



TOWN OF OXFORD
Committee of the Whole Meeting
Town Hall – Council Chambers
Monday, 2 March 2020
6:00 PM

AGENDA

1. Call to Order
2. Approval of Agenda
3. Approval of Previous Minutes
 - 3.1 Committee of the Whole Minutes – 3 February 2020
4. New Business
 - 4.1 Debt Affordability Model – Paul Wills, Municipal Finance Corporation
 - 4.2 Draft 2020/21 Capital Budget
 - 4.3 RFD #005-2020: Preliminary Elector's List
 - 4.4 Proclamation: Epilepsy Awareness Month
 - 4.5 Doctor Retention Grant: Discussion
 - 4.6 Department of Communities Culture and Heritage: Library Funding
 - 4.7 Occupational Health & Safety Policy: Review
5. Correspondence
 - 5.1 International Women's Day Committee
6. Adjournment



Minutes of the Committee of the Whole

Place: Council Chambers

Date: Monday, February 3, 2020

Presiding Officer: Mayor Patricia Stewart

Councilors Present: Councilors Brenton Colborne, Dave Clark, Dawn Thompson, Wendy Sweet-Kontuk and Wade Adshade.

Regrets: Deputy Mayor Rick Draper

A quorum was present throughout the meeting.

Staff present: CAO - Rachel Jones and Deputy Clerk - Linda Cloney (recording secretary)

In attendance: Jennifer Hickey – Homewarming, Jason Haughn - Municipal Advisor, Department of Municipal Affairs, and Mark Rushton – Reporter, Six Rivers News

1. Call to Order

Mayor Stewart called the meeting to order at 6:00 pm.

2. Approval of Agenda

Add 6.2 – Letter from Keith Hunter

Add 6.3 – Order of Nova Scotia

It was moved and seconded that the agenda of the Committee of the Whole Meeting for February 3, 2020 be approved as amended.

Motion Carried

3. Presentations

3.1 Homewarming – Jennifer Hickey

Jennifer Hickey gave a presentation regarding the Homewarming program. Below are highlights from the presentation:

- Homewarming is a program that receives funding from the Province of Nova Scotia as well as Nova Scotia Power.
- Homewarming is a partnership between Clean Foundation and Efficiency Nova Scotia.
- Homewarming asked Council to help spread the word regarding the program.
- This program now includes homeowners that heat their homes with wood, oil, wood pellets, natural gas, electric, etc.
- A homeowner is considered as someone that may have a mortgage on a home, a rent to own a home agreement and someone that owns their home.

- People are welcome to go to their websites for more information – homewarming.ca and efficiencyns.ca

Council asked staff to promote this information on the Town Facebook page and Town website. The staff currently have the Homewarming information at the front counter in Town Hall for anyone interested.

Following this presentation, at 6:18 pm, Jennifer Hickey exited the meeting.

4. Approval of Previous Minutes

4.1 Committee of the Whole – 6 January 2020

It was moved and seconded that the minutes of the previous Committee of the Whole Meeting dated January 6, 2020 be approved.

Motion Carried

5. New Business

5.1 RFD #002-2020 Police Services Review Committee Report

It was moved and seconded that the Committee of the Whole recommends to Council to accept the proposal as presented to Oxford and Cumberland County on March 18, 2019 with the reduction of three members overall in the district with the cost savings for Oxford to be clarified by Department of Justice.

Council had a general discussion regarding the recommendation from the Police Services Review Committee to accept the proposal as presented on March 18, 2019.

It was discussed that Oxford Council should build a stronger communication link with the Police Advisory Board. Also, the idea of the Oxford Police Advisory Board to join the Municipality of the County of Cumberland Police Advisory Board as a Joint Board was discussed.

Motion Carried

Mayor Stewart thanked all those who were involved in the Police Services Review process.

5.2 Department of Municipal Affairs & Housing – Bill 58: Information

Council had a general discussion regarding the Department of Municipal Affairs & Housing – Bill 58.

A copy of this letter is a part of the Council Package and has been filed.

5.3 CJSMA Draft 2020/21 Operating Budget: Discussion

Staff noted that there is not a lot of change from last year's budget. The item is for information and any request for changes should be directed through Council's representative on the Board.

5.4 Notice of Policy Amendment: Travel and Expense Policy

The housekeeping change that needs to be made is on page 4 of the Travel and Expense Policy under the heading Reporting Requirements is the reference of the Municipal Government Act from 65A to 65D. The policy will be brought forward to the regular Council meeting.

5.5 Alcohol Symposium Report: Information

This was added in the Council Package for information.
A copy of this report is filed.

5.6 Police Advisory Board Recommendation: Discussion

The Police Advisory Board recommended to Council to approve the review of the intersection of Main, Lower Main, and Water Streets by WSP Canada Inc. as indicated within their proposal, dated January 23, 2020.

Committee of the Whole agreed to consider the recommendation during the upcoming budget discussions.

6. Correspondence

6.1 Cumberland Municipal Alcohol Program

Cumberland MAP Committee sent a thank you letter for Council's continued support and participation with the MAP Committee.

6.2 Letter from Keith Hunter

February 23 is statistically the coldest night of the year in Canada. Keith Hunter is a member of a team that is participating in the sponsored walk. The purpose of the walk is to raise funds to support homelessness people and those at risk of homelessness in our communities. It was encouraged to Council members that want to donate to support this cause may do so on the website cnoy.org or contact Keith Hunter personally.

6.3 Order of Nova Scotia

The Order of Nova Scotia is the highest honour in the Province that the Province can bestow on an individual. It recognizes people who have made an exceptional contribution to their community and/or the Province. Council have been asked to promote the Order of Nova Scotia throughout our community. Staff have the applications of nomination forms at the front counter in the Town Hall available to the public. The closing date for this is March 20, 2020

7. In-Camera

At 6:47 pm, it was moved and seconded to go in-camera to discuss a personnel issue.

Motion Carried

At 6:47 pm, Jason Haughn, Mark Rushton and Linda Cloney exited the meeting.

At 7:16 pm, it was moved and seconded to come out of in-camera and resume the Committee of the Whole Meeting.

Motion Carried

8. Adjournment

At 7:16 pm, it was moved and seconded that the meeting be adjourned.

Motion Carried

Patricia Stewart, Mayor

Linda Cloney, Recording Secretary

Town of Oxford

Capital Budget 2020-21

Draft February 2020

| | <u>Cost</u> | <u>Operations</u> | <u>Cap Res</u> | <u>Gas Tax</u> | <u>Prov Grants</u> | <u>County Grant</u> | <u>Debt</u> | <u>Depreciation</u> |
|--|------------------|-------------------|----------------|----------------|--------------------|---------------------|----------------|---------------------|
| <u>General</u> | | | | | | | | |
| Town Suite Software | 40,000 | - | 14,000 | - | 26,000 | - | - | - |
| Carry over | | | | | | | | |
| Town Hall Upgrades | 65,000 | - | - | - | - | - | 65,000 | - |
| roof, HVAC, paint | | | | | | | | |
| Arena Energy Projects | 62,000 | - | - | - | - | - | 62,000 | - |
| Paving | 80,000 | - | - | 80,000 | - | - | - | - |
| culverts at Horton/New Hansford Road, pave Horton Street (400 ft), Thompson Road (finish from last year @600 ft) | | | | | | | | |
| Recreation Small Projects | - | - | - | - | - | 20,000 | - | - |
| (see attached options) | | | | | | | | |
| Information Kiosks | 12,600 | - | - | - | - | - | - | - |
| | <u>259,600</u> | <u>-</u> | <u>14,000</u> | <u>80,000</u> | <u>26,000</u> | <u>20,000</u> | <u>127,000</u> | <u>-</u> |
| <u>Water Utility</u> | | | | | | | | |
| Main Street (James - Duke) | 232,000 | - | - | - | 116,000 | - | 36,000 | 80,000 |
| Analyzers | | - | - | - | - | - | - | 15,000 |
| Duke/Waverly | 857,500 | - | - | 192,500 | 292,742 | - | - | 372,258 |
| Gas tax not eligible if we receive CWWF funding | | | | | | | | |
| | <u>1,089,500</u> | <u>-</u> | <u>-</u> | <u>192,500</u> | <u>408,742</u> | <u>-</u> | <u>36,000</u> | <u>467,258</u> |



REQUEST FOR DECISION
Preliminary List of Electors
#005-2020

| | |
|--------------------|---|
| Date: 2 March 2020 | Subject: Preparation of the Preliminary List of Electors |
| Proposal Attached: | Submitted by: Linda Cloney, Deputy Clerk, Returning Officer |

| | |
|---------------------|--|
| Proposal: | That Council approve entering into the Information Sharing Agreement with the Chief Electoral Officer of the Province of Nova Scotia for the use of the provincial list of electors from Elections Nova Scotia for the purpose of upcoming general or special municipal elections. |
| Background: | A duty of the Returning Officer for the Town of Oxford is to make a recommendation to Council about the method best suited to the Town to produce a preliminary list of electors. There are several options outlined below. |
| Benefits: | <ul style="list-style-type: none"> • In past elections the Town has used this agreement to prepare the preliminary list of electors. • We are familiar with the standards and procedures to utilize the information from Election Nova Scotia. • It is less costly and labour intensive than introducing a new process. |
| Disadvantages: | Accuracy is always an issue with elector lists. Enumeration is usually most accurate but labour intensive and more costly. |
| Options: | <ol style="list-style-type: none"> 1. Use Provincial or Federal list of electors, from a recent election or from a register of electors maintained by the Province or by Elections Canada 2. Enumeration of the electors. 3. List of electors from a recent municipal election. |
| Required Resources: | |
| Source of Funding: | General Operating (for enumeration) |

| | |
|--|---|
| | |
| Sustainability Implications: (Environmental, Social, Economic and Cultural) | |
| Workplan Implications (now/future): | |
| Communication Plan: | |
| Staff Comments/ Recommendations: | Reviewing the three options I recommend that Council approve entering an Information Sharing Agreement in accordance with the Nova Scotia Elections Act and the Municipal Elections Act to assist with the preparation of the preliminary list of electors. |
| CAO's Review/ Comments: | I support the recommendation of the Returning Officer. |

CAO Initials: RLJ

Target Decision Date: 2 March 2020

Street Address 202 Brownlow Avenue | Suite 505 |
Dartmouth | NS | B3B 1T5

Mailing Address PO Box 2246 | Halifax | NS | B3J 3C8

Phone 902-424-8584 | Toll free in NS 1-800-565-1504
TTY for the hearing impaired 902-424-7475

Fax 902-424-6622

Email elections@novascotia.ca

■ www.electionsnovascotia.ca

February 24, 2020

To: Nova Scotia Municipal Chief Administrative Officers

Re: Information Sharing Agreement with Elections Nova Scotia

Dear Sir/Madam:

Please find for your review the attached Information Sharing Agreement in accordance with the Nova Scotia Elections Act and the Municipal Elections Act. This replaces the previously signed data sharing agreement, due to expire on April 1st, 2020.

Each municipality choosing to use the provincial List of Electors for their municipal preliminary list of electors in any of the upcoming general or special municipal elections, must first enter into an agreement with the Chief Electoral Officer that sets out the conditions for sharing information and data with the municipality, maintaining the security and privacy of personal information contained therein, and the methodology and timing for providing back to Elections Nova Scotia (ENS) all changes and additions to the municipal final list of electors.

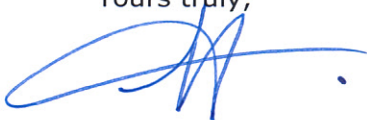
The agreement must be executed before ENS can respond to any request for the List of Electors after April 1, 2020.

Please print and sign the attached agreement and send a scanned copy via email to Kristina.Moore@novascotia.ca at Elections Nova Scotia. We will return the same, signed by the Chief Electoral Officer, to the email we have on file for your municipality.

As per this agreement, whenever the municipality requires an extract of the provincial List of Electors for its election event, a written and signed request for the List of Electors must be submitted to the Director of Information Systems and Technology at Elections Nova Scotia, via email (Linda.Fares@novascotia.ca) or mail.

We look forward to working with you soon.

Yours truly,



Linda Fares
Director, Information Systems and Technology
Elections Nova Scotia
(902) 424-0848
Linda.Fares@novascotia.ca

INFORMATION SHARING AGREEMENT

BETWEEN:

HER MAJESTY THE QUEEN in right of the PROVINCE OF NOVA SCOTIA,
as represented by the Chief Electoral Officer of Nova Scotia

(hereinafter referred to as “ENS”)

OF THE FIRST PART

-and-

TOWN OF OXFORD, a body corporate, as represented by the
Chief Administrative Officer

(hereinafter referred to as the “Municipality”)

OF THE SECOND PART

(each a “Party” and collectively, the “Parties”)

WHEREAS clause 5(c) of the *Elections Act* allows the Chief Electoral Officer of Nova Scotia to enter into agreements with municipalities providing for the sharing of lists of electors for electoral purposes;

AND WHEREAS the Town of Oxford is a body corporate and the Chief Administrative Officer is authorized to enter into agreements on behalf of the Municipality under section 31 of the *Municipal Government Act*, S.N.S., 1998, c.18;

AND WHEREAS subsection 30B(4) of the *Municipal Elections Act* prohibits the Chief Electoral Officer of Nova Scotia from providing a list of electors prepared from the Nova Scotia register of electors to a returning officer until the council of the municipality has entered into an agreement with the Chief Electoral Officer of Nova Scotia that protects the privacy and security of the information supplied and section 30 authorizes the returning officer to use that information to create a municipal list of electors;

AND WHEREAS section 115A of the *Municipal Elections Act* requires that a list of electors be used for election purposes only and for no other purpose;

AND WHEREAS section 333 of the *Elections Act* prohibits the use of information contained in a list of electors for any purpose other than an electoral purpose;

AND WHEREAS clause 62(3)(a) of the *Elections Act* permits the Chief Electoral Officer to disclose to municipalities, for electoral purposes, an elector’s residential address, mailing address, legal name, sex, contact information, day, month and year of birth, and a unique identification number assigned by the Chief Electoral Officer, notwithstanding the *Freedom of Information and Protection of Privacy Act*;

AND WHEREAS the Parties agree that mutual sharing of data by each Party, for electoral purposes only, in accordance with their respective governing legislation, and in keeping with the relevant privacy and personal information legislation, is in the best interests of Nova Scotia electors;

NOW THEREFORE in consideration of the promises and mutual undertakings, covenants and agreements hereinafter contained and subject to the terms and conditions hereof, the Parties agree as follows:

1.0 PREAMBLE

The preamble to this Agreement is deemed to be an integral part of this Agreement.

2.0 INTERPRETATION

In this Information Sharing Agreement, the following terms have the following meanings:

“Agreement” means this Information Sharing Agreement;

“destroy” means to shred all hard copies and to purge all accessible data files;

“candidate” means a candidate officially nominated in an election for the Municipality under the *Municipal Elections Act*;

“*Elections Act*” refers to the *Nova Scotia Elections Act*, R.S.N.S., 1989, c 5, as amended;

“electoral purpose(s)” means those purposes directly related to an election under the *Elections Act*, and including purposes directly related to the administration of an election under the *Municipal Elections Act*;

“ENS Information” means all information provided to the Municipality by ENS pursuant to this Agreement including, but not limited to, the following:

- (i) a list of electors; and
- (ii) all individual data components contained in a list of electors that pertain to the electors and their residential and mailing addresses;

“Final List of Electors” means the list of electors prepared by the Municipality and made up of the Preliminary List of Electors in addition to all revisions made to the electors’ information prior to an election as described in section 115 of the *Municipal Elections Act*;

“Geographical Information” means all information exchanged between the Parties pursuant to this Agreement including, but not limited to, relevant civic address information contained in the Nova Scotia Register of Electors;

“Information” means the ENS Information and the Municipality Information;

“*Municipal Elections Act*” refers to the *Municipal Elections Act*, R.S.N.S., 1989 c 300, as amended;

“Municipality Information” means all information provided to ENS by the Municipality pursuant to this Agreement including, but not limited to, the following:

- (i) a list of electors; and
- (ii) all individual data components contained in a list of electors that pertain to the electors and their residential and mailing addresses;

“Preliminary List of Electors” means a list of electors prepared in accordance with section 21 of the *Municipal Elections Act*;

“Returning Officer” means a returning officer as appointed by municipality council under the *Municipal Elections Act*; and

“Revised List of Electors” means the list of electors completed and certified pursuant to section 50A of the *Municipal Elections Act*.

3.0 PURPOSE

3.1 The purpose of this Agreement is:

- (i) to provide a secure, efficient, and predictable method for the transfer of the Information between the Parties;
- (ii) to ensure that the Information exchanged between the Parties is only used for electoral purposes; and
- (iii) to ensure continuous synchronization and update of Geographical Information and the individual components of data within the Information that may be exchanged between the Parties.

4.0 SHARING OF INFORMATION

4.1 The ENS Information shall include that of all active electors whose residence is identified as being within the boundaries of the Municipality or within the boundaries of any portion of the Municipality.

4.2 The ENS Information is prepared on the basis of geographic boundaries of municipal polling districts and/or civic address information, as specified by the Municipality.

4.3 The Information shall be exchanged in accordance with Schedules “A” of this Agreement.

4.4 To ensure that the Information remains current, the Municipality agrees to provide to ENS, any and all revisions/changes and additions made to the ENS provided list of electors and addresses as well as the particulars of electors who were added to the Municipal Final List of Electors on ordinary polling day and on advance polling days, pursuant to sections 98 and 123 of the *Municipal Elections Act*, in digital format, within 45 days following any municipal election, in accordance with subsection 30B(5) of the *Municipal Elections Act*.

4.5 The revisions/changes and additions to the ENS provided information and Final List of Electors, referred to in subsection 4.4 herein, shall also include all revisions/changes and additions made by any

third party who is directly involved in the provision of services related to the administration of the election on behalf of the Municipality.

- 4.6 ENS agrees that the ENS Information it provides to the Municipality shall be provided to a Returning Officer.

5.0 USE OF INFORMATION

- 5.1 The ENS Information transmitted to the Municipality by ENS shall be used for electoral purposes only.

- 5.2 Unless the election is contested, the Municipality must certify that any ENS Information that the Municipality has received during this Agreement has been destroyed by the Municipality within ten (10) days of the close of polls on election day, by completing the “Attestation of Destruction”, attached hereto as Schedule “B”.

- 5.3 If the election is contested, the Municipality must certify that any ENS Information that the Municipality has received during this Agreement has been destroyed within ten (10) days from the issuance of a final decision issued in accordance with the *Controverted Elections Act*, R.S.N.S. 1989, c. 96, as amended.

- 5.4 The Municipality must also certify in writing, in accordance with subsection 62(5) of the *Elections Act* that the ENS Information received during an election and any copies of the ENS Information provided to candidates and others by or on behalf of a candidate:

- (a) will only be used for electoral purposes,
- (b) where the information is provided in electronic form, it shall be distributed in encrypted form with the password to the encryption provided separately, and
- (c) all candidates and others who received the ENS Information on behalf of a candidate must also certify that this information has been destroyed within ten (10) days of the close of the polls on election day by completing the “Attestation of Destruction” attached hereto as Schedule “C”;

- 5.5 The Municipality must maintain copies of the Attestation of Destruction forms cited in subsections 5.2 and 5.4 herein for a period of one (1) year from the date of the election.

- 5.6 The Municipality may, in accordance with the *Municipal Elections Act*:

- (a) proceed with the revision of the Preliminary List of Electors as based on the information provided by ENS;
- (b) distribute to the candidates the List of Electors; and
- (c) fulfill any other requirements prescribed by ENS and applicable legislation.

6.0 DISCLOSURE OF INFORMATION

- 6.1 Except where authorized by this Agreement or by-law, the Municipality may not disclose information which is otherwise only available from ENS, to any third party.

6.2 The Municipality may disclose the ENS Information to candidates in a municipal election pursuant to section 62(4) of the *Elections Act*. For clarity, the Municipality is only authorized to disclose an elector’s residential address, mailing address and legal name to a village or candidate.

6.3 Where the Municipality is legally obliged to disclose to a third party personal information obtained from ENS which is otherwise only available from ENS, other than for an electoral purpose, whether pursuant to a statute or a court order, and the Municipality intends to comply with that obligation, the Municipality shall notify ENS at the earliest opportunity prior to taking any action to comply with the request.

7.0 TRANSMISSION OF INFORMATION TO THIRD PARTY SERVICE PROVIDERS AND THEIR SUBCONTRACTORS (“Third Party”)

7.1 The transmission by the Municipality of the ENS Information to a third party who is directly involved in the provision of services related to the administration of the election on behalf of the Municipality is permitted, including a third party for the provision of voting by mail, electronically or by another voting method in accordance with section 146A of the *Municipal Elections Act*, subject to the conditions of this Agreement.

7.2 The Municipality must give fifteen (15) days written notice to ENS before the ENS Information is shared with a third party on behalf of the Municipality.

7.3 The Municipality must certify in writing that the third party is contractually obligated to:

- (a) maintain the confidentiality of the ENS Information throughout the course of the third party’s work on behalf of the Municipality;
- (b) acknowledge ENS’ ownership of the ENS Information;
- (c) use the ENS Information received for electoral purposes only;
- (d) destroy all copies, digital and hardcopy of ENS Information by each third party completing and returning the Attestation of Destruction, attached hereto as Schedule “C”;
- (e) certify, in writing, as required by the *Personal Information International Disclosure Protection Act*, S.N.S., 2006, c.3, that all copies of the data are stored in Canada and are not stored outside of Canada at any time during or after the Term of this Agreement; and
- (f) keep, in digital format, all changes/revisions made to the Preliminary List of Electors as based on ENS provided information indicating type of applied change, as well as information of all added electors to the Final List of Electors, as specified within Schedules “A” of this Agreement.

7.4 The Municipality must maintain copies of the Attestation of Destruction forms cited in clause 7.3(d) for a period of one (1) year from the date of the election.

7.5 The Municipality must provide ENS with a copy of the certification and of the Attestation of Destruction forms completed by the third party pursuant to clauses 7.3(d) and 7.3(e).

8.0 MUNICIPALITY RESPONSIBILITIES

- 8.1 The Municipality agrees that the Municipality Information it provides to ENS shall be provided to the ENS Assistant Chief Electoral Officer at the address provided under section 16.0 of this Agreement.
- 8.2 The Municipality shall certify in writing to ENS that:
- (a) the Municipality has received certificates of destruction regarding ENS Information provided to candidates, and others as described in section 5.3; and
 - (b) all of the terms of Section 7.0 regarding provision of information to third parties have been met.
- 8.3 The Municipality agrees that ENS retains the right to conduct audits to ensure that the Municipality has fulfilled its obligations set forth in Sections 5.0 and 7.0 and, during such an audit the Municipality shall provide any requested documentation to ENS, including, but not limited to:
- (a) contracts between the Municipality and third parties;
 - (b) maintained copies of the Attestation of Destruction; and
 - (c) evidence that the Municipality has destroyed all copies of the ENS Information provided to the Municipality under the terms of this Agreement.
- 8.4 The Municipality shall report any privacy breach of ENS Information to ENS within 24 hours and the Municipality shall take appropriate action to mitigate any privacy breach of ENS Information in accordance with Schedule "D" attached hereto.

9.0 COSTS

- 9.1 The Parties agree that should either of them require any Information from the other Party in excess of that contemplated by this Agreement, the requesting party shall pay the other Party a cost recovery charge for the preparation of that additional information.
- 9.2 ENS agrees to provide the ENS Information to the Municipality, in accordance with section 4.0 herein, and the Municipality shall pay ENS a cost recovery charge for the preparation of the ENS Information.

10.0 SECURITY

- 10.1 The Parties recognize the confidential character of the Information.
- 10.2 The Parties shall make best efforts to ensure that the Information received from the other Party is held in strict confidence and shall treat the Information received with at least the same degree of care that the recipient, acting reasonably, should exercise with regard to its own highly confidential or proprietary personal information.
- 10.3 The Parties warrant that they have sufficient procedures and protections in place and shall continue to keep such procedures and protections in place, in order to enforce and maintain the confidentiality and to prevent unauthorized use or unauthorized disclosure of the Information.

11.0 TERM OF AGREEMENT AND RENEWAL

11.1 This Agreement shall come into effect on **April 1, 2020** (the “Commencement Date”) and shall continue until **April 1, 2024** (the “Term”).

12.0 MISCELLANEOUS PROVISIONS

12.1 The Municipality acknowledges that ENS makes no warranty, express or implied, with respect to the accuracy or completeness of the ENS Information it transmits under the terms of, or in the application of, this Agreement.

12.2 The Municipality agrees that ENS cannot, under any circumstances, under this Agreement, be held responsible for any damage resulting from the transmission or use of incomplete or inaccurate information or for any unauthorized disclosure of the ENS Information by the Municipality.

12.3 The Parties mutually agree to exchange, without delay, any information relating to any situation, real or apprehended, likely to affect the application of this Agreement in any way.

13.0 INDEMNITY

13.1 The Municipality shall indemnify and hold ENS harmless from and against any and all claims, demands, suits and causes of action (“Claim(s)”) made or brought against ENS at any time hereafter, and all damages, losses, expenses, legal fees (on a solicitor and client basis), costs and liabilities suffered or incurred by ENS, its servants, agents or employees, or any third party in respect of such Claim, as a result of or arising out of the Municipality’s negligence or wilful misconduct in its use of the ENS Information provided to the Municipality hereunder, except to the extent that such Claim is attributable to ENS’s negligence, wilful misconduct or failure to undertake its obligations under this Agreement. A Claim includes, without limitation, any claim or cause of action resulting or arising, directly or indirectly, from:

- (a) a material breach or material non-performance by the Municipality, or by any of its servants, agents or employees, of any covenant or obligation of the Municipality contained herein;
- (b) any modifications or enhancements made to the ENS Information by the Municipality not in compliance with this Agreement; and
- (c) the use of the ENS Information by or on behalf of the Municipality not in compliance with this Agreement, where such use results in a claim of infringement of any copyright, trade secret or other intellectual property right of a third party that could have been avoided by the Municipality.

13.2 The obligations set out in section 13.1 shall survive the termination of this Agreement.

14.0 CONSEQUENCES OF NON-COMPLIANCE

14.1 If any obligations set out in this Agreement have not been met, ENS may initiate the following consequences:

- (a) the candidate, village, third party, or Municipality will be named on the ENS website identifying the non-compliance; and
- (b) the candidate, village, third party, or Municipality will provide ENS with a mutually agreeable mitigation plan to the non-compliance before ENS may provide further information to the Municipality.

15.0 ENTIRE AGREEMENT

- 15.1 This Agreement and Schedules “A”, “B”, “C” and “D”, attached to this Agreement, set forth the entire agreement and understanding between the Parties as to the subject matter hereof and merges and supersedes all prior discussions, agreements and understandings of any kind and every nature between them as to that subject matter.

16.0 NOTICE

- 16.1 Any notice herein required or permitted to be given by either Party to the other shall be sufficiently given if delivered personally or sent by mail, postage prepaid, to the Parties, as follows:

For ENS:

The Assistant Chief Electoral Officer
PO Box 2246
Halifax, Nova Scotia B3J 3C8

For the Municipality:

Chief Administrative Officer
Town of Oxford
PO Box 338
Oxford, NS B0M 1P0

17.0 AMENDMENTS

- 17.1 No amendment may be made to this Agreement without the written consent of both Parties.

18.0 APPLICABLE LAWS

- 18.1 This Agreement shall be governed by and construed in accordance with the applicable laws of the Province of Nova Scotia.

19.0 SCHEDULES

- 19.1 Schedules “A”, “B”, “C” and “D” attached to this Agreement form an integral part of this Agreement.

SCHEDULE “A”

EXCHANGED INFORMATION

1. Information Exchange

- 1.1 The Municipality shall provide ENS with the most current digital spatial boundary for the municipality or part of it, the municipal electoral districts or the list of the communities within the municipality. This boundary may then be used to generate an accurate list of electors involved in the municipal election event .
- 1.2 The Municipality shall have access to ENS’ tabular civic address information identified as being within the boundaries of the Municipality or within the boundaries of any portion of the Municipality.
- 1.3 The Municipality shall have access to the information of all active electors listed in the Register of Electors whose residence is identified as being within the boundaries of the Municipality or within the boundaries of any portion of the Municipality.
- 1.4 ENS shall compile the list of active electors based on the geographic municipal boundaries provided by the Municipality.
- 1.5 ENS shall have access to the Final List of Electors, including any revisions and additions to the electors’ information on the municipal Preliminary List of Electors and the Final List of Electors, to analyze and update the Nova Scotia Register of Electors, where required.
- 1.6 The ENS Information shall be in a digital format and shall include the following information:
 - Full Name (*last name, first name, middle name*)
 - Date of Birth (*YYYY/MM/DD*)
 - Sex (*M or F or U-unknown*)
 - Full Civic Address (*unit/apartment, street number, building suffix, street name, street type, street direction, community/town, postal code*)
 - County
 - Mailing Address
 - ENS Civic Address ID
 - ENS Elector ID
 - Status of the elector:
 - o ENS provides the Municipality with all records of active electors only. This field will have a value of “A” which corresponds to “Active Elector” status.

- ENS will provide spatial information as follows:
 - o The unique civic address identifier specified by Nova Scotia Civic Address (NSCAF)
 - o The Easting and Northing values for the civic address point
 - o Geographic Point ID of the civic address

1.7 The Municipality shall return the updated and added information of the electors on its Final List of Electors, including those of electors added on election day, in a digital format and shall include the following information, updated where needed, as mentioned below:

- Full Name (*last name, first name, middle name*)
 - o No initials should be used whenever possible.
- Date of Birth (*YYYY/MM/DD*)
 - o Date should keep its format of *YYYY/MM/DD*.
 - o Correct date of birth should be provided for all added electors.
- Sex (*M or F or U-unknown*)
- ENS Civic Address ID
 - o Should not be changed by the Municipality even when electors change their residence address
 - o If an address is added (new) by the Municipality, then this field should contain a zero value
- Full Civic Address information where the Elector is currently residing
 - o If the elector changed his/her residential address (including change of unit/apartments) or has been added to the list of electors, then those address fields should reflect the residential civic address information that the elector has been moved to or has been registered at.
 - o Complete address information should be recorded including (*unit/apartment, street number, building suffix, street name, street type, street direction, community/town, postal code*).
 - o If the elector did not change his/her residential address then the address information should remain the same as originally provided.
- County
 - o Should reflect the county of the elector's current address
- Mailing Address
 - o The Municipality is responsible for maintaining the mailing address of the elector once that elector changes his/her residential civic address or has provided a new mailing address. Both residential and mailing addresses should be maintained at the same time, whenever needed.

- Mailing address should always have a community/town and Postal Code specified.
 - ENS Elector ID
 - The Municipality should not change this information for all elector records provided by ENS.
 - If an elector is added to the List of Electors by the Municipality, then this field should contain a zero or blank value
 - Status of the elector:
 - The Municipality is responsible for keeping this field updated upon revising the elector's status with the following values:
 - *A* =Active elector
 - *D* =Deceased
 - *M* =Moved to an unknown address
 - *P* =Moved out of province (no longer a resident of Nova Scotia)
 - *Q* = not qualified as an elector (i.e not a Canadian citizen or 18+ years old)
 - *T* =Duplicate elector record
- 1.8 None of the provided electors' records should be deleted (purged/dropped). All records of electors that should not be on the Municipal List of Electors, for whatever reason, should have their status changed as mentioned above.
- 1.9 None of the provided elector and address information fields should be dropped or deleted. Municipality should update their values when required.
- 1.10 The Municipality shall update the Final List of Electors with all revisions and additions to the electors' information, as mentioned above, whether performed by the Municipality or by any other third party contracted by the Municipality.
- 1.11 Added electors should have complete information, correctly recorded, in all data fields; especially those of name, date of birth and residential civic address.
- 1.12 The revised list provided to ENS shall include the information of:
- all revisions made to the electors during the revision period, and
 - all additions (certificates to vote) and corrections uplifted from poll books on advance voting days and on ordinary polling day.
- 1.13 To preserve the timeliness and currency of the List of Electors' information, the Municipality shall provide the revised Final List of Electors to ENS, including all the additions and revisions done on the electors' information throughout the election event, and on ordinary polling day in digital format, within one month following any election or election related activity. **A paper copy List of Elector's are not acceptable and will be considered as a breach of this agreement if not provided digitally.**

2. Frequency/Period

- 2.1 ENS shall transmit the compiled Nova Scotia list of electors digital data set, with prior approval of the Chief Electoral Officer, to the Municipality, once requested in writing.
- 2.2 The Municipality shall deliver the digital data set of the revised list of electors, one month post-election, at the most.

SCHEDULE “B”

ATTESTATION OF DESTRUCTION OF DATA BY THE MUNICIPALITY

WHEREAS Elections Nova Scotia has provided the List of Electors extracted from the NS Register of Electors to [Name of the Municipality] _____ for electoral purposes;

AND WHEREAS, the terms of use of the ENS Information, the disclosure and the transmission of the ENS Information to third parties, and the municipal responsibilities have been agreed to by the Municipality;

NOW THEREFORE, on behalf of the Municipality, I, _____, certify that:

- (a) the List of Electors has only been used for electoral purposes;
- (b) all copies of the List of Electors provided to third party suppliers have been certified as destroyed by each third party service provider and their subcontractors and that the Municipality has received a Attestation of Destruction from each; and
- (c) all copies of the List of Electors provided to candidates have been certified as destroyed by each candidate and that the Municipality has received a Attestation of Destruction from each.

(Chief Administrative Officer Signature)

(Witness Signature)

(Name of Chief Administrative Officer)

(Name of Witness Signatory)

Date (year – month – day)

Date (year – month – day)

SCHEDULE "C"

**ATTESTATION OF DESTRUCTION OF DATA BY THE CANDIDATE OR THIRD PARTY
SERVICE PROVIDER OR SUBCONTRACTOR**

WHEREAS [Name of the Municipality] _____ provided a copy of the List of Electors to [Name of the Candidate/ Third Party Service Provider/Subcontractor/Other] _____ for electoral purposes

NOW THEREFORE I, _____, certify that:

- (a) the List of Electors provided was only used for electoral purposes;
- (b) all copies of the List of Electors provided have been destroyed;
- (c) all copies of the List of Electors and any back-up copy have been removed from all computers; and
- (d) all copies of the List of Electors that have been provided to any and all third party service providers, their subcontractors or other persons have been destroyed.

(Authorized Signature)

(Witness Signature)

(Name of Authorized Signatory)

(Name of Witness Signatory)

(Title of Authorized Signatory)

Date (year – month – day)

**SCHEDULE “D”
Privacy Breach Protocol**

Part 1 - Privacy Breach Protocol

- 1. Identify the privacy breach**
- 2. Immediate remedial action**
- 3. Internal notification**
- 4. Investigation and documentation**
- 5. External notification**

When personal privacy is breached, it is necessary to determine what stakeholders (e.g. public bodies or municipalities, general public, individuals etc.) should be notified, under what circumstances, and when. Outline external notification requirements. For consideration:

After reporting the privacy breach to Elections Nova Scotia, the Municipality must consider whether one or more of the following need to be notified:

Individual(s) whose privacy has been breached;
Department of Municipal Affairs;
and/or
Other individuals who may have been affected by the breach.

- 6. Follow-up and long term remedial action**

PART 2 - Privacy Complaint Procedure

1. Receive and Document the Complaint

When a complaint is received, it is critical that the municipality discuss the details of the alleged breach and document what the complainant believes has happened. This should be completed in writing so that it can form part of the record of the Municipality's response to the complaint. It is recommended that a consistent format be used for this purpose within the Municipality.

2. Follow Steps 2 through 6 of the Privacy Breach Protocol

At this point, all of the steps required for a self-identified or suspected privacy breach are the same as described in the previous template. Containment, internal and external notifications, full investigation and follow-up are all required.

3. Complainant Communication

A complaint obviously differs from an internal discovery in the fact that there is an external complainant. Communication throughout the process and at the end of the process with this individual (or individuals) is a unique requirement in this regard.

Governed, of course, by the complexity of the breach scenario and the length of time the investigation ensues, the following steps should be incorporated into the Municipality's complaint procedure:

- 3.1 Send written acknowledgement to the complainant, restating the details presented by the complainant to the municipality, an indication of who is internally accountable for the investigation (first formal correspondence).
- 3.2 Send written update of progress of the investigation (stage of investigation, follow-up activities, expected or updated time frames, etc.). This step should be triggered by time elapsed since initial acknowledgement of the complaint. It is suggested that a written update be required at a point no more than two months (preferably less) from the acknowledgement. The updates would continue on the schedule set out in Municipality's procedure.
- 3.3 Generate report of the results of the investigation, to include as a minimum: verification of the breach, mitigating/follow-up activities taken, and so on.
- 3.4 Consider sharing the de-identified details of the breach investigation with the Chief Information Access and Privacy Officer for incorporation into training and communication.

Email from Amanda MacLeod

February 12, 2020

Good afternoon all,

I'm excited to share with you that we've received funding on our physician retention strategy!

To be completely transparent, I'm sharing my documentation from the Minister and from the Program Officer. There are some fine-print details to be aware of.

Also, I've attached a copy of the document we sent to apply for this funding which outlines the budget and strategy specifics.

Joe has secured \$1,500 from the Municipality of Cumberland already, leaving \$700 of 'municipal support' unaccounted for (see page 5 of the strategy). You'll remember that the municipal support is in real monies, as opposed to in-kind support.

I'm looking forward to seeing the positive impact this will have in our communities!

Amanda MacLeod, BSc, ADpPR

Sustainable Communities Marketing Officer

Municipality of the County of Cumberland,

Upper Nappan Service Centre

Phone (902)664-9736





Communities, Culture and Heritage
Office of the Minister

1741 Brunswick Street, PO Box 456, STN Central, Halifax, Nova Scotia, Canada B3J 2R5
Telephone 902-424-2170 Fax 902-424-0710 • cch.novascotia.ca

File Number:
5015100

February 4, 2020

Amanda MacLeod
Municipality of the County of Cumberland
1395 Blair Lake Road
Upper Nappan, NS B4H 3Y4

Dear Amanda MacLeod:

I am pleased to inform you that the *Municipality of the County of Cumberland* is receiving \$15,700 to assist with the *Cumberland County Regional Physician Retention Strategy*. This funding is made available under the Department of Communities, Culture and Heritage's Culture Innovation Fund Healthy Communities Stream (a Support4Culture assisted program).

The Culture Innovation Fund Healthy Communities Stream supports initiatives and projects that use culture in new and different ways to create a sense of community and a sense of belonging and welcome for physicians and their families.

Ian Mullan, the Program Officer responsible for the Culture Innovation Fund will send you a Terms and Conditions document, which once signed and returned, will result in processing a payment for the amount approved. Ian can be reached at Ian.Mullan@novascotia.ca or 902-424-5205.

Please convey my best wishes to the members of your organization.

Sincerely,

A handwritten signature in cursive script that reads "Leo Glavine".

Leo Glavine
Minister

File Number:
5015100

February 4, 2020

Amanda MacLeod
Municipality of the County of Cumberland
1395 Blair Lake Road
Upper Nappan, NS B4H 3Y4

Dear Amanda MacLeod:

Recently you received notification that your application for funding under the Department of Communities, Culture and Heritage's Culture Innovation Fund Healthy Communities Stream (a Support4Culture assisted program) was approved. An investment of \$15,700, which represents full payment of the approved funding amount, will be sent to you once you have countersigned and returned this letter signifying your compliance with the following terms and conditions.

- The Department of Communities, Culture and Heritage's financial assistance will be recognized as outlined in the document entitled Requirements for Acknowledging funding, which can be accessed on the department's website <https://cch.novascotia.ca/investing-in-our-future>.
- No major changes will be made to the proposed project or its budget without the Department of Communities, Culture and Heritage's approval. Those who do not receive the full amount are required to submit a revised budget.
- The project will start on or before January 1, 2020 and end on December 1, 2020. The Department of Communities, Culture and Heritage will be notified of any changes to these dates.
- A final report describing the activity undertaken and results achieved will be completed and submitted to The Department of Communities, Culture and Heritage within 60 calendar days of the completion of the project. This report will include a **detailed financial accounting** of actual revenues and expenses related to the project. Based on the project end date listed above, the final report will be submitted no later than **January 30, 2021**.

Please note: If the final report is not received, no funds can be released for any subsequent grants approved through the Department of Communities, Culture and Heritage programs until the report has been received.

- If the project is cancelled or the full amount of the funding is not required, the funds will be returned to our office by cheque payable to 'Minister of Finance'.

Please sign, date and return this form using the contact information listed in the return address section of this letter. Please retain the original for your files. Should you have any questions, please contact me at 902-424-5205.

Sincerely,



Ian Mullan
Program Officer

Municipality of the County of Cumberland

Date



The Cumberland region is comprised of the Town of Amherst, Town of Oxford and Municipality of the County of Cumberland.

For the past couple of years, the abundance of vacancies in the healthcare system set several concerned citizens and elected officials in motion to work towards a remedy. A group of committees set to working in tandem with provincial recruitment opportunities. These efforts have been rewarded with nine new physicians moving to the region in the last 18 months.

Recently, the committees have recognized that they must work collectively if they wish to see continued success with not only recruitment, but more importantly – retention.

We wish to demonstrate that living and practicing in rural Nova Scotia does not mean giving up on the tenants of an urban lifestyle, rather it is more about discovering the extra benefits that come with our wonderful corner of this province.

To that end, a regional physician retention strategy has been developed to combine the efforts of government, citizens and community groups into a guided approach.

By implementing this strategy, physicians will be more engaged in their communities, marked by greater work/life satisfaction and fewer vacancies.

What is the promotion or program for physicians and their families?

Cumberland County Regional Physician Retention Strategy

This regional strategy has grown from a grassroots community effort to integrate incoming physicians and their families into their new communities. The community-led approach recognizes the need to get to know each physician and their family as individuals with unique concerns and interests. The strength of this approach is that families are integrated as a whole unit, with the mantra: happy spouse, happy house.

Our committee has been tremendously fortunate to be able to partner with the Multicultural Association of Cumberland and the YReach program to make the arrival and integration of new physicians more comfortable for those coming from varied cultural backgrounds. Both groups work in conjunction with the committee to create the arrival package and ensure it is appropriate.

The four stages described below take into account retaining new physicians and also strengthening the community relationships with existing physicians.

Our program has four stages:

1) Pre-arrival

In this stage, after recruitment has been confirmed, we develop a relationship with the physician and family through emails and phone calls. We learn family values including special holidays, cultural celebrations, hobbies and interests. We also discover needs for such things as childcare, housing, etc.

This stage enables the committee and supporting partners to determine how to approach the subsequent stages. No two physicians and their families are the same and our individualized approach allows for a more in-depth integration for both the family and the community.



2) Arrival

At this stage, physicians and their families are welcomed upon their arrival into the community using the knowledge gained in the previous stage. Currently, a welcome basket with items from the community has proven to be a positive introduction to family interests in the community. The items from the community are individually based on the interests and values of the family unit determined in the first stage. This also benefits the community as the new families will be familiar with the products and services, relevant to their needs, available right in their community.

With this grant, our committee intends to build upon that success and develop a welcome brochure, outlining facilities and features of interest in the community. The intent of the welcome brochure is to go beyond a tourism experience and provide deeper details on the community and services available. These will be produced in small batches to lengthen the longevity of the information. A print version is the planned format so that it can be “kitchen-table shareable” for the entire family.

Plans also include using earned press coverage to promote the new physician in the local media.

3) Introduction

With the support of this grant, in this stage, physicians and their families will be formally introduced to their community with a community engagement session. These events will be uniquely planned to showcase both the community and the interests of the family unit. These sessions will contribute to the successful integration for family and the community. Community member attendance will be a marker of a positive tactic.



4) On-going support

The final, and on-going stage of our retention program has two pillars; twice annual physician and family excursions to showcase locations within our region, and baskets of support for milestones/celebrations/trying times. It is in this stage where the committee not only focuses on new recruits, but also our long-serving physicians.

We recognize that established physicians and their families also play a role in the rich cultural practices of our communities. Physicians who have served our communities for a longer length of time are well-known to committee members. Although a formalized approach to the pre-arrival relationship building and the introduction stage has never existed for established physicians and their families, our committee is confident that established relationships are strong enough to provide adequate knowledge to provide the same individualized

approach as newer physicians and their families.

Why does this program help the community embrace new physicians and their families?

Our program helps the community embrace new physicians and their families by finding combined interests and communicating with like-minded community members. Regardless of vocation, all families require avenues of socialization with people of similar values. One example of our success to date is our ability to make connections with local running clubs and family members looking for running mates. The running clubs have embraced new members and have created a link in the social chain for physicians and their families.



How will you make physicians and their families feel more welcome and included? What potential cultural barriers will this address?

Physicians tell us they feel their family is welcomed and included when we take the time to know them on a personal, individualized level. We recognize no two families are the same. By taking a holistic and individualized approach to each family, our committee has been successful in addressing cultural barriers such as finding appropriate worship communities, sport and special-interest groups.

Who are you and why are you the expert to meet this need in your community? Do you have partners or collaborators to make it happen?

The committee is comprised of members from all communities within the region. The support of three municipal governments (Towns of Amherst & Oxford, Municipality of Cumberland) extends the resources of the committee. By partnering with the Multicultural Association of Cumberland, we are able to bridge the cultural considerations of families.

What benefit do you think there is to having physicians and their families included in this promotion or program?

We recognize that coming to a largely rural area can be off-putting to new families. With declining demographics, there can be a perception that the area is not vibrant, and nothing could be further from the truth. Our tight-knit communities are rich in experiences and vital to family well-being. When we are able to take a personalized approach to each physician and their family it is possible to connect the family to the experiences in their community which will match their family and cultural values.



Without this funding, a full implementation of this program is not possible. This leaves physicians and their families without knowledge of their community and their communities without engaged, connected health professionals. Without engagement and familial connections, no sense of belonging is developed, and the community is at risk of losing a vital physician.



How much money do you need to make this project a success?

The table below breaks down the expected costs for the tactics within each stage of the above program.

| <i>Program Stage</i> | <i>Tactic</i> | <i>Budgeted cost</i> |
|----------------------|-------------------------------|----------------------|
| Arrival | Develop Welcome Brochure | \$ 1,750.00 |
| Arrival | Print Welcome Brochure | \$ 1,500.00 |
| Arrival | Welcome Baskets | \$ 3,000.00 |
| Introduction | Community Engagement Sessions | \$ 8,000.00 |
| On-going Support | Family Excursions | \$ 5,800.00 |
| On-going Support | Milestone Baskets | \$ 1,000.00 |
| TOTAL | | \$ 21,050.00 |

Financial and in-kind support from the three municipal governments, and from the Multicultural Association of Cumberland and YReach groups. A break-down of funding is in the following table.

| | |
|-----------------------|--------------|
| Total Cost | \$ 21,050.00 |
| In-Kind Contributions | \$ 3,150.00 |
| Municipal Support | \$ 2,200.00 |
| Funding Request | \$ 15,700.00 |

In-kind contributions are expected to include portions of brochure development, basket preparation and administrative time required to organize tactics.

This submission is the formal request for \$15,700 to allow actualization of our belief that living and practicing in rural Nova Scotia does not mean giving up on the tenants of an urban lifestyle, rather it is more about discovering the extra benefits that come with our wonderful corner of this province. We will take steps to capitalize on what our community already has to offer by bringing those extra benefits of our area to the attention, and we trust pleasure, of physicians and their families.

Email Received from Communities, Culture and Heritage
25 February 2020
Subject: Library Funding Update - Cumberland Public Libraries

On behalf of Justin Huston, Deputy Minister, Communities Culture and Heritage:

I am pleased to share with you some good news from the provincial budget tabled today, Feb. 25.

The new library funding model will be implemented in the 2020-21 fiscal year with an increase of \$2 million in annual investment from the province. The budget also includes an additional \$500,000 for an annual, application-based grant program available to libraries for innovative new projects.

Although the one-year notice was provided to municipalities, as per the Municipal Government Act (MGA), municipal funding will remain at current levels for the 2020-21 fiscal year. We will use this time to collect data from the municipalities to determine their total operating contribution to libraries. That said, municipalities can opt to start paying the increases beginning in 2020-21. This is a local municipal decision, that would be agreed upon by the municipality and the regional library board.

Included with this letter are the funding fact sheets for your individual library regions, that outline the changes to provincial, municipal, and board funding with the new funding model. These documents were sent to municipalities prior to the municipal consultations in the winter of 2019.

The amounts on the fact sheets remain the same for all library regions, except for Eastern Counties Regional Library (ECRL) and Western Counties Regional Library (WCRL). The fact sheets for these two regions have been updated to reflect the sole provincial contribution of the French language and Equity grants, as per the requirements of the Libraries Act Funding Regulations. The distribution of funds for the Province, municipalities and the library boards for these two regions reflect this change.

We are also sharing the Core Services Report (2018) and Social Impact Study (2018) as requested. These documents have been foundational to the development of the new library funding model and provide the landscape for modern public libraries in Nova Scotia.

We hope to have the innovation fund open for applications this Spring. We will communicate that widely when ready.

Thank you sincerely for your input throughout the process. This is an investment that recognizes the valuable role libraries play in building stronger communities across the province. We look forward to continuing to work with the library community to ensure Nova Scotians have an equitable, sustainable and thriving library service for years to come. Thank you for your patience while we worked through the final stages of the funding review to achieve this very positive outcome.

If you have any additional questions, please contact Lynn Somers, Provincial Librarian, at lynn.somers@novascotia.ca, or 902-424-2455.

Sincerely,

Justin Huston

Deputy Minister

Nova Scotia Public Libraries: Core services and their impact on the province

May 31, 2018

Prepared by the Library Core Services Working Group

Executive Summary

Beyond providing traditional books and collections, Nova Scotia Public Libraries are uniquely positioned to support government's 2018/19 budget. The impact of their core services is in direct alignment with the budget's goal of strengthening important services and supports so all Nova Scotians have opportunities to grow and succeed.

Libraries strengthen the economy by

- ensuring our province's workforce has the skills they need to remain employable, which benefits their personal economic circumstances and also means they can contribute to the tax base (Core service: supporting and promoting reading and literacy)
- providing Nova Scotians—especially those in rural communities—with the technology, programming, reliable Internet, and one-on-one support needed to access education, training, and business opportunities (Core service: providing access to technology and supporting digital literacy)
- supporting the cultural and creative sectors by providing books, programs, tools, space, and equipment that helps create a thriving creative economy (Core service: preserving and promoting culture and creativity)
- providing the space, equipment, and information navigation needed for many start-up entrepreneurs and independent business people to succeed (Core service: providing safe physical spaces that encourage community involvement)

Libraries build more resilient communities by

- enhancing self-understanding, empathy, and awareness, which leads to more engaged, tolerant, safer communities (Core service: supporting and promoting reading and literacy)
- reducing the digital divide and ensuring all members of the community, including the vulnerable, those on low or fixed incomes, in shelters or housing insecure, and seniors, have safe, equal access to technology and the Internet (Core service: providing access to technology and supporting digital literacy)
- being culture hubs—places where people of all backgrounds, ages, genders, and abilities intersect to celebrate and share their history, genealogy, stories and more—thus building connection and compassion (Core service: preserving and promoting culture and creativity)
- being a trusted “third place”—neutral ground where people and ideas come together in a safe environment and where challenging conversations can happen (Core service: providing safe physical spaces that encourage community involvement)

Libraries promote personal health and well-being by

- providing programs and resources that build health literacy, food literacy, and the ability to access and understand health information (Core service: supporting and promoting reading and literacy)

- providing the access, friendly support, and service that helps people get the information they need to take responsibility for their health (Core service: providing access to technology and supporting digital literacy)
- encouraging physical activity, creative expression, exposure to the arts, and social interaction (Core service: preserving and promoting culture and creativity)
- being a physical refuge for those seeking shelter and support (Core service: providing safe physical spaces that encourage community involvement)

Nova Scotia Public Libraries change lives for the better. Through thoughtful investment and continued partnerships, they will continue to have a positive impact on the lives of the citizens of our province for generations to come.

Introduction:

Nova Scotia Public Libraries have seen many changes since they were first formed in 1937¹, but perhaps none as radical as the past two decades.

While some may have predicted people would need libraries less often as a result of the Internet age, the opposite has been true.

In fact the public's needs and expectations of what the library should deliver are more diverse, urgent, and complicated than ever before.

Today, people come for help with technology because their job has changed and they need new skills to stay employed; for language support so they can integrate into a new society; for parenting skills so they can raise their families; and for help finding social services because they don't know where else to go.

They come for help sorting fact from fiction in an increasingly complex world. And many come because libraries are a warm, welcoming place that won't turn them away.

People come to libraries to explore art, music, science, traditions, spirituality and everything in between, and to delight in human contact that feeds the soul. They also come for what might seem like entertaining programming, and leave better able to care for themselves.

Nova Scotia's Public Libraries' historic role may have been to provide access to books and vibrant collections, but it has evolved—and continues to do so—to provide access to the tools, support, information, and social connections that spans a lifetime.

They do that through their core services of

- supporting and promoting reading and literacy
- providing access to technology and supporting digital literacy
- preserving and promoting culture and creativity
- providing safe physical spaces that encourage community involvement

In its 2018/19 budget, the Nova Scotia Government focused on strengthening important services and supports so all Nova Scotians have opportunities to grow and succeed.

The plan identified four pillars supporting that goal:

- healthy people and communities
- investing in early years and education
- safe and connected communities
- inclusive economic growth

¹ Bateson, N. *Library Survey of Nova Scotia*. 1938.

Nova Scotia Public Libraries' core services are in full alignment with those pillars. This document demonstrates how.

Core service: Libraries Support and Promote Reading and Literacy

The benefits of reading and literacy extend to every aspect of a person's life from cradle to grave. Without them, how could anyone fill out a credit application? Follow the instructions on a medicine label? Vote? Prepare a recipe? Read to a grandchild?

Yet, in 2014, Nova Scotia earned a "D" grade from the Conference Board of Canada for the number of adults in the province with inadequate literacy skills.²

Nova Scotia needs to do more to support reading and literacy, and Nova Scotia Public Libraries are uniquely positioned to help.

Libraries provide much more than a diverse collection of books and resources in a variety of formats. They provide the support and access that unlocks the possibilities within those collections.

They understand that people learn by reading, seeing, doing, and sharing, and have programs that are designed to stimulate, engage, and connect in all those ways.

Most importantly, libraries have staff who know and care about their communities and take a personal interest in helping each person who comes into the library succeed. Age, background, and status do not matter. Everyone is equal, and equally welcome at the library.

By promoting reading and literacy, libraries have an impact on our province's economy, communities, and well-being in the following ways.

Strengthening the economy

Literacy is the foundation for economic prosperity.

Nova Scotian employers need a workforce that has the right skills for today, and also has the capacity for life-long learning so they can gain the skills needed for tomorrow.

The unemployment rate for people with low levels of literacy is about 26 per cent.³

Library literacy programs, including digital skill and language development, help Nova Scotians of all ages and backgrounds enhance their employability. This includes

² The Conference Board of Canada. "Adults With Inadequate Literacy Skills." The Conference Board of Canada - Economic Forecasts, Public Policy, and Organizational Performance. Accessed May 29, 2018. [http://www.conferenceboard.ca/\(X\(1\)S\(5e5o4o4arsseet1ppcbasp0dp\)\)/hcp/provincial/education/adlt-lowlit.aspx?AspxAutoDetectCookieSupport=1](http://www.conferenceboard.ca/(X(1)S(5e5o4o4arsseet1ppcbasp0dp))/hcp/provincial/education/adlt-lowlit.aspx?AspxAutoDetectCookieSupport=1).

³ Literacy Nova Scotia. "Literacy and employment." Literacy Nova Scotia. Accessed May 29, 2018. <https://www.literacyns.ca/factsheets/Fact4.pdf>

newcomers to the province, who represent an opportunity for employers to fill skills gaps, diversify their workforces, and leverage cultural connections to open new markets.

Investing in literacy saves the province money. “The 2011 report *From Poverty to Prosperity: Literacy’s Impact on Canada’s Economic Success* placed the annual savings in social assistance alone of raising every Canadian adult to Level 3 literacy at \$542M.”⁴

Furthermore, a more productive population benefits the province through contributions to the tax base.

Improved literacy has an impact on people’s personal economic well-being as well. A Statistics Canada study, *Insights on Canadian Society: The Association Between Skills and Low Income*, noted:⁵

- the median household income for individuals who were in the lowest category of literacy proficiency (level 1 and below) was \$49,700, compared with \$84,600 among those who were in the two highest categories (level 4 and level 5).
- among individuals in the lowest category of literacy proficiency in 2012, 29% were in a low-income household (households whose income is below the after-tax Low Income Measure), compared with approximately 8 per cent for those in the two highest categories.

Nova Scotia Public Library reading programs encourage all family members regardless of age to read together—setting an example and a habit that will benefit the family for generations to come.

Building more resilient communities

By providing access to a full range of supports that build literacy and other skills, Nova Scotia Libraries are also helping to build more engaged, tolerant, safer communities.

Studies have found that reading for pleasure enhances self-understanding and empathy.⁶

⁴ Frontier College. "2011 National Forum on Literacy and Poverty." Frontier College. 2017. Accessed May 29, 2018. <https://www.frontiercollege.ca/getattachment/6f6bd77f-043f-4ce3-96a0-9a2ec2902d73/Discussion-Paper-Literacy-and-Poverty-by-Frontier.aspx>.

⁵ Statistics Canada. "Insights on Canadian Society - The Association between Skills and Low Income." *Agricultural Water Use in Canada*. February 24, 2016. Accessed May 29, 2018. <https://www.statcan.gc.ca/pub/75-006-x/2016001/article/14322-eng.htm>.

⁶ The Reading Agency. "Literature Review: The Impact of Reading for Pleasure and Empowerment." Neil Gaiman Lecture in Full: Reading and Obligation | Reading Agency. 2015. Accessed May 29, 2018. <https://readingagency.org.uk/resources/2277/>.

Conversely, low literacy and crime are related: 79 per cent of Canadians entering correction facilities don't have a high school diploma but literacy programs have proven to work, reducing recidivism by up to 30 per cent.⁷

Having literacy skills also increases a person's political and social participation, thus contributing to the quality of our democracy as well as our political, social, and civic engagement.

Promoting personal health and well-being

Library reading programs are about much more than study and self-entertainment. They literally improve people's physical and mental health.

Research has shown that children and adults who read for pleasure are happier and more confident. Reading can reduce stress and depression and build a sense of empowerment.⁸

Improved literacy levels help with everything from parenting skills and raising children to making informed decisions about their health.

Health literacy includes understanding basic health and medical terminology, as well as being able to understand instructions and protocols. This is essential when talking to a medical professional and taking medication. A person needs to be able to read and understand medication instructions and health information, and fill out consent and personal health forms, in order to get the full benefit of medical attention. This is especially true when English is not the first language.

Food literacy means being able to choose, prepare, and eat food that meets nutritional needs. "Food literacy—like learning to read—is a skill that needs to be taught, developed, and nurtured beginning at an early age."⁹

According to *Thrive! A plan for a healthier Nova Scotia*, "one in three [Nova Scotian] children and youth is overweight or obese, and rates of unhealthy eating, sedentary behaviour, and inactivity are much higher."¹⁰

⁷ Police ABC. "Target Crime with Literacy." Policeabc.ca. 2008. Accessed May 29, 2018. <http://policeabc.ca/>.

⁸ The Reading Agency. "Reading for Pleasure Builds Empathy and Improves Wellbeing, Research from The Reading Agency Finds." Neil Gaiman Lecture in Full: Reading and Obligation | Reading Agency. 2015. Accessed May 29, 2018. <https://readingagency.org.uk/news/media/reading-for-pleasure-builds-empathy-and-improves-wellbeing-research-from-the-reading-agency-finds.html>.

⁹ Nourish Nova Scotia. "Food Literacy." Menu. 2018. Accessed May 29, 2018. <https://nourishns.ca/program-resources/food-literacy>.

¹⁰ Province of Nova Scotia. "Thrive! A Plan for a Healthier Nova Scotia." Province of Nova Scotia. 2012. Accessed May 29, 2018. <https://thrive.novascotia.ca/sites/default/files/Thrive-Strategy-Document.pdf>.

While there was a time when eating in the library was unacceptable, Nova Scotia Public Libraries are now increasingly a place for enjoying and sharing food, and a source for food literacy development—something that is also important for helping people stay connected with their culture and being able to share it with others.

Finally, economic well-being often drives social and physical well-being. According to *Thrive! A Plan for a Healthier Nova Scotia*¹¹ an estimated 75 per cent of the factors that determine health lie outside the health-care system. These include education and literacy levels which affect job opportunities; and the environmental, social, economic, and cultural conditions of our society and communities.

¹¹ Province of Nova Scotia. "Thrive! A Plan for a Healthier Nova Scotia." Province of Nova Scotia. 2012. Accessed May 29, 2018. <https://thrive.novascotia.ca/sites/default/files/Thrive-Strategy-Document.pdf>.

Core Service: Libraries Provide Access to Technology and Support Digital Literacy

The Nova Scotia High-speed Internet Initiative states: “Access to quality Internet service is essential for living, working and competing in a digital world. It's an important part of delivering many of the services that matter most to Nova Scotians – health care, education and services for our most vulnerable citizens.”¹²

However, according to the Nova Scotia Department of Business’s *Review of Alternatives for Rural High Speed Internet*, 15 to 20 per cent of Nova Scotian households lack access to high-speed Internet.

In the Corporate Research Associates study, *Determining the Social Impact of Nova Scotia’s Public Libraries: Public Perception Study* (February 2018), 82 per cent of respondents said “having access to public computers, Wi-Fi, and high-speed Internet” was one of the important services offered by their regional public library.

Physical access to equipment and Wi-Fi is only one part of the digital divide— individuals need to know how to use them. Library staff provide one-on-one support and training and develop programming that help members of the community build their skills and confidence to operate the technology and navigate the Internet.

The digital world is constantly changing. Technology and platforms that seemed revolutionary ten years ago are antiquated today. Expectations of what that world can provide also never plateaus; Nova Scotians increasingly need the Internet to gain education and employment, to access government and financial services, to maintain their health, to start and grow their own businesses, and more.

Libraries keep pace with those changes by constantly keeping up with technology trends, updating programming, and encouraging lifelong learning.

By supporting digital literacy, libraries have an impact on the province’s economy, communities, and well-being in the following ways:

Strengthening the economy

Some studies suggest that every three years, 50 per cent of all workplace skills change, leaving businesses with a shortage of qualified employees and Nova Scotians who lack those skills without work.¹³

¹² Province of Nova Scotia. "Nova Scotia High-Speed Internet Initiative." Province of Nova Scotia. October 20, 2014. Accessed May 29, 2018. <https://novascotia.ca/business/internet/>.

¹³ EMP Solutions. "Employer Services." Nova Scotia Works - Employment Services Centre. Accessed May 29, 2018. <https://empsolutions.ca/employer-services/>.

Also, some forms of education—such as distance or continuing education—are offered exclusively online.

Libraries help close these gaps by providing the technology, programming, and one-on-one support Nova Scotians need to access the education and training they need to gain and maintain employment. Best of all, they provide it right in the person's home community, so there is no need for them to re-locate.

Libraries also connect Nova Scotians to new opportunities. The decline of print newspapers, in terms of both availability and subscribers, means the loss of a traditional job forum. These days, positions are advertised online, giving employers and job seekers alike a much larger field of opportunity.

Small and start-up businesses often don't have the means right away to procure their own office space. Many virtual businesses never want space or need it. All of them need a place to work, to access Wi-Fi, and to meet with prospective clients, partners, and potential employees. This is especially true for Nova Scotian businesses that have challenges getting reliable high-speed Internet in their own community.

Libraries provide free high-speed Internet access, Wi-Fi, and technology support. In rural centres, this is often the best quality connection in the community. Libraries also provide space and equipment essential to small business. Some libraries even have coffee.

Building more resilient communities

Inconsistent, or non-existent, access to technology leads to inequality in society. Libraries are safe, welcoming spaces. They support digital literacy for all member of the community, including the vulnerable, those on low or fixed incomes, in shelters, or those who are housing insecure.

Shift: Nova Scotia's Action Plan for an Aging Population recognizes that “challenges such as access, cost, literacy, and comfort with the technology are factors in the isolation of older adults.”¹⁴ Libraries provide free access to technologies and have been teaching seniors how to use computers, tablets and mobiles for the past few decades. The demand for this support remains strong.

More and more businesses and organizations—including government—are reducing their physical infrastructure and moving their services online. Libraries provide reliable access and in-person support for Nova Scotians who want to renew or pay for licences and permits; apply for birth, marriage or death certificates; renew vehicle permits, pay fines and tickets; make payments to provincially monitored services, and more.

¹⁴ Province of Scotia. "SHIFT: Nova Scotia's Action Plan for an Aging Population." Province of Nova Scotia. December 10, 2017. Accessed May 29, 2018. <https://novascotia.ca/shift/shift-action-plan.pdf>.

Promoting personal health and well-being

Libraries provide access to research and programming that helps people get more information about, and take more responsibility for, their health.

This is especially critical in areas where Nova Scotians don't have easy access to a physician.

Also for a growing number of Nova Scotians, access to health care requires access to the Internet: "The government, in an effort to improve the effectiveness and efficiency of service delivery continues to expand healthcare, educational, and general services over Internet-based channels, which requires effective connections and bandwidth to access them."¹⁵

Libraries provide the connection, and the friendly support and service that helps people understand the information they receive.

Social health is important, too. Age and distance may drive families and friends apart, but social media and other forms of online communication, such as email and Skype, can help keep those linkages alive. Libraries provide democratic access to the technology along with the help so people can learn how to use it.

¹⁵ Province of Nova Scotia. " Review of Alternatives for Rural High Speed Internet." Province of Nova Scotia. 2016. Accessed May 29, 2018. <https://novascotia.ca/business/docs/Broadband-Deliverable-Report.pdf>.

Core Service: Libraries Preserve and Promote Culture and Creativity

Today, when you walk in a library, you see art hanging on the walls. You may also see a local author giving a reading in a corner, or a musician explaining her songwriting process to a group of rapt listeners. In another spot, a craftsperson is teaching his skill to the next generation.

Nova Scotia Public Libraries are vibrant, flexible, welcoming spaces where people can connect with arts, literature, music, and creativity. Through libraries, everyone can explore and share cultural identity, traditions, language—sometimes even food.

These experiences enrich lives and help develop a sense of place and individual well-being.

By preserving and promoting culture and creativity, libraries have an impact on the province's economy, communities, and well-being in the following ways:

Strengthening the economy

Culture and creativity help drive successful economies and communities. "Places with thriving cultural sectors attract people and business because they are great places to live, raise families, and work"¹⁶

Libraries support those cultural sectors by providing the books, programs, tools (such as 3D printers and recording studios) and physical spaces that result in people developing new skills, techniques, and connections that can lead to cottage industries, side businesses, and, ultimately, small businesses.

Libraries also represent infrastructure that attracts businesses and residents to an area, thus helping to create a thriving economy on a local scale.

Building more resilient communities

Libraries are critical to having a well-rounded, accepting community.

Nova Scotia is made up of diverse cultures: the Mi'kmaw, African Nova Scotians, Acadian, English, Gaelic and others. Each year Nova Scotia welcomes more immigrants and refugees.

¹⁶ Province of Nova Scotia. "Nova Scotia's Culture Action Plan: Creativity and Community." Province of Nova Scotia. February 22, 2017. Accessed May 29, 2018. <https://novascotia.ca/culture/Culture-Action-Plan--English.pdf>.

Along with these diverse cultural backgrounds, the province’s population also includes persons of differing physical and mental abilities, gender identities, and ages, as well as those who are vulnerable or housing insecure.

Libraries are open, free, and welcoming to all members of the community, respecting the dignity of all. This creates an opportunity for the full community to interact, participate in community life, encounter different perspectives, and develop empathy and compassion.

Libraries are also culture hubs—the keepers of local history and special collections, genealogy, plays, music, and more. Programs and services encourage interaction and knowledge sharing. These are experiences that challenge attitudes and foster understanding.

This is especially important for newcomers looking to establish a sense of belonging and acceptance. Libraries are often their entry point, helping them integrate into the community by being a source for everything from language services, navigation assistance, to something as simple as providing a place for children to play and make new friends.

In CRA’s *Determining the Social Impact of Nova Scotia Public Libraries* study, 77 per cent of respondents rated libraries and our services as “highly important to them personally,” 90 per cent said the library “enriches community,” and 75 per cent of respondents rated libraries as “an important meeting place for newcomers.”

Promoting personal health and well-being

Libraries provide access to so many factors that promote personal well-being.

Their welcoming spaces and free programs and services encourage human interaction, physical activity, and creative expression. People can drop in to play games, learn a new hobby, catch up with friends, listen to music, borrow sports and recreation equipment, join a makerspace, and more. Having this resource is important to all Nova Scotians, but is particularly critical in a province with one of the oldest populations in Canada.

“Keeping older adults socially connected has been described as the number one emerging issue facing seniors in Canada. Social isolation is commonly defined as a low quantity and quality of relationships with others. Poor health can lead to social isolation; it can also be a result of social isolation.”¹⁷ Further, according to the chief

¹⁷ Province of Scotia. "SHIFT: Nova Scotia's Action Plan for an Aging Population." Province of Nova Scotia. December 10, 2017. Accessed May 29, 2018. <https://novascotia.ca/shift/shift-action-plan.pdf>.

office of Age UK, “social isolation could be worse for a person’s health than smoking fifteen cigarettes a day.”¹⁸

Exposure to art is also important to well-being at any age, and libraries ensure that all members in the community have access to its benefits. Where an art gallery or symphony may require paid admission, and also might be intimidating to some, libraries offer everyone a free opportunity to engage with the arts. And no one has to dress up.

Libraries organize performer tours that expose children and families to art opportunities they may not otherwise have had. Libraries also support local and emerging authors, poets, spoken word artists, musicians, visual artists, and more by making their work available and providing them with a stage.

Exposure to the arts makes people think. It opens our minds, sometimes challenges us, and invites new questions. Best of all, art is not dependent on language—it transcends barriers.

¹⁸ Mead, Rebecca. "What Britain's "Minister of Loneliness" Says About Brexit and the Legacy of Jo Cox." *The New Yorker*. January 31, 2018. Accessed May 29, 2018. <https://www.newyorker.com/culture/cultural-comment/britain-minister-of-loneliness-brexit-jo-cox>.

Core Service: Libraries Provide Safe Physical Spaces that Encourage Community Involvement

Nova Scotia Public Libraries play an important role as “third places” in our province.

Sociologist Ray Oldenburg coined the term “third places” to describe the places where people gather that are neither their homes (“first place”) nor their work (“second place”).

Oldenburg further describes them as “providing the foundation for a functioning democracy, these spaces promote social equity by leveling the status of guests, providing a setting for grassroots politics, creating habits of public association, and offering psychological support for individuals and communities.”¹⁹

The citizens of Nova Scotia already see public libraries as the third places in their lives. In the 2018 CRA study *Determining the Social Impact of Nova Scotia’s Public Libraries*:

- 95% of participants said the library provided a safe and welcoming place for everyone
- libraries as a meeting place/place for people to meet ranked in the top three of Most Important Things about Public Libraries

Beyond being a trusted, neutral space that is both physically and socially accessible, libraries are important third places because of the other roles they fulfill. Today’s library staff are often ad hoc social workers and service/information navigators, providing programming, events, and support that have a direct impact on our province’s economy, our communities’ resiliency, and our citizen’s health and well-being.

Strengthening the economy

For many start-up entrepreneurs and independent businesspeople, libraries provide space for working, meeting, and collaborating, along with equipment and technology. Library staff are information professionals able to help navigate anything from completing incorporation paperwork to small business finance, to research needed for a business plan.

Libraries are also desirable infrastructure in a community: both businesses and residents are attracted to locations that feature a library, resulting in a stronger local economy. Real estate agents mention public libraries along with schools as being positive selling features for home and retail locations.

Nova Scotia’s creative economy is also strongly supported by libraries. Libraries provide public space to showcase writing, art, music, and dance, along with studio and

¹⁹ Oldenburg, Ray. *Celebrating the Third Place*. New York: Marlowe & Compant, 2001.

recording facilities for artists. They give communities and people a place to celebrate and learn about culture through cultural displays and programs and the promotion of cultural collections.

Building more resilient communities

As trusted third places, libraries are neutral ground where people and ideas intersect and both facilitated and informal challenging conversations happen. This builds engagement, understanding, and knowledge in the community.

They are social hubs where status does not matter, and, as such, are catalysts for building relationships between people who otherwise may not meet.

This includes the most vulnerable and those, like seniors, who are often at risk of being socially isolated. The library is the place where these people are visible, welcome, and able to interact with others on an equal basis. Their very presence opens eyes and minds around them to issues that might otherwise have gone unnoticed.

Promoting personal health and well-being

Today's library uses space to focus on a full spectrum of human needs.

Libraries use their space to expose people to art and culture and also invite participation—an experience that can enrich lives and individual well-being.

They use their space for programming on topics that benefit all members of the community at all stages of their lives—including challenging times and times of transition.

Libraries are often the first place people go to sort out fact from fiction, and to find credible, relevant information on their personal situations.

They are a physical refuge for those seeking shelter. Libraries provide a safe, dignified place with amenities not freely available elsewhere.

Libraries promote social connection and reduce isolation by giving people—including those on fixed or low incomes—a place to go and participate in programs, events, and activities for all ages. They're also a place to be socially antisocial—if someone doesn't want to participate, they are welcome to just be by themselves while still gaining the benefit of the energy and activity around them. One can choose to be alone in a library, and be comfortable doing so.

The library is an oasis filled with assets and professionals that all have one goal: helping the people of our communities lead happier, healthier lives so they can achieve their full potential.

In Closing

Through their core services, Nova Scotia Public Libraries support every person in the province at every stage of their lives.

Libraries help them to become literate, connected, lifelong learners to

- improve themselves and their opportunities
- realize their full potential
- celebrate their heritage and that of others
- lead healthier, happier lives
- be engaged citizens

In short, libraries change lives for the better, and that is a benefit that ripples out across the province.

Through thoughtful investment and continued partnerships, Nova Scotia Public Libraries will continue to have a positive impact on the lives of the citizens of our province for generations to come.

Appendix: Case Studies and Illustrations

Core Service: Supporting and promoting reading and literacy

The programs, services and stories below highlight some ways that libraries support reading and literacy:

- Shelburne and Yarmouth branches host free Super Nova camps for kids, which provide STEM (science, technology, engineering and math) learning opportunities over the summer months. The libraries provide the space and support where needed. University students gain employment experience by conducting the programs.
- Cape Breton Regional Library's Babies & Books programs include rhymes, stories, songs, and activities. The program supports early literacy and allows parents of young children to meet and converse, something that often results in new friendships. As one parent recently said, "My son met his best friend in Babies & Books – 11 years ago!"
- Adopt A Library/Wow Reading Challenge is a provincewide crime prevention initiative that includes a friendly challenge among schools to see how much can be read.
- Libraries partner with Read to Me to promote the benefits of early literacy and library programming to new parents across the province.
- The Caisse Populaire de Clare partnered with the library to provide information sessions on personal finances that helped people learn how to budget, avoid fraud, and keep their money safe, as well as the importance of filing income taxes. This dovetailed nicely into the programs for seniors and low-income earners who benefited from the Volunteer Income Tax Assistance Program.
- CART (Children and Adults Reading Together), an 8 week preschool program that is designed to teach pre-literacy skills to children and to teach their parents to continue encouraging these skills at home, is undergoing changes to accommodate the availability of more pre-primary programs in Cumberland County.
- Cape Breton Regional library loans snowshoes, cross-country skis, tennis racquets, walking poles and other fitness related equipment which are made available through partnerships with health and recreation organizations. This is an important opportunity for patrons who may not be able to afford to purchase equipment or do not want to invest in equipment when they were not sure if they would like the sport.
- Pictou Antigonish Regional Library has partnered with local fitness facilities to loan fitness passes.
- Halifax Public Libraries partners with Saint Mary's University to offer public access to university classes every term. Registered students and members of the general public enjoy learning about topics as diverse as Islam or Bollywood.
- Libraries partner with local correctional facilities to improve inmates' reading abilities.

Core Service: Providing access to technology and supporting digital literacy

The programs, services and stories below highlight some ways libraries support access to technology and the promotion of digital literacy:

- Pictou Antigonish Regional Library's partnership with Riverview Residential Home provides equipment and training to adults with intellectual and physical disabilities.
- Having a Maker Lab in the community means there is now a free space to create, invent and learn in a safe environment. Some programming examples include:
 - 3D printer programs.
 - Youth coding and science-based programs.
 - Computer training programs. For people who struggle with computers or those falling into the +65 age range

Core Service: Preserving and promoting culture and creativity

The programs, services and stories below highlight some ways libraries support culture and creativity:

- Cape Breton has a Storyteller-in-Residence program, where the library is a partner in hosting storytelling events and workshops. These sessions were very popular across the region, were intergenerational, and sparked a lot of discussion and interest in local history and lore. This resulted in many positive outcomes, including a DVD and the Isle of Story Festival.
- Film director Cory Bowles spoke in the library about his success and failures as part of the African Heritage Month programming. More than 100 people came to the talk.
- Participants made clay figures and used the library's camera to take pictures and then edited them into short movies.
- Stewiacke's teen group made a movie about recycling called *Trashy the Trashman*, which was entered into the Viewfinders International Film Festival for Youth and won 2nd place. The youth wrote, directed, and filmed the movie themselves. Today, it's available on YouTube.
- Teens at Halifax Central Library have created a podcast using the library's media studios called *It Came from the Second Floor*.
- During Pride Week in 2017, the library had a representative from the Mi'kmaq community talk about Two-Spirit Peoples. The library also hosted a Pride Storytime that was attended by nearly 50 people.

Core Service: Providing safe physical spaces that encourage community involvement

The programs, services and stories below highlight some ways that a library's physical space impacts individuals and communities:

- Winner of the national 2014 Great Places Award, "People's Place," the Pictou-Antigonish library collaborated with the community to build a library that meets the needs of the community.

- Sarah, a young woman in her 20s, (not her real name) recently told a staff member that she came to the library daily when she was in her teens. Her family was going through a very difficult time, and for Sarah the library was a place where she could feel safe. She said she didn't know what would have happened to her had she not had the library.
- The Eastern Counties Regional Library has seven community gardens focused on growing food that can be shared with library users.
- Members of the Truro Police Service gave a talk about bullying and what to do if a child is being targeted for this behaviour. The session generated much discussion amongst the parents. One parent, whose son was the bully, said she had been at a loss as to how to handle it. The other parents in attendance got to see how complex an issue bullying can be.
- A Climate Change presentation at the Annapolis Valley Regional Library gathered 10 per cent of a town's population and resulted in a town-formed Environmental Advisory Council.
- Free tax help is available at libraries for low-income taxpayers. Tax volunteers help complete tax forms.
- Death Cafes are frank conversations about preparing for eventual death to the fore. People are encouraged to think about, and prepare for, the business of leaving this life and the impact it would have on others. The grieving process, the emotional impact, as well as the practical and financial impact of death are explored.
- Libraries have partnered with local grocery stores to offer healthy cooking classes.
- A woman with challenges/barriers helps with the library's Toddle and Tumble program. The library benefits from the extra help with crafts and snack preparation, and the volunteer has a meaningful experience and gets out in the community more often.
- Halifax Public Libraries have been providing programs and entertainment, free Wi-Fi and information support alongside the Mobile Food Market, a bus that travels to areas of Halifax that have poor access to healthy food.
- Libraries are a partner in the YREACH program providing information, orientation and settlement support to immigrants and temporary foreign workers and their families who are new to communities across the province of Nova Scotia and helping to build awareness and understanding among cultures.

Library Core Services Working Group

Committee Members:

Erin Comeau

[Regional Library Director](#), Western Counties Regional Library
Chair, Council of Regional Librarians (CORL), 2017-18

Faye MacDougall

Regional Librarian, Cape Breton Regional Library

Åsa Kachan

CEO, Halifax Public Libraries

Jimmy MacAlpine

Chair, Western Counties Regional Library Board

Warden, Municipality of the District of Digby

Chair, Library Boards Association of Nova Scotia (LBANS)

Sara Lochhead

Secretary/Treasurer, Library Boards Association of Nova Scotia (LBANS)

South Shore Regional Library Board

Rhonda Walker

Executive Director, Archives, Museums and Libraries

Lynn Somers

Director, Nova Scotia Provincial Library

Dyan Bader

Manager, Systems & Collections Access, Nova Scotia Provincial Library

Catherine Kelly

Acting Manager, Client Services, Nova Scotia Provincial Library



Determining the Social Impact of Nova Scotia's Public Libraries Public Perception Study

February 2018

Prepared by:



Study Objectives & Methodology

Nova Scotia's nine regional public libraries offer services across 80 branches, in communities throughout the province. These branches are an integral part of communities, regardless of size, supporting personal learning and literacy, across ages and backgrounds. Moreover, these libraries support culture and communities by acquiring resources in multiple formats and making accessible books, materials and information and technology, and provide a wide array of programs and services, and support opportunities for community engagement and collaboration.

To provide a broad assessment of the social impacts of public libraries in Nova Scotia Communications Nova Scotia (CNS) and Communities, Culture and Heritage commissioned Corporate Research Associates Inc. to undertake a public perception study with residents across the province. In particular, this study aimed to understand how residents use the public library system, and examine the cultural, social and educational impacts libraries have for users, their families and their communities. Accordingly, this survey included only those who had visited a public library, or used the services of a public library, within the past 18 months.

To meet study objectives, and provide a statistically reliable measure of public opinion, a random telephone survey was conducted with residents aged 16 years or older. A total of 1,005 random surveys were collected with residents who had visited a public library in Nova Scotia or used public library services with in the past 18 months.

The following report presents the findings of the study and includes an executive summary of results, as well as a detailed analysis of findings.

Random Telephone Survey

- 1005 completes
- Residents who had recently visited a public library or used a public library service
- The survey was available in English only

Field Dates & Survey Length:

- November 1st - November 29th, 2017;
January 18th - February 8th, 2018
- Fourteen (14) minutes

Findings from the **Social Impact of Nova Scotia's Public Libraries – Public Perception Study** show that Nova Scotia's public libraries are positively perceived and hold considerable importance to those who use them, particularly for those living outside the Halifax region. Respondents generally believe that the public library meets an important need of the community.

Nova Scotia's public libraries are a staple among those who use them. Public libraries are visited frequently by library goers, and usage is generally consistent across the province. In fact, survey respondents most often last visited the library at least monthly, if not more frequently. The use of public library services outside of a library building, such as downloading books, using the library website or an outreach program is common. That said, services available outside of a library building are used far less frequently than services used within the building. Nova Scotia's public libraries may want to consider promoting the services available outside of library buildings in order to increase overall usage. In terms of visiting public library branches, library goers primarily visit the public library alone, though it is not uncommon for a library visitor to be accompanied by a child.

Books and reading materials are the cornerstones of Nova Scotia's public libraries, highlighting the importance of Nova Scotia's public libraries maintaining or expanding collection offerings. Having access to books is the top mention to explain why public libraries are personally important, as well as the most important thing about public libraries both personally and for the community. Further, borrowing books is the main purpose library users visit a public library, though some interesting regional variations can be noted. Specifically, residents of Central Nova Scotia are more likely than those living elsewhere to report visiting a library with the purpose of using a computer. Not surprising then, these residents also place a higher importance on having accessible public computers and high speed internet at public libraries than residents of other regions.

Women are especially invested in Nova Scotia's public library system, ranking public libraries with higher personal importance than men and also scoring all library services to be more important. Overall, the services offered by Nova Scotia's public libraries are considerably important to all those who use the libraries, especially the provision of programs and services for children and youth. Variations in service importance exist across the nine regional public library branches. With that in mind, Nova Scotia's Public Libraries may want to consider prioritizing the availability of certain services within each regional branch based on the importance placed on such services by those who frequently visit or obtain services from those branches.

Finally, underscoring the important role public libraries play, a majority of respondents indicated they would have no other place to access similar services or experiences if public library services were no longer available in their community. By contrast, a minority reportedly would access such services or experiences over the Internet or at a university.

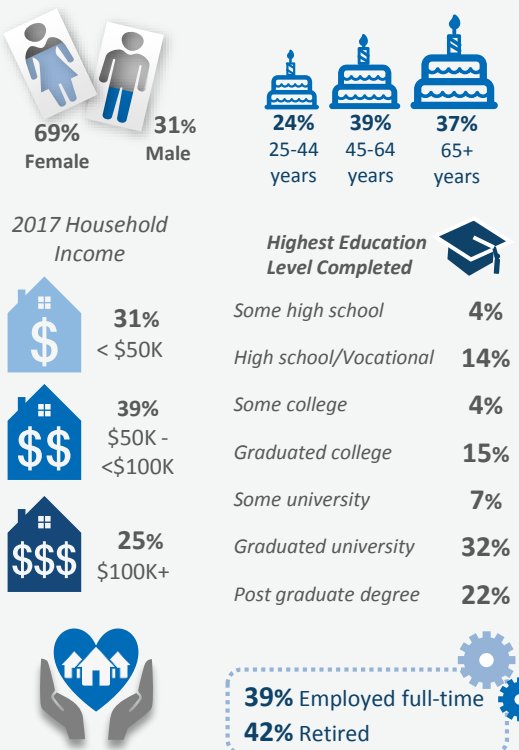
The following infographic provides key highlights of the study.

2017-18 Social Impact of NS Public Libraries

Key Highlights

Methodology: 1005 telephone surveys
 Data Collection: November 1st – 29th, 2017 and
 January 18th – February 8th, 2018.

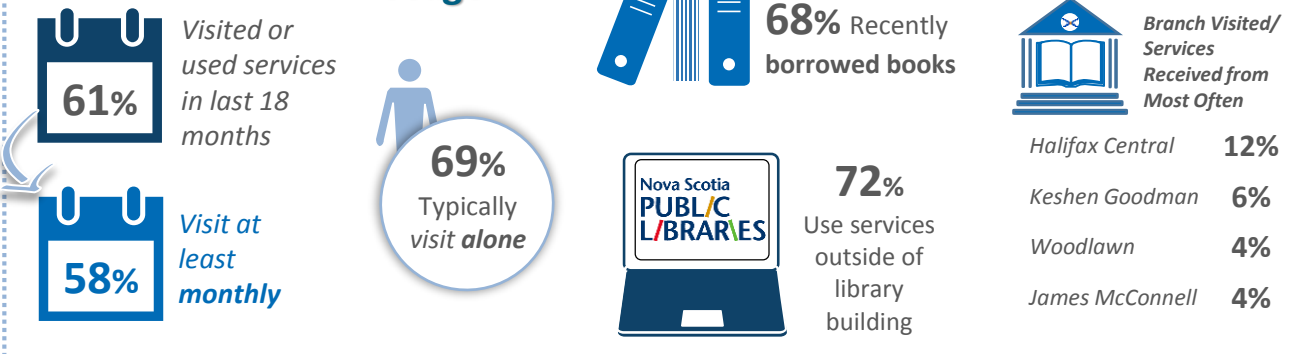
Demographics



23% Would have another place to **access similar services**

35% Internet
31% University

Usage

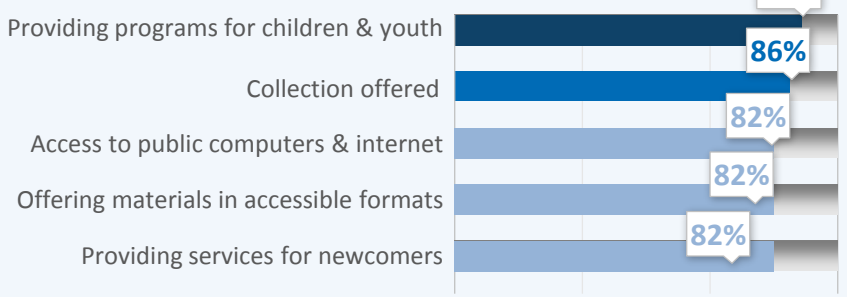


Importance and Value

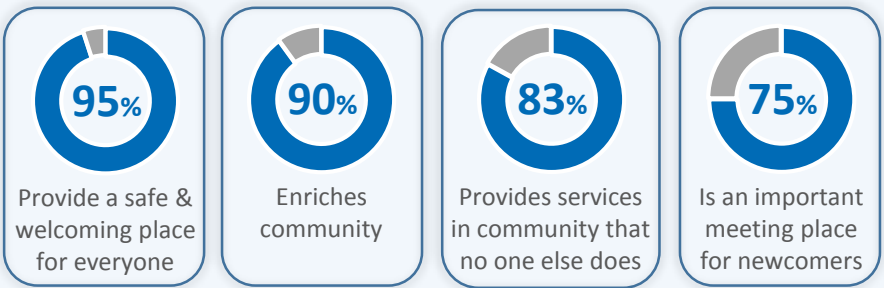
(Ratings of 8-10 on 10-pt scale)



Importance of Services



Public Libraries...



Only 18% Believe **more** could be done to meet community needs

Public Library Usage

Importance of
Public Libraries

Demographics

Incidence of Nova Scotia's Public Library Use

Six in ten Nova Scotians have visited a public library or used public library services within the past 18 months.

As mentioned, this study included only respondents who had reportedly visited a library or used public library services within the past 18 months. Given that such usage was a requirement for the study, the qualifying survey question effectively provides a measure of incidence of public library service usage.

- As outlined in the table below, results of the qualifying question show that six in ten (61%) Nova Scotians have visited a public library or used public library services within the past 18 months, with usage being most prevalent in Halifax. Further, females are more likely than males to make use of library service. Usage of library services declines slightly with age, with those 55 years of age and older being somewhat less likely than younger residents to have used library services within the past 18 months.

Use of public library within the last 18 months

| | Overall (n=1763) | Region | | | | Age | | | Gender | |
|-----|---------------------|--------------------|---------------------------|--------------------------|--------------------------------------|-------|-------|-----|--------|--------|
| | | Halifax (n=623) | Cape Breton (n=295) | Central NS (n=306) | Valley/ South Shore (n=539) | 16-34 | 35-54 | 55+ | Male | Female |
| Yes | 61% | 71% | 46% | 58% | 53% | 63% | 65% | 56% | 54% | 66% |
| No | 39% | 29% | 54% | 42% | 47% | 37% | 35% | 44% | 46% | 34% |

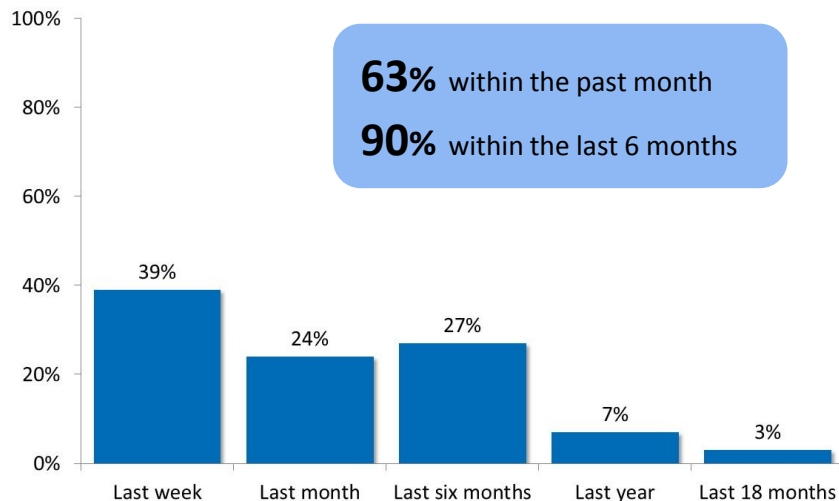
Q.1: Have you visited a public library or used public library services such as a public library website or book mobile in the last 18 months? (n=1763)

Last Public Library Visit

Most of those using library services have visited a public library or used its services within the past month.

- Of those who have visited a public library or used its services in the past 18 months, most (63%) have done so **within the past month**, while four in ten respondents last visited a public library or used public library services **within the last week**. Of note, those residing in Cape Breton are less likely than other Nova Scotians to have visited a public library recently. Specifically, these respondents most often indicated their last visit was within the last six months, while respondents living in other parts of the province were most likely to have visited within the last week. (Table 2)

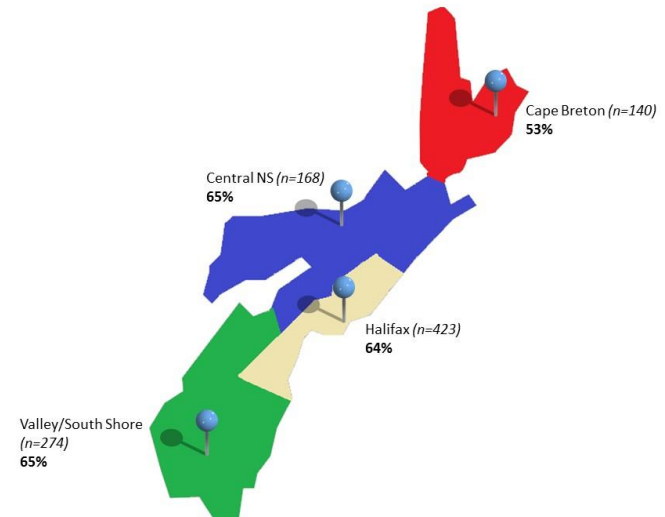
Last Visit to a Public Library/Use of Public Library Services



Q.2: When did you last visit a public library or use public library services? Would that be within the... (n=1005)

Last Visit to a Public Library/Usage of Public Library Services

% Within the Past Month, by Region



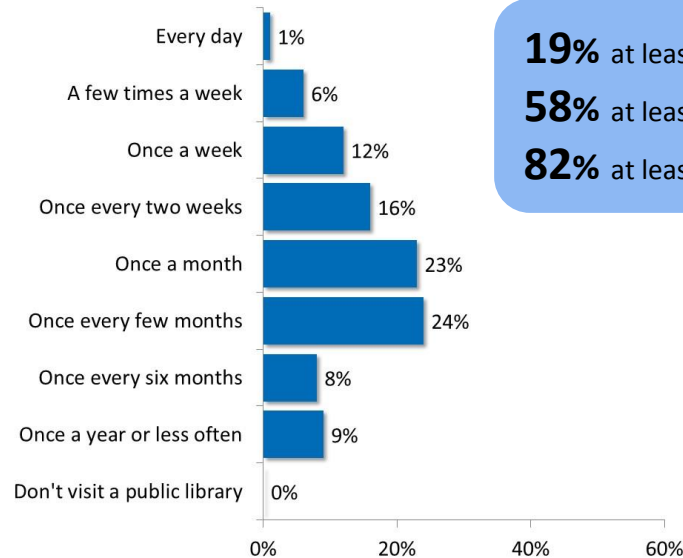
Q.2: When did you last visit a public library or use public library services? Would that be within the...

Public Library Visit Frequency

Library goers tend to visit a public library regularly.

- When considering how often residents visit public libraries in Nova Scotia, findings show the vast majority visit **at least once every few months**. More than half reportedly visit the library **at least monthly**. By contrast, less than two in ten of those using library services visit a public library once every six months or less often. Findings are generally consistent across the province. (Table 3)
- Those aged 16-34 years visit a public library more frequently than those aged 35 years or above.

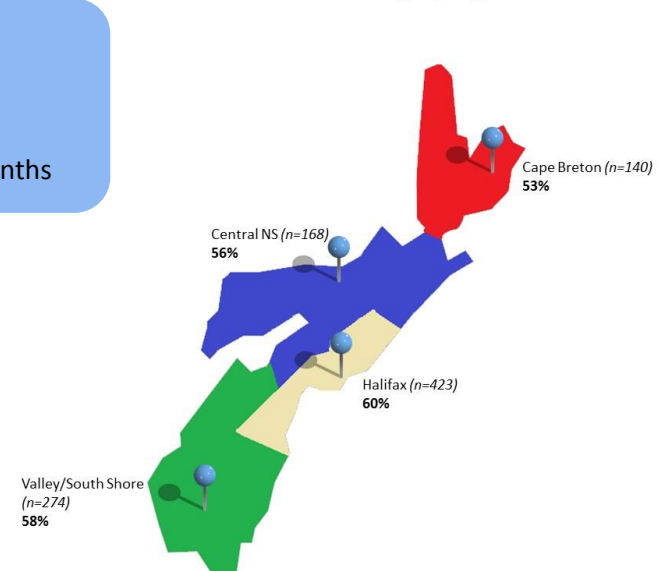
Frequency of Public Library Visitation



Q.3: How frequently do you visit a public library? Would that be... (n=1005)

Frequency of Public Library Visitation

% At Least Monthly, By Region



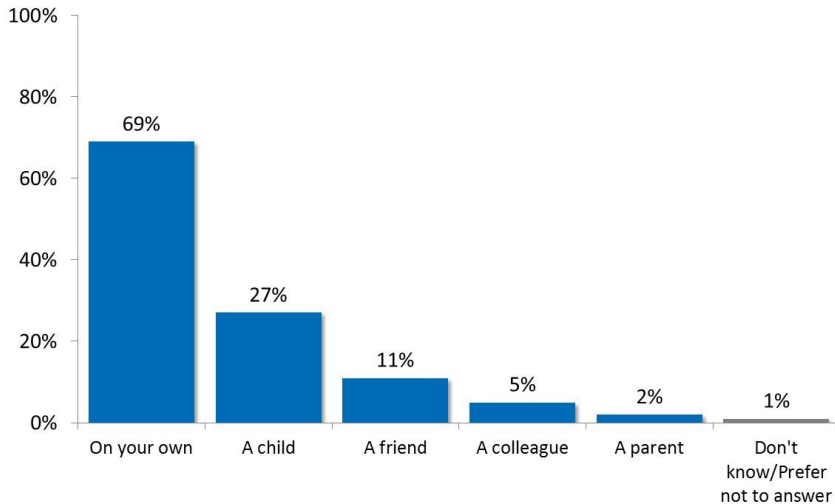
Q.3: How frequently do you visit a public library? Would that be...

Accompaniment When Visiting a Public Library

Most of those using library services visit a public library on their own.

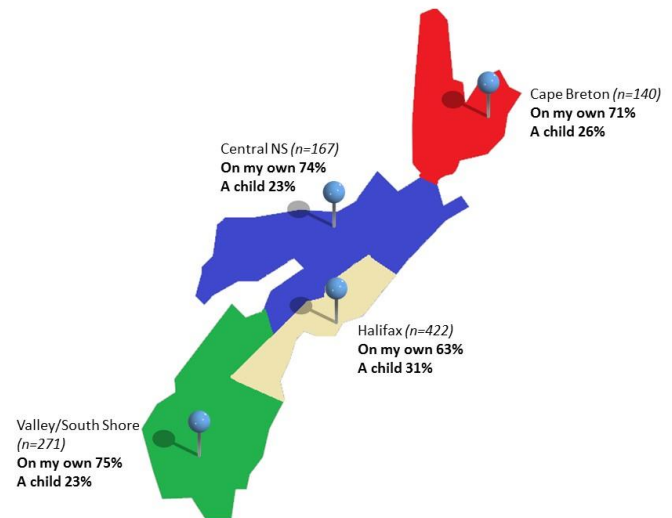
- Those who visit the public library most often **visit on their own**. That said, visiting a public library with a **child** is also commonly mentioned, followed by visiting with a **friend**. Visiting a public library alone is typical across all audience groups. That said, there are some notable variations when it comes to accompaniment. Halifax residents, those with some post secondary education, and those between the ages of 16-34 years are more likely than others to visit a library with a friend. Further, Halifax residents and, perhaps not surprisingly, those between the ages of 35-54 years old are most likely to report visiting a library with a child. (Table 4)

Typically Visit a Public Library With
Among Those Who Visit a Public Library



Q.4: [DO NOT ASK IF 'DON'T VISIT A PUBLIC LIBRARY' IN Q.3] With whom do you typically visit a public library? Would that be with... (n=1000)

Typically Visit a Public Library With
By Region



Q.4: [DO NOT ASK IF 'DON'T VISIT A PUBLIC LIBRARY' IN Q.3] With whom do you typically visit a public library? Would that be with...

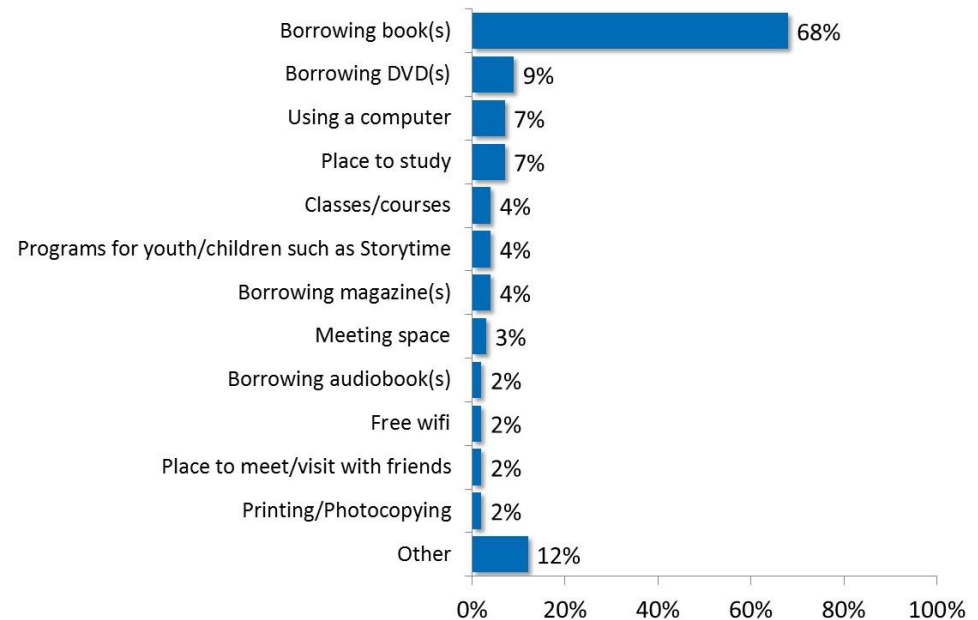
Purpose of Most Recent Public Library Visit

While library goers visit the library for many reasons, borrowing books is the primary activity.

- Survey respondents were asked to identify for what purpose they last visited a public library. The vast majority cited **borrowing a book** as the reason why they last went to the library. Other reasons mentioned less commonly include **borrowing DVDs, using a computer**, or for a **place to study**.
- Borrowing a book was the primary purpose for all audience groups. Interestingly, Central NS residents are more likely than those residing elsewhere to report last visiting a public library to use a computer. Computer use is also mentioned notably more frequently by those aged 16-34 years old and those earning less than \$50,000 in annual household income compared to their counterparts. Additionally, respondents aged 16-34 years old and men are most likely to report recently visiting the library to study. Finally, those born outside of Canada are more likely than those born within Canada to have borrowed a DVD during their most recent visit.

Recently Visited a Public Library For

Key Unaided Mentions



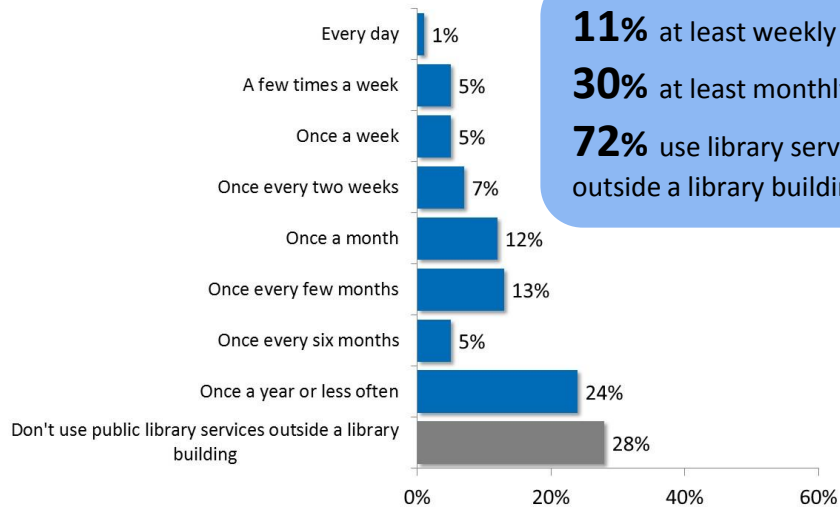
Q.5: Most recently, what have you gone to a public library for? (n=1005)

Frequency of Service Use Outside a Library Building

The vast majority make use of library services outside a public library building, although less frequently than services obtained during library visits.

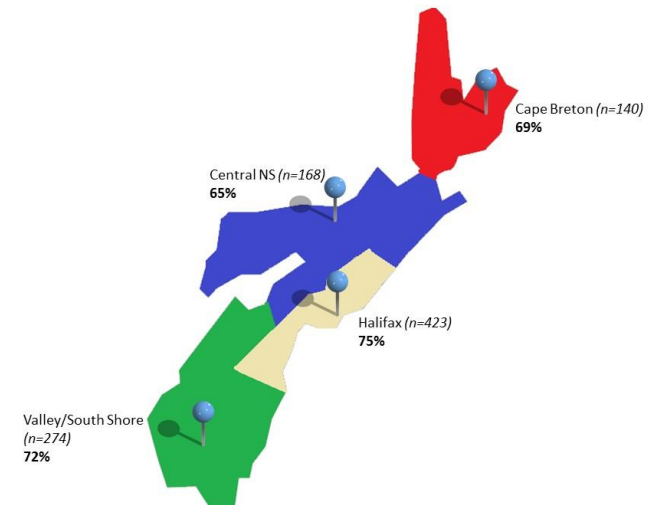
- While three in ten library users **do not use public library services outside a library building** (such as downloading books, using the library website or an outreach program), it is interesting to note that the vast majority of library users (72%) do. Among those who reportedly use such services, frequency of use is moderate, with three in ten using such services **at least monthly**, and only one in ten at least weekly. Further, one-quarter reported to use public library services outside a library building once a year or less often. (Table 6)
- Affluent library goers are most likely to use public library services outside of a library building. Meanwhile, residents of Central NS and those who are less educated are least likely to report using these services.

Frequency of Using Public Library Services Outside a Library Building



Q.6: How frequently do **you use public library services** outside of an actual library building, such as downloading books, using the library website or an outreach program? Would that be... (n=1005)

% Who Use Public Library Services Outside of a Library Building By Region



Q.6: How frequently do **you use public library services** outside of an actual library building, such as downloading books, using the library website or an outreach program? Would that be...

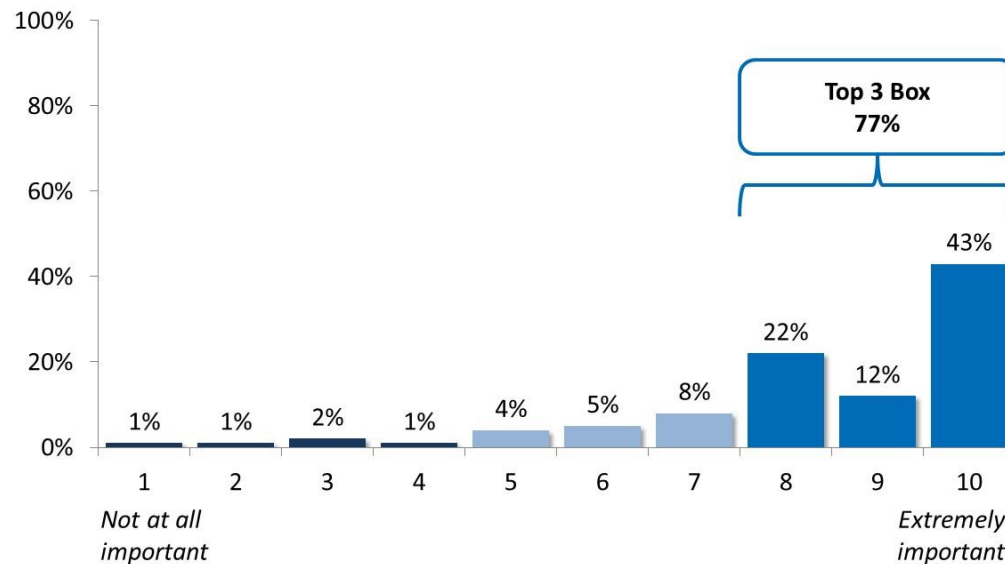
Personal Importance of Public Libraries

Public library services are deemed highly important to those who use them.

- Findings confirm that public libraries are highly important to those who use them. Specifically, four in ten respondents cite that the public library is **extremely important** to them. Further, more than three quarters of residents using library services consider them to be highly important. (Table 7)
- Importance of public libraries and the services they provide increases with age. Additionally, residents of Central Nova Scotia deem public libraries to be more personally important than those who live elsewhere in the province. Women also consider the library to be of greater personal importance than men.

Personal Importance of Public Libraries and Services They Provide

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely Important



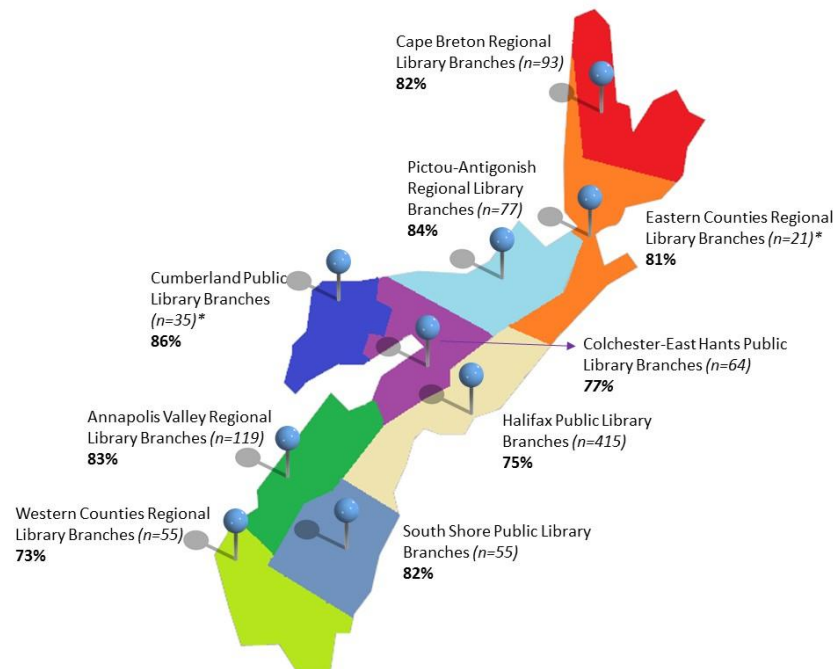
Q.7: How important are public libraries and the services they provide to you personally? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important. (n=1005)

Personal Importance of Public Libraries - by Regional Public Library Branch

- When considering the personal importance of public libraries across the regional public library branches, some differences are evident. In particular, as outlined below, those who frequent the Cumberland Public Library branches and the Pictou-Antigonish Regional Library branches place greater personal importance on public libraries and the services they provide while those who use the Western Counties Regional Library branches and the Halifax Public Library branches report public libraries as being less personally important.

Personal Importance of Public Libraries and Services They Provide

By Public Library Branch Region, Top 3 Box (Ratings of 8-10)



Q.7: How important are public libraries and the services they provide to you personally? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important.

*Caution: Small sample size.

Public Library Usage

**Importance of
Public Libraries**

Demographics

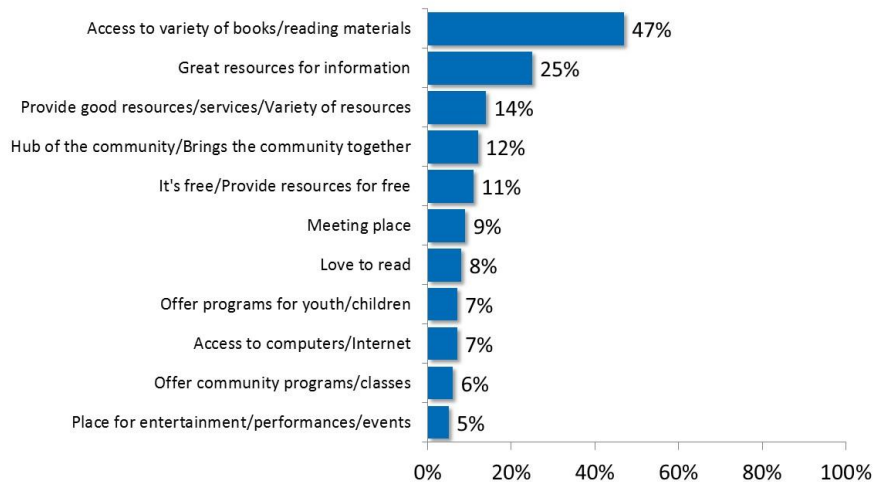
Reasoning for Personal Importance Score

Having access to a variety of books and reading material is the most common rationale for finding public libraries and their services to be of personal importance.

- Those who rated public libraries and their services as highly important (scores of seven or higher) who were asked to indicate why they are of such importance. Respondents most often referenced the **access to a variety of books/reading materials**, followed by the fact that **libraries are great resources for information**. Other reasons were mentioned by less than two in ten respondents. (Table 8a)
- Those who indicated public libraries and their services were of less personal importance (a score of one to six), attributed that lack of personal importance to the fact that they **use their own computer/Internet for information or to download books**, followed by the rationale that they **don't use libraries very much**. Other reasons were mentioned by less than two in ten respondents. (Table 8b)

Reasons Public Libraries and Their Services are Personally Important

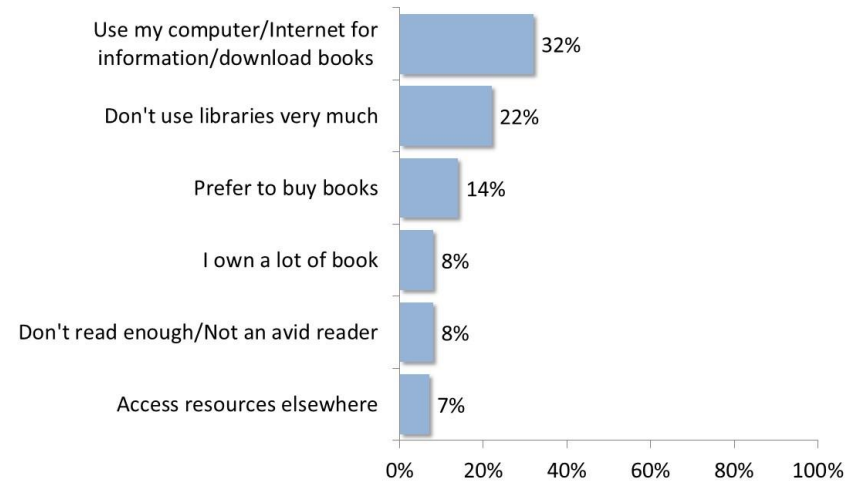
Key Unaided Mentions Among Those Who Rated Personal Importance of Public Libraries and Their Services from 7-10



Q.8a: [IF 7 OR HIGHER IN Q.7] In a few words, why are public libraries and their services important to you personally? (n=860)

Reasons Public Libraries and Their Services are Personally Not That Important

Key Unaided Mentions Among Those Who Rated Personal Importance of Public Libraries and Their Services from 1-6



Q.8b:[IF 6 OR LOWER IN Q.7] In a few words, why are public libraries and their services not that important to you personally? (n=145)

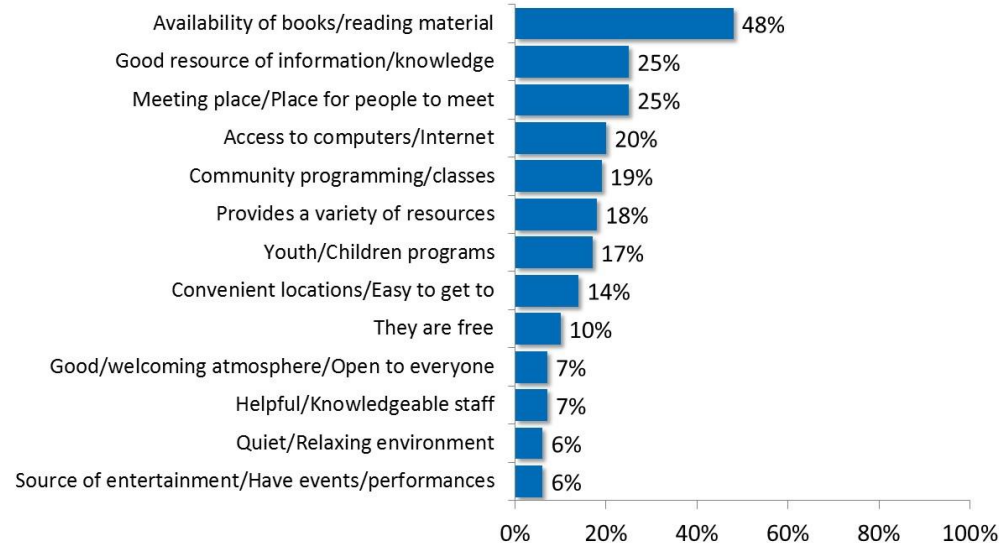
Most Important Things About Public Libraries

The three most important things about public libraries, both personally and for the community, include the availability of books / reading material, being a good resource of information, and a public meeting place.

- When considering the three most important things about public libraries both personally and for their communities, respondents most commonly mentioned the **availability of books/reading material**, followed by **public libraries being good resources of information/knowledge**, and libraries as being a **meeting place/place for people to meet**. (Table 9)
- When considering responses across audience groups, some notable variations appear. Specifically, residents of the Valley/South Shore and those aged 16-34 years were more likely than their counterparts to mention **access to computers/Internet** as one of the top three most important things about public libraries. Additionally, those living in Cape Breton were far more likely to cite **youth/children programs** than those residing elsewhere in the province. Finally, women are far more likely than men to mention **community programming/classes**.

Most Important Things About Public Libraries Personally and for the Community

Key Unaided Mentions



Q.9: What do you consider to be the three most important things about public libraries to you and your community?
(n=1005)

Importance of Services Offered

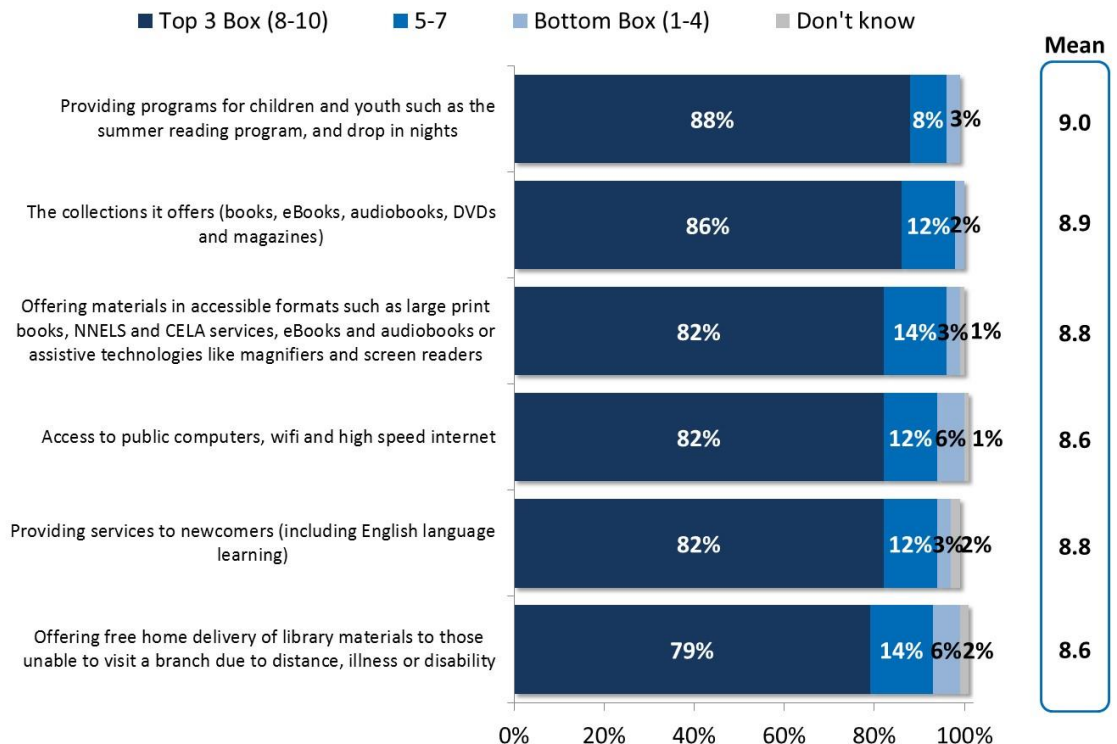
Considerable importance is placed on all services offered by Nova Scotia's public libraries, most notably the provision of programs for children and youth.

Survey respondents were asked to rank the importance of 17 different services offered by Nova Scotia's public libraries on a scale of 1-10, with '10' being extremely important and '1' being not at all important. The following three slides show the level of importance placed on each service, ranked in order of perceived importance.

- Overall, all of the services listed are deemed highly important. That said, the **provision of programs for children and youth** is of considerable importance, generating an average rating of 9 out of 10. Other services rated with very high importance include the **collections offered at the library, the availability of materials in accessible formats, access to public computers, wifi, and high speed Internet, and the provision of services to newcomers**. Eight in ten also consider it to be very important to offer **free home delivery of library materials to those unable to visit a branch**. (Tables 10a-q)
- Across the province results are generally consistent, on each service shown in the graph to the right.

Importance of Services Offered by NS's Public Libraries

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely important



Q.10a-q: How important are each of the following types of services offered by Nova Scotia's public libraries? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important. (n=1005)

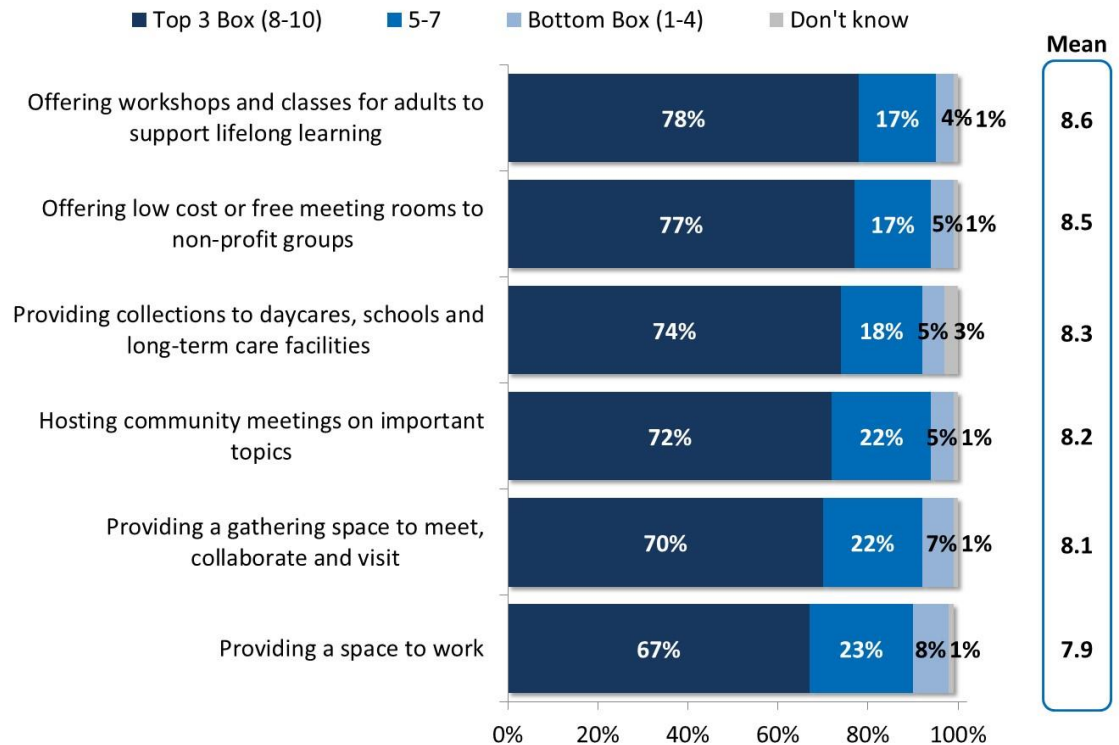
Note: Responses of 'Don't know' were excluded from the calculation of the mean.

Importance of Services Offered (cont'd)

- As shown in the graph to the right, the vast majority of library service users also place significant importance on **offering workshops and classes for adults, offering low cost or free meeting rooms for non-profit groups and providing collections to daycares, schools and long-term facilities**. Further, most consider **hosting community meetings, being a gathering place to meet** and **providing a space to work** to be highly important.
- Of note, on all accounts, very few residents deem such services not important.
- Across the province results are generally consistent for each service, although those in Cape Breton place greater importance on providing collections to daycares, schools and long-term facilities than those in other regions.

Importance of Services Offered by NS's Public Libraries

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely important



Q.10a-q: How important are each of the following types of services offered by Nova Scotia's public libraries? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important. (n=1005)

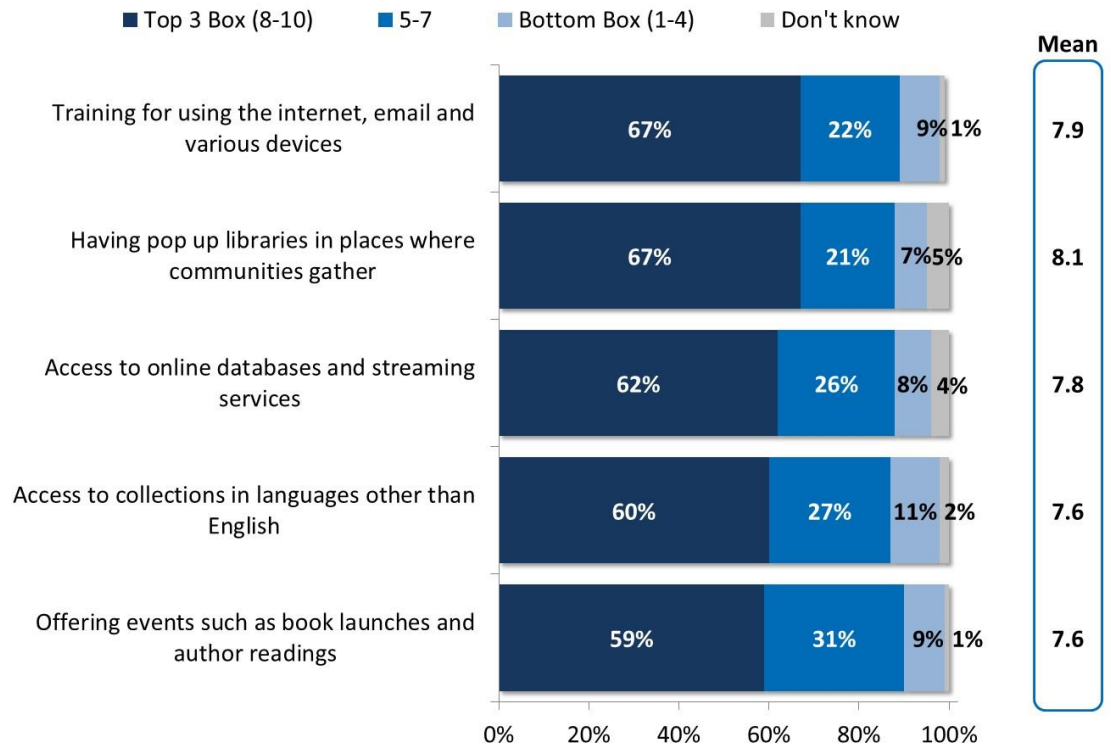
Note: Responses of 'Don't know' were excluded from the calculation of the mean.

Importance of Services Offered (cont'd)

- At least six in ten library users consider each of the remaining services important.
- Some variations in the level of importance of each service can be seen across different audience groups. Of note, across services, women place a higher importance on each service than men. Residents of Cape Breton consider the accessibility of collections in languages other than English to be of greater importance than those residing elsewhere. The same is seen among those who were not born in Canada compared to those who were.
- Access to public computers, wifi and high speed internet is considerably more important to those living in Central Nova Scotia. Training for using the Internet, email and various devices becomes more important with age and is of lower importance to those living in Halifax than those living elsewhere. The provision of a gathering space to meet, collaborate and visit and the provision of a space to work both decrease in importance with age. Findings suggest that service use may vary across audience groups.

Importance of Services Offered by NS's Public Libraries

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely important



Q.10a-q: How important are each of the following types of services offered by Nova Scotia's public libraries? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important. (n=1005)

Note: Responses of 'Don't know' were excluded from the calculation of the mean.

Importance of Services Offered by Use of Services Outside a Library Building

Key differences exist in level of perceived importance of library services between those who use public library services outside of a library building and those who do not.

As shown in the table to the right, some key differences exist between those who use public library services outside of a library building and those who use services only in a library building.

- Of note, those who use library services outside of a library building typically place greater importance on non-traditional library services. In fact, those who use public library services outside of a library building deem *offering materials in accessible formats, providing services to newcomers, offering free home delivery of library materials to those unable to visit a branch, providing collections to daycares, schools, and long-term care facilities, and access to online databases and streaming services* to be notably higher in importance than those who do not use public library services outside of a library building.

Importance of Services Offered by NS's Public Libraries

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely important
Top 3 Box (8-10)

| | Overall | Use services outside of library building | Do not use library services outside of library building |
|--|----------|--|---|
| | (n=1005) | (n=720) | (n=285) |
| Providing programs for children and youth | 88% | 88% | 88% |
| The collections it offers | 86% | 87% | 81% |
| Offering materials in accessible formats | 82% | 85% | 75% |
| Providing services to newcomers | 82% | 84% | 78% |
| Access to public computers, wifi and high speed internet | 82% | 81% | 84% |
| Offering free home delivery of library materials to those unable to visit a branch | 79% | 81% | 73% |
| Offering workshops and classes for adults to support lifelong learning | 78% | 78% | 76% |
| Offering low cost or free meeting rooms to non-profit groups | 77% | 78% | 74% |
| Providing collections to daycares, schools, and long-term care facilities | 74% | 76% | 69% |
| Hosting community meetings on important topics | 72% | 73% | 69% |
| Providing a gathering space to meet, collaborate and visit | 70% | 70% | 69% |
| Providing a space to work | 67% | 68% | 64% |
| Training for using the internet, email and various devices | 67% | 67% | 68% |
| Having pop up libraries in places where communities gather | 67% | 67% | 66% |
| Access to online databases and streaming services | 62% | 64% | 56% |
| Access to collections in languages other than English | 60% | 61% | 58% |
| Offering events such as book launches and author readings | 59% | 60% | 56% |

Q.10a-q: How important are each of the following types of services offered by Nova Scotia's public libraries? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important.

Importance of Services Offered by Regional Public Library Branch

The various services offered by Nova Scotia's public libraries are valued differently by those who frequent different regional library branches.

- As shown in the following tables, some variations in the level of importance of the services offered by Nova Scotia's public libraries can be seen across the regional branches. Differences of 10 points or more above overall (i.e. higher importance) are highlighted in green, while those 10 points or more below (i.e. lower importance) are highlighted in red. Findings suggest that those in the south shore region place greater importance on *offering free home delivery of library materials*, while those in the eastern counties place lower importance on other key services.

Importance of Services Offered by NS's Public Libraries: Comparison by Regional Public Library Branch

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely important

Top 3 Box (8-10)

| | Overall (n=1005) | Nova Scotia Regional Public Library Branches | | | | | | | | |
|--|---------------------|--|--------------------------|--|----------------------------|--------------------------------|---------------------------------|--------------------------|-------------------------------|--------------------|
| | | Annapolis Valley (n=119) | Cape Breton (n=93) | Colchester -East Hants (n=64) | Cumber- land (n=35)* | Eastern Counties (n=21)* | Pictou- Antigonish (n=77) | South Shore (n=55) | Western Counties (n=55) | Halifax (n=415) |
| Providing programs for children and youth | 88% | 87% | 89% | 87% | 91% | 76% | 87% | 91% | 95% | 89% |
| The collections it offers | 86% | 84% | 85% | 86% | 94% | 86% | 83% | 87% | 85% | 85% |
| Access to public computers, wifi and high speed Internet | 82% | 77% | 81% | 87% | 91% | 81% | 87% | 80% | 89% | 80% |
| Offering materials in accessible formats | 82% | 84% | 85% | 80% | 86% | 90% | 79% | 85% | 80% | 81% |
| Providing services to newcomers | 82% | 79% | 82% | 81% | 80% | 76% | 87% | 78% | 80% | 84% |
| Offering free home delivery of library materials | 79% | 83% | 84% | 75% | 83% | 67% | 79% | 89% | 82% | 78% |
| Offering workshops and classes for adults | 78% | 77% | 83% | 80% | 83% | 62% | 79% | 71% | 84% | 77% |
| Offering low cost or free meeting rooms to non-profit groups | 77% | 74% | 75% | 77% | 77% | 67% | 82% | 84% | 78% | 78% |

Q.10a-q: How important are each of the following types of services offered by Nova Scotia's public libraries? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important.

*Caution: Small sample size.

Importance of Services Offered by Regional Public Library Branch

- Similarly, as shown below, those in western counties place greater importance on *training* and *providing a space to work*, while those in the Pictou-Antigonish area also deem providing a *space to work* to be more important. Similarly, those in Cumberland place greater importance on *offering access to online databases and streaming services*, while Cumberland and Cape Breton residents consider *offering events such as book launches* more important.
- Users of the **Western Counties Regional Library branches** place a higher importance on training for using the Internet, email and other devices, and providing a space to work when compared to overall findings.

Importance of Services Offered by NS's Public Libraries: Comparison by Regional Public Library Branch

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely important

Top 3 Box (8-10)

| | Overall (n=1005) | Nova Scotia Regional Public Library Branches | | | | | | | | |
|--|---------------------|--|--------------------------|--|----------------------------|--------------------------------|---------------------------------|--------------------------|-------------------------------|--------------------|
| | | Annapolis Valley (n=119) | Cape Breton (n=93) | Colchester -East Hants (n=64) | Cumber- land (n=35)* | Eastern Counties (n=21)* | Pictou- Antigonish (n=77) | South Shore (n=55) | Western Counties (n=55) | Halifax (n=415) |
| Providing collections to daycares, schools and long-term care facilities | 74% | 75% | 77% | 77% | 74% | 71% | 62% | 80% | 69% | 73% |
| Hosting community meetings on important topics | 72% | 67% | 80% | 67% | 77% | 62% | 79% | 67% | 76% | 72% |
| Providing a gathering space to meet, collaborate and visit | 70% | 68% | 73% | 72% | 69% | 76% | 68% | 64% | 62% | 74% |
| Training for using the Internet, email and various devices | 67% | 71% | 72% | 72% | 74% | 67% | 70% | 67% | 84% | 63% |
| Providing a space to work | 67% | 61% | 63% | 59% | 60% | 62% | 79% | 69% | 78% | 67% |
| Having pop up libraries in places where communities gather | 67% | 69% | 71% | 69% | 74% | 43% | 69% | 65% | 64% | 67% |
| Access to online databases and streaming services | 62% | 62% | 67% | 56% | 80% | 52% | 64% | 56% | 58% | 61% |
| Access to collections in languages other than English | 60% | 62% | 65% | 52% | 57% | 62% | 60% | 62% | 55% | 60% |
| Offering events such as book launches and author readings | 59% | 61% | 72% | 48% | 74% | 67% | 61% | 55% | 62% | 56% |

Q.10a-q: How important are each of the following types of services offered by Nova Scotia's public libraries? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important.

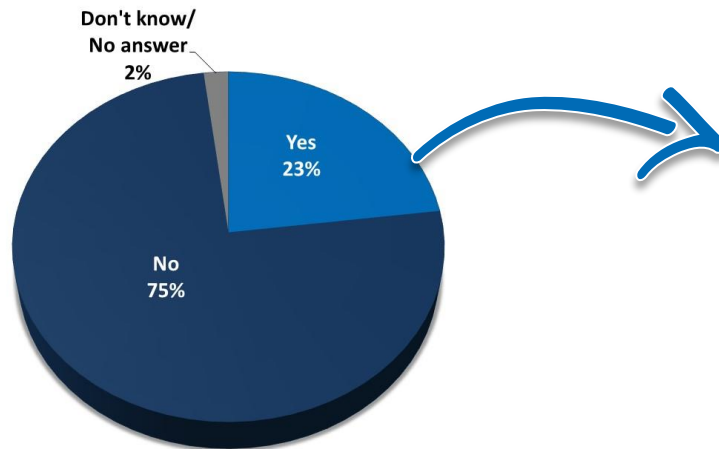
*Caution: Small sample size.

Places Providing Similar Services or Experiences

If public library services were no longer available, the vast majority of residents would reportedly have no other place to access such services. Others, however, would rely on the Internet or universities.

- If, hypothetically, public library services were no longer accessible, the majority of respondents indicated that they **would not have another place to access similar services or experiences**. Those who reportedly would have an alternative most commonly cited the **Internet**, closely followed by a **university**. Fewer respondents mentioned a **book store** or a **community centre**. Remaining sources, including a **college**, **public schools** and **recreation centres**, were each mentioned by less than one in ten respondents. (Tables 12 and 13)
- Men were more likely than women to indicate having somewhere else to access the services and experiences available from a public library. That said, when considering access to specific sources, women mentioned book stores, community centres, and colleges more often than men. In terms of regional differences, Cape Breton residents were more likely to cite the Internet than those living elsewhere, while those in Halifax most frequently referenced a university. Additionally, accessing a university for services or experiences was mentioned notably more often by those who were not born in Canada than by those who were.

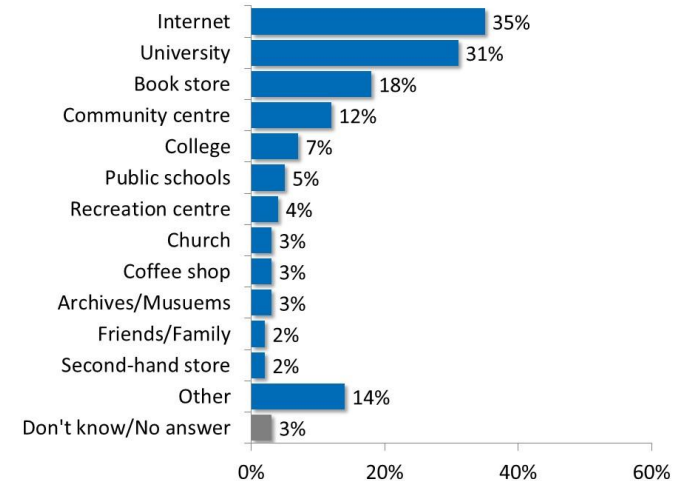
Another Place to Access Similar Services or Experiences if Public Library Services Were No Longer Available



Q.12: Hypothetically, if you no longer had access to public library services, is there another place where you could access similar services or experiences? (n=1005)

Places to Go to Access Similar Services if Public Library Services Were No Longer Available

Total Unaided Mentions Among Those Who Would Have Another Place To Go



Q.13: [IF 'YES' IN Q.12] Where would you go to access such services if you no longer had access to public library services? PROBE: Anywhere else? (n=228)

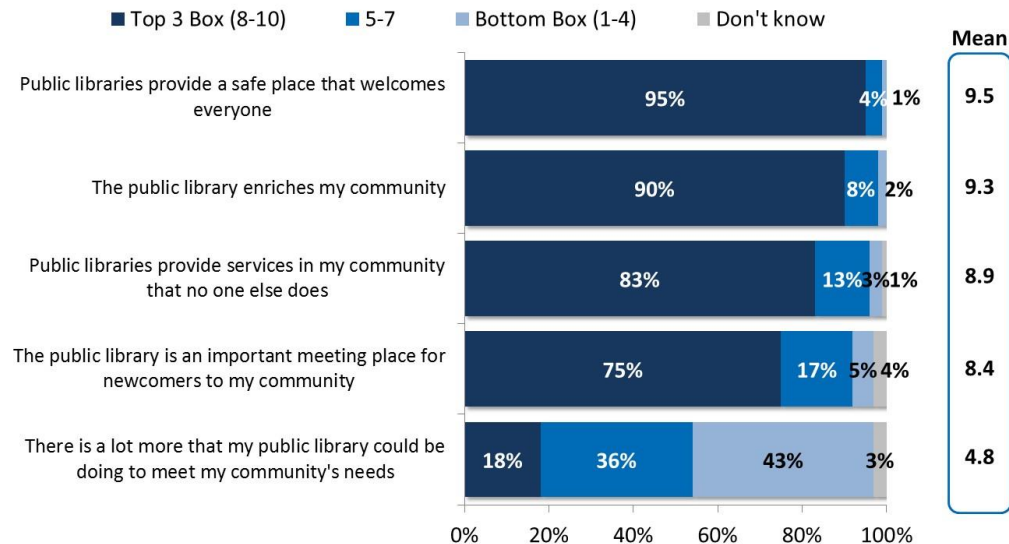
Perceptions About Nova Scotia's Public Libraries

Nova Scotia's public libraries are considered welcoming to all and as enriching its communities. Public libraries are deemed to provide services that no one else does.

- Survey respondents were presented with a list of statements and asked to indicate to what level they agree or disagree with each. The statement that ***public libraries provide a safe place that welcomes everyone*** was most highly agreed with, followed closely by ***the public library enriches my community***. Opinions are generally consistent across the province. (Tables 14a-e)
- Overall, strong agreement with each statements is evident, with the exception that ***there is a lot more my public library could be doing to meet my community's needs***. This further underscores library users' positive perceptions of public libraries and their services.
- When considering the statement ***there is a lot more that my public library could be doing to meet my community's needs***, agreement is most prevalent among those aged 55 years and above, residents of Cape Breton, lower income earners, those with less formal education and those not born in Canada.

Perceptions About Nova Scotia Public Libraries

Rating on 10-pt Scale: 1=Completely Disagree, 10=Completely Agree



Q.14a-e: I am going to read a number of statements about how you may or may not feel about Nova Scotia's public libraries. Using a scale of '1' to '10' where '1' is completely disagree and '10' is completely agree, please indicate the extent to which you either agree or disagree with each of the following statements. (n=1005)

Note: Responses of 'Don't know' were excluded from the calculation of the mean.

Public Library Usage

Importance of
Public Libraries

Demographics

Public Libraries Visited Most Often

Overall, survey respondents most often visit or receive services from the Halifax Central Library.

- The table shown below outlines key public library branches visited most often by survey respondents. Overall, the **Halifax Central Library** is the public library branch visited or used for services most often. (Table 15)
- When considering library branches located in specific regions of the province, the Halifax Central Library is again most frequented in the Halifax region. Meanwhile, the James McConnell Memorial Library is most frequented by residents of Cape Breton. Central Nova Scotia Residents most often mention the Antigonish Town & Country Public Library branch, followed closely by the Colchester-East Hants Public Library branches, and the New Glasgow Public Library. At the same time, Valley/South Shore residents most frequently mention the Wolfville Memorial Library, followed closely by the Margaret Hennigar Public Library.

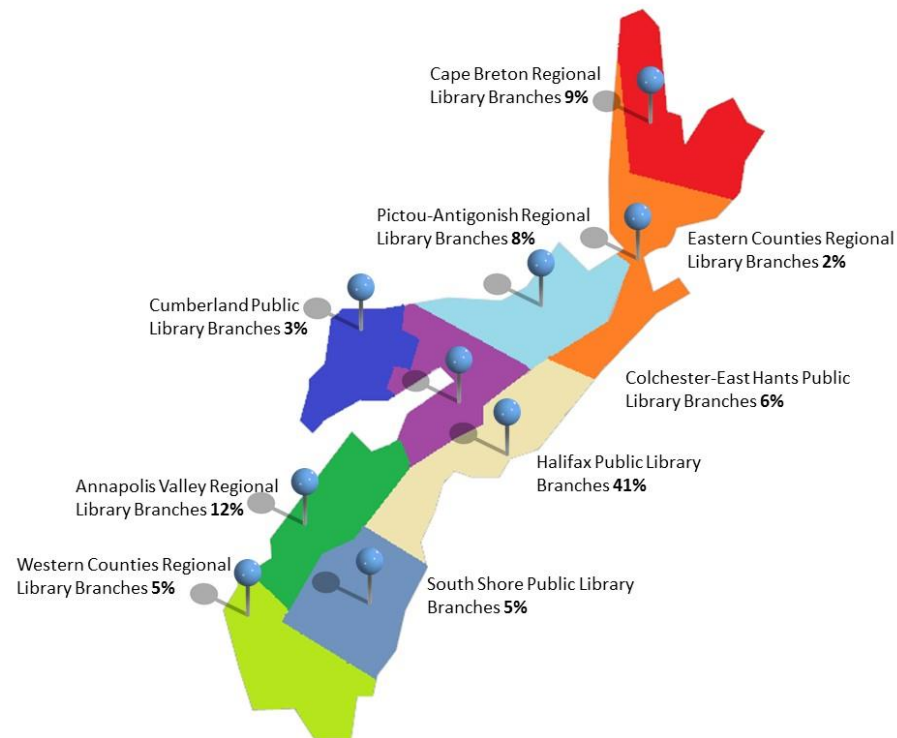


| Public Library Branch Visited/Services Received From Most Often Key Unaided Mentions | (n=1005) |
|---|----------|
| Halifax Central Library | 12% |
| Keshen Goodman Public Library | 6% |
| Woodlawn Public Library | 4% |
| James McConnell Memorial Library | 4% |
| Sackville Public Library | 3% |
| Tantallon Public Library | 3% |
| Cape Breton Regional Library branches | 3% |
| Antigonish Town & County Public Library | 3% |

Regional Public Library Branch Visitation / Usage

- The following map depicts the regional branches of Nova Scotia's public libraries visited or used by survey respondents. As would be expected, given the distribution of survey respondents, **Halifax Public Libraries branches** were visited most often. More than one in ten made use of **Annapolis Valley Regional Library branches**, while one in ten visited the **Cape Breton Regional Library branches** or the **Pictou-Antigonish Regional Library branches**. All other regional branches were visited less frequently. (Table 15)

Visitation/Usage of Regional Public Library Branches (n=1005)



Public Library User Demographics

Nova Scotia's public library users tend to be well educated and employed, earning varied levels of annual household income.

- Nova Scotia Public Library users tend to be well educated, with over one-half reporting to have at least a university degree. Annual household income levels are more mixed, though the majority of survey respondents report earnings of \$50,000 or more per year. Respondents are mostly employed as well, either full-time or part-time. That said, a large minority are retired. (Tables 16, 17, 20)



| | | (n=1005) |
|---|--|----------|
| Highest Level of Education Completed | | |
| Some high school | | 4% |
| Graduated high school/vocational | | 14% |
| Some community/technical college | | 4% |
| Graduated community/technical college | | 15% |
| Some university | | 7% |
| Graduated university | | 32% |
| Post graduate degree | | 22% |
| Household Income in 2017 | | |
| Less than \$25,000 | | 9% |
| At least \$25,000, but less than \$50,000 | | 18% |
| At least \$50,000, but less than \$75,000 | | 19% |
| At least \$75,000, but less than \$100,000 | | 15% |
| \$100,000 or more | | 21% |
| Refused | | 14% |
| Don't know/No answer | | 3% |



- Regional demographic differences are apparent. Specifically, those living in the Halifax area are far more likely to hold a post graduate degree than those residing elsewhere in the province. At the same time, Valley/South Shore residents are least likely to have a university degree or higher. Considering higher income earners are also the most educated respondents, it is not surprising that Halifax residents are more affluent than those residing elsewhere. Halifax residents are also most likely to be employed full-time, while Cape Breton has the highest proportion of retired public library users.



| Employment Status | |
|--|-----|
| Employed full-time (at least 30hrs/week) | 39% |
| Employed part-time (less than 30hrs/week), by choice | 8% |
| Employed part-time (less than 30hrs/week), not by choice | 2% |
| Not employed, but actively looking for full-time work | 1% |
| Not actively look for work due to other family obligations | 1% |
| Retired | 42% |
| Not at actively looking for work | 4% |
| Refused | 2% |

Public Library User Demographics (cont'd)

Survey respondents are often long-term community residents.

- Survey respondents are typically long-term residents of their communities, with the majority reporting residence of 16 years or more. Respondents are more likely to have been born in Canada, with only one in ten reporting a birthplace outside the country. Those born outside of Canada are more likely to reside in the Halifax or Valley/South Shore regions. (Tables 18 and 19)
- Interestingly, Cape Breton and Central NS residents tend to have lived in their communities longer than those residing elsewhere, with seven in ten respondents reporting having lived in their communities for 16 years or longer in each of these regions. Perhaps unsurprisingly, those not born in Canada have resided in their communities for a shorter amount of time than those who were born in Canada. That said, the majority of those not born in Canada have lived in their community for at least the past 11 years.



| | | (n=1005) |
|---------------------------|--|----------|
| Lived in community | | |
| Less than a year | | 2% |
| Between 1 and 2 years | | 3% |
| Between 3 and 5 years | | 7% |
| Between 6 and 10 years | | 13% |
| Between 11 and 15 years | | 11% |
| 16 years or longer | | 62% |
| Born in Canada | | |
| Yes | | 89% |
| No | | 11% |

Cumberland Public Libraries Board - Formula Funding Model

Proposed Effective Date: 2020 - 2021

| | Funding Ratio | Old Model | New Model | \$ Increase | % Increase |
|------------------------|---------------|------------------|--------------------|------------------|------------|
| Provincial | 71% | \$550,000 | \$775,400 | \$225,400 | 41% |
| Municipal | 26% | \$201,400 | \$283,900 | \$82,500 | 41% |
| Board | 3% | \$23,200 | \$32,800 | \$9,600 | 41% |
| Total Available | 100% | \$774,600 | \$1,092,100 | \$317,500 | 41% |

| Population: | |
|--------------------|---------|
| 2017 Population | 30,118 |
| Old Model | 31,995 |
| Population Change | (1,877) |

- “2017 Population” figures are from July 2017 estimates from the 2011 Census
- “Old Model” population figures were 2009 estimates from the 2006 Census

| Staffing: | | | |
|------------------------|---------------------|-------------|------------------|
| | Number of positions | Salary Rate | Staffing cost |
| Base Staffing: | | | |
| CEO | 1 | \$92,500 | \$92,500 |
| Deputy CEO | 1 | \$82,500 | \$82,500 |
| Finance/Bookkeeper | 1 | \$45,000 | \$45,000 |
| Administrative Support | 1 | \$35,000 | \$35,000 |
| Community Engagement | 1 | \$62,500 | \$62,500 |
| IT Support | 1 | \$62,500 | \$62,500 |
| Other Staff: | | | |
| Scalable Staff | 14 | \$37,000 | \$518,000 |
| Staffing Total | 20 | | \$898,000 |

- Total salary costs for “Base Staffing” is a set rate of \$380,000 per region
- “Scalable Staff” is calculated at 1 Staff per 2,200 (the “Average Rural Staffing Ratio Per Capita”), at an average salary of \$37,000

| Operating Costs: | |
|-------------------------|-----------------|
| Base Amount: | \$15,000 |
| Per capita total: | \$45,200 |
| Total: | \$60,200 |

- Operating cost per capita rate is \$1.50

| Collections Costs | |
|--------------------------|------------------|
| Base Amount: | \$7,800 |
| Per capita total: | \$105,400 |
| Total: | \$113,200 |

- Collections costs per capita rate is \$3.50

| Other Factors: | |
|---|-----------------------|
| • Staff Technology: | \$8,000 |
| ○ Calculated at \$400/staff member annually | |
| • Public Access Computers: | \$12,700 |
| ○ Based on a 3-year annual refresh cycle. Calculated at \$1,000/existing PAC divided by 3 | |
| • French Language & Equity Programming: | Not Applicable |

Comparison between current and proposed Municipal Unit Contributions

| Municipal Unit | 2015-16 % of Total | 2015-16 Share of Total | Proposed % of Total | Proposed Share of Total | \$ Change | % Change |
|-------------------|--------------------------|---------------------------|------------------------|-------------------------------|--------------|-------------|
| Co. of Cumberland | 0.4998 | \$100,665 | 0.6561 | \$186,267 | \$85,601 | 85 |
| Amherst | 0.2969 | \$59,794 | 0.3075 | \$87,299 | \$27,506 | 46 |
| Oxford | 0.0370 | \$7,459 | 0.0364 | \$10,334 | \$2,875 | 39 |
| Parrsboro | 0.0435 | \$8,769 | | | | |
| Springhill | 0.1227 | \$24,713 | | | | |
| | 1 | \$201,400 | 1 | \$283,900 | 82,500 | 41 |

- Parrsboro has ceased to exist as a municipality
- Springhill has ceased to exist as a municipality

**TOWN OF OXFORD
GENERAL ADMINISTRATION**

Subject: Occupational Health & Safety

Number:

Approved by: Council

Effective Date: January 22, 2019

Revision Date: Required Annually

Rationale

The following policy establishes the Town of Oxford's commitment to providing a safe and healthy work environment at all municipal work sites.

Policy Statement

1. The Town of Oxford, its employees, Council members, and contractors will comply with this policy and Nova Scotia's Occupational Health and Safety Act and Regulations.
2. The health and safety of the workplace is everyone's responsibility. The Town of Oxford, where possible, will minimize hazards in the workplace and ensure that employees are adequately equipped, trained, and supervised. The Town is dedicated to the objective of minimizing the possibility of injury and illness.
3. Personal protective equipment and control devices will be provided in relation to the job and task at hand to achieve as safe a work environment as possible, if the elimination of hazards is not reasonably practicable. The Town will train employees and supervisors on safe work procedures and practices, hazard identification, safe use of equipment, personal protective equipment (PPE), and other personal safety devices, and ensure that the facilities and equipment are safe.
4. Employees at every level are responsible and accountable for their own safety and the safety of others, including the public, when present at Town facilities and work sites. This includes following the policies and taking responsibility for their individual role in safety, as well as participating in safety initiatives and training opportunities as established in the Town's safety program. Managers and supervisors will be trained and are responsible for ensuring that employees follow this policy.
5. The Town recognizes and supports the employees' right and responsibility to work safely; refuse unsafe work; participate in hazard identification; report any hazardous condition, near-miss, injury, accident, or illness related to the workplace; and, encourage their participation in improving the health and safety of the workplace.
6. The Town of Oxford acknowledges that violence in the workplace is an occupational health and safety hazard that can cause physical and emotional harm. The Town views any acts of violence or threats of violence in the workplace as unacceptable.
7. In a recognized effort of consultation and cooperation between management, employees, supervisors and any OHS Committee that may be in operation, the Town commits to making health and safety part of our daily practice.

8. This Policy repeals and replaces all Occupational Health and Safety Policies previously approved by Town Council.

**The safety information in this policy does not take precedence over the Occupational Health and Safety Act. All employees should be familiar with the Occupational Health and Safety Act.*

Certification

I, Rachel L. Jones, Chief Administrative Officer of the Town of Oxford, do hereby certify that the policy of which the foregoing is a true copy was duly passed at a duly called meeting of the Town Council of the Town of Oxford held on the 21st day of January, 2019.

GIVEN under the hand of the Chief Administrative Officer and the corporate seal of the Town of Oxford this _____ day of _____, 2019.

Rachel L. Jones
Chief Administrative Officer