

Peterborough Public Library Board Meeting Agenda

December 11, 2018

6:00 p.m.

345 Aylmer Street North

Library Board Room

Pages

- 1. Call to Order**
- 2. Confirmation of Minutes**
November 13, 2018 1 - 5
- 3. Disclosure of Pecuniary Interest**
- 4. Consent Agenda**
Items 5.2, 5.3, 5.4, 5.5 and 5.6
- 5. Reports and Communications**
 - 5.1 Updates from the Foundation and Friends of the Library
Report PPL18-063 6 - 7
 - 5.2 Refund and Privacy Statements - Update
Report PPL18-062 8 - 11
 - 5.3 Library CEO Report December 2018
Report PPL18-064 12 - 14
 - 5.4 Security Services - Interim Update
Report PPL18-065 15 - 16
 - 5.5 Quarterly Budget Update - Q3
Report PPL18-066 17 - 22
 - 5.6 The Library's Top 10 Accomplishments 2014-2018
Report PPL18-067 23 - 27
- 6. Other Business**
- 7. Next Meeting - January 8, 2019**

8. Adjournment

Peterborough Public Library Board Minutes City of Peterborough

November 13, 2018

Present	Leslie Woolcott Paul Stern, Chair Barb Connor Mauro DiCarlo Jayne White Garth Wedlock Dan Moloney Councillor Baldwin Councillor Riel
Staff	Natalie Garnett, Deputy Clerk Jennifer Jones, Library CEO

Call to Order

The Chair called the meeting to order at 6:07 p.m.

Confirmation of Minutes

Moved by Dan Moloney

That the minutes of the meeting of the Library Board of Trustees on October 2, 2018 be approved.

Carried

Disclosure of Pecuniary Interest

There were no disclosures of Pecuniary Interest.

Closed Session

Section 239(2)(b) Personal matters about an identifiable individual, including municipal or local board employees - Performance Appraisal

Moved by Mauro DiCarlo

That the Public Library Board move into Closed Session at 6:10 p.m.

Carried

Open Session

Moved by Dan Moloney

That the Public Library Board rise from Closed Session at 6:34 p.m.

Carried

Consent Agenda

Moved by Barb Connor

That items 6.3 and 6.4 be approved as part of the Consent Agenda.

Carried

Library CEO Report November 2018

Report PPL18-057

Moved by Barb Connor

That the Library Board approve the recommendation in Report PPL18-057 dated November 13, 2018, of the Library CEO as follows:

That Report PPL18-057 be received for information.

Carried

Proposed 2019 Meeting Dates for the Peterborough Public Library Board of Trustees

Report PPL18-058

Moved by Barb Connor

That the Peterborough Public Library Board of Trustees approve the recommendation outlined in Report PPL18-058, dated November 13, 2018, of the Library CEO as follows:

That the Peterborough Public Library Board of Trustees adopts the 2019 meeting schedule as presented in this report.

Carried

Reports and Communications

Updates from the Foundation and Friends of the Library

Report PPL18-056

Ms. Connor advised that the Friends of the Library raised \$9,536.70 at the October book sale. Since the move into the new library, the Friends have raised a total of over \$16,000.

Moved by Garth Wedlock

That the Library Board approve the recommendations outlined in Report PPL18-056, dated November 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

Reserve Funds Request

Report PPL18-055

Moved by Councillor Baldwin

That the Library Board approve the recommendations outlined in Report PPL18-055 dated November 13, 2018, of the Library CEO, as follows:

- a) That Report PPL18-055 be received for information; and,
- b) That the Library Board approve the use of up to \$200, 000 from the Library surplus reserves into the 2018 Operating Account.

Carried

Art Policy (revised)

Report PPL18-059

Moved by Jayne White

That the Library Board approve the recommendation in Report PPL18-059 dated November 13, 2018, of the Library CEO as follows:

That the Art Policy be approved as revised.

Carried

Refund and Privacy Statements

Report PPL18-060

Moved by Councillor Riel

That the Library Board approve the recommendations in Report PPL18-060 dated November 13, 2018, of the Library CEO as follows:

- a) That report PPL18-060 be received for information; and,**
- b) That the decision on the Refund and Privacy statements be deferred.**

Carried

DS4Y Intern

Report PPL18-061

Moved by Dan Moloney

That the Library Board approve the recommendations outlined in Report PPL18-061 dated November 13, 2018, of the Library CEO, as follows:

- a) That Report PPL18-061 be received for information; and,**
- b) That the Library Board approve the use of reserves to match funding for a grant subsidized position.**

Carried

Other Business

An update was provided on the work being undertaken adjacent to the Library.

Adjournment

Moved by Jayne White

That the meeting adjourn at 7:23 p.m.

Carried

Natalie Garnett

Deputy Clerk

Paul Stern, Chair



Peterborough Public Library

To: Peterborough Public Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: December 11, 2018

Subject: Report PPL18-063
Updates from the Foundation and Friends of the Library

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 PPL18-063, dated December 11, 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 December 11, 2018, to provide a verbal update on the current status of the Foundation.

Barb Connor, co-chair of the Friends of the Library, will attend the Library Board meeting on December 11, 2018, to provide a verbal update on the current status of the Friends of the Library.

Submitted by,

Jennifer Jones
Library CEO

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Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: December 11, 2018

Subject: Report PPL18-062
Refund and Privacy Statement - Update

Purpose

A report to inform the Library Board of Trustees on the draft refund and privacy statements for the Library.

Recommendation

That the Library Board approve the recommendation in Report PPL18-062 dated December 11, 2018, of the Library CEO as follows:

That the Refund and Privacy Statements be adopted as presented.

Budget and Financial Implications

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

Background

With the implementation of the new website, the Library will soon have the opportunity to accept online payments for memberships and program materials fees. There is also the possibility of accepting online payments for library fines and fees through a patron's personal account in the catalogue.

It is recommended that the Library Board adopt the Refund and Privacy Statements.

Library staff were directed to consult with City staff as they are also working through this process.

A draft copy of the City's statements will be available once the Legal Department has undertaken a review. The Board can request that legal also review the finalized draft Board statements if they wish.

The following statements are proposed:

Refunds

- Program registration, special program admission, and program material fees are non-refundable, including where the program does not meet the expectations of the user, except under the following circumstances:
 - If the library user cancels registration before the program begins, all fees less a \$5.00 administrative fee will be refunded. If the program fee is less than \$5.00 no refund will be given.
 - A refund may be provided after the program has begun only if another user can fill the space. If a refund is given **for a program series** it will be pro-rated based upon the number of sessions attended, minus a \$5.00 administrative fee.
 - If the Library cancels the program, all fees will be refunded in full.
- Library fines and material fees **related to** lost and/or damaged items are non-refundable.

Privacy Statement - Revised

The Library and the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

The Library protects the privacy and confidentiality of all members personal information in keeping with the access to information and privacy provisions of the **Municipal Freedom of Information and Protection of Privacy Act**, R.S.O. 1990, c. M.56 (MFIPPA) and other applicable legislation.

The Library collects personal information of library members under the authority of section 23(2) of the **Public Libraries Act**, R.S.O. 1990, c.P.44, and personal information will only be used to administer services and programs at the Library.

For the purposes of the registration of library members and the administration of circulating items, the Library collects the following types of personal information for statistical purposes: name, address, telephone number, email address and birth date.

Access to personal information is limited to only those employees who need this access in order to perform their assigned duties. The Library also maintains security standards and procedures regarding unauthorized access to personal information to prevent the removal or alteration of data.

The Library will not disclose personal information to any third parties without having obtained prior consent of the person to whom the information pertains, except when MFIPPA permits disclosure or other applicable law requires that the Library disclose the personal information.

The Library does not keep a record of borrowed items once the items are returned, unless the borrower requests this service. Items are otherwise deleted from the borrower's record immediately upon return.

The Library and Canadian Anti-Spam Legislation

Electronic messaging sent by the Library is consistent with Canadian Anti-Spam Legislation (CASL), and is sent to existing cardholders or individuals with existing business relationships. Electronic messaging includes an option for customers to opt-out of further communications.

Privacy provisions for web customers

When you visit the Library website, your personal information will not be collected unless you choose to use and receive online products and services that require it. Your personal information will then only be used to provide you with Library services and programs that you select, and for no other purpose. Most of the information on our website is accessible without any need to identify yourself.

Industry standard encryption technology is used to protect your personal information when you're using our website. All user information is maintained in a secure environment.

Logging practices for website customers

The Library collects non-identifying information from users of our website. This information includes the Internet Protocol address, type of browser, date and time of visit, and the different web pages you visit on our website. The information is used for statistical reporting purposes and to design and improve access to information and services available on our website. We do not combine the information with other information or services to determine your browsing habits on websites beyond those operated by the Library, or to determine your identity.

Accessibility

The Library is committed to creating an accessible online environment and making its web documents available to everyone. There may be instances where not all content is in an accessible format. To request an accessible alternative for non-accessible content, please contact the Library directly for assistance.

Other Websites

Various websites may be linked through the Library's website. The inclusion of a link does not imply endorsement by the Library, nor can we be held responsible in any way for the content found on any third-party website. The Library's privacy statement applies solely to information collected on the Library website. Visitors to linked websites are advised to check the privacy statements on those sites and to be cautious about providing personal information without a clear understanding of how that information will be used.

Your right to access

You may request access to your personal information at the Peterborough Public Library. You have the right to request the correction of any personal information that is incorrect or incomplete. In accordance with MFIPPA, we securely dispose of personal information on a regular basis, as detailed in the City's Records Retention By-law.

Submitted by,

Jennifer Jones
Library CEO

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Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: December 11, 2018

Subject: Report PPL18-064
Library CEO Report December 2018

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 PPL18-064 dated December 11, 2018, of the Library CEO as follows:

That Report PPL18-064 be received for information.

Budget and Financial Implications

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

Background

Café

The RFP for the Library Café was released on Bids&tenders in accordance with the purchasing by-law on Friday November 30, 2018. This is a joint venture between the Peterborough Sport & Wellness Centre and the Library. There will be a mandatory site visit at both locations for any potential bidders on December 12, 2018. RFP closing date is January 10, 2019 at 3:00 p.m.

Training

Supervisors attended a full day work shop on November 7, 2018 entitled “Becoming a more effective supervisor.” From the course description:

Almost 50% of employees are disengaged in many of today's businesses. That increases the risk of productivity losses, safety issues, quality slippage and especially job satisfaction. Studies indicate that the most important influence on daily engagement is that of a front-line supervisor. This session will help you to recognize the importance of being a more positive model as a supervisor or leader in order to have more engaged and productive team members.

Supervisors gained an understanding of different behaviours and motivators, key factors that keep staff engaged and productive, knowledge about adapting to different personality styles, effective communication techniques, and some basic individual improvement strategies. It was also a good team building opportunity for the supervisors to spend the day together learning.

DS4Y Intern

The library was notified that it is a successful recipient of the Digital Skills for Youth (DS4Y) grant to hire an intern. Staff will work with City Human Resources to get the posting out shortly with the hopes of meeting a January 2019 start date deadline.

Library Commons

The completion of the Library Commons next door to the library will be delayed until the spring as a result of the weather. The installation of the public art piece was also delayed as a result.

Accessibility

There have been some accessibility related concerns raised with the main branch and staff are working to address them. Many of the issues are related to the lack of contrasting colours in the building and at entrance/exit points. A secondary vision strip has been ordered and will be installed on the windows, branding elements will be added to the elevators, signage enhancements will provide more independent use, planters are being installed at the main entrance, and a vinyl strip will be added to the security gates to aid visibility.

There has also been a request for arm rests on the benches in the lobby. These will provide a leverage point for anyone who needs assistance rising from a seated position.

Programs & Statistics

Use of the children's toy area, maker boxes (34 uses) and board games (22 uses) continue to be popular.

The Healthy Families Committee presented a talk on Self-Regulation by Brian Russell the Provincial Coordinator of Dad Central Ontario. There were 60 people, a mix of parents and professionals, who turned out to hear him speak.

Children's Programs offered in November:

3 x Story Times = 117 participants
5 x Baby & Me= 132 participants
4 x Toddler Times = 73 participants
2 x Picture Book Crafternoons = 17 participants
1 x Tween The Pages Book Club = 9 participants
2 x Learn to Play Chess = 21 participants
1 x Everyone plays chess = 15 participants
1 x Drop in Lego = 56 participants
1 x Drop in Lego = 56 participants
1 x P.D. Day drop in board games = 31 participants
1 x Bedtime with Santa (Lansdowne Mall) = 100 participants
1 x Class Tour = 28
1 x PJ story time = 35

Submitted by,

Jennifer Jones
Library CEO

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Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: December 11, 2018

Subject: Report PPL18-065
Security Services – Interim Update

Purpose

A report to provide the Board with an update on the status of the Security Services at the Library.

Recommendation

That the Library Board approve Report PPL18-065 dated December 11, 2018 of the Library CEO, as follows:

That Report PPL18-065 be received for information.

Budget and Financial Implications

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

Background

Security services at the library have been in place since April 2018. As approved at the May 29, 2018 Library Board meeting, a request will be made in the 2019 budget to expand security services to all library operating hours (Report PPL18-033). The Board was also provided with an interim report at the September meeting.

Month	Total incidents reported	Occurred with security on site	Comments
September	6	3	There were 2 ambulance calls for individuals passed out that staff were unable to wake up, and a separate police visit looking for someone known to them.
October	10	3	An individual was drinking in the library at the public computers and in the washroom. They were asked to leave the first time. Same act was repeated over 3 days and the individual was banned by security guard for 3 months.
November	6	1	Minor disturbances and breaches of the Code of Conduct.

There are ongoing issues with people smoking at the main entrance, possible drug use in the washrooms, people sleeping in the library, dogs and bikes being brought into the building, and drug paraphernalia being found on the property and in the washrooms.

Submitted by,

Jennifer Jones

Library CEO

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Jennifer Jones, Library CEO

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Peterborough Public Library

To: Peterborough Public Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: December 11, 2018

Subject: Report PPL18-066
Quarterly Budget Update - Q3

Purpose

A report to inform the Library Board of the status of the 2018 Library budget.

Recommendation

That the Library Board approve the recommendation outlined in Report PPL18-066 dated December 11, 2018, of the Library CEO, as follows:

That the report on the status of the third quarter of the 2018 Library budget 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 summary report of the third quarter of the 2018 Library budget is attached (see Appendix A).

Submitted by,

Jennifer Jones
Library CEO

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Attachment:
Appendix A – Q3 Budget Update

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LIBRARY OPERATIONS – Appendix A

Page# 1

From January 1, 2018 to September 30, 2018

<u>ACCT#</u>	<u>TITLE</u>	<u>2018 BUDGET</u>	<u>QTR 1</u>	<u>QTR 2</u>	<u>QTR 3</u>	<u>QTR 4</u>	<u>TOTAL YEAR</u>	<u>%</u>
Main								
601 9615212	LIBMN Revenue-Ont Grant	(132,806.00)						
601 9615282	LIBMN Membership revenue	(10,000.00)	(6,089.50)	(3,290.75)	(4,354.75)		(13,735.00)	137.35%
601 9615326	LIBMN Fines	(60,000.00)	(13,047.97)	(15,087.06)	(15,615.56)		(43,750.59)	72.92%
601 9615328	LIBMN Room rentals	(30,000.00)	(1,291.00)	(3,739.00)	(3,113.44)		(8,143.44)	27.14%
601 9615330	LIBMN Xerox fees	(2,000.00)	(745.19)	(1,421.96)	(1,648.82)		(3,815.97)	190.80%
601 9615332	LIBMN Lost books	(3,000.00)	(1,019.12)	(897.50)	(1,619.75)		(3,536.37)	117.88%
601 9615334	LIBMN Lost cards	(500.00)	(217.00)	(218.00)	(276.78)		(711.78)	142.36%
601 9615336	LIBMN Microfilm fees	(150.00)	(0.87)	(229.56)	(141.78)		(372.21)	248.14%
601 9615340	LIBMN Program revenue	(500.00)	(285.00)	(310.00)	(845.00)		(1,440.00)	288.00%
601 9615341	LIBMN Internet printing	(200.00)						
601 9615343	LIBMN Sponsorship		(152.67)		(66.39)		(219.06)	
601 9615344	LIBMN Recoveries	(500.00)	(7,941.35)	(6,535.69)	(75.50)		(14,552.54)	2910.51%
601 9615346	LIBMN Donations	(450.00)		(5,209.10)			(5,209.10)	1157.58%
601 9615642	LIBMN Interest			(8,285.57)	(10,059.99)		(18,345.56)	
601 9615665	LIBMN Tsf frm Data Processing -IT	(26,972.00)	(6,744.00)	(4,496.00)			(11,240.00)	41.67%
601 9615669	LIBMN Tsf frm FOL Res	(13,000.00)	(3,249.00)	(3,249.00)	(3,249.00)		(9,747.00)	74.98%
601 9615670	LIBMN City Contribution	(2,878,646.00)	(758,294.00)	(832,808.10)	(913,065.15)		(2,504,167.25)	86.99%
	Total Revenues	<u>(3,158,724.00)</u>	<u>(799,076.67)</u>	<u>(885,777.29)</u>	<u>(954,131.91)</u>	<u>0.00</u>	<u>(2,638,985.87)</u>	<u>83.55%</u>
601 9616005	LIBMN Salaries - Full time	1,246,886.00	275,626.27	244,932.65	260,603.43		781,162.35	62.65%
601 9616025	LIBMN Salaries - Part time	598,641.00	122,608.61	134,068.72	143,895.69		400,573.02	66.91%
601 9616075	LIBMN Employee Benefit O/H	421,461.00	96,319.44	101,198.49	91,195.75		288,713.68	68.50%
601 9616405	LIBMN Telephone	14,000.00	3,060.66	2,946.74	2,117.46		8,124.86	58.03%
601 9616410	LIBMN Adv & Publicity	5,000.00	996.51	435.20	2,858.31		4,290.02	85.80%
601 9616417	LIBMN Board Expenses	800.00	15.36	233.60	29.31		278.27	34.78%
601 9616420	LIBMN Light & Water	20,400.00	16,315.89	15,921.23	16,230.46		48,467.58	237.59%
601 9616425	LIBMN Heat	10,240.00	7,990.90	2,429.15	729.45		11,149.50	108.88%
601 9616430	LIBMN Postage	2,000.00	66.14	206.47	474.60		747.21	37.36%
601 9616440	LIBMN Information Technology	52,972.00	6,276.65	10,457.37	8,845.62		25,579.64	48.29%

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From January 1, 2018 to September 30, 2018

<u>ACCT#</u>	<u>TITLE</u>	<u>2018 BUDGET</u>	<u>QTR 1</u>	<u>QTR 2</u>	<u>QTR 3</u>	<u>QTR 4</u>	<u>TOTAL YEAR</u>	<u>%</u>
601 9616442	LIBMN Hospitality	500.00	157.15	319.87	203.01		680.03	136.01%
601 9616510	LIBMN Courier Service	5,328.00	164.85	494.55	666.00		1,325.40	24.88%
601 9616520	LIBMN FOL Friends of library	13,000.00	1,279.00	3,040.58	86.19		4,405.77	33.89%
601 9617005	LIBMN Office Supplies	5,000.00	2,513.23	2,885.75	751.24		6,150.22	123.00%
601 9617047	LIBMN Special Events-Children	6,000.00	2,470.81	624.23	1,870.69		4,965.73	82.76%
601 9617048	LIBMN Adult programs & outreach	4,500.00	980.97	1,660.16	(312.45)		2,328.68	51.75%
601 9617050	LIBMN Photocopies	15,000.00	4,626.94	3,540.10	4,706.57		12,873.61	85.82%
601 9617071	LIBMN Library Foundation		9,998.39	17,165.80	1,918.02		29,082.21	
601 9617075	LIBMN Bookbinding - Adult	100.00	181.15				181.15	181.15%
601 9617076	LIBMN Bookbinding - Children	100.00						
601 9617077	LIBMN Technical Supplies	10,000.00	1,366.36	941.61	2,931.66		5,239.63	52.40%
601 9617078	LIBMN Circulation Supplies	3,000.00		961.38			961.38	32.05%
601 9617079	LIBMN Reference Supplies	600.00	469.79	286.72	174.65		931.16	155.19%
601 9617080	LIBMN Meeting Rm Support	500.00	25.43	372.46			397.89	79.58%
601 9617081	LIBMN Microfilm	3,000.00	3,119.96	647.36			3,767.32	125.58%
601 9617218	LIBMN Volunteer Recognition	800.00		108.06	22.52		130.58	16.32%
601 9617315	LIBMN Rep & Maint-Buildings	15,000.00	16,246.79	11,902.83	4,069.79		32,219.41	214.80%
601 9617317	LIBMN PM-Buildings	11,229.00	1,015.20	6,091.68	5,736.35		12,843.23	114.38%
601 9617483	Debt charges - library		216,933.00	377,447.10	457,704.15		1,052,084.25	
601 9617505	LIBMN Insurance	12,132.00	3,033.00	3,353.95	3,110.80		9,497.75	78.29%
601 9617510	LIBMN Garbage Tax	2,000.00			1,922.22		1,922.22	96.11%
601 9617540	LIBMN Bank Charges	500.00	328.80	613.34	540.92		1,483.06	296.61%
601 9617555	LIBMN Audit fees	3,500.00	894.00	894.00	4,455.60		6,243.60	178.39%
601 9617705	LIBMN Tsf to Mat Acq Reserve	374,300.00	93,576.00	93,576.00	93,576.00		280,728.00	75.00%
601 9617706	LIBMN Tsf to Sys. Upgrde - IT	69,703.00	17,427.00	17,427.00	17,427.00		52,281.00	75.01%
601 9617715	LIBMN Transfer to Capital fund	86,000.00	86,000.00				86,000.00	100.00%
601 9618005	LIBMN Office Equipment	3,000.00	1,061.84	1,586.16	1,645.84		4,293.84	143.13%
601 9618205	LIBMN Business Travel	2,000.00	135.37	122.60	(22.22)		235.75	11.79%
601 9618215	LIBMN Membership/Subscriptions	5,000.00	208.06	560.72			768.78	15.38%
601 9618220	LIBMN Staff training	10,000.00	265.92	905.04	188.26		1,359.22	13.59%
601 9618225	LIBMN Conf & Conventions	3,000.00	540.23	157.68	369.63		1,067.54	35.58%

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From January 1, 2018 to September 30, 2018

Page# 3

<u>ACCT#</u>	<u>TITLE</u>	<u>2018 BUDGET</u>	<u>QTR 1</u>	<u>QTR 2</u>	<u>QTR 3</u>	<u>QTR 4</u>	<u>TOTAL YEAR</u>	<u>%</u>
	Total Expenses	3,037,192.00	994,295.67	1,060,516.35	1,130,722.52	0.00	3,185,534.54	104.88%

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From January 1, 2018 to September 30, 2018

<u>ACCT#</u>	<u>TITLE</u>	<u>2018 BUDGET</u>	<u>QTR 1</u>	<u>QTR 2</u>	<u>QTR 3</u>	<u>QTR 4</u>	<u>TOTAL YEAR</u>	<u>%</u>
Delafosse								
601 9635328	LIBDL Room rentals	(4,800.00)	(1,200.00)	(1,200.00)	(1,200.00)		(3,600.00)	75.00%
	Total Revenues	(4,800.00)	(1,200.00)	(1,200.00)	(1,200.00)	0.00	(3,600.00)	75.00%
601 9636025	LIBDL Salaries - Part time	55,148.00	13,889.11	12,592.59	12,309.21		38,790.91	70.34%
601 9636075	LIBDL Employee Benefit O/H	5,515.00						
601 9636420	LIBDL Light & Water	5,668.00	724.72	989.53	1,212.12		2,926.37	51.63%
601 9636425	LIBDL Heat	4,088.00	1,244.19	1,481.66	362.49		3,088.34	75.55%
601 9636510	LIBDL Courier	5,328.00	164.85	494.55	666.00		1,325.40	24.88%
601 9637315	LIBDL Rep & Maint-Buildings	15,000.00	172.84	1,779.19	1,896.91		3,848.94	25.66%
601 9637317	LIBDL PM-Buildings	4,085.00	434.38	1,332.83	2,108.67		3,875.88	94.88%
601 9637510	LIBDL Garbage Tax	500.00			202.87		202.87	40.57%
601 9637705	LIBDL Transfer to Mat Acq Reserve	31,000.00	7,749.00	7,749.00	7,749.00		23,247.00	74.99%
	Total Expenses	126,332.00	24,379.09	26,419.35	26,507.27	0.00	77,305.71	61.19%



Peterborough Public Library

To: Peterborough Public Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: December 11, 2018

Subject: Report PPL18-067
The Library's Top 10 Accomplishments 2014-2018

Purpose

A report to inform the Library Board on the Library's Top 10 Accomplishments from 2014-2018.

Recommendation

That the Library Board approve the recommendation outlined in Report PPL18-067, dated December 11, 2018, of the Library CEO, as follows:

That Report PPL18-067 be received for information.

Budget and Financial Implications

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

Background

As City Council's term is ending and a new Council is inaugurated, staff are taking a look back at the Top 10 accomplishments of the Library and the Library Board from 2014-2018.

1. The Renovation

A major renovation to the main branch was completed in early 2018. The library moved into the new space and reopened the doors to the public on January 30, 2018 with a grand celebration. Although the overall process began prior to 2014, the design process went into full swing in 2014 and continued into final phases in 2016. Throughout the design phase, there were lots of consultations and opportunities for staff to provide feedback. In May of 2016, the entire library moved to a temporary location at Peterborough Square while the work at the main branch location on Aylmer Street began. After 18 months, the renovation was complete and the library moved back home. The new space provides updated technology, more public use space, and a great community hub for Peterborough.

There was no shortage of challenges, hurdles and obstacles in this project, but the staff were amazing and met all of this with grace. It was well worth it in the end. We have an amazing new building that the entire Peterborough community can be proud of.

2. Strategic Plan 2018-2022

The library board initiated a strategic planning process in 2016 to replace the previous plan, which ended in 2013. After a competitive process (RFP), a consulting firm was hired to facilitate this process for library staff.

There was a large amount of community consultation, with over 700 surveys responded to, as well as focus groups and stakeholder conversations. The four year strategic plan framework was presented to Council in June of 2018. Library staff now have the task of action planning from the goals laid out in the strategic plan, which will carry us into 2022. This plan and the action items that come from it will help guide the ongoing development of programs, services and opportunities to the Peterborough community.

3. Rebranding

An element included as part of the strategic plan RFP was a rebranding of the library. Although the previous icon was a recognizable symbol for the Library, the building renovation and the new strategic plan provided an opportunity to refresh the library's image in the community. This also corresponded with the City rebranding process. The Library's new brand and tag line was launched in the spring of 2018. Curious?

4. **Library/City MOU**

The Peterborough Public Library enjoys a unique, mutually beneficial relationship with the City of Peterborough. However, in order to comply fully with the **Public Libraries Act** and current ministry requirements, the Library Board needed to establish its own bank account and ensure a direct reporting relationship with the Library CEO. During this process, it was mutually agreed that having a codified document outlining the roles and responsibilities of both the Library Board and the City in this relationship would be useful. A joint City-Library committee was formed, for the purpose of creating a Memorandum of Understanding document.

The finalized MOU was presented to Council in 2018 jointly by the Chair of the Library Board and the Director of Community Services.

5. **Staffing**

The key to a good library is great staff. There have been numerous staff changes at the library since 2014. These changes have included the hiring of a new CEO, new Head Librarian/Library Services Manager, new Marketing and Communications Coordinator, the staffing of retirement vacancies, and resulting internal staff movement.

2015 saw successful union negotiations for a four year term and the beginning of improvements to Union/Management relations.

There have been a number of temporary staffing projects to fill gaps including part time service desk staff and a temporary full time collection maintenance and weeding focused role. 2018 saw the introduction of three temporary full time positions as a pilot project to explore a possible new staffing model possibility in the new facility.

The Library is also working on continued partnerships with the Kawartha Branch of the Ontario Genealogical Society, the Library Foundation, and the Friends of the Library.

6. **Security Services**

With funding from Library reserves, the Library Board implemented a pilot project for part time security services at the Library on evenings and weekends in 2018. This decision was a result of years of incident reports, and the experience of having security services as part of the tenancy at the temporary location during the library renovation.

The overall results of this pilot project have been positive, and the Library Board is looking to continue the service into the future.

7. City Directory Digitization

A need to preserve a collection of City Directories was identified in 2012. These Directories are a unique, well-used collection that could not easily be replaced. Many volumes were in very delicate condition and all volumes were degrading over time. The decision to digitize the collection preserved the directories, but also provides electronic access to a broader group of people.

As a joint project between the Library, Museum and Heritage Department, 106 City Directories were digitized in 2017 and are now accessible through Internet Archive Canada.

8. Implementation of a Corporate Sponsorship Initiative

A Corporate Sponsorship Coordinator was hired by the City in 2016 which provided opportunities for the Library Board to consider naming rights and other sponsorship initiatives in the renovated library space. One of the initial results of this was the installation of digital promotional screens in a number of city facilities, including the Library. These screens permit advertisers from the community to promote themselves, but also provide the Library with a green avenue to share information about programs, events, activities and other Library news.

9. Programs and Outreach

Library programming slowed down greatly as a direct result of the renovation. The temporary location did not afford much space for regular programming (no dedicated meeting rooms); however staff did what they could to continue offering the core programs such as story time and book club. This limited space also gave staff the opportunity to think outside the box and get outside the confines of the physical walls of the library. Programming was brought to community parks, the downtown market, Lansdowne Place, other city facilities and to participate in community events such as PULSE.

The return to dedicated library space after the renovation has given staff the opportunity to expand programming in house, but also to continue to explore opportunities in the community. Program offerings and participation have continued to increase each month in 2018 since the reopening of the main branch.

10. Social Media and Web presence

One of the largest areas of growth for the Library since 2014 is the Library's social media presence. Overall interaction and use continues to improve and grow on Facebook, Instagram and Twitter. These were very useful tools to have at our disposal during the renovation such as sharing photos and updates with the community. The constant communication link proved invaluable during the understandable construction delays to inform the community of the current

status. The tools are now used to promote programs and events at the library which has helped to improve participation and attendance.

Staff have also begun to work on a new and improved website interface which is set to launch in January 2019. A new catalogue look will soon follow. These additional tools will only continue to help the library be a relevant presence in the community.

Submitted by,

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Library CEO

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