

# Peterborough Public Library Board Meeting Agenda

May 14, 2019

6:00 p.m.

345 Aylmer Street North

Library Board Room

## Pages

**1. Call to Order**

**2. Confirmation of Minutes**

2.1 April 9, 2019

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**3. Disclosure of Pecuniary Interest**

**4. Consent Agenda**

5.3, 5.4, 5.5, 5.6, 5.7

**5. Reports and Communications**

5.1 Collections Librarian - Guest Presentation  
Report PPL19-019

5 - 6

5.2 Updates from the Foundation and Friends of the Library  
Report PPL19-021

7 - 8

5.3 Q1 2019 Budget Review  
Report PPL19-020

9 - 13

5.4 June Meeting Date - Change Requested  
Report PPL19-025

14 - 15

5.5 Library Policy Review  
Report PPL19-024

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5.6 Library Code of Conduct  
Report PPL19-023

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5.7 Library CEO Report May 2019  
Report PPL19-022

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6. Other Business
7. Next Meeting - TBD
8. Adjournment

## **Peterborough Public Library Board Minutes**

### **City of Peterborough**

**April 9, 2019**

Present                      Councillor Akapo  
                                 Amy Bowen  
                                 Councillor Clarke  
                                 Barb Connor  
                                 Leigh McEachran  
                                 Dan Moloney  
                                 Gillian Sandeman  
                                 Jayne White  
                                 Leslie Woolcott, Chair

Staff                         Natalie Garnett, Deputy Clerk  
                                 Jennifer Jones, Library CEO

#### **Call to Order**

The Chair called the meeting to order at 6:00 p.m.

#### **Confirmation of Minutes**

Moved by Councillor Akapo

**That the minutes of March 12, 2019 be approved as circulated.**

Carried

#### **Disclosure of Pecuniary Interest**

There were no disclosures of Pecuniary Interest.

#### **Consent Agenda**

No items were passed as part of the Consent Agenda.

## **Reports and Communications**

Community Guest - Police Service Representative

Report PPL19-013

Inspector John Lyons from the Peterborough Police Service attended the meeting to discuss security issues at the Library.

Moved by Councillor Clarke

**That the Library Board approves the recommendation as outlined in Report PPL19-013 dated April 9, 2019, of the Library CEO as follows:**

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

Carried

New Library Board Orientation - Part 2

Report PPL19-014

Moved by Dan Moloney

**That the Library Board approves the recommendation as outlined in Report PPL19-014 dated April 9, 2019, of the Library CEO as follows:**

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

Carried

Library Policy Review

Report PPL19-018

Moved by Dan Moloney

That the Library Board approve the recommendations as outlined in Report PPL19-018 dated April 9, 2019, of the Library CEO as follows:

- a) That report PPL19-018 be received for information;**
- b) That a Policy Sub-committee be created and that they be tasked with developing a policy review timetable; and,**
- c) That the structure for the Policy Sub-committee be established by the Board at an upcoming meeting.**

Carried

Updates from the Foundation and Friends of the Library

Report PPL19-015

Moved by Amy Bowen

**That the Library Board approve the recommendations outlined in Report PPL19-015, dated April 9, 2019, 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

Library Code of Conduct

Report PPL19-017

Discussion was held regarding patrons sleeping in the Library and the banning of individuals for various time periods.

Moved by Jayne White

**That the Library Board approve the recommendations as outlined in Report PPL19-017 dated April 9, 2019, of the Library CEO as follows:**

- a) That report PPL19-007 be received for information; and,**
- b) That the Library Code of Conduct be updated at an upcoming meeting.**

Carried

Library CEO Report April 2019

Report PPL19-016

Moved by Councillor Akapo

**That the Library Board approves the recommendation as outlined in Report PPL19-016 dated April 9, 2019, of the Library CEO as follows:**

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

Carried

**Other Business**

It was agreed that the June meeting of the Library Board will be held at the DelaFosse branch at 729 Park Street South.

**Next Meeting - May 14, 2019****Adjournment**

Moved by Councillor Clarke

**That the meeting adjourn at 8:12 p.m.**

Carried

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Natalie Garnett  
Deputy Clerk

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Lesley Woolcott, Chair



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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** May 14, 2019

**Subject:** Report PPL19-019  
Collections Librarian - Guest Presentation

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## **Purpose**

A report to inform the Library Board of Trustees that the Library's Collection Development Librarian will be attending the May 14, 2019 Board meeting to provide a presentation on Collection Trends.

## **Recommendation**

That the Library Board approves the recommendation as outlined in Report PPL19-019 dated May 14, 2019, of the Library CEO as follows:

That the presentation by the Library's Collection Development Librarian 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**

The Collection Development Librarian, Laura Gardner, will attend the May 14, 2019 Library Board meeting to provide a short presentation on library Collection Trends.

Submitted by,

Jennifer Jones  
Library CEO

Contact Name:

Jennifer Jones

Phone: 705- 745-5382 Ext.2370

E-Mail: [jjones@peterborough.ca](mailto:jjones@peterborough.ca)





## Peterborough Public Library

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

**From:** Jennifer Jones, Library CEO

**Meeting Date:** May 14, 2019

**Subject:** Report PPL19-021  
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 PPL19-021, dated May 14, 2019, of the Library CEO, as follows:

- a) That the report 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, provided the following update on the status of the Foundation.

- The PPL Foundation Board met on Wednesday April 24, 2019.
- The annual financial statements audited by Baker Tilly (formerly Collins Barrow) were presented and accepted by the Board. Baker Tilly were reappointed as the auditors.
- The Financial report was reviewed and accepted.
- Donations for the 3D printer have been received. Contributors will continue to be directed to the donation button on the Library website. The campaign continues to raise the \$10,000 needed.
- The FOL and the PPL Board reports were presented and accepted.
- A fundraising event was discussed.
- The new Foundation brochure was presented and will be printed and made available in the Library.
- The current Secretary/Treasurer will be stepping down and new members for the Board with fund-raising and financial acumen will be recruited.

Barb Connor, co-chair of the Friends of the Library, will attend the Library Board meeting on May 14, 2019, to provide a verbal update on the status of the Friends of the Library.

Submitted by,

Jennifer Jones  
Library CEO

Contact Name:  
Jennifer Jones  
Phone: 705- 745-5382 Ex. 2370  
Fax: 705-745-8958  
E-mail: [jjones@peterborough.ca](mailto:jjones@peterborough.ca)



## Peterborough Public Library

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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** May 14, 2019

**Subject:** Report PPL19-020  
Q1 2019 Budget Review

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### **Purpose**

A report to provide the Peterborough Public Library Board of Trustees the Q1 Budget update.

### **Recommendation**

That the Library Board approves the recommendation as outlined in Report PPL19-020 dated May 14, 2019, 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**

A summary report of the first quarter of the 2019 Library budget is attached (see Appendix A).

Submitted by,

Jennifer Jones  
Library CEO

Contact Name:

Jennifer Jones

Phone: 705- 745-5382 Ext.2370

E-Mail: [jjones@peterborough.ca](mailto:jjones@peterborough.ca)

Attachment:

Appendix A – Q1 Budget Update

<u>ACCT#</u>	<u>TITLE</u>	<u>2019 BUDGET</u>	<u>QTR 1</u>	<u>TOTAL YEAR</u>	<u>%</u>
<b>Main</b>					
601 9615212	LIBMN Revenue-Ont Grant	<b>(132,806.00)</b>			
601 9615282	LIBMN Membership revenue	<b>(10,000.00)</b>	(5,361.09)	<b>(5,361.09)</b>	53.61%
601 9615326	LIBMN Fines	<b>(60,000.00)</b>	(15,218.55)	<b>(15,218.55)</b>	25.36%
601 9615328	LIBMN Room rentals	<b>(30,000.00)</b>	(5,046.09)	<b>(5,046.09)</b>	16.82%
601 9615330	LIBMN Xerox fees	<b>(3,000.00)</b>	(1,562.00)	<b>(1,562.00)</b>	52.07%
601 9615332	LIBMN Lost books	<b>(3,500.00)</b>	(705.63)	<b>(705.63)</b>	20.16%
601 9615334	LIBMN Lost cards	<b>(700.00)</b>	(223.00)	<b>(223.00)</b>	31.86%
601 9615335	LIBMN Technical Services	<b>(500.00)</b>			
601 9615336	LIBMN Microfilm fees	<b>(150.00)</b>	(68.68)	<b>(68.68)</b>	45.79%
601 9615340	LIBMN Program revenue	<b>(200.00)</b>			
601 9615341	LIBMN Internet printing	<b>(200.00)</b>	(56.00)	<b>(56.00)</b>	28.00%
601 9615343	LIBMN Sponsorship	<b>(350.00)</b>			
601 9615344	LIBMN Recoveries	<b>(300.00)</b>	(140.03)	<b>(140.03)</b>	46.68%
601 9615346	LIBMN Donations	<b>(10,000.00)</b>	(2,355.00)	<b>(2,355.00)</b>	23.55%
601 9615466	LIBMN Library Foundation	<b>(3,000.00)</b>	(260.00)	<b>(260.00)</b>	8.67%
601 9615485	LIBMN PerfectMind Withdrawal F		(41.02)	<b>(41.02)</b>	
601 9615642	LIBMN Interest	<b>(1,000.00)</b>	(12,172.63)	<b>(12,172.63)</b>	1217.26%
601 9615665	LIBMN Tsf frm Data Processing	<b>(26,972.00)</b>			
601 9615670	LIBMN City Contribution	<b>(2,912,798.00)</b>	(86,000.00)	<b>(86,000.00)</b>	2.95%
	Total Revenues	<b><u>(3,195,476.00)</u></b>	<b><u>(129,209.72)</u></b>	<b><u>(129,209.72)</u></b>	<b><u>4.04%</u></b>
601 9616005	LIBMN Salaries - Full time	<b>1,276,564.00</b>	250,014.06	<b>250,014.06</b>	19.58%
601 9616025	LIBMN Salaries - Part time	<b>610,329.00</b>	181,599.05	<b>181,599.05</b>	29.75%
601 9616075	LIBMN Employee Benefit O/H	<b>431,237.00</b>	94,778.42	<b>94,778.42</b>	21.98%
601 9616405	LIBMN Telephone	<b>14,000.00</b>	2,245.20	<b>2,245.20</b>	16.04%
601 9616410	LIBMN Adv & Publicity	<b>5,000.00</b>	2,206.45	<b>2,206.45</b>	44.13%
601 9616417	LIBMN Board Expenses	<b>800.00</b>	246.87	<b>246.87</b>	30.86%

601 9616420	LIBMN Light & Water	69,184.00	12,651.69	12,651.69	18.29%
601 9616425	LIBMN Heat	13,034.00	3,891.01	3,891.01	29.85%
601 9616430	LIBMN Postage	2,000.00	247.08	247.08	12.35%
601 9616440	LIBMN Information Technology	52,972.00	14,456.00	14,456.00	27.29%
601 9616442	LIBMN Hospitality	500.00	99.20	99.20	19.84%
601 9616510	LIBMN Courier Service	5,381.00	166.50	166.50	3.09%
601 9616520	LIBMN FOL Friends of library	71,632.00	3,302.89	3,302.89	4.61%
601 9617005	LIBMN Office Supplies	5,000.00	1,933.91	1,933.91	38.68%
601 9617047	LIBMN Special Events-Children	6,000.00	2,022.80	2,022.80	33.71%
601 9617048	LIBMN Adult programs	5,500.00	498.08	498.08	9.06%
601 9617050	LIBMN Photocopies	15,000.00	3,963.81	3,963.81	26.43%
601 9617071	LIBMN Library Foundation		8,596.80	8,596.80	
601 9617075	LIBMN Bookbinding - Adult	200.00	12.83	12.83	6.42%
601 9617076	LIBMN Bookbinding - Children	100.00			
601 9617077	LIBMN Technical Supplies	10,000.00	821.77	821.77	8.22%
601 9617078	LIBMN Circulation Supplies	3,000.00	(99.10)	(99.10)	(3.30%)
601 9617079	LIBMN Reference Supplies	600.00	363.67	363.67	60.61%
601 9617080	LIBMN Meeting Rm Support	700.00			
601 9617081	LIBMN Microfilm	3,000.00			
601 9617218	LIBMN Volunteer Recognition	500.00			
601 9617315	LIBMN Rep & Maint-Buildings	20,000.00	11,187.44	11,187.44	55.94%
601 9617317	LIBMN PM-Buildings	19,477.00	8,229.47	8,229.47	42.25%
601 9617505	LIBMN Insurance	15,695.00	3,241.80	3,241.80	20.65%
601 9617510	LIBMN Garbage Tax	2,000.00			
601 9617540	LIBMN Bank Charges	500.00	719.58	719.58	143.92%
601 9617555	LIBMN Audit fees	3,500.00			
601 9617705	LIBMN Tsf to Mat Acq Reserve	374,300.00			
601 9617706	LIBMN Tsf to Sys. Upgrde/Kllic	11,071.00			
601 9617715	LIBMN Transfer to Capital fund		86,000.00	86,000.00	
601 9618005	LIBMN Office Equipment	3,500.00	509.57	509.57	14.56%
601 9618205	LIBMN Business Travel	2,000.00	1,163.99	1,163.99	58.20%
601 9618215	LIBMN Membership/Subscriptions	5,000.00	319.45	319.45	6.39%
601 9618220	LIBMN Staff training	10,000.00	694.27	694.27	6.94%

601 9618225	LIBMN Conf & Conventions	3,000.00	697.06	697.06	23.24%
Appendix A					
	Total Expenses	<u>3,072,276.00</u>	<u>696,781.62</u>	<u>696,781.62</u>	<u>22.68%</u>

Delafosse

601 9635328	LIBDL Room rentals	(4,800.00)	(3,000.00)	(3,000.00)	62.50%
	Total Revenues	<u>(4,800.00)</u>	<u>(3,000.00)</u>	<u>(3,000.00)</u>	<u>62.50%</u>
601 9636025	LIBDL Salaries - Part time	56,223.00	12,985.93	12,985.93	23.10%
601 9636075	LIBDL Employee Benefit O/H	5,622.00			
601 9636420	LIBDL Light & Water	4,286.00	596.05	596.05	13.91%
601 9636425	LIBDL Heat	5,672.00	1,153.43	1,153.43	20.34%
601 9636510	LIBDL Courier	5,381.00	166.50	166.50	3.09%
601 9637315	LIBDL Rep & Maint-Buildings	15,000.00	492.22	492.22	3.28%
601 9637317	LIBDL PM-Buildings	4,316.00	314.78	314.78	7.29%
601 9637510	LIBDL Garbage Tax	500.00			
601 9637705	LIBDL Transfer to Reserve	31,000.00			
	Total Expenses	<u>128,000.00</u>	<u>15,708.91</u>	<u>15,708.91</u>	<u>12.27%</u>



## Peterborough Public Library

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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** May 14, 2019

**Subject:** Report PPL19-025  
June Meeting Date - Change requested

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### **Purpose**

A report to inform the Library Board of Trustees of a request to change the date of the June meeting.

### **Recommendation**

That the Library Board approves the recommendation as outlined in Report PPL19-025 dated May 14, 2019, of the Library CEO as follows:

That the date of the June meeting be changed to June 4, 2019.

### **Budget and Financial Implications**

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

### **Background**

The date original date of June 11, 2019 for the June Library Board meeting conflicts with the rescheduled Civic Awards.



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It is suggested that the date of the Library Board meeting be moved to Tuesday June 4, 2019 at 6pm, and that it take place at the DelaFosse branch.

Submitted by,

Jennifer Jones  
Library CEO

Contact Name:  
Jennifer Jones  
Phone: 705- 745-5382 Ext.2370  
E-Mail: [jjones@peterborough.ca](mailto:jjones@peterborough.ca)



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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** May 14, 2019

**Subject:** Report PPL19-024  
Library Policy Review

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## **Purpose**

A report to provide the Library Board with a list of Library Policies and to set a review timetable.

## **Recommendations**

That the Library Board approve the recommendations as outlined in Report PPL19-024 dated May14, 2019, of the Library CEO as follows:

- a) That Report PPL19-024 be received for information;
- b) That a policy sub-committee be formed; and,
- c) That the policy sub-committee be directed to establish a policy review timetable.

## **Budget and Financial Implications**

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

## Background

A list of current Library Policies is attached (see Appendix A). The list has been divided into Governance policies - to be addressed by the Board; and Operational policies - to be addressed by staff and brought to the Board for approval.

There are several policies which are due for revision.

It is recommended that a sub-committee be formed to properly review and update all Library policies. This sub-committee will be responsible for creating committee terms of reference, a policy review timetable and a policy framework.

A regular meeting schedule should be established as well as a process for ongoing policy maintenance.

Submitted by,

Jennifer Jones  
Library CEO

Contact Name:  
Jennifer Jones  
Phone: 705- 745-5382 Ext.2370  
E-Mail: [jjones@peterborough.ca](mailto:jjones@peterborough.ca)

Attachments:  
Appendix A - List of Current Library Policies

## Appendix A - List of Current Library Policies

<b>Policy Type</b>	<b>Policy Name</b>	<b>Date last revised (yyyy-mm-dd)</b>
Governance	Advocacy Policy	2005-04-26
	Board Evaluation	
	By-laws (Amendment of)	1910-10-03
	Committees of the Board	2001-06-04
	Composition of the Board and Terms of Reference (see MOU)	2018-06-25
	Delegations to the Library Board Policy	2012-02-28
	Duties and responsibilities of Individual Board members	2001-06-04
	Intellectual Freedom	2011-05-17
	Meetings of the Board (City's Adopted)	
	Planning Policy	
	Policy Development	2004-06-06
	Sponsorship (City's Adopted)	
	Statement of Authority and Powers of the Board (see MOU)	
Operational	Accessible Customer Service	2010-04-27
	Advertising Policy	2018-09-11
	Art Policy	2018-11-13
	Code of Conduct	2015-06-30
	Food Policy	2006-06-20
	Human Resources /Employment (City's Adopted)	1999-06-22
	Interlibrary Loan Policy	1997-05-27
	Internet and Computer Use Policy	2015-07-01
	Library Card Registration Policy	2017-03-28
	Materials Selection Policy	2017-11-21
	Membership Policy	2017-03-28
	Occupational Health and Safety (City's Adopted)	2009-04-06
	One Card Policy	2013-09-24
	Overdue Policy	2013-09-24
	Partnership Policy	2018-01-09
	Privacy Policy (MFIPPA)	2018-12-11
	Purchasing Policy (City's Adopted, by-law)	2009-01-03
	Refund Policy	2018-12-11
	Room Booking Policy	2017-06-27
	Safety, Security and Emergencies (City's Adopted)	
	Scent sensitivity - Striving to be Scent free (City's Adopted)	2018-07-30
	Unattended Children Policy	1996-09-17
	Video Surveillance Policy (City's Adopted)	2007-04-17
	Volunteer Policy	2005-02-20

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Workplace Harassment and Discrimination Policy (City's Adopted)	2013-09-04
Workplace Violence Prevention (City's Adopted)	2013-01-01

**Other items**

Board/City MOU	2018-06-25
Collective Agreement - Local CUPE 1833	2015-12-31
Mission Statement (Strategic Plan)	2018-06-25
Values Statement (Strategic Plan)	2018-06-25
Vision Statement (Strategic Plan)	2018-06-25



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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** May 14, 2019

**Subject:** Report PPL19-023  
Library Code of Conduct

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## **Purpose**

A report to provide the Library Board with a copy of the Library Code of Conduct to revise and review.

## **Recommendations**

That the Library Board approve the recommendations as outlined in Report PPL19-023 dated May 14, 2019, of the Library CEO as follows:

- a) That Report PPL19-023 be received for information; and,
- b) That the revised Library Code of Conduct (2019) be adopted.

## **Budget and Financial Implications**

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

## **Background**

The Library's Code of Conduct (see Appendix A) was last revised in 2015 and updated language is needed.

A revised copy of the Code of Conduct 2019 is attached for consideration (See Appendix B).

The Code of Conduct is currently posted on the Library website and staff members can provide members of the public with a copy. The updated Code of Conduct will be posted in appropriate places throughout the library.

Submitted by,

Jennifer Jones  
Library CEO

Contact Name:  
Jennifer Jones  
Phone: 705- 745-5382 Ext.2370  
E-Mail: [jjones@peterborough.ca](mailto:jjones@peterborough.ca)

Attachments:  
Appendix A - Library Code of Conduct 2015  
Appendix B - Revised Library Code of Conduct 2019

## Appendix A - Library Code of Conduct 2015

<b>Code of Conduct Policy</b>	Community Services	<b>Effective Date</b>	June 30, 2015
<b>Department</b>	Arts Culture & Heritage	<b>Approval Level</b>	Library Board
<b>Division</b>	Public Library	<b>Policy #</b>	

**Purpose**

The primary purpose of the Code of Conduct policy is to provide direction to library members on appropriate behavior on library property.

**Application**

This policy and related procedures apply to all persons on library property.

**The Policy**

Our library is a unique gathering place for the promotion of literacy, life-long learning and the exchange of ideas. We welcome people of all ages and abilities. As a public library, we respect your individual rights, while recognizing that they must be balanced with the rights of others, including library staff and other library patrons.

To ensure a happy, healthy and safe environment for everyone in the library please:

- Follow the policies and procedures that have been developed for the fair and consistent delivery of our services.
- Directly supervise individuals in your care.
- Dress in a publically acceptable manner, including both clothing and footwear.
- Advise library staff of inappropriate activity or violations of the Rules of Conduct that you witness.
- Be polite and civil to library staff and other patrons.

Thank-you for not:

- Damaging, stealing, and misusing any library, staff, or patron property.
- Engaging in any form of behavior that is disruptive, or prevents other patrons from enjoying the library.
- Using library computers to access pornography, or other inappropriate sites.
- Possessing, be under the influence of, alcohol (except during licensed events) or controlled substances on library premises.
- Using electronic devices without earphones in a disruptive way inside the library.
- Soliciting, selling, or engaging in any illegal activity or unauthorized commercial activity.
- Taking library materials into the public washrooms, and/or using the washroom for bathing or washing clothes.



- Exhibiting personal hygiene which is offensive and/or a health risk to others.
- Bringing animals, other than assistive animals, into the library, or leaving animals unattended at library entrances.

### **Consequences**

Depending on the severity and frequency of the violation, the Library may:

- Request proof of identity
- Inspect your bags, briefcase, purses, etc.
- Request you to stop the inappropriate activity
- Take away relevant library privileges
- Fine you for repairs/replacement costs
- Advise the appropriate authorities
- Pursue legal action
- Ban you from the library property
- Take other appropriate actions

Authority: **Public Libraries Act, Trespass to Property Act, Criminal Code** of Canada

Approved by the Library Board June 30, 2015.

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## Appendix B - REVISED Library Code of Conduct 2019

### **Library Code of Conduct (2019)**

The Library Code of Conduct encourages behaviour that supports the Library's mission and values. It applies everywhere the Library conducts its business; whether on Library property, in the community, over the phone or email, or through our website.

Our library is a unique gathering place for the promotion of literacy, life-long learning and the exchange of ideas. We welcome people of all ages and abilities. As a public library, we respect your individual rights, while recognizing that they must be balanced with the rights of others. Our goal is to deliver excellent service in a shared space that is welcoming and safe for our members and our employees.

### **The Policy**

Everyone has the right to enjoy the services of the Library without disturbance. We ask your cooperation in maintaining this positive environment, and that you respect the Library Code of Conduct and follow all Library policies.

### **Be respectful and considerate of others.**

- Speak and work at a soft volume.
- Set your mobile device to vibrate or mute.
- Refrain from foul, abusive, or discriminatory language or actions. They will not be tolerated.
- Respect the sensibilities of others when viewing materials in the Library.
- Bring in only registered support or service animals.
- Respect others with sensitivities to scents, and limit the use of scented products.
- Wear proper clothing and footwear.
- Pay attention to personal hygiene.
- Refrain from sleeping for long periods of time in the Library.
- Refrain from consuming or being under the influence of controlled substances on library premises.
- Report disruptive behaviour to a Library employee.
- Obtain permission from the Library to distribute literature or post materials on Library property. Solicitation is not permitted in the Library.
- Get permission of people in photos or videos you are taking.  
Parents or guardians must provide permission for children. Photos and videos cannot be taken in washrooms or in children's areas (unless permitted by the parent/guardian).

**Be respectful of Library property.**

- Use the Library's materials, computers, equipment, and furniture with care.
- Check with Library employees if there are restrictions on what and where you can eat.
- Tidy up after yourself. Recycle and throw out your garbage in the bins provided.
- Keep aisles, hallways, and spaces around you clear so that others can easily access them.
- Park bicycles, scooters, and other small recreational motorized vehicles outside the Library. Small items such as skateboards or roller blades may be brought in but may not be used inside the Library or near the entrances.
- Staff areas are designated for Library Staff use only.

**Be safe.**

- Supervise those in your care at all times.
- Allow inspection of personal bags or cases when requested by library or security staff.
- Keep your belongings with you. The Library is not responsible for lost or stolen items.
- Follow the instructions of Library employees or security staff.
- Leave the building in case of fire, fire drills, or other emergencies.
- Follow all municipal, provincial and federal laws, codes, rules, and regulations.

Library employees make every effort to apply these policies in a fair, respectful, and positive manner for the benefit of everyone. Anyone choosing to disrespect the policies of the Library and refusing to modify their behaviour will be asked to leave. This could result in suspension of Library privileges, eviction from the Library, cost-recovery charges, and/or prosecution.



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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** May 14, 2019

**Subject:** Report PPL19-022  
Library CEO Report May 2019

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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 approves the recommendation as outlined in Report PPL19-022 dated May 14, 2019, 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**

### **Art in the Library**

The SPARK photography festival was well received in April at the Library. We hosted the juried exhibit and exhibits from two local photographers.

The next art exhibit will take place in June and will feature something from the Women's Book Art Collective.

### **Programming**

Staff are developing an evaluation tool to assess the success and areas of improvement in our program offerings. This was an area identified in the strategic planning process as needing attention. We believe that we are offering valuable programming, but we would like some feedback from those attending (and not attending if possible) to improve and grow.

Check out the [Events Calendar](#) on the Library website for up to date information about library programs and events.

### **Collections**

The Committee has determined that the print reference collections at both Main and DelaFosse are no longer viable and will be downsized. It is a severely underused part of the collection. The plan is to incorporate some of the items into the general circulating collection and withdraw the older items that contain outdated/inaccurate information.

There was a staff proposal to possibly establish an indigenous materials collection as well as develop a new cataloguing framework for the classification of indigenous materials that is more contemporary and positive in nature which also meets recommendations outlined in the Truth & Reconciliation process.

### **Security Services and Incidents**

Incidents at the library continue to occur. These range from minor disagreements to theft, reports of drug use, and inappropriate behaviour in a public facility. Security guard services continue to be a great support for staff.

### **Cafe update**

The Library is looking for a new solution for the Cafe space. The local option we were exploring is no longer a possibility. We would like to continue to work with the Peterborough Sport & Wellness Centre to find a solution to providing cafe services at both our locations.

### **Library Commons update**

Work on the Library Commons (corner of Simcoe and Aylmer Streets) has started up again. Their goal is to have the space completed by the end of June, including the installation of the Public Art piece.

## SOLS

The name *Ontario Library Services* has created some confusion and worry about the status of local library services. Our primary source of operating funds come from the City of Peterborough. SOLS and OLS-North operate on provincial funding, which makes up approximately 5% of our operating budget. The City funds 90% of our operating costs.

*Southern Ontario Library Service (SOLS) was established in 1989 and is mandated to deliver programs and services on behalf of the Ontario Minister of Tourism, Culture and Sport by:*

- *Increasing cooperation and coordination among public library boards and other information providers in order to promote the provision of library service to the public; and*
- *Assisting public library boards by providing them with services and programs that reflect their needs, including consultation, training and development.*

*SOLS grew out of an amalgamation of regional library systems that themselves had provided support and development services to the libraries in their regions for decades. SOLS now serves the public libraries of almost 200 municipalities from Windsor to the Quebec border and north to Muskoka and ranging in population from hundreds to hundreds of thousands. Many of their services are provided collaboratively with OLS-North.*

As a result of the 2019 provincial budget tabled, SOLS was informed by the Ministry their operating grant would be reduced by approximately 50%. This is a substantial cut which must be absorbed by SOLS in the current 2019-20 fiscal year.

The Interlibrary Loan (ILLO) service has been suspended indefinitely. The online access tool (ZPortal) is blocked until May 31, 2019 from receiving or sending new requests while the back log gets sorted and decisions are made at SOLS. We will not accept any new ILLO requests until a decision is made by SOLS about the future of the service.

The courier service coordinated and run by SOLS has been eliminated. We no longer have access to send items back and forth to other libraries across Ontario with the SOLS courier routes and must look into an alternative if we wish to continue to offer any type of interlibrary service. This does not affect delivery service to the DelaFosse branch which is done twice a week through the City's courier service.

There is a Canada Post Book Rate which provides some cost savings to mail items to other libraries, but it may still be a cost prohibitive solution. At the moment, we lend out more than we receive and it is the lender who pays for the postage charges. In 2018 we shipped out 2,948 items to other libraries and received 1,834. If we estimate a cost of \$3 per book this service would have cost us \$8,844 in 2018 (Return postage is included, and costs are based on the weight of the package).

Staff time to prepare items for loan would increase if we were to continue with the postage method. It is a more labour-intensive process than the courier was.

Items ordered through ILLO varied. Often, they were titles we did not have available (niche material, out of print, lost/damaged, a missing part of a series, etc.) or genealogical materials. There were approximately 50-75 very active users of the service, with another 25 or so periodic (once or twice per year) users.

We are hoping for an update from SOLS on their next steps by the end of May. Updates will be provided as more information is received.

Submitted by,

Jennifer Jones  
Library CEO

Contact Name:

Jennifer Jones

Phone: 705- 745-5382 Ext.2370

E-Mail: [jjones@peterborough.ca](mailto:jjones@peterborough.ca)