

# Peterborough Public Library Board Meeting Agenda

March 27, 2018

5:00 p.m.

345 Aylmer Street North

Library Board Room

## Pages

1. **Call to Order**
2. **Closed Session**  
s.239(2)(c) a proposed or pending acquisition or disposition of land by the municipality or local board
  - 2.1 Library Property Matters
3. **Confirmation of Minutes**
  - 3.1 February 13, 2018 1 - 3
4. **Disclosure of Pecuniary Interest**
5. **Consent Agenda**  
6.4 6.5 6.6 6.7 6.8 6.9
6. **Reports and Communications**
  - 6.1 OLA Conference Recap 4 - 5  
Report PPL18-013
  - 6.2 Updates from the Foundation and Friends of the Library 6 - 7  
Report PPL18-014
  - 6.3 Community Communications Space at the Library 8 - 10  
Report PPL18-018
  - 6.4 MOU Update 11 - 12  
Report PPL18-015
  - 6.5 Library CEO Report March 2018 13 - 17  
Report PPL18-016

6.6	Library Strategic Plan - Status Update Report PPL18-017	18 - 19
6.7	New Library Website Report PPL18-019	20 - 27
6.8	Library Cafe - Update Report PPL18-020	28 - 29
6.9	Sponsorship Update PPL18-021	30 - 31

**7. Other Business**

**8. Next Meeting - April 24, 2018**

**9. Adjournment**

## **Peterborough Public Library Board Minutes**

### **City of Peterborough**

**Date:** **February 13, 2018**

**Present** Leslie Woolcott  
Paul Stern, Chair  
Barb Connor  
Jayne White  
Garth Wedlock  
Dan Moloney  
Councillor Baldwin  
Councillor Riel

**Regrets:** Mauro DiCarlo

**Staff** Natalie Garnett, Deputy City Clerk  
Jennifer Jones, Library CEO

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### **Call to Order**

The Chair called the Library Board meeting to order at 6:05 p.m.

### **Confirmation of Minutes**

Moved by Leslie Woolcott

**That the minutes of the Library Board meeting on January 9, 2018 be approved as amended.**

Carried

### **Reports and Communications**

Updates from the Foundation and Friends of the Library  
Report PPL18-008

Moved by Leslie Woolcott

**That the Library Board approve the recommendations outlined in Report PPL18-008, dated February 13, 2018, of the Library CEO, as follows:**

- a) That a verbal report to inform the Library Board on the status of the Foundation by Jayne White be received for information; and**

- b) **That a verbal report to inform the Library Board on the status of the Friends of the Peterborough Public Library by Barb Connor be received for information.**

Carried

MOU Update  
Report PPL18-009

Moved by Barb Connor

**That the Library Board approve the recommendation outlined in Report PPL18-009 dated February 13, 2018, of the Library CEO, as follows:**

**That the report of the Library CEO be received for information.**

Carried

Library CEO Report - February 2018  
Report PPL18-010

Moved by Garth Wedlock

**That the Library Board approve the recommendation in Report PPL18-010 dated February 13, 2018, of the Library CEO as follows:**

**That the report be received for information.**

Carried

Library Strategic Plan - Status Update  
Report PPL18-011

Moved by Councillor Riel

**That the Library Board approve Report PPL18-011, dated February 13, 2018, of the Library CEO, as follows:**

**That Report PPL18-011 be received for information.**

Carried

Security Services for the Library  
Report PPL18-012

Moved by Garth Wedlock

**That the Library Board approve Report PPL18-012, dated February 13, 2018 of the Library CEO, as follows:**

- a) **That Security Services be contracted for the Library for the Aylmer Street location as a pilot project at an estimated cost of \$27,000; and,**
- b) **That the Board evaluate the pilot project at the September Board meeting.**

Carried

### **Other Business**

The Library CEO advised the Library Board that various groups/individuals have expressed an interest in renting space in the foyer for displaying materials and information. The Library Board discussed the issue of renting table space in the library entrance.

Foyer Table Rentals

Moved by Councillor Riel

**That the Board receive the verbal report of the CEO on foyer table rentals.**

Carried

### **Adjournment**

Moved by Councillor Baldwin

**That the meeting be adjourned at 7:25 p.m.**

Carried

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Natalie Garnett, Deputy City Clerk

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Paul Stern, Chair



**Peterborough  
Public Library**

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**To:** Peterborough Public Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** March 27, 2018

**Subject:** Report PPL18-013  
OLA Conference recap

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## **Purpose**

A report to inform the Library Board of the OLA Board sessions at the 2018 Superconference.

## **Recommendation**

That the Library Board approve the recommendation outlined in Report PPL18-013 dated March 27, 2018, of the Library CEO, as follows:

That the report of the Library Board Chair be received for information.

## **Budget and Financial Implications**

There is no budget or financial implication resulting from the approval of the recommendation of this report.

## Background

Paul Stern, Library Board Chair, attended the OLA Superconference in January 2018. He will attend the Library Board meeting on March 27, 2018 to provide a verbal report of the sessions attended.

Submitted by,

Jennifer Jones  
Library CEO

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**Peterborough  
Public Library**

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**To:** Peterborough Public Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** March 27, 2018

**Subject:** Report PPL18-014  
Updates from the Foundation and Friends of the Library

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## **Purpose**

A report to inform the Library Board on the status of the Peterborough Public Library Foundation and the Friends of the Peterborough Public Library.

## **Recommendations**

That the Library Board approve the recommendations outlined in Report PPL18-014, dated March 27, 2018, of the Library CEO, as follows:

- a) That a verbal report to inform the Library Board on the status of the Foundation by Jayne White be received for information; and
- b) That a verbal report to inform the Library Board on the status of the Friends of the Peterborough Public Library by Barb Connor be received for information.

## **Budget and Financial Implications**

There is no budget or financial implications associated with the recommendations of this report.



## Background

Jayne White, from the Library Foundation Board, will attend the Library Board meeting on March 27, 2018, to provide a verbal update on the current status of the Foundation.

Barb Connor, will attend the Library Board meeting on March 27, 2018, to provide a verbal update on the current status of the Friends of the Library.

Submitted by,

Jennifer Jones  
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**Peterborough  
Public Library**

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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** March 27, 2018

**Subject:** Report PPL18-018  
Community Communications Space at the Library

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## **Purpose**

A report to discuss options for community communications space in the renovated library, including display cases, bulletin boards and lobby bookings.

## **Recommendations**

That the Library Board approve the recommendations in Report PPL18-018 dated March 27, 2018, of the Library CEO as follows:

- a) That the report be received for information; and,
- b) That comments and recommendations from the Board be referred to the Policy working group for consideration.

## **Budget and Financial Implications**

There are no budget or financial implications resulting from the approval of the recommendation of this report.

## **Background**

Before the renovation, the Library was home to two display cases and a community bulletin board in the main lobby.

The primary display case could be booked for free use by community groups for month long displays with a variety of themes. Information staff would field calls for the display case, often booking months in advance. The community group who booked the display case would be responsible for set up and take down of their display, though there was often a staff member on hand for the entire process. If by chance the display case was not booked, library staff would have the option of creating a display for the month or the case would be left empty.

The second display case belonged to the Kiwanis club and showcased a few of their trophies. The cabinet was removed as a result of the renovation. Given that the terms of the arrangement were unknown and the renovation was imminent, the Kiwanis trophies were moved down to the DelaFosse branch and currently reside in one of the display cabinets there. The cabinet previously used is now too small for the size of the trophies, and a new cabinet is needed.

There is no known formal agreement between the Kiwanis Club and the library. Should the Library Board wish to continue the arrangement to host a cabinet for the Kiwanis trophies, a formal partnership agreement is recommended.

The library also previously featured a community bulletin board. This bulletin board would feature flyers, posters and notice of events that were taking place throughout the community. The general rule was that these notices had to be materials of a cultural, educational, social service or volunteer nature, and that all notices had to be approved by staff before they were put on board. A staff member would also be responsible for maintaining the board and ensuring that out of date material was removed. The bulletin board was located in the main lobby, which often meant that members of the public would tear down notices or put up their own as they saw fit.

A number of community groups have contacted the library wanting to book the lobby for their pop-up events. They feel that the library lobby provides them with a captive audience and a high level of foot traffic and visibility in the community. Before the renovation, lobby booking occurred periodically but it was often met with some resistance and made some patrons uncomfortable, depending on the topic being presented. These displays were not necessarily what they expected when walking into the Library.

Given that the Library is meant to be a neutral place, it can be difficult for staff to determine what groups should be able to have a presence in the lobby over others. Many of the groups that contact us for the use of the lobby space are promoting a social issue or service, a seasonal topic, and/or some are trying to solicit for volunteers or fundraise for a particular cause. Should the library wish to continue lobby bookings, it would be helpful for staff to have defined parameters for Lobby Bookings included as a section within the Room Bookings or other appropriate policy.

In general, it may be helpful for the Library Board to consider what forms of communication we need for our own purposes (promoting library programming and library events, for example) vs how we might be able to facilitate communication to,

from and within the community, if this determined to be our mandate and our role. Perhaps this also ties in with the discussion surrounding the use of digital screens (sponsorship opportunity) and other communication tools.

Submitted by,

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Library CEO

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**Peterborough  
Public Library**

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**To:** Peterborough Public Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** March 27, 2018

**Subject:** Report PPL18-015  
MOU Update

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## **Purpose**

A report to inform the Library Board of the status of the Library Board/City of Peterborough Memorandum of Understanding (MOU).

## **Recommendation**

That the Library Board approve the recommendation outlined in Report PPL18-015 dated March 27, 2018, of the Library CEO, as follows:

That the report of the Library CEO be received for information.

## **Budget and Financial Implications**

There is no budget or financial implication resulting from the approval of the recommendation of this report.

## Background

A meeting has been scheduled to discuss the outstanding property elements of the MOU. After the meeting, the MOU draft will be finalized and brought back to the Library Board for final comments. The committee is working towards presenting the MOU to council in the spring.

Submitted by,

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**Peterborough  
Public Library**

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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** March 27, 2018

**Subject:** Report PPL18-016  
Library CEO Report March 2018

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## **Purpose**

A report to inform the Library Board of Trustees on general matters concerning Library operations and services.

## **Recommendation**

That the Library Board approve the recommendation in Report PPL18-016 dated March 27, 2018, of the Library CEO as follows:

That the report be received for information.

## **Budget and Financial Implications**

There are no budget or financial implications resulting from the approval of the recommendation of this report.

## **Background**

### **Thank you**

A huge thank you to the staff for all their hard work, patience, and efforts during the last month. February was an intense month of programming, events and activities. This was quickly followed up by a great March Break. The staff went non-stop for over a month, and outdid themselves yet again.

**Collections**

The Library has acquired Lynda.com. Staff have had the opportunity to explore the product, and it will be launching to the public end of March.

**Staffing Update**

A temporary Children's Librarian has been hired to cover a maternity leave. She started in her new role on March 21.

A new part-time technician started with us on March 8.

The individual in the Assistant Clerical Supervisor (ACS) position has tendered his resignation, effective March 2 as he has obtained other employment. Recruitment for a new ACS is underway.

**Library Policies**

The working group has begun the process of reviewing library policies. As policies are updated and finalized they will be brought to the Library Board for discussion and approval. There are over 50 policies in total to review. Some of the initial policies under review include: Policy Development Policy, Code of Conduct, Acceptable Use/Internet Use Policy, Unattended Children Policy, Food in the Library Policy, Partnership Policy and the Volunteer Policy.

**Security Guard**

The Library joined the City's RFP for the security guard, which has closed. There is no news to report at this time. A separate report will be brought to the Board once there has been an award of the contract.

**Computers and software**

The Library ILS Software (Workflows) was upgraded during our move to the latest version and a number of staff computers were also upgraded during the move. Both of these upgrades have been well received by staff.

The new self-checkout stations are working well. Patrons appreciate the option of being able to check out with a person, or having a quick and easy do-it-yourself option.

New Useful public computers were purchased with a provincial grant, increasing our capacity to 20 public stations. Their installation has uncovered some additional bandwidth challenges with our internet provider, which we are working towards resolving.



**Food for Fines**

The Food for Fines campaign ran February 17 - March 3, 2018. Based on the total amounts collected, we believe that this campaign also encouraged other payments as food donations were only accepted for late fines. Any fees for items that were lost or damaged were not eligible to be paid with food.

Over \$1,652 was collected through the food for fines campaign, and over \$5,500 was collected between January 30 and March 13. This amount would include out of town membership fees, lost material fees, damaged material fees, etc.

**Programs & Statistics**

All of the departments have experienced higher volumes than has been seen in years. We are delighted to see so many new faces in our programs, and we have received many positive comments about the space.

Loaded electronic records: 4,819

Loaded regular records: 1,838

OGS items added: 1,283

Interlibrary Loans transactions = 416

Tours = 1 Newcomers with 20 attendees, and an unknown number of drop-in tours

New memberships created between January 30 and March 13 = 1,843

Memberships renewed between January 30 and March 13 = 3,395

Number of people through the door between January 30 and March 6 = 34,684

Items borrowed and/or renewed between January 30 and February 6 = 16,793 (a 45% increase since 2017)

February adult special programs= 9, with 304 participants

Adult book club = 1 program, 15 participants

Drop in story time = 4 programs, 223 participants

Toddler Time = 4 programs, 94 participants

Baby & Me = 2 programs, 36 participants

Parent-Child Mother Goose = 4 programs, 89 participants

PJ Story time = 1 program, 53 participants

PA Day Toy Library = 1 program, 150 participants

PA Day Movie –Lego Batman = 1 program, 124 participants

Dub Trinity- Sunday music = 1 program, 239 participants

Olaf and Crafts = 1 program, 282 participants

Button Making Day = 1 program, 115 participants

Lego Day = 1 program, 47 participants

Catfish Willie – Children's show = 1 program, 15 participants

### Social Media Statistics

	Website	Facebook	Twitter	Instagram
Visits	12,780	1,168	1,832	N/A
Last Month	10,213	1,861	5,008	N/A
New Followers	9,419	80	34	1,057
Last Month	7,365	212	104	905
Engagement	N/A	2,951	48,800	N/A
Last Month	N/A	6,472	86,200	N/A

### In the news

#### Examiner

<http://www.thepeterboroughexaminer.com/2018/02/13/security-guards-urged-for-new-peterborough-public-library-after-alcohol-bottles-needed-found-in-washrooms>

<http://www.thepeterboroughexaminer.com/2018/02/14/peterborough-public-library-to-dip-into-reserves-to-hire-part-time-security-guard-after-alcohol-bottles-needed-found-in-washrooms-of-newly-renovated-facility>

<https://www.thepeterboroughexaminer.com/whatson-story/8175280-dub-trinity-to-perform-at-newly-renovated-peterborough-public-library-sunday/>

<https://www.thepeterboroughexaminer.com/community-story/8139940-pay-your-peterborough-library-fines-with-food-donations-until-march-3/>

<https://www.thepeterboroughexaminer.com/news-story/8080152-peterborough-library-opens-on-jan-30-new-sculpture-to-be-installed-this-summer/>

#### Global News

<https://globalnews.ca/news/3997394/bibliophiles-celebrate-reopening-of-renovated-peterborough-public-library/>

<https://globalnews.ca/news/4022733/board-looks-at-hiring-security-guards-for-newly-renovated-peterborough-public-library/>

My Kawartha

<https://www.mykawartha.com/opinion-story/8104939-peterpodcast-episode-1-the-library-renovation-and-the-history-of-the-parkway/>

<https://www.google.com/url?rct=j&sa=t&url=https://www.mykawartha.com/community-story/8123016-peterbio-bruce-gravel/&ct=ga&cd=CAEYACoUMTMMyOTcwMDI2NDU0NDg2NTg1MjMyGTNiMDIjOGUwNWJmMzNIYzE6Y2E6ZW46Q0E&usq=AFQjCNF-e5t8C7HLLi8dNYUvPY476yHbeg>

PTBO Canada

<http://www.ptbocanada.com/journal/2018/2/20/peterborough-public-library-foundation-donating-25000-to-library-for-childrens-furniture>

Submitted by,

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**Peterborough  
Public Library**

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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** March 27, 2018

**Subject:** Report PPL18-017  
Library Strategic Plan - Status Update

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## **Purpose**

A report to inform the Library Board of matters concerning the Library Strategic Planning process.

## **Recommendation**

That the Library Board approve Report PPL18-017, dated March 27, 2018 concerning the Library Strategic Plan, as follows:

That the report of the Library CEO be received for information.

## **Budget and Financial Implications**

There is no budget or financial implication resulting from the approval of the recommendation of this report.

## **Background**

The work on the Strategic Plan is ongoing. We are still slightly behind schedule but we are working towards a goal date of presenting the Strategic Plan as an informational report to Council in the spring.

Further feedback on current ideas presented was provided to TCI at the end of February. There is a workshop planned for the Library Board and the steering committee in early April to finalize the draft of the strategic plan before it is presented to the Board for approval at the April meeting.

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**Peterborough  
Public Library**

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**To:** Peterborough Public Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** March 27, 2018

**Subject:** Report PPL18-019  
New Library Website

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## **Purpose**

A report to inform the Library Board of the possibility of the library acquiring a new website.

## **Recommendations**

That the Library Board approve the recommendations outlined in Report PPL18-019 dated March 27, 2018, of the Library CEO, as follows:

- a) That the report of the Library CEO be received for information;
- b) That the Library Board agree to hire eSolutions to create the Library's new website; and,
- c) That the Library Board approve the expenditure from reserves for the cost of the new library website of approximately \$35,700.

## **Budget and Financial Implications**

The current proposal is for the Library to obtain a new website as part of the City's agreement with eSolutions. City Council approved report CPFS18-003 (see Appendix A) at the February 5, 2018 meeting. The cost to the library would be approximately

\$35,700. This would include the costs for the project management, the set up, design and page templates for the new website, interface training, and the launch of a completely new website for the library.

Ongoing costs after launch would include \$1,200/year for hosting of the website, and a possible \$1,500/year for a Book Club management module.

## Background

The City will be rebuilding their website using a new content management system (CMS) within the next 2 years. This means that the current CMS, which we use to maintain our website, will no longer be supported by the City.

At the present time, the Library has the following options:

**1. To continue on with the current CMS without support from the City.**

Without City support, this would be a major challenge and detrimental to the Library. The current CMS requires a certain level of technical knowledge that our staff does not possess. We do not know at this point what the hosting fees would be and if it would even be possible to continue on the same CMS without the City.

**2. To create a new website with the City, while maintaining our own identity.**

With the new agreement proposed with eSolutions, the Library would be able to maintain its own separate website from the City. The Library would be responsible for its own hosting fees under the new solution (\$1,200 a year).

**3. To create a new website on our own without any City support.**

There would need to be some more research done to see what options are available for a library website vendor. This choice would also result in the creation of an RFP to ensure a competitive process is followed and would result in more staff time spent on the project. It would definitely take time and may also cost more money in the end.

Some of the preliminary results presented in the data collected from the Strategic Plan Community Survey indicated that our website was not easy to navigate for our patrons. We have been able to make minor changes to the website under the current CMS, but the overall look and feel are very difficult to change and update within the current parameters. On the back end, it is difficult for staff to update anything at more than a basic level without City staff assistance. The current interface is challenging to use and there is little room for personalization.

Library staff feel that eSolutions would provide superior support and service integration than the current CMS. It may also mean that we could potentially eliminate the use of some of our existing third party software, ultimately saving us money and patron confusion caused by being bounced between a number of different interfaces.

Given that the City would be on the same software platform, it would streamline any assistance from City staff and provide us with a good support network internally.

eSolutions also offers many solutions to ongoing problems we currently face including staff training, accessibility testing, online membership registration, and the possibility for online payments. The mobile interface on an eSolutions platform also far exceeds the capabilities of the current CMS.

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Attachment :  
Appendix A : CPFS18-003 E-Solutions for Website Redesign





City of  
**Peterborough**

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**To:** Members of the General Committee

**From:** Sandra Clancy, Director of Corporate Services

**Meeting Date:** February 5, 2018

**Subject:** Report CPFS18-003  
Contract Approval for City Website Redesign

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## Purpose

A report to seek Council approval to enter into an agreement with eSolutions Group to redesign the City website.

## Recommendations

That Council approve the recommendations outlined in Report CPFS18-003 dated February 5, 2018, of the Director of Corporate Services, as follows:

- a) That the City enter into an agreement with eSolutions Group, 651 Colby Drive, Waterloo, Ontario, N2V 1C2, to redesign the City's website to a maximum cost of \$289,375 plus HST of \$37,618.75 for a total of \$326,993.75; and
- b) That the budget include a Contingency Provision for provisional items in the amount of \$50,000 that may be added to the contract at the discretion of the Director of Corporate Services.

## Budget and Financial Implications

The total cost of the contract with eSolutions Group is \$294,468 net of the HST rebate. \$241,553 of these funds will be accommodated within the \$425,000 approved by Council for the Redesign of the City website (Project 3-4.03 in the 2018 Capital Budget). The remaining \$52,915 will be funded by the Library and Peterborough Housing Corporation,

pending approval by the respective boards. The full budget, including all cost elements, is shown in the following chart:

**Chart 1**  
**Cost elements of Website Redesign**

<b>Project Item</b>	<b>Budget</b>
eSolutions – maximum contract	\$289,375
Annual Hosting/Licensing fees – 2018 only	included
Other 3 <sup>rd</sup> Party Software and Vendor fees	\$18,125
HST – Net of rebates	\$5,412
Internal Staff time for PTS and Content conversion (estimate)	\$90,000
Contingency – provisional items	\$50,000
General Contingency	\$25,003
<b>Total Budget</b>	<b>\$477,915</b>
Funded by Library Board (pending approval)	\$35,616
Funded by Peterborough Housing Corporation Board (pending approval)	\$17,299
Funded by Project 3-4.03	\$425,000
<b>Total Funding</b>	<b>\$477,915</b>

## Background

The purpose of the Website project is to redesign the City's main website: [www.peterborough.ca](http://www.peterborough.ca) including any City division or facility's independent website. These sites include over 1,000 pages to be converted and redesigned to provide a more user friendly, modern experience.

The scope of the project that has been negotiated includes building four independent sites, with different but complementary designs. These sites are as follows:

1. The City's main site ([www.peterborough.ca](http://www.peterborough.ca))
2. The Library ([www.ptbolibrary.ca](http://www.ptbolibrary.ca))
3. Peterborough Memorial Centre ([www.memorialcentre.ca](http://www.memorialcentre.ca))
4. Peterborough Housing Corporation ([www.ptbohousingcorp.ca](http://www.ptbohousingcorp.ca))

The City's main site will also include redesign of each of the City's division or facility's independent sites listed below. To accommodate the variety of needs and offer some flexibility, the overall design will include three departmental "home page" styles to choose from and will offer some departmental flexibility with themes or colours:

**Independent Sites**

- [www.peterborough.ca/pswc](http://www.peterborough.ca/pswc)
- [www.peterborough.ca/ptbodatashare](http://www.peterborough.ca/ptbodatashare)
- [www.peterborough.ca/social\\_services](http://www.peterborough.ca/social_services)
- [www.peterborough.ca/waste](http://www.peterborough.ca/waste)
- [www.communityerp.ca](http://www.communityerp.ca)
- [www.peterboroughairport.com](http://www.peterboroughairport.com)
- [www.peterboroughfireservices.ca](http://www.peterboroughfireservices.ca)
- [www.peterboroughmarina.ca](http://www.peterboroughmarina.ca)
- [www.peterboroughmuseumandarchives.ca](http://www.peterboroughmuseumandarchives.ca)
- [www.peterboroughsnofest.ca](http://www.peterboroughsnofest.ca)
- [www.ptboyouth.com](http://www.ptboyouth.com)

The City's website is a key communication tool for the municipality. For example, City residents use the website to access information on City services, register for programs, pay parking tickets and purchase products and services. Increasingly, the City is using the website to engage in two-way communication with residents through online surveys and links with social media.

The main City website is more than 10 years old and lags behind current expectations in both functionality and design. At a minimum, the website redesign will provide the following:

- Easy access to information for residents, businesses and visitors;
- Updated design, more flexible style templates;
- Functionality for customer engagement via interactive surveys and social media
- Supports or integrations with e-commerce technology
- A content management system (to update the website) that is easy for staff to use and includes approval protocols;
- AODA Compliance: WCAG 2.0 Level AA;
- Mobile friendly;
- Integration with the City's current and future mobile apps.

**City's Purchasing By-Law Permits Cooperative Purchasing**

The City's Purchasing By-Law 14-127, Section 14.3-4 permits the use of Cooperative Purchasing either at the initial stages, as part of a competitive bid solicitation that is being issued by the agency, or afterward to obtain agency prices.

## County of Peterborough – Cooperative Bid Solicitation

On September 6, 2016, the County of Peterborough closed Request for Proposals (“RFP”) P-08-2016 for the building and implementing a new County website and Employee Intranet. The County received twelve submissions. The proponent who was awarded the highest score during this process was the eSolutions Group.

## City Research

Independent of the County of Peterborough’s RFP process, the City was preparing its own RFP and investigating options. Reviewing various other municipal websites, staff kept coming across the same publisher – eSolutions Group. Upon further investigation, the eSolutions Group has designed websites for approximately 300 municipalities. City staff met with County staff to ask about their process and experience with their implementation. All the feedback was very positive.

Staff then invited eSolutions Group to provide a demonstration for eight City staff to review various examples of sites they have built and the back-end content management system that staff would use to update their pages. Staff were very impressed and believe this is the best system for the City of Peterborough to efficiently and effectively redesign its website.

eSolutions Group offers a web platform that has been built specifically for municipalities . They understand the distinct needs from both the public perspective, accessing the website and the staff perspective, maintaining the content. The product includes specialized municipal modules that have been designed with these needs in mind, such as:

- **By-law Module** : Easily upload bylaws and provide site users quick access to popular documents;
- **Marriage License**: Application form is embedded directly into the website;
- **Municipal Tax calculator**: Tools to calculate tax online and display how the funds are put to work by the municipality;
- **Open Data Module**: Allows staff to update site with open data extracts and offers an organized view to the public;
- **Calendar**: Provides a single integrated calendar of events that can be filtered or searched; allows the public to submit events but requires City staff approval;
- **Form Builder**: Allows the City to build custom forms to capture information. Usage could include: Parking Tickets, Burn Permits, Rebate Application, Request to be a Council Delegate
- **Community Engagement**: Offers two-way communication in a moderated environment;
- **E-Claims**: Simplifies the tracking and management of claim related information; includes intake forms, audit and tracking, reminders and reporting; and

- **More:** Staff recommend including a contingency provision in the amount of \$50,000 to examine other modules and eSolutions Group offerings including the possibility of a complementary mobile app.

eSolutions Group also brings a wealth of experience managing the rebuild project end-to-end. Their costs include project management, requirements gathering and interviews with stakeholders, information architecture, design, build and staff training.

Examples of other Ontario municipalities that have used e-Solutions Group for their website are Cambridge, City of Kawartha Lakes, Guelph, City of Waterloo, Town of Stratford, Region of Durham and City of Brampton. Reference checks were done with three of these municipalities and the feedback was very positive.

### Timelines

Although a specific Go-Live date has not been determined, the project will require approximately one year as a minimum to implement. This will allow time for the proper set up, writing of new information and transition of existing information. Once the initial implementation of posting the City's main site is complete, a phased-in approach of the other modules will be implemented.

### Summary

The City's current website is in need of a redesign. Working with eSolutions Group, with their depth of experience and their level understanding of municipal business will ensure a great end product.

Submitted by,

Sandra Clancy,  
Director of Corporate Services

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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** March 27, 2018

**Subject:** Report PPL18-020  
Library Café - Update

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## **Purpose**

A report to inform the Library Board of matters concerning the Library Café.

## **Recommendation**

That the Library Board approve the recommendation outlined in Report PPL18-020, dated March 27, 2018 concerning the Library Café, as follows:

That the report of the Library CEO be received for information.

## **Budget and Financial Implications**

There may be budget or financial implications to the Library depending on the decisions made regarding the café space. Depending on the decision of Council regarding the , it may be necessary for the Library Board to consider the purchase of an appropriate counter and sink for the cafe space.

## **Background**

As per the Board's direction, the Library joined in with the City as part of their competitive RFP process to find a tenant for the cafe space. A report will be presented to Council at the March 26, 2018 Committee of the Whole for consideration. Further updates on the Library's cafe will follow based on the outcome of that meeting.

Submitted by,

Jennifer Jones  
Library CEO

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**Peterborough  
Public Library**

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**To:** Library Board of Trustees  
**From:** Jennifer Jones, Library CEO  
**Meeting Date:** March 27, 2018  
**Subject:** Report PPL18-021  
Sponsorship Update

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## **Purpose**

A report to inform the Library Board of matters concerning potential Sponsorship opportunities for the Library.

## **Recommendation**

That the Library Board approve the recommendation outlined in Report PPL18-021, dated March 27, 2018 concerning the Sponsorship Update, as follows:

That the report be received for information.

## **Budget and Financial Implications**

There is no budget or financial implication resulting from the approval of the recommendation of this report.

## **Background**

Library Board members were provided with a list of other City facilities with digital screens similar to those being proposed for the Library. Board members were asked to visit the locations, if time permitted, and bring any comments back to the group for discussion.

Scott Elliott, the City's Corporate Sponsorship Coordinator, has advised that there may be an opportunity for the placement of a dual digital screen in the library along with a number of single screens. These areas will need to be examined for their feasibility and



compliance with technical requirements, sponsorship parameters, service needs, and are subject to Board approval.

Submitted by,

Jennifer Jones  
Library CEO

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