Peterborough Public Library Board Meeting Agenda

November 10, 2020

5:30 p.m.

Council Chambers, City Hall

500 George Street North

8. Next Meeting - December 8, 2020

9. Adjournment

Peterborough Public Library Board Minutes

City of Peterborough

October 6, 2020

Present	Councillor Akapo
	Councillor Clarke (arrived at 6:06 p.m.)
	Barb Connor
	Dan Moloney, Chair
	Gillian Sandeman
	Jayne White
Regrets	Amy Bowen
	Leigh McEachran
Staff	Natalie Garnett, Deputy Clerk
	Jennifer Jones, Library CEO

Call to Order

The meeting was called to order by the Chair at 5:31 p.m. in the Sutherland Room, City Hall.

Election of Vice Chair

Nominations were called for the position of Vice Chair.

Moved by Jayne White

That Gillian Sandeman be elected as Vice Chair of the Peterborough Public Library Board for the balance of 2020.

Carried

Confirmation of Minutes

September 1, 2020

Moved by Councillor Akapo

That the minutes of the Library Board meeting on September 1, 2020 be approved.

Carried

Disclosure of Pecuniary Interest

There were no disclosures of Pecuniary Interest.

Consent Agenda

Moved by Councillor Akapo

That item 6.2 be approved as part of the Consent Agenda.

Carried

Library Holiday Operating Hours

Report PPL20-019

Moved by Councillor Akapo

That the Library Board approve the recommendations outlined in Report PPL20-019, dated October 6, 2020, of the Library CEO, as follows:

a)   **That the hours of operation at the Main branch be adjusted to 10:00 a.m. to 5:00 p.m. for the dates of December 29 and December 30, 2020;**

b)   **That the Main branch close early, at 1:00 p.m. on Thursday December 24, 2020 and Thursday December 31, 2020, in accordance with the CUPE 1833 collective agreement; and**

c)   **That the DelaFosse branch remain closed between December 24, 2020 and January 2, 2021.**

Carried

2020 Budget Status Update

Report PPL20-016

Moved by Jayne White

That the Library Board approves the recommendation as outlined in Report PPL20-016 dated October 6, 2020, of the Library CEO as follows:

That the 2020 Budget status update report be received for information.

Carried

Library CEO Report October 2020

Report PPL20-018

Moved by Gillian Sandeman

That the Library Board approves the recommendation as outlined in Report PPL20-018 dated October 6, 2020, of the Library CEO as follows:

That the report to inform the Library Board on general matters concerning Library operations and service be received for information.

Carried

Updates from the Foundation and Friends of the Library

Report PPL20-017

Moved by Barb Connor

That the Library Board approve the recommendations outlined in Report PPL20-017, dated October 6, 2020, of the Library CEO, as follows:

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

b)   That the report to inform the Library Board on the status of the Peterborough Public Library Foundation be received for information; and

c)   That a plan for the use of the funds transferred from the Peterborough Public Library Foundation be determined.

Carried

Other Business

Committee for Performance Review

Moved by Councillor Akapo

That Gillian Sandeman, Dan Moloney and Jayne White be appointed to the Performance Review Committee.

Carried

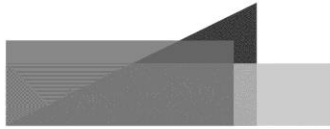**Next Meeting - November 10, 2020**

Adjournment

Moved by Barb Connor

That this meeting adjourn at 6:12 p.m.

Carried

_____

Natalie Garnett

Deputy Clerk

_____

Dan Moloney, Chair

Peterborough Public Library

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

From: **Jennifer Jones, Library CEO**

Meeting Date: **November 10, 2020**

Subject: **Report PPL20-021**
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 PPL20-021, dated November 10, 2020, 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 November 10, 2020, to provide a verbal update on the current status of the Foundation.

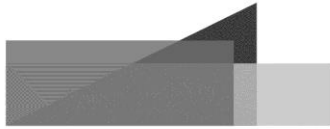Barb Connor, from the Friends of the Library, will attend the Library Board meeting on November 10, 2020, to provide a verbal update on the current status of the Friends of the Library.

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: **Peterborough Public Library Board of Trustees**

From: **Jennifer Jones, Library CEO**

Meeting Date: **November 10, 2020**

Subject: **Report PPL20-020**
                 Library Board Evaluation - Results

Purpose

A report to provide the Library Board with the results of their March 2020 self evaluation exercise.

Recommendations

That the Library Board approve the recommendations as outlined in Report PPL20-020 dated November 10, 2020 of the Library CEO as follows:

a)   That the Board receive the report for information, and

b)   That the Board determined which areas to focus on for improvement over the next year and implement changes to achieve measurable success.

Budget and Financial Implications

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

8

Report PPL20-020 – Library Board Evaluation – Results   Page 2
_____

Background

One of the Board's goals established at the June 4, 2019 meeting was to perform a self-evaluation. The previously approved evaluation forms (October 8, 2019 meeting) were distributed at the March 2020 meeting and returned to the Library CEO for tabulation.

The results from the survey have been compiled anonymously into the following chart.

The rating scale for each statement is:
- Strongly Disagree (1)
- Disagree (2)
- Maybe or Not Sure (3)
- Agree (4)
- Strongly Agree (5)

2020 Anonymous Board Self Evaluation Score Summary

A. How well has the Board done its job?	Mean
1. Our organization operates with a strategic plan or a set of measurable goals and priorities.	4
2. The Board's regular meeting agenda items reflect our strategic plan or priorities.	4
3. The Board has created or reviewed, in this period, some key governance job descriptions (e.g.: Board Chair, Directors and Committees.	4
4. The Board gives direction to staff on how to achieve the goals by setting, referring to, or revising policies.	4
5. The Board has identified and reviewed the organization's relationship with each of its key stakeholders.	3
6. The Board has ensured that the organization's accomplishments and challenges have been communicated to key stakeholders.	4
7. The Board has ensured that stakeholders have received reports on how our organization has used its financial and human resources.	3

B. How well has the Board conducted itself?	
1. As Board members we are aware of what is expected of us.	4
2. The agenda of Board meetings are well planned so that we are able to get through all necessary Board business.	5
3. It seems like most Board members come to meetings prepared.	5
4. We receive written reports to the Board in advance of our meetings.	5
5. All Board members participate in important Board discussions.	4
6. We do a good job encouraging and dealing with different points of view.	4
7. We all support the decisions we make.	4

_____

8. The Board assesses its composition and strengths in advance of recruiting new Board members.	3
9. The Board assumes much of the responsibility for director recruitment and orientation.	3
10. Board members have some interaction with external stakeholders at Board meetings (e.g.: as guests) or between meetings.	4
11. Our Board meetings are always interesting.	4
12. Our Board meetings are frequently fun.	4

C. Board's relationship with Executive Director (CEO)

1. There is a clear understanding on most matters where the Board's role ends and the CEO's begins.	4
2. There is good two-way communication between the Board and the CEO.	5
3. The Board trusts the judgement of the CEO.	5
4. The Board provides direction to the CEO by setting and reviewing policies.	4
5. The Board has discussed and communicated the kinds of information and level of detail it requires from the CEO.	4
6. The Board has developed formal criteria and a process for evaluating the CEO.	4
7. The Board, or a Committee of the Board, has formally evaluated the CEO within the past 12 months.	5
8. The Board evaluates the CEO primarily on the accomplishment of the organization's strategic goals and priorities and adherence to policy.	4
9. The Board provides feedback and shows its appreciation to the CEO on a regular basis.	4
10. The Board ensures that the CEO is able to take advantage of professional development opportunities.	4

E. Feedback to the Chair of the Board

1. The Chair is well prepared for Board meetings.	5
2. The Chair helps the Board stick to the agenda.	5
3. The Chair tries hard to ensure that every Board Member has an opportunity to be heard.	5
4. The Chair is skilled at managing different points of view.	5
5. The Chair demonstrates versatility in facilitating Board discussions.	5
7. The Chair helps the Board work well together.	3
8. The Chair demonstrates good listening skills.	5
9. The Board supports the Chair.	5
10. The Chair is effective in delegating responsibility amongst Board Members.	5
11. The Chair ensures the Board is aware of his/her organizational activities outside of our Board meetings.	4

_____

One question was removed from the evaluation of the Board Chair: "#6 The Chair knows how to be direct with an individual Board Member when their behaviour needs to change". All respondents stated that this hasn't happened to their knowledge and they were not able to make a fair assessment of the Chair's response to this situation.

This process has created the baseline by which the Board can measure itself in the following year. The self-evaluation process will be repeated in March 2021 with the 2020 results used for comparison purposes.

A mean score has been determined and, while overall ratings are high demonstrating a positive working team, there are a few areas for improvement.

The questions with a mean score of 3 (Maybe or Not Sure) are:

> A5. The Board has identified and reviewed the organization's relationship with each of its key stakeholders.

> A7. The Board has ensured that stakeholders have received reports on how our organization has used its financial and human resources.

> B8. The Board assesses its composition and strengths in advance of recruiting new Board members.

> B9. The Board assumes much of the responsibility for director recruitment and orientation.

> E7. The Chair helps the Board work well together.

Overall, more clarity in the Board's role is needed based on comments from respondents and individual responses from Section A. Improvement in this area will also lead into better results in Section B in future surveys.

One of the specific suggestions noted in the process was a request for the Chair to provide a regular monthly report to the Board members. This could be a similar report to the CEO Report and include updates from the broader library world with a Board Member lens, as well as key trends in the Library community that the other Board members should be aware of. A local approach with areas for partnership development would also be welcome.

More training opportunities for Board members was also suggested.

The Board has the opportunity to decide which areas they want to target for improvement and make the appropriate changes to achieve measurable results in future self-evaluation assessments.

_____

There have been significant changes resulting from the pandemic situation in 2020 which should be taken into consideration when looking at these results and considering future actions and goals for the Board.

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
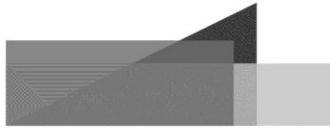
Peterborough Public Library

To:	**Peterborough Public Library Board of Trustees**
From:	**Jennifer Jones, Library CEO**
Meeting Date:	**November 10, 2020**
Subject:	**Report PPL20-023** **OLA & FOPL Support Letter**

Purpose

A report to suggest that the Library Board submit a letter of support for the Ontario Library Association (OLA) and Federation of Ontario Public Libraries (FOPL) pre-budget submission to our local MPP.

Recommendation

That the Library Board approve the recommendation outlined in Report PPL20-023, dated November 10, 2020, of the Library CEO, as follows:

That a letter be submitted on behalf of the Peterborough Public Library Board in support of the joint recommendations put forward by OLA and FOPL to MPP Dave Smith (Peterborough – Kawartha).

Budget and Financial Implications

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

_____

Background

From the Federation of Ontario Public Libraries website:

> The Ontario Library Association (OLA), with the Federation of Ontario Public Libraries (FOPL), has submitted recommendations as part of Ontario's 2020 Fall Pre-Budget consultation process.
>
> Libraries are an essential part of Ontario's COVID-19 recovery. The following priority recommendations by OLA and FOPL will ensure that libraries can continue to adapt and perform their critical role during the disruption of the pandemic and beyond:
>
> - Maintain critical provincial funding for Ontario's public libraries at current levels and work with municipalities to prevent unsustainable cuts to public library funding.
>
> - Leverage Ontario's broadband action plan funding to ensure that modern broadband connectivity is available in more public library branches in communities across Ontario.
>
> - Provide critical e-learning support through fair access to modern, digital resources for the people of Ontario – no matter where they live – by creating an Ontario Digital Public Library.
>
> - Preserve the proven impact of school libraries on student achievement and success by requiring that provincial funds currently allocated for school libraries, teacher-librarians and school library professionals are used for their intended purpose.
> (http://fopl.ca/news/ontarios-2020-fall-budget-consultations/)

FOPL has put out a call to action for libraries to submit a letter of support (see Appendix A) to our local MPP to augment and amplify this pre-budget submission.

As suggested in the template letter, it is helpful to add examples of successes the library has achieved during these unusual circumstances. Such examples locally may include curbside pickup, visiting library service, the increased accessed to digital and online resources provided, and the shift to digital programming offered by staff in response to our new reality. We have also instituted a number of health and safety measures which may be worth noting to protect both the staff and our community members. Other content suggestions are most welcome.

Both the Executive Summary (see Appendix B) and the full pre-budget submission (see Appendix C) are included for information.

_____

This type of support letter represents a good opportunity for the Board to advocate for both the Peterborough Public Library and the importance of public libraries in general in Ontario communities. It also provides us with the chance to let the MPP know what we do and how well we are doing it, while providing support to a greater cause.

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

Attachments:
Appendix A – OLA & FOPL Support letter template
Appendix B - Executive Summary: Fall 2020 Ontario Pre-Budget Submission
Appendix C - Getting Ontario Up to Speed: Fall 2020 Ontario Budget Submission

_____

Appendix A – OLA & FOPL Support letter template

Sample Letter – Sending OLA and FOPL's Fall 2020 Pre-Budget Submission Directly to your MPP
Remember to remove all italicized placeholders and replace them with the appropriate information!

[Date]
[MPP or staff person name]
[Office address]
Subject: Fall 2020 Pre-Budget Consultation *- [LOCAL LIBRARY NAME]*
Dear *[name of MPP or staff person]*,

In my capacity as *[ROLE]* of the *[LOCAL LIBRARY NAME],* I am writing to share with you the Ontario Library Association (OLA) and Federation of Ontario Public Library (FOPL)'s Fall 2020 Ontario Pre-Budget submission.

The COVID-19 pandemic has demonstrated how much Ontarians in all communities rely on local libraries in their daily lives – to work, to learn, to connect to community and government services, to find or train for a job, and to access health information. I have seen first-hand how *[LOCAL LIBRARY NAME]* has worked tirelessly throughout the pandemic to meet the evolving and rapidly changing needs of the people they serve, delivering critical services and supports while offering a wide range of resources safely. *[PROVIDE ANY LOCAL EXAMPLES IF APPROPRIATE].* As the Ontario Government carefully balances the ongoing re-opening of the province and economy while managing an upsurge in COVID-19 cases, protecting Ontario's libraries, while making smart, targeted investments, is essential to Ontario's recovery and making sure that small, rural and Northern communities and schools aren't left behind.

[I or We] available at your convenience to answer any questions or provide any further clarification that you require. My phone number is *[your telephone number]* and my email is *[your email address]*.

[I or We] hope *[I or We]* can rely on your support for the priority recommendations included in Pre-Budget submission, enclosed with this email. *[I or We]* would greatly appreciate you raising these issues with the Minister of Heritage, Sport, Tourism and Culture Industries.

Thank you,

[NAME AND ROLE]

Executive Summary:

Helping Communities Recover from COVID-19 by Protecting Ontario's Libraries

Fall 2020 Ontario Pre-Budget Submission

Libraries are an essential part of Ontario's COVID-19 recovery

- The COVID-19 pandemic has demonstrated how much Ontarians in all communities rely on local libraries in their daily lives – to work, to learn, to connect to community and government services, to find or train for a job and to access health information.

- Throughout the pandemic, Ontario's libraries have worked tirelessly to meet the evolving and rapidly changing needs of the people they serve, delivering critical services and supports while offering a wide range of resources safely.

- As the Ontario Government carefully balances the ongoing re-opening of the province and economy while managing an upsurge in COVID-19 cases, protecting Ontario's libraries while making smart, targeted investments is essential to Ontario's recovery and making sure that small, rural and Northern communities and schools aren't left behind.

Ontario must maintain critical provincial funding and build critical broadband & digital infrastructure now

- Protecting Ontario's libraries by maintaining existing provincial funding and supporting them through carefully targeted investments will make sure that all people – no matter where they live or learn – will continue to have access to the modern, cost-effective resources and services they need through their local libraries.

- The pandemic has demonstrated the acute need in many communities for broadband and digital infrastructure. Public libraries are an essential access-point for access to broadband internet and computers, especially for many rural and Northern communities where at-home connectivity is limited, and for hundreds of thousands of Ontarians that cannot afford in-home internet services.

- Many branches still do not have high-speed broadband access or have outdated internet infrastructure that does not meet today's needs and the demand across Ontario communities, especially with the growth of online learning as a result of the pandemic.

- At the same time, many public libraries in Ontario struggle to pay for or are unable to afford the high-quality digital resources available in larger cities, especially when purchased on a patchwork, library-by-library basis. This is despite per capita demand that is usually much higher than in urban public libraries.

/ola
:. ontario library association

Federation of
ONTARIO
PUBLIC
LIBRARIES

Priority Recommendations

The Ontario Library Association and the Federation of Ontario Public Libraries represent hundreds of public libraries and thousands of trained library staff in public and school libraries alike across Ontario. Together, we are seeking the Ontario government's support for the following priority recommendations, which will ensure that libraries can continue to adapt and perform their critical role during the disruption of the pandemic and beyond.

- **Maintain critical provincial funding for Ontario's public libraries at current levels** and work with municipalities to prevent unsustainable cuts to public library funding.

- **Leverage Ontario's broadband action plan funding** to ensure that modern broadband connectivity is available in more public library branches in communities across Ontario.

- **Provide critical e-learning support through fair access to modern, digital resources** for the people of Ontario – no matter where they live – by creating an Ontario Digital Public Library.

- **Preserve the proven impact of school libraries on student achievement and success** by requiring that provincial funds currently allocated for school libraries, teacher-librarians and school library professionals are used for their intended purpose.

Photo Credit: Ottawa Public Library

Photo Credit: Trent Lakes Public Library

Photo Credit: Vaughan Public Libraries

Photo Credit: Dryden Public Library

Photo Credit: Elisabeth Lion

Photo Credit: Cambridge Public Library

ola
:. ontario library association

Federation of
ONTARIO
PUBLIC
LIBRARIES

Getting Ontario Up to Speed:

Helping Communities Recover from COVID-19 by Protecting Ontario's Libraries

Fall 2020 Ontario Budget Submission

Ontario's libraries are cost-effective, close to home, and adapt to the priorities of the people and communities they serve. Local public libraries reach 98% of Ontarians in hundreds of communities of all sizes, and students across Ontario depend on their school libraries and teacher-librarians to succeed.

The COVID-19 pandemic has demonstrated how much Ontarians in all communities rely on local libraries in their daily lives – to work, to learn, to connect to community and government services, to find or train for a job and to access health information

Throughout the COVID-19 pandemic, Ontario's libraries have worked tirelessly to meet the evolving and rapidly changing needs of the people they serve. When local public and school libraries were physically closed for several months, they nevertheless stepped up and continued to deliver critical services and supports to their communities and students. In the past several months, as Ontario communities and services have re-opened, and students are returning to class, libraries and library staff have taken careful steps to open their physical doors and offer a wide range of resources and services in a safe, effective manner.

As the Ontario Government carefully balance the ongoing re-opening of the province and economy while managing an upsurge in COVID-19 cases, protecting Ontario's libraries while making smart, targeted investments is essential to Ontario's recovery and making sure that small, rural and Northern communities and schools aren't left behind.

MODERN PUBLIC LIBRARIES
Public libraries are always evolving to meet the changing needs of communities. For example, public libraries in large and small communities:

- Provide access to digital resources and e-books in-branch and from the comfort of home, allowing community members to access when and where it suits them;

- Have maker spaces, coding labs and other next generation experiential learning to help children and adults alike develop modern job skills;

- Work with local economic development, employment and social services agencies to assist community members in upgrading their skills and finding a job;

- Partner with ServiceOntario to provide local access through hundreds of public libraries, saving people time and helping them complete these important transactions much closer to home.

Recommendations

As part of the Ontario Government's ongoing focus on economy and the people of Ontario, protecting Ontario's libraries and supporting them through carefully targeted investments will make sure that all people – no matter where they live or learn – will continue to have access to the modern, cost-effective resources and services they need through their local libraries.

- **Maintain critical provincial funding for Ontario's public libraries at current levels** and work with municipalities to prevent unsustainable cuts to public library funding.

- **Leverage Ontario's broadband action plan funding** to ensure that modern broadband connectivity is available in more public library branches in communities across Ontario.

- **Provide critical e-learning support through fair access to modern, digital resources** for the people of Ontario – no matter where they live – by creating an Ontario Digital Public Library.

- **Preserve the proven impact of school libraries on student achievement and success** by requiring that provincial funds currently allocated for school libraries, teacher-librarians and school library professionals are used for this intended purpose.

Photo Credit: Ottawa Public Library

Photo Credit: Vaughan Public Libraries

Photo Credit: Cambridge Public Library

Photo Credit: Dryden Public Library

Photo Credit: Trent Lakes Public Library

Maintain critical provincial funding for Ontario's public libraries at current levels and work with municipalities and the Federal government to prevent unsustainable cuts to public library funding.

Unlike most sectors in Ontario, provincial funding for public libraries has been frozen for over 22 years. Despite no net increase in provincial or municipal funding over this period, public libraries have effectively managed their resources, evolved to meet the needs of their communities and embraced major leaps in technology.

The Ontario government's 2019/20 Budget maintained provincial Libraries Sector Support funding provided directly to Ontario's public libraries. While representing a small portion of local public library budgets, which are mostly municipally-supported, provincial funding nevertheless provides critical funding support for operations (such as the Public Library Operating Grant), shared resources, broadband connectivity and pay equity. Unlike most sectors in Ontario, provincial funding for libraries has been frozen for over 22 years. Despite no net increase in provincial or municipal funding over this period, public libraries have effectively managed their resources, evolved to meet the needs of their communities and embraced major leaps in technology.

In response to the COVID-19 pandemic, the Ontario Government expedited the release of in-year provincial funding for public libraries. This was a welcome recognition of the importance of local public libraries and the financial pressures they are facing in this difficult time.

Continuing to maintain this critical provincial funding at existing levels is vital to supporting local public libraries as they confront and adapt to the ongoing challenges of the COVID-19 pandemic.

However, over 90% of public library funding is provided by the local municipal government. The substantial and immediate impact of the COVID-19 pandemic on municipal finances has created cash-flow issues for many municipalities, and our public libraries are experiencing municipal government requests for staff downsizing, furloughs and budget cuts. In an April 2020 survey of public libraries conducted by the OLA[i], 51% of respondents reported staff layoffs.

We understand that municipalities are facing significant revenue pressures as a result of COVID-19. However, municipal funding cuts, if maintained, will have direct impacts on the ability of many public libraries to continue their operations. The potential risk to public libraries is greatest in those communities where public libraries are most vital: rural and Northern communities.

OLA and FOPL strongly urge the Ontario government to include public libraries in the development of the province's recovery strategy for municipal services and programming, and to work with the Federal government and municipalities to ensure that our communities have the funding they need to protect jobs and the vital importance of local public libraries.

Leverage Ontario's broadband action plan funding to ensure that modern broadband connectivity is available in more public library branches in communities across Ontario.

For many Ontarians, public libraries are their best and only access to reliable internet services. Even with the physical doors closed, the demand for public library broadband increased during the lockdown period. Libraries have reported a steady stream of people parked or seated outside the library to use the Wi-Fi.

MAKING A LOCAL IMPACT

For residents of **Callander**, located on Lake Nipissing, the nearest standalone ServiceOntario branch is 30km away in North Bay. Since many members of the community don't have fast or reliable internet in their homes or even regular access to a car, **they rely on their local public library to access ServiceOntario**.

Through the Ontario Government's ServiceOntario at the Libraries initiative, **Callander Public Library** staff assist and guide people who need help completing their ServiceOntario transactions, helping both the people and the province **save time and money**.

These are people working remotely, applying for government relief, and participating in remote learning for K-12 or university & college.

The COVID-19 emergency has magnified the weaknesses and opportunities in the role of public libraries in every Ontario community. Unfortunately, many Ontario communities are still unable to access the modern broadband internet services that are taken for granted in urban and suburban areas. Without it, Ontarians living in these communities face real challenges as "second-class" digital citizens.[iv]

Ontario's Public Libraries are an essential access-point for equitable, reliable access to broadband internet and computers. This is especially vital for many rural and Northern communities where at-home connectivity is limited, and for hundreds of thousands of Ontarians that cannot afford in-home internet services. Without public libraries to depend on, many rural and Northern Ontarians have limited options for accessing technology and broadband internet.[v]

However, in many libraries access to these services is limited by the availability of broadband and online resources. Many branches still do not have high-speed broadband access or have outdated internet infrastructure that does not meet today's needs and the demand for digital access across Ontario communities. Without modern broadband access through the public library, many rural and Northern Ontario residents are being left behind with social distancing measures still in place for schools, colleges & universities, apprenticeships and workplaces. As a result, many rural and Northern Ontario residents won't have the critical access they need to study and work in the critical months and years ahead.

We must build the infrastructure our libraries need now. Provincial investment in public library broadband infrastructure is needed to fill the gap and rapidly extend this connectivity to more people, from students & job-seekers to seniors. Ontarians require broadband access in their communities to take part and advance in an increasingly digital economy and society.

These investments have the distinct advantage of building upon the well-established role that public libraries play as local technology access points, modernizing broadband access to ensure that people living in rural and Northern communities have the same opportunities to study, train, work and learn as all Ontarians

Provide critical e-learning support through fair access to modern, digital resources for the people of Ontario – no matter where they live – by creating an Ontario Digital Public Library.

Public libraries are focused on meeting the needs of their community. Increasingly, this means providing digital and online resources. These not only contribute to student success and life-long learning, but also towards entrepreneurship and job readiness. However, these are expensive, especially when purchased on a patchwork, library-by-library basis.

Many public libraries in Ontario struggle to pay for or are unable to afford the high-quality resources available in larger urban and suburban communities. People living in Ontario communities of less than 5,000

PUBLIC LIBRARIES ARE TECHNOLOGY HUBS
Public libraries are increasingly focused on meeting the needs of their community for digital and online resources and services that can be accessed through the library or at home. Digital adoption by public libraries is happening at an incredible pace:

- Since 2000, Ontarians have accessed their local public library digitally 1.3 billion times.[iii]

- In 2018, 284,000 Ontarians enrolled in over 700,000 online courses through local public libraries across Ontario.[iii]

- Ontarians borrowed 494,026 e-books from local public libraries in 2018. Rural Ontario residents accessed twice as many e-books per capita through the library as people in urban communities.[iii]

people have access to less than half the selection of e-books and a third of the online databases available to residents in Toronto, Ottawa, and Hamilton. However, those living in rural areas accessed twice as many e-books per capita through the library as people in urban communities.[vi]

Over 80% of libraries serving populations of under 5,000 have no subscriptions to e-learning platforms at all. These resources are invaluable for job training and re-training, lifelong learning, and homework help.[vi]

Creating an Ontario Digital Public Library through a targeted provincial investment would leverage the province's significant purchasing power to **give all Ontarians access to a common set of high-quality e-learning and online resources through their public library** – at home or in the library. People living in small, rural, Northern communities and First Nations would be able to access the same wide range of digital resources as in big city libraries.

Preserve the proven impact of school libraries on student achievement and success by requiring that provincial funds currently allocated for school libraries, teacher-librarians and school library professionals are used for their intended purpose.

Access to a properly staffed school library, no matter where you live in the province, is a proven, essential part of student success. School libraries foster students' love of reading, which research has shown has a positive impact on success in science and math, literacy scores, and students' social and civic engagement.[ii] Schools with trained library staff see better outcomes on the Grade 3 and 6 EQAO assessments.[ii] For secondary students, teacher-librarians and school library professionals are instrumental for building research and information literacy skills to prepare students for college and university.

Over the past two decades, hundreds of thousands of students across Ontario have lost access to school libraries along with the critical resources they provide. Now, the impact of the COVID-19 pandemic has accelerated this frightening trend and has put this critical resource at immediate risk for nearly every student in Ontario.

Across Ontario, an alarming number of school boards have drastically reduced or eliminated their school library staff at either the elementary or secondary level as part of their back-to-school plans, and with them access to school library programming and in-person school library resources. Although some access to virtual library resources may still be available, without the support of teacher-librarians and school library professionals, it will be extremely difficult for teachers and students to navigate and use these resources effectively.

School libraries are critical to successful online learning, ensuring students achieve curriculum objectives, and curating the digital and print resources students need to succeed. During the early months of the pandemic, teacher-librarians and school library professionals were instrumental, assuming a key role in providing leadership in helping students, teachers and parents adapt to a distance learning approach.

PUBLIC LIBRARIES HELP ONTARIO STUDENTS LEARN REMOTELY
Gabriel – Haliburton, Ontario

"I am in the Bachelor of Music program at Western University, and I have been using the Wi-Fi a few times a week for an average of about an hour and a half for each session since the university closed.

I have needed it for conference calls using the program Zoom for my lectures…I have been incredibly grateful for the use because, in the part of the Minden/Carnarvon area in which my family lives, the internet is too slow to do what would be necessary to complete classwork and lectures."

While we understand these are unprecedented times for school boards, these decisions present an unacceptable risk that will have dramatic impacts on student learning and success today and in the future. Experience over the past two decades in Ontario has consistently demonstrated that when school libraries are closed and school library professionals are eliminated, libraries do not come back and students pay the price.

That is why Ontario cannot afford to sacrifice long-term student success by putting school library programs at risk. These are more essential than ever and must be maintained in our schools.

Ontario's Ministry of Education has a well-established per-student funding formula that determines the amount of money that is to be invested in school libraries. However, under the current Grants for Students Needs structure, school boards have significant flexibility to re-allocate these provincial dollars for unrelated priorities.

The Ontario Government must take steps to ensure that funding for school libraries is protected for the future. We strongly urge the Ministry of Education to maintain the funding currently allocated to school boards for school libraries and library staff under the Ministry's formula, and to enhance the accountability and transparency of this provincial investment by mandating that these funds are spent on these priorities. Enhancing the transparency and accountability from school boards for the use of these allocated funds will protect and restore access for all Ontario students following the pandemic emergency – no matter where they live. Furthermore, this approach can be achieved while respecting the independence of school boards and ensuring sufficient local flexibility on how best to apply this funding.

Photo Credit: Elisabeth Lion

Ontario Library Association / Federation of Ontario Public Libraries

The **Ontario Library Association (OLA)** is the oldest continually-operating non-profit library association in Canada, with over 5,000 members comprised of library staff and supporters from public, school, academic, and special libraries.

The **Federation of Ontario Public Libraries (FOPL)** represents 246 public library systems in Ontario, including 45 First Nations public libraries, in communities throughout the Province.

Together, OLA & FOPL are committed to ensuring that libraries can to continue to play a critical role in the social, education, cultural and economic success of our communities and schools.

---

i   Ontario Library Association (2020) Ontario Public Library Responses to COVID-19

ii   People for Education (2011) Reading for Joy, & Ontario Library Association, People for Education & Queen's University Faculty of Education. (2006) School Libraries and Student Achievement in Ontario

iii   Ministry of Heritage, Sport, Tourism and Culture Industries. (2018). Ontario Public Library Statistics

iv   The Canadian Internet Registration Authority (CIRA). (2020) Survey on internet use during COVID-19

v   Sullivan, B and Kernohan-Berning, E. (2020) The wrong side of the digital divide. Open-Shelf (May 31, 2020) & Nordicity. (2018) Technology Access in Public Libraries: Outcomes and Impacts for Ontario Communities. Toronto Public Library.

vi   Federation of Ontario Public Libraries (2019) Ontario Public Library Operating Data 2009-2018: Overview, Primer on Library Statistics, and Collected Tables. Compiled by: Molyneux, R, & Abram,S.

Peterborough Public Library

To:	**Library Board of Trustees**
From:	**Jennifer Jones, Library CEO**
Meeting Date:	**November 10, 2020**
Subject:	**Report PPL20-022**
	Library CEO Report November 2020

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 PPL20-022 dated November 10, 2020, of the Library CEO as follows:

That the report to inform the Library Board on general matters concerning Library operations and service 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

Public Computers

The project to upgrade the computers to a Windows based system continues to present a few challenges, but we are hopeful to have it resolved soon. It was necessary to order new thin client hardware for the workstations which has not yet arrived at the time of

_____

writing this report. The parts remain on backorder and staff have been following- up weekly to check for updates.

Printing services are available with staff assistance for members of the public.

Grant Application

The Adult Programming and Outreach Librarian has submitted applications for two separate grants – one provincial and one federal. Both grants were supported by our partnership with Age Friendly Peterborough (AFP) and have a focus on supporting senior engagement through technology instruction.

Arabic Collection

In 2016, as a response to the arrival of several Syrian refugee families, we established a small collection of fiction titles in Arabic as well as dual-language Arabic/English learning materials for the refugees and their sponsors. The fiction element of the collection was not well used, and in general there has been a steady decline in the use of this collection. It has also proven very difficult to find appropriate new material to refresh/update it. After much consideration, it was determined that the best approach was for us to retain the Arabic/English learning materials and offer the fiction collection as a donation to the New Canadians Centre, who have accepted our donation offer.

Visiting Library Services

The service was reinstated mid-September. Prior to their first delivery, staff met with each volunteer to review health and safety measures and to show them the new process for picking up and returning library materials. The service is currently running one delivery per month to interested residents of private and retirement homes. When the pandemic restrictions are eased, we will be in a better position to increase our volunteers, and then increase deliveries/add more patrons to the service.

Building Diverse Collections

Our Collection Development Librarian has started taking a three-day online course entitled "Building Diverse Collections". The course is taught by a combination of people of diverse backgrounds working in the library and publishing industry.

Generally speaking, library staff who make collection purchasing decisions do their best to acquire a wide range of materials on a range of diverse subjects created by diverse voices. A library can say that it has "many" diverse materials but typically they haven't taken any quantitative measures to determine how diverse their collection really is.

One of the outcomes of this course will be an implementation of an audit of the library's collections to determine the percentages of various categories of diversity. These diversity categories have yet to be determined but may include LGBTQ+, visible

_____

minorities, individuals with disabilities, etc. Once percentages have been identified, target goals will be set for future collection development of these categories. This audit will involve a range of library staff and will take place in late 2020 or early 2021 (dependent on staff schedules and work plans).

Staff Training

All staff attended group training – offered in three sessions to ensure social distancing and safety measures - at the end of October entitled "Enhancing a Sensitive and Respectful Workplace". These sessions covered the rights and responsibilities of employees and employers in the workplace concerning issues such as bullying and harassment with respect to the updated Occupation Health and Safety Legislation.

Marketing and Communication

Instagram engagement has increased notably as a result of direct messages from people who are loving our Craft-Along and Grab and Go Craft programs.

Twitter, on the other hand, has seen a decrease in engagement. Due to the pandemic many of our services are temporarily not available making our Tweets very program heavy, which is not what our followers on Twitter want as content.

Programming

The Fall programming session started at the end of September with both Pride Week and Culture Days and will run until early December. The Programming Team have been incredibly adaptive and have turned up their creativity to bring a great set of new programs for this session.

For October:
Total participants in Adult synchronous online events: 53
Total registrants for Adult make & take programs: 15 (with 18 on waiting list!)
Total Views of Adult Online videos (Librarians Live at Lunch): 124

Our first Teen Reviewers meeting saw 10 very excited participants ready to go!

The cookbook club have been cooking up delicious treats and sharing their experiences with the group. Staff aren't quite sure yet if it's a good thing or a bad thing that they can't be in the same physical space to taste each other's successful concoctions.

Children's programming

Read Aloud Chapter Book Club: We had 17 register for our first time offering this new program. Registered patrons are sent weekly emails with a video of our staff member reading two chapters from "Key Hunters: The Mysterious Moonstone", by Eric Luper. The video includes shots of the reader as well as shots of the actual pages in the book

_____

so kids can see the pictures and read along. The intention was that registrants could "listen" or "read along" each week by opening their emails and playing the video at a time that was most convenient for them.

> Testimonial: "Hi! I was behind with the video book club, but I watched all three videos and I really like them! I have 2 chapters left the first Percy Jackson book that I am reading so I am going to try to finish it today. I can't wait for your next video!"

Grab & Go Crafts: Every Saturday morning, we offer 50 packaged craft kits that patrons can pick up on a first come first serve basis. These have mostly all been collected on Saturdays, but we sometimes have a handful left on Tuesday morning.

Golden Leaf Contest: Nine leaves have been found so far and prizes have been excitedly claimed. This contest runs until December 1, 2020.

Story Time @ Home: The registration is ongoing for this program and has been steadily increasing! Patrons can subscribe on our website or event calendar at any time to receive our weekly "story time @ home" emails. These emails include a 10–15 minute video of staff performing a story time with songs, rhymes, a book, glove and felt stories. These emails also include the lyrics to some of the rhymes and links to other books on the theme, a craft activity, colouring sheets, and information about other library services or events.

> Testimonials: "We are watching your library story time videos each week" (mother with two young daughters). A grandmother told us she has been sending our story time emails to her daughter and grandchild and that "they love the songs and rhymes."

Plans for winter programming have begun, and the team is exploring the possibility of more outreach ideas, particularly for those experiencing social isolation.

One of our plans is to offer a "Holiday Tales" outreach program in partnership with Lansdowne Place Mall. This is similar to the Storefront Stories program offered in August 2020 where pages from a story will be displayed along a designated trail in the mall, and readers will follow the trail to read the story.

General Service

We are in the process of turning SMS notifications back on. Patrons will soon be able to elect to receive notifications from the library via phone, email or text message.

Overall, staff are feeling more comfortable and are finding a new rhythm to offering services to library patrons in a pandemic. The practice of cleaning between patrons, asking people to step back to ensure social distancing, and going over our quarantine procedure with patrons is becoming more routine and feeling much less awkward.

_____

Everyone – both staff and patrons – have been incredibly understanding and patient as we all work through these strange times.

Voluntary Contact Tracing was also introduced at the library mid-October. Staff are rotating through a new "Greeter" position at the front entrance of the library to:

- Welcome patrons as they enter
- Count patrons entering and exiting the library (to ensure the facility capacity limit of 50 is maintained)
- Ask patrons if they are willing to share their library card number/name & contact info for contact tracing
- Track this information, as well as time of entry in a spreadsheet
- Ensure that all patrons entering the library are wearing a mask, unless they have a medical or religious exemption

At this time, it is not mandatory for patrons to provide us their information for contract tracing. If anyone does not wish to participate, they are welcome to enter the library without doing so.

There are some staffing and scheduling challenges that have presented themselves with this new Greeter task that are being analyzed and evaluated to see how we might adapt things to accommodate it.

The library is seeing the affects of the current reality in facility and physical item usage. There has been a noticeable, though understandable drop overall.

	October 2020	October 2019
Physical Item Checkouts and renewals	25,803	38,159
New memberships	196	283
Footfall count	10,803	24,985

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