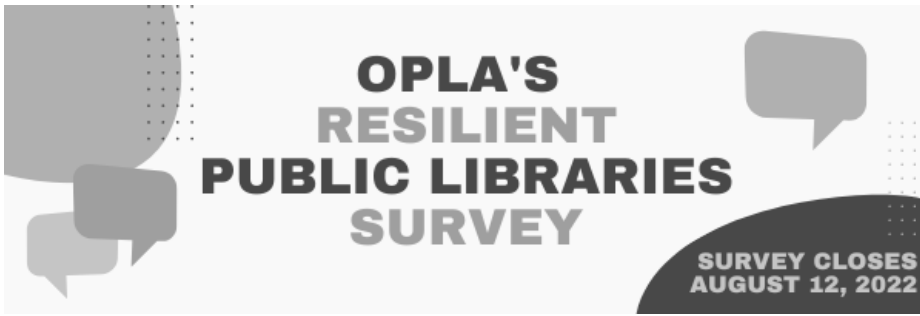
OPLA Resilient Public Libraries Survey 2022

Climate Strategic Planning

* 35. Has your library integrated climate goals into its strategic objectives / plan?

☐ Yes

☐ No

☐ In progress

☐ Other (please specify)
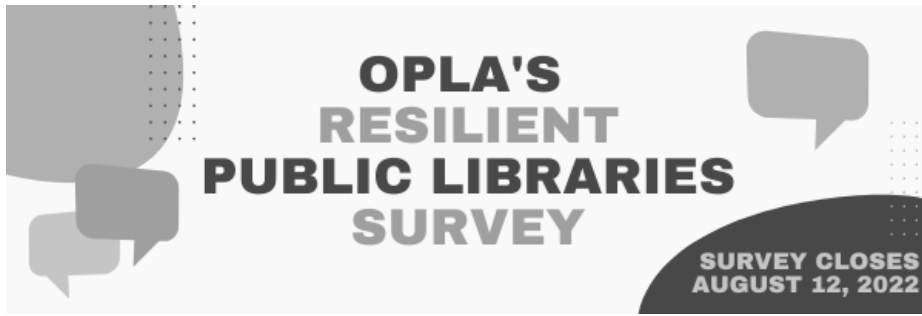
Climate Strategic Planning (2)

* 36. Do your library's strategic objectives / plan align with

☐ UN Sustainable Development Climate Goals

☐ Municipality's climate goals

☐ Other (please specify)

[   ]

☐ None of the above

Climate Strategic Planning (3)

* 37. Does your library have any policies in place to reduce its carbon emission impact through any of the following areas?

☐ Library Building (e.g. LEED certification)

☐ Library services delivery (e.g. programming, book delivery, etc.)

☐ Library staff (e.g. travel policies, staff carpooling, etc.)

☐ None of the above

☐ Other (please specify)

[   ]

* 38. Is your library involved in climate action planning at the municipal or regional level?

○ Yes

○ No

○ N/A

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SURVEY

SURVEY CLOSES
AUGUST 12, 2022

OPLA Resilient Public Libraries Survey 2022

Diversity, Equity & Inclusion

* 39. Do you have a stand alone Diversity, Equity & Inclusion policy?

○ Yes

○ No

○ In Progress

* 40. Is Diversity, Equity & Inclusion a part of your current strategic plan?
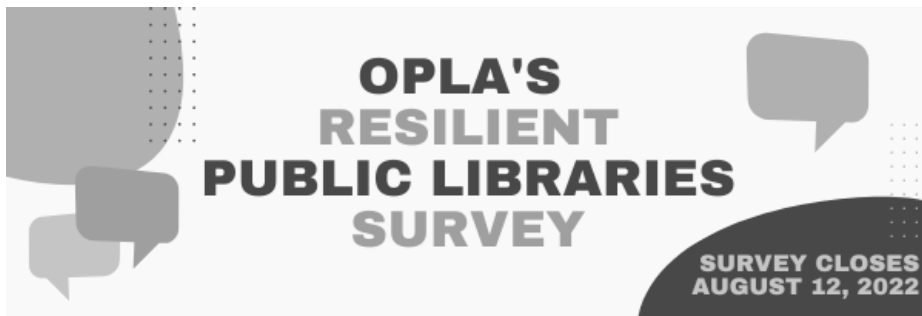
○ Yes

○ No

○ In Progress

* 41. Are you evaluating services & collections through a Diversity, Equity & Inclusion lens?

○ Yes

○ No

○ In Progress

* 42. Do you have plans in place to grow diversity of library staff?

○ Yes

○ No

○ In Progress

43. If relevant, tell us about a new Diversity, Equity & Inclusion initiative that's happening this year.

Governance and Municipal Relations

* 44. Was your library involved in pandemic management at the municipal level or regional? (Emergency Management Team)

○ Yes

○ No

○ N/A

* 45. At the outset of the pandemic who had the decision-making authority for the following decisions?

	Library Board decision	CEO decision (authorized by pre-existing policy or governance structure)	CEO decision (authorized by board/council on an exceptional basis)	N/A
Initial closure of the Library in March 2020 (if closed prior to government direction)	○	○	○	○
Introduction of curbside or other alternative lending formats	○	○	○	○
Initial return to in-person library services	○	○	○	○
Introduction of public health restrictions beyond those imposed by the governments (provincial/local) related to patrons/customers	○	○	○	○
Introduction of COVID-19 vaccinations requirements for staff and new hires	○	○	○	○

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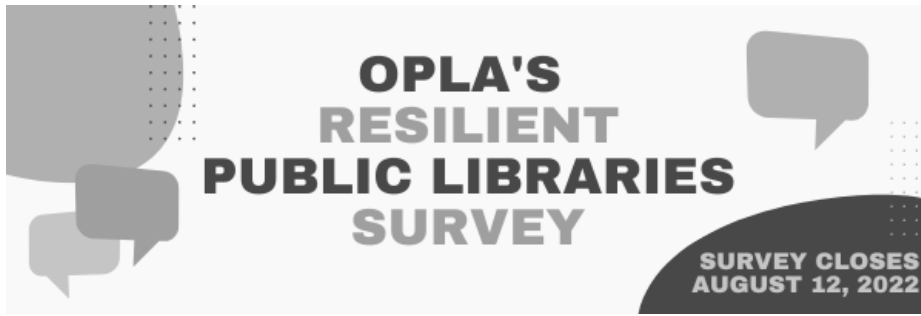
OPLA Resilient Public Libraries Survey 2022

* Optional *Demographic questions

In this survey, demographic information is being asked to help us better understand the demographics of the Ontario library sector leadership. If you are not the library CEO, please skip these questions.

All demographic questions are optional and information will be anonymized in reporting. You are welcome to select "prefer not to answer" for any questions.

If you have questions or want to learn more about OLA's approach to collecting demographic data, please contact Sarah Roberts, sroberts@accessola.com.

46. What is your age?

○ 18 to 24

○ 25 to 34

○ 35 to 44

○ 45 to 54

○ 55 to 64

○ 65 to 74

○ 75 or older

○ Prefer not to answer

47. Are you Indigenous to Turtle Island?

○ Yes, I identify as Métis   ○ No, I am not Indigenous

○ Yes, I identify as First Nations   ○ Prefer not to answer

○ Yes, I identify as Inuit

○ Not specified above (please specify)

48. What best describes your racial background (Select all that apply)?

☐ Arab

☐ Black

☐ Chinese

☐ Filipino

☐ Indigenous

☐ Japanese

☐ Korean

☐ Latin American and Latinx

☐ South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)

☐ Southeast Asian (including Vietnamese, Cambodian, Laotian, Thai; etc.)

☐ West Asian (e.g., Persian, Kurdish, Assyrian etc.)

☐ White

☐ Prefer not to Answer

☐ Not specified above (please specify)

[   ]

49. What best describes your gender identity (Select all that apply)

☐ Man

☐ Woman

☐ Queer

☐ Cisgender

☐ Intersex

☐ Non-binary

☐ Non-conforming

☐ Transgender

☐ Two-Spirit

☐ Questioning/exploring

☐ Don't know

☐ Prefer not to answer

☐ I identify with another gender

[   ]

50. What best describes your sexual orientation? (Select all that apply)

- [ ] Asexual
- [ ] Bisexual
- [ ] Gay
- [ ] Heterosexual/Straight
- [ ] Lesbian
- [ ] Pansexual
- [ ] Queer
- [ ] Two-Spirit
- [ ] Questioning/exploring
- [ ] I don't know
- [ ] Prefer not to answer
- [ ] Not Listed Above, please specify

[   ]

51. Do you identify as a person with a disability?

"Disability" covers a broad range and degree of conditions, some visible and some not visible. A disability may or not have been diagnosed by a medical professional. A disability may have been present from birth, caused by an accident, or developed over time. There are physical, mental and learning disabilities, mental disorders, hearing or vision disabilities, epilepsy, mental health disabilities and addictions, environmental sensitivities, and other conditions.

- ( ) Yes
- ( ) No
- ( ) Prefer not to answer