

## COVID Recovery OPL Background

COVID-19 Timeline to date:

- March 16: OPL closed all branches, Bookmobile, and Homebound Services to align with recommendations from Ottawa’s Medical Officer of Health and closures within the City of Ottawa
- March 17: A Provincial State of Emergency was declared
- March 25: The City of Ottawa declared a State of Emergency
- May 19: Provincial re-opening announcement (Stage 1) allowing library curbside pick-up or delivery
- June 8: OPL launched Recovery Priority 1, contactless services, and six OPL locations began accepting customer returns and scheduling appointments for holds pickup
- June 15: As part of Priority 1, OPL allowed customers to pick up holds
- June 12: Provincial re-opening announcement (Stage 2) allowing library limited on-site services
- June 26: OPL launched Priority 2, “New holds”
- July 13: OPL launched Priority 3, expanded locations for contactless services
- July 17: Provincial COVID-19 response framework introduced (coloured zones)
- August 17: OPL launched Priority 4, expanded in-branch services, at 20 branches; two additional branches, as well as 10 bookmobile stops, continued to provide contactless service.
- November and December: Additional branches re-opened for contactless service
- December 26: Province-wide lockdown took effect; OPL returns to curbside service at all open locations
- January 2021: Additional branches opened for curbside services
- January 14, 2021: Provincial state of emergency and stay-at-home orders in effect

Please see Table 1 for a summary of OPL’s recovery plans to date.

**Table 1: Timeline of Branch re-opening activities, to date**

<b>Month</b>	<b>Branches open</b>	<b>Provincial Restriction</b>	<b>OPL Service</b>
June 2020	Beaverbrook Cumberland Greenboro Main Nepean Centrepoin te Ruth E. Dickinson Homebound private homes	Stage 1:  May 19-June 11, 2020	Curbside: <ul style="list-style-type: none"> <li>• Holds pick-up and returns</li> <li>• No building access</li> </ul>
July 2020	Alta Vista Blackburn Hamlet Carlingwood Carp Centennial Elmvale Acres Emerald Plaza Greely North Gloucester Rosemont Temporary Location St. Laurent Stittsville	Stage 2:  June 12-July 16, 2020	Contactless: <ul style="list-style-type: none"> <li>• Holds pick-up and returns</li> <li>• No browsing</li> <li>• Computer use permitted</li> </ul>
August 2020	Alta Vista Beaverbrook Blackburn Hamlet Carlingwood Carp Centennial Cumberland Elmvale Acres Emerald Plaza Greely Greenboro Main Nepean Centrepoin te North Gloucester North Gower Richmond Ruth E. Dickinson Stittsville St. Laurent Vanier	Yellow zone	Enhanced / Expanded: <ul style="list-style-type: none"> <li>• Holds pick-ups and returns</li> <li>• Browsing and computer use permitted</li> </ul>
August 2020	Metcalfe Village Bookmobile (select stops)	Yellow zone	Contactless: <ul style="list-style-type: none"> <li>• Holds pick-ups and returns</li> </ul>

			<ul style="list-style-type: none"> <li>• No browsing</li> <li>• Computer use permitted</li> </ul>
November 2020	Kiosk & Holds Lockers Sunnyside	Orange zone	Contactless: <ul style="list-style-type: none"> <li>• Holds pick-ups and returns</li> <li>• No browsing</li> <li>• Computer use permitted</li> </ul>
December 2020	Hazeldean Manotick Rosemount (first floor only)	Orange zone	Contactless: <ul style="list-style-type: none"> <li>• Holds pick-ups and returns</li> <li>• No browsing</li> <li>• Computer use permitted</li> </ul>
January 2021	Rideau Rockcliffe Park Bookmobile (full schedule)	Shutdown & Stay-at-home order	OPL Curbside service: <ul style="list-style-type: none"> <li>• Holds pick-up and returns</li> <li>• No building access</li> </ul>
February 2021	Orléans	TBD	OPL Curbside service: <ul style="list-style-type: none"> <li>• Holds pick-up and returns</li> <li>• No building access</li> </ul>
Q1 2021	Rosemount (second floor) Constance Bay Fitzroy Harbour Munster Osgoode Vernon	TBD	OPL Contactless service: <ul style="list-style-type: none"> <li>• Holds pick-ups and returns</li> <li>• No browsing</li> <li>• Computer use permitted</li> </ul>

Governance considerations:

During the initial stages of the COVID-19 emergency, the Chief Executive Officer (CEO) operated under section 2.2 of the OPL Board policy 002-OPLB Delegation of Authority (DOA). The DOA clearly defines the decisions that must be made by the Board and those that may be made by the CEO or designate. Section 2.2, Emergency or Special Circumstances, states that “in cases of emergency or special circumstances where it is necessary to act within or outside the normal mandate of the OPL, but such action is not strictly within the terms of a delegated authority, the CEO may take such action as necessary to rectify the situation and all such actions shall be reported immediately to the Chair and then the Board.”

The Board delegated authority to the CEO during Priorities 2-5 to amend opening hours and adjust services as needed, and advise the Board accordingly, as well as to suspend some fees during Priorities 1 and 2, as well as suspend late fees until what was called at the time the "New Normal" Recovery Phase (now called the "Post-COVID" period).

The CEO reported back to the Board regarding OPL's COVID-19 response via verbal updates at the April 14, May 12, September 8, October 13, November 3, and December 1 meetings. Two reports were also presented to the Board: the "OPL COVID-19 Recovery Priority 1 Plan," at the May 28 special meeting (OPLB-2020-0501- SP) and the "OPL COVID-19 Recovery Priority 2-5 Plan" at the June 23, 2020 meeting (OPLB-2020-0601). In the June report, staff were directed to bring forward a report regarding later recovery phases at the latest in Q1 2021.