

Peterborough Public Library Board Meeting Agenda

December 10, 2019

6:00 p.m.

345 Aylmer Street North

Library Board Room

Pages

1. **Call to Order**
2. **Confirmation of Minutes**
 - 2.1 November 5, 2019 1 - 5
3. **Disclosure of Pecuniary Interest**
4. **Consent Agenda**
5. **Reports and Communications**
 - 5.1 Report PPL19-044 6 - 7
Emergency Overflow Shelter Update
 - 5.2 Report PPL19-053 8 - 9
Updates from the Foundation and Friends of the Library
 - 5.3 Report PPL19-054 10 - 13
Library CEO Report December 2019
 - 5.4 Report PPL19-055 14 - 17
Library Policy Review - Unattended Children
6. **Closed Session**
239(2)(b) Personal matters about an identifiable individual, including municipal or local board employees - CAO Performance Review
7. **Other Business**
8. **Next Meeting - January 7, 2020**
9. **Adjournment**

Peterborough Public Library Board Minutes City of Peterborough

November 5, 2019

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

Call to Order

The Chair called the meeting to order at 6:02 p.m. and welcomed the Fleming students attending the meeting.

Confirmation of Minutes

Moved by Leigh McEachran

That the minutes of the Library Board meeting of October 8, 2019 be approved.

Carried

Disclosure of Pecuniary Interest

There were no disclosures of Pecuniary Interest.

Consent Agenda

Moved by Barb Connor

That items 5.6 and 5.7 be approved as part of the Consent Agenda.

Carried

Moved by Barb Connor

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.**

Carried

Moved by Barb Connor

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.

Carried

Reports and Communications

Shelter Services Update

Report PPL19-044

Moved by Barb Connor

That Report PPL19-044 be deferred to the December 10, 2019 meeting.

Carried

Guest Presentation - Marketing and Communication Coordinator

Report PPL19-045

Becky Waldman, Marketing and Communications Coordinator, provided a presentation on the projects she is working on at the Library

Moved by Councillor Clarke

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.

Carried

Updates from the Foundation and Friends of the Library

Report PPL19-050

Ms. Connor advised that the Friends of the Library currently have a balance of \$22,612 and will be donating \$20,000 to the library.

Moved by Amy Bowen

That the Library Board approve the recommendation outlined in Report PPL19-050, dated November 5, 2019, of the Library CEO, as follows:

That a verbal report to inform the Library Board on the status of the Friends of the Peterborough Public Library be received for information.

Carried

Library Service Review

Report PPL19-046

Moved by Leigh McEachran

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.

Carried

Reserves Request - Kiosk Pilot Project

Report PPL19-047

Moved by Councillor Clarke

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.**

Carried

2019 Budget Follow-up and 2020 Draft Budget

Report PPL19-051

Moved by Amy Bowen

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.**

Carried

Library CEO Report November 2019

Report PPL19-052

Moved by Councillor Clarke

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.

Carried

Closed Session

Moved by Councillor Clarke

That the Library Board moved into Closed Session at 7:07 p.m. to discuss one item under Section 239(2)(b) Personal matters about an identifiable individual, including municipal or local board employees.

Carried

Moved by Barb Connor

That the Library Board rise from Closed Session at 7:14 p.m.

Carried

Other Business

There were no items of Other Business.

Next Meeting - December 10, 2019

Adjournment

Moved by Leigh McEachran

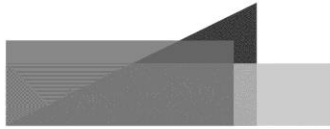
That the meeting be adjourned at 7:15 p.m.

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
Emergency Overflow Shelter Services Update

Purpose

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

Recommendations

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

That the report on Emergency Overflow Shelter Services Update, be received for information.

Budget and Financial Implications

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

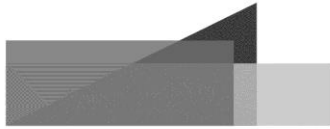
Background

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

Contact Name:
Jennifer Jones
Library CEO
Phone: 705- 745-5382 Ext.2370
Fax : 705-745-8958
E-Mail: jjones@peterborough.ca



Peterborough Public Library

To: Peterborough Public Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: December 10, 2019

Subject: Report PPL19-053
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.

Recommendation

That the Library Board approve the recommendation outlined in Report PPL19-053, dated December 10, 2019, of the Library CEO, as follows:

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 December 10, 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
Library CEO
Phone: 705- 745-5382 Ext.2370
Fax : 705-745-8958
E-Mail: jjones@peterborough.ca



Peterborough Public Library

To: Library Board of Trustees
From: Jennifer Jones, Library CEO
Meeting Date: December 10, 2019
Subject: Report PPL19-054
Library CEO Report December 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 PPL19-054 dated December 10, 2019, of the Library CEO as follows:

That the Library CEO Report of December 2019, 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

Café

Efforts continue to finalize arrangements for a Library Café vendor. Plumbing work has now been completed and inspected. We are hopeful for a fresh start and some good news to share in the new year.

Library Service Review

Planning is on track for the 2020 Library Service Review. We are organizing four in-person feedback sessions and a number of pop up survey opportunities, along with online surveys and an interactive online forum at <https://www.connectptbo.ca/>

Programs

We have applied for and received two grants from the Writers' Union to help fund two author visits during the 2020 March Break for Children's programming.

As part of our Healthy Families partnership, the children's librarian attended a presentation in November on the topic of Oppositional Defiant Disorder. The event provided valuable information to the attendees and offered an opportunity to promote library services and reintroduce the library to those who have not visited in a while.

Local Author Day took place on November 30. It was a great event providing members of the community with the opportunity to meet some local literary celebrities. This event also acknowledge the end of NaNoWriMo. We were an official 2019 "Come Write in" location again this year and aimed to help encourage participants to write a 50,000-word novel by 11:59 pm on November 30.

The winter What's Happening Guide is now out with the next set of program offerings for the New Year.

Training




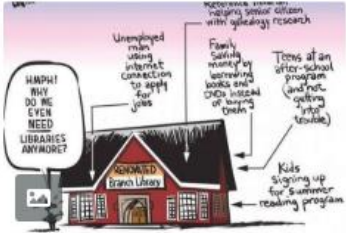


In continued efforts to ensure that all library staff have the tools and skills required to provide excellent customer service (Strategic Plan element D1), staff participated in two sessions on "Resiliency Strategies and Tactics". This training was designed to help prepare frontline staff who may on occasion witness potentially traumatic events such as overdoses, injuries, mental breakdowns, accidents, etc. in the course of their work. Feedback from staff has been incredibly positive.










Social Media & Newsletter


Library followers on social media like to engage with easy and fun questions. Top performing posts are similar to last month in that the best performers were library lifestyle and cultural posts.

The newsletter now includes a new feature "What's Patch Reading" in an effort to add a component to the newsletter that subscribers cannot find elsewhere.


Top posts in November on Facebook, Twitter, and Instagram:

 Peterborough Public Libr... Thu 10/31/2019 8:04 am PDT <p>Vote for your favourite!</p>  <p>Total Engagements 501</p> <p>Reactions 49</p> <p>Comments 41</p> <p>Shares 3</p> <p>Message Clicks 408</p>	 Peterborough Public Libr... Sun 11/10/2019 11:23 am PST <p>Why does every community need a library? Libraries ensure that knowledge and technology are available to</p>  <p>Total Engagements 313</p> <p>Reactions 126</p> <p>Comments 10</p> <p>Shares 21</p> <p>Message Clicks 156</p>	 Peterborough Public Libr... Sat 11/23/2019 8:36 am PST <p>Facebook friends and followers, we need your help! Some of you may have noticed, we've entered into the DBIA</p>  <p>Total Engagements 215</p> <p>Reactions 47</p> <p>Comments 6</p> <p>Shares 4</p> <p>Message Clicks 158</p>
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Profile	Message by Sent Date	Potential Reach	Responses	Clicks	Organic Impressions	Likes	Retweets
	Message Lifetime Activity Oct 24, 2019 – Nov 28, 2019	389,332	-	1,353	N/A	N/A	N/A
 ...	 CONGRATS! YOU'VE WON A LIFETIME SUPPLY OF COFFEE! IF YOU'VE WON A LIFETIME SUPPLY OF COFFEE, YOU'VE WON A LIFETIME SUPPLY OF COFFEE! IF YOU'VE WON A LIFETIME SUPPLY OF COFFEE, YOU'VE WON A LIFETIME SUPPLY OF COFFEE! ...  Tweet by Becky W.	Wed 10/30/2019 11:00 am EDT 2,171	We're #ptbo - we now have a lifetime supply of coffee! Your turn #ptbo 14	pic.twitter.com/BXgd9RcWH4 0	1,914	4	0
 ...	 ...  Tweet by Becky W.	Sun 11/17/2019 2:54 pm EST 10,006	We love our local #ptbo artists! If you or someone you know would like to showcase artwork at the library get in touch with us. 10	0	1,958	16	9
 ...	 ...  Tweet by Becky W.	Tue 11/19/2019 3:39 pm EST 20,553	If you're collecting stamps for your @downtownPtbo Holiday Shopping Passport, come by the library and get a free stamp when you check out an item! #ptbolibrary 8	0	1,649	10	8

 ptbolibrary
Tue 11/5/2019 1:34 pm PST

"Would I want to know the ending to my own story? No. I want the adventure that comes with finding out." – Heather




Total Engagements 97


Likes 95

Comments 1

Saves 1

 ptbolibrary
Wed 11/20/2019 9:05 am PST

"Do your thing and don't care if they like it." - Tina Fey, Bossypants If you need a good laugh, pick up this clever read!




Total Engagements 78


Likes 78

Comments 0

Saves 0

 ptbolibrary
Mon 11/18/2019 12:21 pm PST

Mid-November Mondays can feel extra... well monday-ish. You got this, let's make today count! Maybe pick up a book and



Total Engagements 72

Likes 63

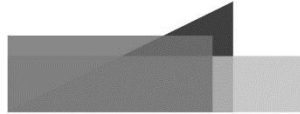
Comments 2

Saves 7

Submitted by,

Jennifer Jones
Library CEO

Contact Name:
Jennifer Jones
Library CEO
Phone: 705- 745-5382 Ext.2370
Fax : 705-745-8958
E-Mail: jjones@peterborough.ca



Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: December 10, 2019

Subject: Report PPL19-055
Library Policy Review – Unattended Children

Purpose

A report to provide the Library Board with an updated Unattended Children Policy.

Recommendations

That the Library Board approve the recommendations as outlined in Report PPL19-055 dated December 10, 2019, of the Library CEO as follows:

That the Library Policy on Unattended Children be approved.

Budget and Financial Implications

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

Background

The last revision to the Unattended Children Policy was made in 1996 (see Appendix A). An updated version is attached for review and approval (see Appendix B).

Submitted by,

Jennifer Jones
Library CEO

Contact Name:

Jennifer Jones

Phone: 705- 745-5382 Ext.2370

E-Mail: jjones@peterborough.ca

Attached:

Appendix A – Unattended Children Policy 1996

Appendix B – Draft Unattended Children Policy 2019

Appendix A – Unattended Children Policy (1996)**Peterborough Public Library Policy on Unattended Children**

The Library welcomes children of all ages, but assumes no responsibility for their safety or supervision at any time, including during Library programs.

Parents are responsible for ensuring the proper supervision of their children.

Children must not be left unattended in or around the Library. Because children can be at risk in a public place, the Library reserves the right to contact the appropriate authorities if children are left unattended on Library property.

September 1996

Appendix B – Unattended Children 2019**Guidelines for Unattended Children in the Library**

The Peterborough Public Library welcomes children of all ages to use its facilities and services. Library staff are trained to assist children in using Library resources, but cannot assume responsibility for the safety and well-being of children left unattended in the building.

The Library considers a child to be under 12 years old.

For the purposes of this policy, the Library considers a caregiver to be anyone 12 years of age or older to whom the parent has given responsibility for the care of their child(ren).

While in the Peterborough Public Library:

- Children under the age of 5 must have a parent or caregiver with them at all times, including when participating in programs.
- Children ages 5-9 must have a parent or caregiver on the same floor as them in the Library, unless they are participating in a library program. If in a program, parents or caregivers must remain in the library and pick up their child(ren) immediately at the end of the program.
- Children ages 10 and over are welcome to use the library independently, but parents or caregivers are still responsible for the whereabouts and behaviour of their child(ren) while in the library.
- If a child is left at the library at closing time, or in the event of an emergency or closure, the staff person in charge will attempt to contact the parent or caregiver. If a parent or caregiver cannot be contacted within 15 minutes, staff will notify the police.