

Peterborough Public Library Board Meeting Agenda

November 5, 2019

6:00 p.m.

345 Aylmer Street North

Library Board Room

	Pages
1. Call to Order	
2. Confirmation of Minutes	
2.1 October 8, 2019	1 - 5
3. Disclosure of Pecuniary Interest	
4. Consent Agenda	
5.4, 5.5, 5.6, 5.7, 5.8, 5.9	
5. Reports and Communications	
5.1 Shelter Services Update Report PPL19-044	6 - 7
5.2 Guest Presentation - Marketing and Communication Coordinator Report PPL19-045	8 - 9
5.3 Updates from the Foundation and Friends of the Library Report PPL19-050	10 - 11
5.4 Library Service Review Report PPL19-046	12 - 14
5.5 Reserves Request - Kiosk Pilot Project Report PPL19-047	15 - 18
5.6 2020 Meeting Dates Report PPL19-048	19 - 20
5.7 SOLS Library Trustee Council - Nomination Report PPL19-049	21 - 22

5.8 2019 Budget Follow-up and 2020 Draft Budget Report PPL19-051 23 - 25

5.9 Library CEO Report November 2019 Report PPL19-052 26 - 31

6. Closed Session

239(2)(b) Personal matters about an identifiable individual, including municipal or local board employees.

7. Other Business

8. Next Meeting - December 10, 2019

9. Adjournment

Peterborough Public Library Board Minutes

City of Peterborough

October 8, 2019

Present	Councillor Akapo Councillor Clarke Barb Connor Leigh McEachran Dan Moloney Jayne White Leslie Woolcott
Regrets	Amy Bowen Gillian Sandeman
Staff	Natalie Garnett, Deputy Clerk Jennifer Jones, Library CEO Sheldon Laidman, Commissioner of Community Services

Call to Order

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

Sheldon Laidman, Commissioner of Community Services, was introduced and welcomed to the Library Board.

Closed Session

Moved by Councillor Clarke

That the Library Board moved into Closed Session at 6:05 p.m. to discuss one matter under 239(2)(b) Personal matters about an identifiable individual, including municipal or local board employees, and one matter under 239(2)(c) A proposed or pending acquisition or disposition of land by the municipality or local board.

Carried

Moved by Jayne White

That the Library Board rise from Closed Session at 6:20 p.m.

Carried

Confirmation of Minutes

Moved by Councillor Clarke

That the minutes of the Peterborough Public Library Board meeting of September 10, 2019 be approved as circulated.

Carried

Disclosure of Pecuniary Interest

There were no disclosures of Pecuniary Interest.

Consent Agenda

Moved by Councillor Akapo

That items 6.4 and 6.6 be approved as part of the Consent Agenda.

Carried

Report PPL19-042

Library Write-offs

Moved by Councillor Akapo

That the Library Board approve the recommendation outlined in Report PPL19-042 dated October 8, 2019 of the Library CEO, as follows:

That the Board approve the write-off amount of \$6,347.79.

Carried

Report PPL19-038

Library CEO Report October 2019

Moved by Councillor Akapo

That the Library Board approves the recommendation as outlined in Report PPL19-038 dated October 8, 2019, of the Library CEO as follows:

That the “Library CEO Report October 2019”, be received for information.

Carried

Reports and Communications

Report PPL19-039

Updates from the Foundation and Friends of the Library

Ms. White advised that the Library Foundation at their meeting of October 3, 2019 is considering dissolving due to the costs of operating the organization.

Ms. Connor informed the Board that the September book sale raised \$14,200.

Moved by Dan Moloney

That the Library Board approve the recommendations outlined in Report PPL19-039, dated October 8, 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.**

Carried

Report PPL19-043

SOLS Library Trustee Council

The CEO will email Board members regarding interest in serving on the SOLS Trustee Council. Board members need to indicate their interest by October 22nd, 2019.

Moved by Dan Moloney

That the Library Board approve the recommendation outlined in Report PPL19-043 dated October 8, 2019 of the Library CEO, as follows:

That a Board member be nominated to the SOLS Trustee Council.

Carried

Report PPL19-041

Library Board Evaluation

Moved by Barb Connor

That the Library Board approve the recommendation as outlined in Report PPL19-041 dated October 8, 2019, of the Library CEO as follows:

That the Board adopt the Library Board Evaluation process.

Carried

Report PPL19-040

Q2 and Q3 2019 Budget Review

Moved by Dan Moloney

That the Library Board approve the recommendation as outlined in Report PPL19-040 dated October 8, 2019, of the Library CEO as follows:

That the “Q2 & Q3 Budget Review” report, be received for information.

Carried

Other Business

Councillor Clarke raised the issue of a ceramic mural on the outside of the main library building. Councillor Clarke will gather information on the City’s public art process for the Board.

Correspondence

Federation of Ontario Public Libraries - September 3, 2019

Moved by Dan Moloney

That the correspondence from FOPL dated September 3, 2019, be received for information.

Carried

Next Meeting - November 5, 2019

Adjournment

Moved by Jayne White

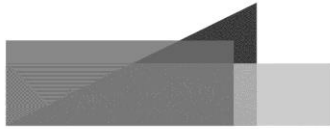
That the meeting adjourn at 7:05 p.m.

Carried

Natalie Garnett

Deputy Clerk

Leslie Woolcott, Chair



Peterborough Public Library

To: Peterborough Public Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: November 5, 2019

Subject: Report PPL19-044
Shelter Services Update

Purpose

A report to inform the Library Board on the status of the Emergency Overflow Shelter at the Peterborough Public Library.

Recommendation

That the Library Board approve the recommendation outlined in Report PPL19-044, dated November 5, 2019, of the Library CEO, as follows:

That the presentation be received for information.

Budget and Financial Implications

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

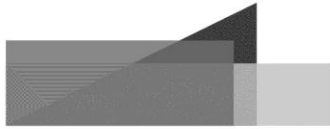
Background

A representative from the City will attend the Library Board meeting on November 5, 2019, to provide a verbal update on the status of the Emergency Overflow Shelter.

Submitted by,

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: November 5, 2019

Subject: Report PPL19-045
Guest Presentation – Marketing and Communication
Coordinator

Purpose

A report to inform the Library Board on the role of the Marketing and Communication Coordinator at the Peterborough Public Library.

Recommendation

That the Library Board approve the recommendation outlined in Report PPL19-045, dated November 5, 2019, of the Library CEO, as follows:

That the presentation be received for information.

Budget and Financial Implications

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

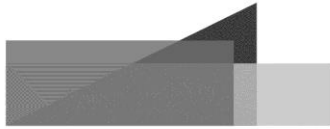
Background

Becky Waldman, Marketing and Communications Coordinator, will attend the Library Board meeting on November 5, 2019, to present to the Board on her role within the library.

Submitted by,

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: November 5, 2019

Subject: Report PPL19-050
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 PPL19-050, dated November 5, 2019, of the Library CEO, as follows:

- a) That a verbal report to inform the Library Board on the status of the Foundation 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 be received for information.

Budget and Financial Implications

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

Background

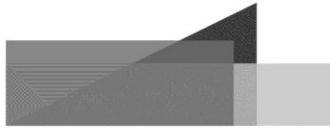
The Foundation has not met since the last Board meeting and there are no updates to report at this time.

Barb Connor, Co-Chair of the Friends of the Library, will attend the Library Board meeting on November 5, 2019, to provide a verbal update on the status of the Friends of the Library. It has also been confirmed that the Friends raised \$14,200 at their Fall Book Sale.

Submitted by,

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: November 5, 2019

Subject: Report PPL19-046
Library Service Review

Purpose

A report to request that Library staff be directed to begin a Service Review process.

Recommendation

That the Library Board approve the recommendation outlined in Report PPL19-046, dated November 5, 2019, of the Library CEO, as follows:

That staff be directed to begin an overall review of services offered by the Peterborough Public Library.

Budget and Financial Implications

Costs for this service review are being estimated at \$7,000. There are no fees for the use of the online engagement platform and most of the work will be done in-house by staff. Light refreshments/snacks would be served at the town hall meetings. Rental fees for the town hall sessions are unknown as the locations have not been determined.

There is the possibility of hiring a facilitator for the town hall sessions, but no costs have been confirmed at the time of writing this report.

Background

One of the goals identified in the Library's 2018-2021 Strategic Plan is to "Undertake a baseline program and service review to provide benchmarks and best practices." We have been increasing our program offerings and trying to provide the best collection services since moving into the new library, but we need/want to check-in with our community and see if we are doing it right for them. We would like to know what the community wants from public library services.

The goal of this service review is to engage the community in a conversation about our core services to help us understand our community and member needs. We hope the results of all the feedback gathered will provide us with the information we need to be able to serve them better.

With a combination of online and in person consultation, we hope to understand why people in the Peterborough community use, or do not use, the library. We would like to know what they want as services, and also find out where our community is spending their time when they are not at the library (what is our competition). Knowing who and what we are up against will help the library prioritize internal changes and explore partnership options.

Use of the City's online engagement platform will give us the opportunity to provide all the information on the service review in one place and to be able to have open and focused conversations with our community online. We will hold 3-4 in person town hall meetings where the community can talk directly about what they want to see at the library and discuss how we can serve them better. We will also host pop-up survey locations throughout the City to reach underserved areas of our community so that we have a clear picture of the library service needs in Peterborough.

The three question themes we will be focusing on in this service review are:

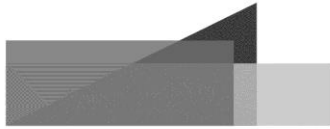
1. Programming - do we offer enough programming for the right target markets, why are people coming/not coming to our programs
2. Collections - where are our collection gaps, what do people want more of, are we serving our community effectively
3. Competition - where else are people spending their time and why are they not coming to the Library

Our plan is to use a combination of surveys, in person meetings and online tools to get as much feedback from our community as possible. We are aiming to gather feedback in January and February 2020, with an initial overview report being brought back to the Library Board in March, and a final report with next steps in the spring.

Submitted by,

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: November 5, 2019

Subject: Report PPL19-047
Reserves Request – Kiosk Pilot Project

Purpose

A report to request the use of Library Reserves to fund the purchase of a book vending machine for a Kiosk Pilot Project.

Recommendations

That the Library Board approve the recommendations outlined in Report PPL19-047, dated November 5, 2019, of the Library CEO, as follows:

- a) That \$50,000 from the Library Reserves be approved for the purchase of a NovelBranch Kiosk (includes start up costs); and,
- b) That the Peterborough Sport & Wellness Centre be the location for the kiosk pilot project.

Budget and Financial Implications

There is one exclusive vendor of this product in Canada, so a non-standard procurement process would need to be approved.

The purchase price of a NovelBranch Kiosk was quoted at \$31,000. A data line would need to be installed at the host location, which is approximately \$1,000. There is an add-on option of a 'holds pick-up locker' available for an additional \$16,000.

Background

The Library has been exploring innovative ways to provide Library services to the Peterborough community. One of the options we would like to investigate is providing pop-up programming and kiosk borrowing services at another City facility. The use of another City facility reduces costs and potential challenges with regards to insurance and legal agreements. Having already established a partnership through work on the café project, we would like to further explore providing additional Library services at the Peterborough Sport & Wellness Centre (PSWC). They have agreed to act as a host location for a library book kiosk pilot project.

There are few choices for this type of kiosk, most of which as a locker style system for holds pick up. The Library would prefer to have a system that is browsable and allows for item discovery, which leaves only one option – NovelBranch (Appendix A).

This kiosk would provide visitors to the PSWC with the option of using their Peterborough Public Library card to borrow and return materials from the onsite kiosk. Library staff would arrange for marketing and promotion of this new service and host "get carded" events at the PSWC. There are further opportunities for pop-up programming, partnerships with PSWC staff and overall growth of library services to a different area of our community.

As a pilot project, this kiosk would give the library the opportunity to test out a new underserved area of the community. If successful, there would be further opportunities to add to the kiosk network or move the kiosk to another area in the city to pilot services there.

Submitted by,

Jennifer Jones
Library CEO

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Attachments
Appendix A : NovelBranch Kiosk



NOVELBRANCH

Intelligent Mini-Library

NovelBranch is a secure cabinet equipped with RFID-enabled shelves from which library patrons can easily check material out and return.

NovelBranch¹⁸



Extend your community reach with NovelBranch - a mini-library. NovelBranch will help you reach under-serviced areas in your community, extending your presence to people who may not otherwise be able to visit a library branch but who do frequent other community spaces. Your reach could extend to nursing homes, daycare facilities, career centres, your local hospital. All a user needs is a library card. All you need is a network cable and power outlet.

Its transparent door is equipped with an electronic lock that is opened with the presentation of a library card. Once the door is closed, a receipt is printed with the list of material taken out of NovelBranch and their due date. Returning is super easy too: present the card, open the door, place materials back on the shelf. An intuitive user interface will help guide the patron.

NovelBranch communicates to your ILS through SIP2 and uses RFID technology. The software has a full featured staff mode from which you can run inventory reports.

Specifications

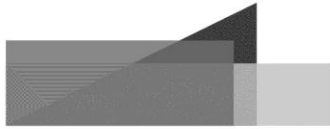
- 125 books, 5 shelves
- 12" screen
- 80 mm thermal printer
- 100-240V input voltage
- 503 D X 1351 W X 1920 H mm
- RFID: ISO15693, 18000-3-1
- RFID data models: ISO28560, Danish
- Patron card: barcode, Mifare
- Pin code entry: touchscreen
- Network Connectivity: TCP/IP
- ILS Connectivity: SIP, SIP2

Convergent

Library Technologies

1-866-213-8880 x113 CLibTech.com NovelBranch.com





Peterborough Public Library

To: Peterborough Public Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: November 5, 2019

Subject: Report PPL19-048
2020 Meeting Dates

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 Peterborough Public Library Board of Trustees approve the recommendations outlined in Report PPL19-048, dated November 5, 2019, of the Library CEO as follows:

- a) That the 2020 meeting schedule be approved; and,
- b) That the meeting start time be adjusted to 5:30 p.m.

Budget and Financial Implications

If an earlier start time is adopted, a light meal such as sandwiches would be provided to the Board members at the start of the meeting. These costs would be covered within the existing annual Board expenses budget.

Background

The Peterborough Public Library Board of Trustees meet on Tuesdays, with a meeting start time of 6:00 p.m. Dates proposed are in alignment with Council's meeting schedule, the budget cycle, as well as the holiday season.

Additional meetings may be called by the Chair if required.

The Library CEO recommends meetings be held on the following dates in 2020:

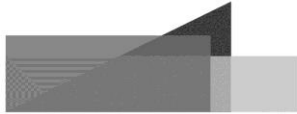
Tuesday, January 7, 2020
Tuesday, February 11, 2020
Tuesday, March 10, 2020
Tuesday, April 7, 2020
Tuesday, May 12, 2020
Tuesday, June 16, 2020
Tuesday, September 1, 2020
Tuesday, October 6, 2020
Tuesday, November 10, 2020
Tuesday, December 8, 2020

In previous years, Board meetings started at 7:00 p.m. and in 2019 they were moved to a 6:00 p.m. start time. Most other City committees and Boards start their meetings at 5:30 p.m. This earlier start time allows for a shorter work day for staff, but also a shorter evening for all those involved. A light meal is provided to committee members before the start of the meeting as a result of the earlier start time.

Submitted by,

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: November 5, 2019

Subject: Report PPL19-049
SOLS Library Trustee Council - nomination

Purpose

A report to inform the Library Board of a nomination for the SOLS (Southern Ontario Library Service) Trustee Council.

Recommendation

That the Library Board approve the recommendation outlined in Report PPL19-049 dated November 5, 2019 of the Library CEO, as follows:

That Jayne White be nominated to represent the Peterborough Public Library on the SOLS Trustee Council for the term of the Board.

Budget and Financial Implications

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

Background

The Library Board was presented with information regarding the SOLS Library Trustee Council and the need for a representative from the Peterborough Public Library Board at the October 8, 2019 meeting.

Jayne White has volunteered to be nominated to this role.

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: November 5, 2019

Subject: Report PPL19-051
2019 Budget Follow-up and 2020 Draft Budget

Purpose

A report to provide the Peterborough Public Library Board of Trustees with information on the 2020 draft budget and a follow up from Report PPL19-051.

Recommendations

That the Library Board approve the recommendations as outlined in Report PPL19-051 dated November 5, 2019, of the Library CEO as follows:

- a) That the follow up report be received for information; and,
- b) That the draft 2020 budget be approved for submission.

Budget and Financial Implications

The 2020 draft budget has been submitted to City Council for consideration.

Background

The information below is provided in response to the questions asked regarding the budget updated provided at the October 8, 2019 meeting.

- The account named “Tents in the Park” is indeed costs the library has incurred as a result of the homelessness crises and the emergency overflow shelter being

located temporarily at the Library. The account will be renamed to something more appropriate for future reports.

- The large credits in the Library's Recovery account (601 9615344) are a result of the grant reimbursements received for the Digital Skills for Youth intern. The intern is paid out of the staffing budget and reimbursement cheques are deposited into the recoveries account. There are also credits in this account attributed to the sale of Library Bags and reusable water bottles at the library service desk.

As part of the annual City budgeting process, the library submits a draft budget to Council as a department within the Community Services Division. The draft 2020 budget submitted is attached (see Appendix A). This draft budget was submitted to the Finance Department in June in accordance with the City's budgeting procedures.

It should be customary in the future for the Library CEO to bring this draft budget forward to the Board at a spring meeting (May or June) for approval before submission to the City.

A 2% overall increase is being requested in the Library's 2020 operating budget. There was no information for the 2020 library operating grant included in the proposed budget as it was uncertain if that provincial program would be continuing at the time of submission. The increases to expenditures are largely projected staffing costs which are subject to change as a result of the contract negotiations in 2019.

Submitted by,

Jennifer Jones
Library CEO

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Attachment:
Appendix A – 2020 Budget submission

25
CITY OF PETERBOROUGH

2020 Operating Budget

Appendix A - PPL19-051

Description	2019 Approved	2019 Preliminary Actual	2020 Recommended	Variances 2019 - 2020 Budget	
				Over (Under) 2019 Budget %	Over (Under) 2019 Budget \$
Library					
Expenditures					
Personnel	2,379,975	2,380,065	2,420,937	1.7%	40,961
Contractual	249,841	249,842	255,934	2.4%	6,093
Materials, Supplies	49,600	57,806	71,800	44.8%	22,200
Repairs, Maintenance	58,793	64,316	53,911	-8.3%	-4,882
Fees	22,195	22,195	23,880	7.6%	1,684
New Equipment	3,500	3,500	3,500	0.0%	0
Travelling, Training	20,000	20,000	19,000	-5.0%	-1,000
Contributions to Reserves	416,371	416,371	435,100	4.5%	18,729
	3,200,276	3,214,095	3,284,061	2.6%	83,785
Revenues					
Ontario grants	132,806	132,806	132,806	0.0%	0
Fees, Service Charges, Donations	126,700	133,300	133,050	5.0%	6,350
Investment Income	1,000	10,000	3,000	200.0%	2,000
Contributions Capital levy Reserve	26,972	26,972	43,000	59.4%	16,028
	287,478	303,078	311,856	8.5%	24,378
NET REQUIREMENT	2,912,798	2,911,017	2,972,205	2.0%	59,407



Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: November 5, 2019

Subject: Report PPL19-052
Library CEO Report November 2019

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 PPL19-052 dated November 5, 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

Mascot

We have named our new Mascot. We received over 200 suggestions, and the staff narrowed this down to the top six names. After staff and the community at large voted, **Patch** was the winning name.

Social Media

Our digital media intern has been analyzing our social media, website and newsletter interactions in a new way. She is looking at engagement levels in order to help us continue to grow and expand our online presence and relevance.

- Our Facebook page received 229 referral link clicks to our website (5.5% more than the previous month) from our content.
- Instagram Impressions reached 21,278, which is an 8.9% increase (vs. previous month)
- Instagram Engagements also increased by 15% (vs. previous month)
- We started utilizing relevant hashtags to reach more people who would be interested in our content (who are not following us). Our top hashtags drawing in engagement are #ptbo, #ptbolibrary and #pplcurious.
- Twitter organic impressions increased by 47.6% (vs previous date range); the number of times users saw our content almost doubled (due to retweets and favorites)
- Twitter engagements increased by 17.4% (vs previous date range)

Our top posts on Facebook in October:

Peterborough Public Libr...

Sat 9/28/2019 6:30 am PDT

It's hard to say goodbye.....We're wishing Moira a happy retirement after 32 years at the #ptbolibrary. @CityPtbo

Total Engagements 311

Reactions 113

Comments 17

Shares 1

Message Clicks 180

Peterborough Public Libr...

Fri 10/4/2019 6:50 am PDT

Flashback Friday! Did you know that the very first library in Peterborough was actually the Peterborough Mechanics

Total Engagements 217

Reactions 58

Comments 15

Shares 9

Message Clicks 135

Peterborough Public Libr...

Mon 10/7/2019 6:52 am PDT

Thank you to everyone who submitted a name suggestion for our mascot! We had over 200 suggestions and we've

Total Engagements 147

Reactions 9

Comments 25

Shares 4

Message Clicks 109

The takeaway from these top posts: Our audience cares about the internal culture of the library. Peterborough is a close-knit community; they enjoy participating and learning about our 'behind the scenes'.

In our October eNewsletter, 36 people responded to the poll "Have you ever attended one of our programs?"

- 22 – Yes, within the last 12 months
- 5 – Yes, but not within the last 12 months
- 6 – No, but I plan on attending soon
- 3 – No, nothing has interested me

Programming

The Library held its first Human Library® event on October 26 during Ontario Public Library Week. The Human Library® is, in the true sense of the word, a library of people. It's an opportunity for readers to borrow human "books" and have 20-30 minute conversations. Every human book from our bookshelf represents a group in our society that is often subjected to prejudice, stigmatization or discrimination because of their lifestyle, belief, disability, social status, ethnic origin, or other. Our Human Books include a: Blind Person, Muslim Woman, Baha'i Man, Muslim Young Adult, Non-binary Person, and Brain Injured Woman. Come chat with them and learn to unjudge someone!

The 'People in your Neighbourhood' program was quite successful, and something we would like to offer again in the future. Children and parents/caregivers were able to ask the featured guest any question and we had them share what their favourite childhood books were. Mayor Diane Therrien really captured the groups' attention and an article about her visit was published in The Examiner on October 8. Constable Lacey White was also a very informative and interesting guest – did you know that all the police gear they wear (vest, radio, etc.) adds an extra 30 lbs onto them? Unfortunately, Firefighter Amanda Nichols had to cancel her scheduled visit, but she has agreed to come another time.

The Library's fall What's Happening Guide provides all the information you need for programs offered September-December 2019. You can check out the Events Calendar on the Library website for up to date information about library programs and events.

Staff Training

Library staff had the opportunity to attend Part 1 of Resiliency Training in October. This training is designed to help prepare front line staff who may on occasion witness potentially traumatic events such as overdoses, injuries, mental breakdowns, accidents, etc. in the course of their work. There are two sessions: #1 that gives tips and tricks, and #2 that brings the groups back together to talk about what we have learned and how it is working in practice. Part 2 will take place later in November.

Strategic Plan

An easy way to access a version of the Library's strategic plan can be found on our website: <https://www.ptbolibrary.ca/en/about-your-library/resources/documents/Strategic-Plan-2018-2021.pdf>

The plan was divided into 3 strategic directions each with their own focused goals:

- ✓ Promoting lifelong learning and discovery
- ✓ Building community through outreach, programs and partnerships
- ✓ Providing welcoming and accessible environments

In addition to our strategic initiatives, we are also committed to

- ✓ Valuing and empowering our people
- ✓ Using progressive technology
- ✓ Enhancing administration and resourcing

We have been working on many elements at once (See Appendix A) and have made some good progress thus far.

Submitted by,

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Attachement
Appendix A : Strategic Plan Progress Report

2018-2021 Peterborough Public Library Strategic Plan - Progress tracker

Legend



Green - in progress



Blue - next priority



Red - not started

VISION	The Peterborough Public Library is an agent for positive community transformation through interaction, discovery and learning.
MISSION	To help build an engaged, literate society, we welcome and inspire our communities.
VALUES	<p>1. Access, inclusion and intellectual freedom – through the exchange of information, ideas, knowledge and culture we create safe, welcoming, learning environments that inspire freedom of thought.</p> <p>2. Literacy, discovery and learning – we encourage literacy in all its forms in order to stimulate discovery and advance learning.</p> <p>3. Service Excellence – we provide accessible and inclusive services that anticipate and respond to the diverse needs of the Peterborough</p> <p>4. Partnership – we engage with our community to achieve shared goals.</p> <p>5. Innovation – through our programs and services, we are committed to exploring innovative ways to encourage discovery.</p> <p>6. Valuing and empowering employees – by valuing the contributions of staff, we inspire service excellence and innovation within the</p> <p>7. Integrity – Accountability and transparency form the foundation of our relationships with the public, staff, volunteers and partners.</p>

ACTION AREAS	SPECIFIC INITIATIVES	TIMELINE (Start date)	
A) Promoting Life-long Learning and Discovery	<p><i>We will encourage library users of all ages to become literate in all forms of contemporary communication.</i></p> <p>A 1 – Work with community partners to develop and deliver various traditional and non-traditional literacy programs.</p> <p>A 2 – Identify new ways our collections, programs and services can assist with life-long literacy and discovery.</p> <p>A 3 – Continue to build diverse collections to support programming and services.</p>	<p>A1 – 2018</p> <p>A2 – 2019</p> <p>A3 – ongoing</p>	
B) Building Community through Outreach, Programs and Partnerships	<p><i>Based on identified needs, we will develop a targeted outreach plan to deliver innovative and effective programs.</i></p> <p>B 1 – Establish an informal Community Literacy Advisory Committee (CLAC) to assist service and program development to meet the changing needs of the community.</p> <p>B 2 – Identify and work with community groups, partners and the CLAC to develop innovative and effective programs, collections, and services.</p> <p>B 3 – Build the Library's profile and participate in neighbourhood and community-wide events.</p> <p>B 4 – Develop marketing and outreach initiatives to target difficult-to-reach and underserved individuals within the community.</p> <p>B 5 – Continue to provide high quality core programs while exploring new programs to meet community needs.</p>	<p>B 1 - 2019</p> <p>B 2 – 2019</p> <p>B 3 – 2018</p> <p>B 4 – 2019</p> <p>B 5 - ongoing</p>	
	<i>We will ensure libraries are welcoming, accessible environments serving the entire community.</i>		

C) Providing Welcoming and Accessible Environments	<p>C 1 – Develop communication and assessment practices to ensure that users’ needs are being valued and considered.</p> <p>C 2 – Explore the feasibility of a future renovation or replacement of the DelaFosse branch.</p> <p>C 3 – Ensure safe spaces and remove barriers for those with diverse needs.</p> <p>C 4 – Create a seamless user experience through the integration of our digital and physical spaces.</p> <p>C 5 – Investigate innovative and alternative service delivery models.</p>	<p>C 1 – 2018</p> <p>C 2 – 2020</p> <p>C 3 – 2018</p> <p>C 4 – 2019</p> <p>C 5 – 2020</p>	
D) Valuing and Empowering Our People	<p><i>We will ensure staff have the tools and skills required to provide excellent service to our diverse users.</i></p> <p>D 1 – Ensure that staff are provided with appropriate tools and relevant training.</p> <p>D 2 – Conduct an organizational review to achieve the goals set out in this plan.</p> <p>D 3 – Ensure HR policies are current including job descriptions, pay scales, and interdepartmental communications, etc.</p> <p>D 4 – Develop an engagement plan to encourage ongoing staff input.</p>	<p>D 1 – 2018</p> <p>D 2 – 2019</p> <p>D 3 – 2019</p> <p>D 4 – 2018</p>	
E) Using Progressive Technology	<p><i>We will continue to invest in technology to improve library operations and services.</i></p> <p>E 1 – Work with the City to establish an IT initiative to review delivery of IT services in the Library.</p> <p>E 2 – Explore the possibility of recruiting IT staff that understand Library service needs.</p> <p>E 3 – Develop a library technology plan to better meet library hardware and software needs.</p> <p>E 4 – Update our digital environment capabilities with responsive design to allow for access from multiple devices and for multiple purposes.</p> <p>E 5 – Explore adding modules to existing ILS software to enhance user services.</p>	<p>E 1 – 2019</p> <p>E 2 – 2019</p> <p>E 3 – 2018</p> <p>E 4 – 2018</p> <p>E 5 – 2019</p>	
F) Enhancing Administration and Resourcing	<p><i>We will align our available resources with the areas of greatest need.</i></p> <p>F 1 – Develop capital and operating budgets to include resources for implementation of the Strategic Plan.</p> <p>F 2 – Review budget implications of future staffing requirements, administration and operations to implement goals from the Strategic Plan.</p> <p>F 3 – Seek additional resources from partners and innovative means of funding.</p> <p>F 4 – Conduct regular evaluation of progress against goals and timelines of the plan</p> <p>F 5 – Undertake a baseline program and service review to provide benchmarks and best practices.</p>	<p>F 1 – 2019</p> <p>F 2 – 2018</p> <p>F 3 – 2018</p> <p>F 4—quarterly</p> <p>F 5 – 2018</p>	