

# Peterborough Public Library Board Meeting Agenda

September 14, 2021

5:30 p.m.

Electronic Meeting

|   | <b>Pages</b> |
|---|--------------|
| <b>1. Call to Order</b>                                       |              |
| <b>2. Confirmation of Minutes</b>                             |              |
| 2.1. June 8, 2021   | 1 - 3        |
| <b>3. Disclosure of Pecuniary Interest</b>                    |              |
| <b>4. Consent Agenda - 5.1, 5.2, 5.3, 5.4, 5.5, 5.6</b>       |              |
| <b>5. Reports and Communications</b>                          |              |
| 5.1. Strategic Plan Progress Report, Report PPL21-022         | 4 - 9        |
| 5.2. 2021 Q3 Budget update, Report PPL21-025                  | 10 - 14      |
| 5.3. Borrowing Policy, Report PPL21-023                       | 15 - 20      |
| 5.4. Library Winter Holiday Operating Hours, Report PPL21-024 | 21 - 23      |
| 5.5. Update from the Friends of the Library, Report PPL21-021 | 24 - 25      |
| 5.6. Library CEO Report September 2021, Report PPL21-026      | 26 - 29      |
| <b>6. Other Business</b>                                      |              |
| <b>7. Next Meeting - October 5, 2021</b>                      |              |
| <b>8. Adjournment</b>   |              |

## **Peterborough Public Library Board Minutes**

Electronic Meeting

**June 8, 2021**

Present                      Councillor Akapo  
                                    Councillor Clarke  
                                    Barb Connor  
                                    Dan Moloney, Chair  
                                    Gillian Sandeman  
                                    Jayne White

Staff                            Natalie Garnett, Deputy Clerk  
                                    Jennifer Jones, Library CEO

### **Call to Order**

The meeting was called to order by the Chair at 5:30 p.m.

### **Confirmation of Minutes**

Moved by Councillor Clarke

**That the minutes of the Peterborough Public Library Board meeting of May 11, 2021 be approved.**

Carried

### **Disclosure of Pecuniary Interest**

There were no disclosures of Pecuniary Interest.

### **Consent Agenda**

No items were passed as part of the Consent Agenda.

### **Reports and Communications**

Update from the Friends of the Library, Report PPL21-015

Moved by Jayne White

**That the Library Board approve the recommendation outlined in Report PPL21-015, dated June 8, 2020, of the Library CEO, as follows:**

**That the report on the status of the Friends of the Peterborough Public Library be received for information.**

Carried

Fine Free Service Budgeting, Report PPL21-017

Moved by Councillor Clarke

**That the Library Board approve the recommendations as outlined in Report PPL21-017 dated June 8, 2021, of the Library Services Manager as follows:**

- a. That the report to inform the Library Board on the budgetary feasibility of fine free library services be received for information, and**
- b. That the Board direct staff to implement fine free library service, beginning September 2021.**

Carried

Library CEO Report – June, Report PPL21-016

Moved by Councillor Clarke

**That the Library Board approves the recommendation as outlined in Report PPL21-016 dated June 8, 2021, 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

Library Policy Review – One Card, Report PPL21-018

Moved by Jayne White

**That the Library Board approve the recommendation as outlined in Report PPL21-018 dated June 8, 2021, of the Library Services Manager as follows:**

**That the policy updates be approved as amended.**

Carried

Library Policy Review – Refund Policy, Report PPL21-019

Moved by Councillor Clarke

**That the Library Board approve the recommendation as outlined in Report PPL21-019 dated June 8, 2021, of the Library Services Manager as follows:**

**That the policy updates be approved.**

Carried

Library write-offs, Report PPL21-020

Moved by Gillian Sandeman

**That the Library Board approve the recommendation outlined in Report PPL21-020 dated June 8, 2021 of the Library CEO, as follows:**

**That the Board approve the write-off amount of \$7,596.67.**

Carried

**Other Business**

There were no items of Other Business.

**Next Meeting - September 14, 2021**

**Adjournment**

Moved by Jayne White

**That the meeting adjourn at 6:09 p.m.**

Carried

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Natalie Garnett

Deputy Clerk

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Dan Moloney

Chair



**To:** Members of the Peterborough Public Library Board  
**From:** Jennifer Jones, Library CEO  
**Meeting Date:** September 14, 2021  
**Subject:** Strategic Plan Progress Report, Report PPL21-022

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## **Purpose**

A report to inform the Library Board on the status of the 2018-2021 Library Strategic Plan.

## **Recommendations**

That the Library Board approves the recommendations as outlined in Report PPL21-022 dated September 14, 2021, of the Library CEO as follows:

- a) That the report to inform the Library Board on the progress of the 2018-2021 Library Strategic Plan be received for information, and
- b) That a 1 (one) year extension to the Strategic Plan be granted due to delays caused by the Covid-19 pandemic.

## **Budget and Financial Implications**

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

## **Background**

2021 brought a refreshed approach to project management and action planning at the Library. Staff have focused their efforts on achieving the goals from our strategic plan and have updated the progress chat (see Appendix A).

The three areas where staff directed their focus in 2021 were developing an outreach and programming plan, a collection diversity audit, and continuing to improve our overall service model. These action items have been influenced by comments and feedback from the 2020 Library Service Review and changes implemented in response to the pandemic.

The need to adjust our services and adapt quickly to the pandemic closure created opportunities to enhance our online presence and digital collections. Though unexpected, staff turned the closure into a positive and were able to meet elements of two strategic goals during this time:

C 3 – Ensure safe spaces and remove barriers for those with diverse needs.

C 4 – Create a seamless user experience through the integration of our digital and physical spaces.

The current strategic plan is set to end in 2021. A 1-year extension is being requested due to the loss of a year (2020) in order to continue working on existing initiatives. Library Staff would turn their attention to working with the Board to develop a new strategic plan in the second half of 2022.

Submitted by,

Jennifer Jones  
Library CEO



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Attachments:



Appendix A – Strategic Plan progress chart

## 2018-2021 Peterborough Public Library Strategic Plan - Progress tracker

| ACTION AREAS  | SPECIFIC INITIATIVES  | START   |  |  |
|---|---|---------|--|--|
| <b>A) Promoting Life-long Learning &amp; Discovery</b>  | <b><i>We will encourage library users of all ages to become literate in all forms of contemporary communication.</i></b>  |         |   |  |
|   | A 1 – Work with community partners to develop and deliver various traditional and non-traditional literacy programs.  | 2021-   |  |  |
|   | <ul style="list-style-type: none"> <li>• Element of Community Led-Libraries initiative</li> <li>• Review of past and present partnerships is underway by the Community Development Team with the goal of pursuing strategic partnerships based on community needs.</li> </ul> |         |  |  |
| <b>B) Building Community through Outreach, Programs &amp; Partnerships</b>                      | <b><i>Based on identified needs, we will develop a targeted outreach plan to deliver innovative and effective programs.</i></b>   |         |  |  |
|   | B 1 – Establish an informal Community Literacy Advisory Committee (CLAC) to assist service & program development to meet the changing needs of the community.   | 2022    |  |  |
|   | B 2 – Identify & work with community groups, partners & CLAC to develop innovative & effective programs, collections, & services.   | 2022    |  |  |
|   | B 3 – Build the Library’s profile and participate in neighbourhood and community-wide events.   | 2018-   |  |  |
|   | <ul style="list-style-type: none"> <li>• Markets</li> </ul>   | ongoing |  |  |
|   | <ul style="list-style-type: none"> <li>• Pulse</li> </ul>   |         |  |  |
| <ul style="list-style-type: none"> <li>• PHRC health fair</li> </ul>                            |   |         |  |  |
| <ul style="list-style-type: none"> <li>• Shelf Talk Staff Blog</li> </ul>                       |   |         |  |  |
| <ul style="list-style-type: none"> <li>• Peterborough Family Literacy Day</li> </ul>            | ongoing   |         |  |  |
| <ul style="list-style-type: none"> <li>• Snofest</li> </ul>                                     | ongoing   |         |  |  |
| <ul style="list-style-type: none"> <li>• Story Times at Lansdowne Place</li> </ul>              | ongoing   |         |  |  |
| <ul style="list-style-type: none"> <li>• Downtown Storefront Stories and Story Walks</li> </ul> | 2020/21   |         |  |  |

### Legend











**Green** - in progress/ongoing   **Blue** - next priority   **Red** - not started   **Purple** - DONE

|   |  |                                  |  |
|---|--|----------------------------------|--|
|   | <ul style="list-style-type: none"> <li>• Five Counties Children's Centre Winterfest</li> <li>• City Parades</li> <li>• Library branding style guide being developed to ensure consistent and recognizable library image</li> </ul>   | 2021<br>ongoing                  |   |
|   | B 4 – Develop marketing and outreach initiatives to target difficult-to-reach and underserved individuals within the community.  | 2022                             |  |
|   | <ul style="list-style-type: none"> <li>• Element of Community Led-Libraries initiative</li> <li>• Introduced newsletters and exploring other alternatives</li> <li>• Library cardholders have been mapped by neighbourhood to identify target areas for Community Development</li> </ul> | 2022<br>2020                     |  |
|   | B 5 – Continue to provide high quality core programs while exploring new programs to meet community needs.   | ongoing                          |  |
|   | <ul style="list-style-type: none"> <li>• Element of Community Led-Libraries initiative</li> <li>• Staff training on Community Development techniques</li> </ul>  |                                  |  |
| <b>C) Providing Welcoming &amp; Accessible Environments</b> | <b><i>We will ensure libraries are welcoming, accessible environments serving the entire community.</i></b>  |                                  |  |
|   | C 1 – Develop communication and assessment practices to ensure that users' needs are being valued and considered.  | ongoing                          |  |
|   | <ul style="list-style-type: none"> <li>• Element of Community Led-Libraries initiative</li> </ul>  |                                  |  |
|   | C 2 – Explore the feasibility of a future renovation or replacement of the DelaFosse branch.   | 2021                             |  |
|   | C 3 – Ensure safe spaces and remove barriers for those with diverse needs.   | ongoing                          |  |
|   | <ul style="list-style-type: none"> <li>• Working with the City to ensure that all WCAG (Website Content Accessibility Guidelines) 2.0 guidelines are met</li> <li>• Fine free library service</li> </ul>   | 2021<br>2021                     |  |
|   | C 4 – Create a seamless user experience through the integration of our digital and physical spaces.  | ongoing                          |  |
|   | <ul style="list-style-type: none"> <li>• Digital programming and hybrid programming models introduced</li> <li>• PayPal implementation</li> <li>• online form for card registration and renewals</li> <li>• providing service support on digital channels - social media</li> </ul>      | 2021-<br>2020<br>2020<br>ongoing |  |

**Legend**







**Green** - in progress/ongoing   **Blue** - next priority   **Red** - not started   **Purple** - DONE



|  |   |  |  |
|--|---|--|--|
|  | <ul style="list-style-type: none"> <li>Public Niche Academy tutorial widgets integrated into website to make online resources easier to use</li> <li>New Horizons for Seniors Technology Training video project</li> <li>Video production/editing training for staff</li> </ul> <p>C 5 – Investigate innovative and alternative service delivery models.</p> <ul style="list-style-type: none"> <li>Kiosk at PSWC (officially launching September 2021)</li> <li>Library Book Bike</li> </ul>   | ongoing<br>2020  | <br>   |
| <p><b>D) Valuing &amp; Empowering Our People</b></p> | <p><b><i>We will ensure staff have the tools and skills required to provide excellent service to our diverse users.</i></b></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> <ul style="list-style-type: none"> <li>Job description review</li> <li>Introduction of CSS position</li> <li>Niche Academy</li> </ul> <p>D 3 – Ensure HR policies are current including job descriptions, pay scales, &amp; interdepartmental communications, etc.</p> <ul style="list-style-type: none"> <li>Collective Bargaining completed in 2020</li> </ul> <p>D 4 – Develop an engagement plan to encourage ongoing staff input.</p> <ul style="list-style-type: none"> <li>Introduced “Caught in the Act” emails</li> <li>Use of staff room white board to solicit feedback on ideas and initiatives</li> </ul> | ongoing<br>2018<br>2021-<br><br>Done<br><br>2022<br>2020<br>2019 | <br><br><br>         |
| <p><b>E) Using Progressive Technology</b></p>        | <p><b><i>We will continue to invest in technology to improve library operations and services.</i></b></p> <p>E 1 – Work with the City to establish an IT initiative to review delivery of IT services in the Library.</p> <ul style="list-style-type: none"> <li>Monthly meetings established with City PTS to ensure Library’s support needs are being met</li> </ul> <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 &amp; for multiple purposes.</p>   | 2019<br><br>unknown<br>2022<br>DONE                              | <br><br><br> |

**Legend**

**Green** - in progress/ongoing   **Blue** - next priority   **Red** - not started   **Purple** - DONE

|   |   |                      |  |
|---|---|----------------------|--|
|   | <ul style="list-style-type: none"> <li>• Mobile responsive catalogue</li> <li>• CloudLibrary App</li> <li>• Niche Academy integration</li> </ul> <p>E 5 – Explore adding modules to existing ILS software to enhance user services.</p> <ul style="list-style-type: none"> <li>• Mobile responsive catalogue</li> <li>• Acquisitions module enhancements</li> <li>• PayPal integration</li> <li>• Bluecloud Visibility+ catalogue enhancements</li> <li>• Syndetics Unbound catalogue enhancements</li> </ul> | DONE                 |   |
| <b>F) Enhancing Administration &amp; Resourcing</b> | <p><b><i>We will align our available resources with the areas of greatest need.</i></b></p> <p>F 1 – Develop capital and operating budgets to include resources for implementation of the Strategic Plan.</p> <ul style="list-style-type: none"> <li>• Affected by Covid pandemic</li> </ul>  | ongoing              |   |
|   | <p>F 2 – Review budget implications of future staffing requirements, admin &amp; operations to implement goals from the Strategic Plan.</p>   | DONE                 |   |
|   | <p>F 3 – Seek additional resources from partners and innovative means of funding.</p> <ul style="list-style-type: none"> <li>• New Horizons Seniors grant</li> <li>• Healthy Community Initiatives Grant (Library Book Bike)</li> <li>• International Dyslexia Association of Ontario -Mini-grant</li> </ul>  | 2020<br>2021<br>2021 |   |
|   | <p>F 4 – Conduct regular evaluation of progress against goals and timelines of the plan</p>   | quarterly            |   |
|   | <p>F 5 – Undertake a baseline program and service review to provide benchmarks and best practices.</p> <ul style="list-style-type: none"> <li>• 2020 Library Service Review</li> <li>• Best practice - Community-Led Toolkit</li> <li>• Best practice – OLS and OLA, peer groups</li> </ul>   | DONE                 |  |

**Legend**

**Green** - in progress/ongoing   **Blue** - next priority   **Red** - not started   **Purple** - DONE



**To:** Members of the Peterborough Public Library Board  
**From:** Jennifer Jones, Library CEO  
**Meeting Date:** September 14, 2021  
**Subject:** 2021 Q3 Budget update, Report PPL21-025

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## **Purpose**

A report to provide the Library Board a status update on the Library's operating budget for the third quarter of 2021.

## **Recommendation**

That the Library Board approve the recommendation outlined in Report PPL21-025, dated September 14, 2020, of the Library CEO, as follows:

That the report on the status of the Library's Q3 operating budget be received for information.

## **Budget and Financial Implications**

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

## **Background**

A summary report of the Library operating budget from January 1, 2021 to August 30, 2021 is attached (see Appendix A).

The DelaFosse branch has remained closed in 2021. There have been minimal expenses to continue with basic building maintenance during this time.

There continues to be notable losses of revenue in general for 2021, though this was to be expected as the library has been waiving late fines during the facility closures and has not yet resumed room rentals.

The Library was successful in procuring small amounts of additional grant funding in 2021 for some special projects, which will help augment revenues slightly.

The postponement of the Friends of the Library book sales will likely represent a loss of approximately \$20,000 in revenue for the library this year.

Submitted by,

Jennifer Jones  
Library CEO

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Attachments:

Appendix A - 2021 Q3 operating budget status update

## Appendix A – 2021 Q3 operating budget status update

| <b>Main</b>                           | 30-Aug-21                  |                     |                     |                   |
|---------------------------------------|----------------------------|---------------------|---------------------|-------------------|
| <b>REVENUES</b>                       | <b>Year to Date Actual</b> | <b>2021 Budget</b>  | <b>Variance \$</b>  | <b>Variance %</b> |
| Consolidated City Contribution        | \$1,517,976.00             | \$3,035,946.00      | \$1,517,970.00      | 50.00%            |
| Public Library Operating Grant (PLOG) | \$0.00                     | \$132,806.00        | \$132,806.00        | 0.00%             |
| Other grants                          | \$8,550.00                 | \$1.00              | -\$8,549.00         | 855000.00%        |
| Fines                                 | \$3,590.02                 | \$60,000.00         | \$56,409.98         | 5.98%             |
| Interest                              | \$4,914.23                 | \$1,000.00          | -\$3,914.23         | 491.42%           |
| Donations                             | \$1,540.69                 | \$10,200.00         | \$8,659.31          | 15.10%            |
| ATM commissions                       | \$13.22                    | \$1.00              | -\$12.22            | 1322.00%          |
| Xerox fees (printing/copying)         | \$739.88                   | \$5,000.00          | \$4,260.12          | 14.80%            |
| Sponsorship (Pop machines)            | \$0.00                     | \$550.00            | \$550.00            | 0.00%             |
| Membership revenues                   | \$4,923.45                 | \$15,000.00         | \$10,076.55         | 32.82%            |
| Recoveries                            | \$108.00                   | \$500.00            | \$392.00            | 21.60%            |
| Program revenue                       | \$0.00                     | \$500.00            | \$500.00            | 0.00%             |
| Room Rentals                          | \$165.00                   | \$30,000.00         | \$29,835.00         | 0.55%             |
| Lost Books                            | \$1,211.32                 | \$5,000.00          | \$3,788.68          | 24.23%            |
| Lost Cards                            | \$312.51                   | \$700.00            | \$387.49            | 44.64%            |
| Microfilm fees (printing)             | \$265.00                   | \$150.00            | -\$115.00           | 176.67%           |
| City Contribution I/F - Allocated     | \$13,427.37                | \$3,098,706.00      | \$3,085,278.63      | 0.43%             |
|                                       | <b>\$26,333.32</b>         | <b>\$261,408.00</b> | <b>\$235,074.68</b> | <b>10.07%</b>     |
| <b>EXPENSES</b>                       |                            |                     |                     |                   |
| Salaries -Full Time                   | \$878,199.35               | \$1,301,518.00      | \$423,318.65        | 67.48%            |
| Wages - Part Time                     | \$266,288.48               | \$624,146.00        | \$357,857.52        | 42.66%            |
| Overtime/Sundays                      | \$1,987.30                 | \$1.00              | -\$1,986.30         | 198730.00%        |
| Stat holiday pay                      | \$12,397.36                | \$599,722.00        | \$587,324.64        | 2.07%             |
| Employee Benefit O/H + stat pay+I/F   | \$355,368.70               | \$437,412.00        | \$82,043.30         | 81.24%            |

|                                     |              |              |             |         |
|-------------------------------------|--------------|--------------|-------------|---------|
| Electricity                         | \$34,547.26  | \$91,974.00  | \$57,426.74 | 37.56%  |
| Heat                                | \$1,613.69   | \$7,697.50   | \$6,083.81  | 20.96%  |
| Water                               | \$2,867.76   | \$7,697.50   | \$4,829.74  | 37.26%  |
| Telephone                           | \$7,045.83   | \$10,000.00  | \$2,954.17  | 70.46%  |
| Property & Garbage Tax              | \$2,577.16   | \$3,050.00   | \$472.84    | 84.50%  |
| Insurance                           | \$18,944.40  | \$18,897.00  | -\$47.40    | 100.25% |
| Information Tech/Tech Networking    | \$113,114.13 | \$122,500.00 | \$9,385.87  | 92.34%  |
| Postage                             | \$1,586.06   | \$2,000.00   | \$413.94    | 79.30%  |
| Paper/photocopying/Xerox Lease      | \$9,716.92   | \$19,950.00  | \$10,233.08 | 48.71%  |
| Office Supplies                     | \$575.60     | \$4,000.00   | \$3,424.40  | 14.39%  |
| Technical Services Supplies         | \$374.77     | \$10,000.00  | \$9,625.23  | 3.75%   |
| Circulation Supplies                | \$1,315.77   | \$3,000.00   | \$1,684.23  | 43.86%  |
| R&M - Buildings                     | \$22,897.85  | \$28,000.00  | \$5,102.15  | 81.78%  |
| Preventative Maintenance (City)     | \$18,114.39  | \$18,318.00  | \$203.61    | 98.89%  |
| Office Equipment                    | \$1,236.92   | \$3,500.00   | \$2,263.08  | 35.34%  |
| Programs/Workshops                  | \$5,560.97   | \$7,000.00   | \$1,439.03  | 79.44%  |
| Library FOL expenses                | \$411.03     | \$5,200.00   | \$4,788.97  | 7.90%   |
| Book binding                        | \$0.00       | \$300.00     | \$300.00    | 0.00%   |
| Microfilm                           | \$295.32     | \$500.00     | \$204.68    | 59.06%  |
| Volunteer Recognition               | \$36.63      | \$500.00     | \$463.37    | 7.33%   |
| Safety Boots / Clothing and Uniform | \$547.56     | \$1,800.00   | \$1,252.44  | 30.42%  |
| Business Travel                     | \$0.00       | \$1,000.00   | \$1,000.00  | 0.00%   |
| Membership/Subscriptions            | \$208.06     | \$2,550.00   | \$2,341.94  | 8.16%   |
| Staff Training                      | \$4,854.79   | \$10,000.00  | \$5,145.21  | 48.55%  |
| Conferences & Conventions           | \$0.00       | \$2,500.00   | \$2,500.00  | 0.00%   |
| Contractual Services                | \$516.54     | \$65,500.00  | \$64,983.46 | 0.79%   |
| Auditor Fees                        | \$0.00       | \$4,300.00   | \$4,300.00  | 0.00%   |
| Snow Removal                        | \$3,052.80   | \$4,579.00   | \$1,526.20  | 66.67%  |
| Security                            | \$28,685.15  | \$66,810.00  | \$38,124.85 | 42.94%  |
| Courier Service                     | \$6,404.24   | \$10,978.00  | \$4,573.76  | 58.34%  |
| Advertising & Publicity             | \$1,061.18   | \$3,000.00   | \$1,938.82  | 35.37%  |

|                                     |                       |                       |                       |               |
|-------------------------------------|-----------------------|-----------------------|-----------------------|---------------|
| Board Expenses                      | \$0.00                | \$1,500.00            | \$1,500.00            | 0.00%         |
| Bank Charges                        | \$1,578.98            | \$3,000.00            | \$1,421.02            | 52.63%        |
| Transfer to Collections Acquisition | \$364,711.00          | \$364,711.00          | \$0.00                | 100.00%       |
|                                     | <b>\$2,168,693.95</b> | <b>\$3,869,111.00</b> | <b>\$1,700,417.05</b> | <b>56.05%</b> |

**DelaFosse**

| <b>Expenses</b>                     | <b>Year to Date Actual</b> | <b>2021 Budget</b>  | <b>Variance \$</b> | <b>Variance %</b> |
|-------------------------------------|----------------------------|---------------------|--------------------|-------------------|
| Salaries - Part time                | \$0.00                     | \$57,344.00         | \$57,344.00        | 0.00%             |
| Employee Benefit O/H                | \$0.00                     | \$5,734.00          | \$5,734.00         | 0.00%             |
| Electricity                         | \$972.25                   | \$4,623.00          | \$3,650.75         | 21.03%            |
| Heat                                | \$575.57                   | \$2,102.00          | \$1,526.43         | 27.38%            |
| Water                               | \$679.29                   | \$2,102.00          | \$1,422.71         | 32.32%            |
| Courier Service                     | \$3,202.12                 | \$5,489.00          | \$2,286.88         | 58.34%            |
| R&M - Buildings                     | \$822.22                   | \$10,000.00         | \$9,177.78         | 8.22%             |
| Preventative Maintenance (City)     | \$2,832.12                 | \$4,473.00          | \$1,640.88         | 63.32%            |
| Property Tax                        | \$246.02                   | \$500.00            | \$253.98           | 49.20%            |
| Transfer to Collections Acquisition | \$31,310.00                | \$31,310.00         | \$0.00             | 100.00%           |
|                                     | <b>\$40,639.59</b>         | <b>\$123,677.00</b> | <b>\$83,037.41</b> | <b>32.86%</b>     |



**To:** Members of the Peterborough Public Library Board  
**From:** Mark Stewart, Library Services Manager  
**Meeting Date:** September 14, 2021  
**Subject:** Borrowing Policy, Report PPL21-023

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## **Purpose**

A report to introduce a Borrowing Policy for the Peterborough Public Library.

## **Recommendations**

That the Library Board approve the recommendations as outlined in Report PPL21-023 dated September 14, 2021, of the Library Service Manager as follows:

- a) That the report to inform the Library Board on the new Borrowing Policy be received for information, and
- b) That the Borrowing Policy be adopted.

## **Budget and Financial Implications**

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

## **Background**

The library officially commences fine free service on September 21, 2021. In light of this change, library staff have reviewed borrowing rules and circulation procedures. The attached Borrowing Policy [Attachment A] provides the framework that will govern the equitable circulation of library materials under the new fine free service model while ensuring the protection of library collections.



Submitted by,

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Attachments:

Appendix A: Borrowing Policy

# Peterborough Public Library

## Borrowing Policy

### Purpose

This policy provides the general rules and rationale governing the circulation of library materials at Peterborough Public Library. It aims to ensure free and equitable access to the Library's collections while also providing the framework to protect the Library collections.

### Definitions

**Circulation:** the borrowing (check-out) of library materials for use outside the Library.

**Member:** a person who has a membership account (library card) with the Library. For more information, see our [Membership Policy](#)

**Loan period:** the number of days a member can keep a Library item before it must be returned to the Library.

**Due date:** the date when an item reaches the maximum number of days in its loan period.

**Claims returned:** A Library item that a member has claimed to have returned and which the Library software system shows as still being checked out to that member.

**Good standing:** a current (not expired) member account with no outstanding lost or damaged items and no fees owing.

**Renewal:** an extension of the original loan period equal to the length of the initial loan period.

**Hold:** a request submitted by a library member for a specific item to reserve that item for the member as soon as it is next available.

**Interlibrary loan:** an item the Peterborough Public Library borrows from another library system on behalf of a Peterborough Public Library member.

**Reference material:** an item that does not circulate (is not available for borrowing) to ensure that it is always available in the Library.

**Overdue material:** Library item(s) borrowed by a member past the due date that has not been renewed.

**Damaged material:** an item that has been physically altered such that its value and usefulness have been noticeably reduced. Damage does not typically include regular, reasonable wear and tear.

**Lost material:** an item that has been borrowed by a member and can no longer be located or returned to the Library.

**Fee:** a charge for specific library services or to recoup costs for lost or damaged items.

## Library Cards

A valid library membership card is required to borrow materials from the Library. Library cards must be presented for members to borrow materials. For more information, see the Library's [One Card Policy](#). Library cards are free for anyone who lives, goes to school, or owns property in the City of Peterborough. A replacement fee will be charged to replace lost or stolen cards.

## Borrowing

The use of materials onsite within the Library and the borrowing of materials for take-home use are free of charge.

Certain items are not available for borrowing and may only be used onsite within the Library. These items are designated as reference material.

## Loan Periods

To ensure the timely flow of materials, the Library sets loan periods depending on material type. The Library may set shorter loan periods for popular or high-demand items.

Loan periods for each material type are posted on the [Library's website](#).

## Renewals

For most items in the collection, members can renew their loan at the end of the loan period. The renewal period is equal to the original loan period. High-demand items and items placed on hold by other members are not eligible for renewal and must be returned to the Library at the end of the loan period.

## Holds

Library members may place circulating titles on hold. If more than one member has placed a hold on the same title, each new hold request is placed in a waiting queue.

Members in the queue will be notified as soon as the title is available for them to borrow.

Library staff monitor hold queues and may purchase additional copies of high-demand items as appropriate.

## Overdue Materials

To ensure barrier-free access to the Library's collections, the Library operates on a fine-free service model. Late fines are not charged for overdue materials. Borrowers are responsible for returning materials promptly by the due date to be made available to other community members.

The Library sends reminder notices by phone, text or email as follows:

|                                    |                            |
|------------------------------------|----------------------------|
| Courtesy reminder                  | 2 days before the due date |
| 1 <sup>st</sup> overdue notice     | 7 days after the due date  |
| 2 <sup>nd</sup> overdue notice     | 14 days after the due date |
| Final overdue notice               | 30 days after the due date |
| Assumed Lost notice/Billing Notice | 44 days after the due date |

At 44 days overdue, the Library assumes the item is lost. A non-refundable processing fee is charged to the member's library account and the lost item's replacement cost. Also, at 44 days overdue, the member's library account is blocked from borrowing any additional items. To reinstate the account, the member must return the overdue material and/or pay the fees owing on the account.

### Point of no return date

The Library will continue to accept returns of assumed lost items up to 90 days after they have been assumed lost (a total of 134 days after the original due date). If the lost item is returned within this time frame, the item's replacement cost will be refunded. The non-refundable processing fee remains outstanding until paid.

If the lost item is not returned within this time frame, the item will be considered discarded from the collection and will not be accepted back as a return. The borrower will be responsible for paying the replacement and processing fees and may keep the item.

## Damaged Materials

The Library charges a damaged item repair fee for items that are returned damaged. The item remains the property of the Library and must be returned along with payment of the repair fee. Damaged item repair fees for each material type are posted on the Library's website.

## Claims Returned

If a library member claims to have returned an item that is still recorded in the library system as being checked out to that member's account, library staff will do a thorough shelf check for the item in the Library. If the item still cannot be located after internal procedures are followed, staff will follow up with the member on a case-by-case basis before the item is moved to lost status. A replacement fee for the item may be charged.

## Interlibrary Loans

If the Library does not own a copy of an item in the collection, members can request the title through interlibrary loan. The Library will make every effort to borrow the title from another Ontario library and then lend it to the requesting member. As Peterborough Public Library is not the owner of interlibrary loan materials, these materials are subject to late fines.

Borrowing parameters for requests are subject to change. Current information is posted on the [library website](#).



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**To:** Members of the Peterborough Public Library Board  
**From:** Jennifer Jones, Library CEO  
**Meeting Date:** September 14, 2021  
**Subject:** Library Winter Holiday Operating Hours, Report PPL21-024

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## **Purpose**

A report to request a temporary change to the library operating hours during the period between December 24, 2021 and January 3, 2022.

## **Recommendations**

That the Library Board approve the recommendations outlined in Report PPL21-024, dated September 14, 2021, of the Library CEO, as follows:

- a) That the hours of operation at the Main branch be adjusted to 10:00am to 5:00pm for the dates of December 29 and December 30, 2021;
- b) That the Main branch close early, at 1:00pm on Friday December 24, 2021 and Friday December 31, 2021, in accordance with the CUPE 1833 collective agreement;
- c) That the Main branch be closed Saturday December 25, 2021 to Tuesday December 28, 2021, as well as Saturday January 1, 2022 to Monday January 3, 2022; and
- d) That the DelaFosse branch remain closed between December 24, 2021 and January 3, 2022.

## **Budget and Financial Implications**

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

## Background

The Library traditionally adjusts its operating hours the last week of December between the Christmas and New Year's holidays to accommodate the reduced amount of traffic seen in the library in the evening hours during this time by closing at 5:00pm.

As the statutory holidays fall on a weekend this year, the Library will be closed on the actual holiday date as well as observe the statutory holiday closure as follows:

- Christmas Day on Monday December 27, 2021
- Boxing Day on Tuesday December 28, 2021
- New Year's Day on Monday January 3, 2022.

The CUPE 1833 Collective agreement, Article 16.01 (see Appendix A) lists the recognized paid holidays and states that there shall be an additional half day on the last working day prior to Christmas and New Years as a paid holiday. On these dates - December 24, 2021 and December 31, 2021 - the library would be open to the public from 10:00am -1:00pm.

It is also recommended that the DelaFosse remain closed for the entire holiday period given reduced traffic and staffing needs at the Main branch during this time.

Submitted by,

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Attachments:

Appendix A - CUPE 1833 Collective agreement, Article 16.01

## Appendix A – CUPE 1833 Collective agreement, Article 16.01

### Article 16 - Holidays

#### 16.01

- (a) The Employer recognizes the following as paid holidays:

|                |                                    |
|----------------|------------------------------------|
| New Year's Day | Peter Robinson Day (Civic Holiday) |
| Family Day     | Labour Day                         |
| Good Friday    | Thanksgiving Day                   |
| Easter Monday  | Remembrance Day                    |
| Victoria Day   | Boxing Day                         |
| Canada Day     | Christmas Day                      |

In addition to the above any other day proclaimed as a holiday by the Federal, Provincial or Municipal Government. There shall be an additional one-half ( $\frac{1}{2}$ ) day, (3.5 hours, 4 hours for Custodian) paid holiday to be taken the last working day prior to Christmas, and one-half day (3.5 hours, 4 hours for Custodian), paid holiday to be taken the last working day prior to New Years.

The library shall be closed on the Saturday and Sunday between Good Friday and Easter Monday. Full-time library staff will be expected to use either their lieu time or vacation time for these days.

- (b) Where any of the above-noted holidays fall on a Sunday and are not proclaimed as being observed on some other day, all employees shall be granted a day off with pay on either the preceding working day or the following working day as determined by the Employer.





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**To:** Members of the Peterborough Public Library Board  
**From:** Jennifer Jones, Library CEO  
**Meeting Date:** September 14, 2021  
**Subject:** Update from the Friends of the Library, Report PPL21-021

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## **Purpose**

A report to inform the Library Board on the status of the Friends of the Peterborough Public Library.

## **Recommendation**

That the Library Board approve the recommendation outlined in Report PPL21-021, dated September 14, 2021, of the Library CEO, as follows:

That the report 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 resulting from the approval of the recommendation of this report.

## **Background**

Barb Connor, from the Friends of the Library, has provided the following update for the Library Board meeting on September 14, 2021.

The Friends resumed accepting donations on September 14, 2021.

The Lobby sale has been active since the Library reopened its doors in Stage 3.

Submitted by,

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**To:** Members of the Peterborough Public Library Board  
**From:** Jennifer Jones, Library CEO  
**Meeting Date:** September 14, 2021  
**Subject:** Library CEO Report September 2021, Report PPL21-026

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## **Purpose**

A report to inform the Library Board on general matters concerning Library operations and services.

## **Recommendation**

That the Library Board approves the recommendation as outlined in Report PPL21-025 dated September 14, 2021, 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**

### **New Board Members**

Council appointed three new Library Board members with terms until November 30, 2022. They were provided with a brief orientation on July 28, 2021, and will be attending their first Board meeting on September 14, 2021.

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## **General Service**

The Library continued to operate on modified hours throughout the summer, returning to 7 days per week and regular operating hours on Sunday, August 22, 2021.

Membership levels have been holding steady throughout the summer. June saw 141 new members and 542 membership renewals. July had 296 new members with 942 renewals, and August had 324 new memberships with 767 renewals. July and August increases resulted from the TD Summer Reading Club, where many children registered for their first library cards. New membership numbers are very similar to those seen in 2019.

We are continuing to average 75 members per day, placing over 300 holds daily for pickup.

Staff have received a lot of positive feedback from patrons who are very happy to be back in the physical Library, browsing books, using the space to read, study and meet up with friends. People are pleased to have full access to the Library again.

## **Kiosk**

The self-serve Kiosk at the Peterborough Sport & Wellness Centre (PSWC) officially opened for use on August 25, 2021. Pop-up activities are being planned for the fall on-site to continue promotion and to encourage use.

## **Public Computers**

Challenges with public computers continue, though there are a small number of machines available for public use. They are limited in number to ensure physical distancing is maintained. There have been some challenges with the hardware, which staff will continue to troubleshoot and attempt to resolve.

## **Children's Programming**

The Children's department was lively with the TD Summer Reading Club programs in July and August. While most of the programming remained offered online, 6 in-person Story Time in the park sessions were held, providing a break from screen time and the opportunity for 152 people to interact at a safe distance with staff.

PJ Family Story Time ran on June 22 (6 participants), July 22 (9 participants), and August 26 (12 participants) over Zoom.

Three Special Events were held this summer, two on Zoom and one in person. On July 7, we had Tribal Vision perform Visions of Turtle Island, which explored first nations history and traditions and confronted stereotypes (19 people attended). On July 14, families were invited to join Ariko Traditional Dance & Rhythm to learn basic rhythm on spoons and a simple dance step (22 people attended). The question-and-answer period for both events was incredible, and everyone learned a lot. On August 18, we had our

first in-person event. Local artist Tim Holland performed for a live audience of 50 people at the Nichol's Oval Pavilion.

We applied and were successful in acquiring a StoryWalk (*The Thing Lou Couldn't Do* by Ashley Spires) as part of the TD Summer Reading Club programming this summer. We coordinated with Peterborough GreenUp to have the StoryWalk at Ecology Park for July and worked with the City to have it at Millennium Park for August. An online survey was created and posted on the StoryWalk to encourage families to provide us with feedback on their experience reading the story and tell us how many people in their family participated. We also learned that several day camps read the StoryWalk at each location – 96 campers in July and 120 in August!

### **Adult Programming**

The Library hosted a successful author visit with Drew Hayden Taylor, a local author from Curve Lake First Nation. For National Indigenous History Month, we chose his most recent novel *Chasing Painted Horses* which explores issues of belonging and spiritual “seeing.” Drew also discussed his writing process and appreciation of indigenous voices in genre fiction, such as mystery and fantasy, introducing our group to many new authors.

Our summer programs, although few, have been very successful, with excellent participation. The Grab n' Go “Cards for Caring” kits for adults were gone within the first 3 days of the month. Participants were encouraged to make and send cards to those who needed a pick-me-up during the pandemic. Our special online *Decluttering* event drew in 30 participants (twice as many as anticipated!), and the Teen Reviewers had 18 participants, which is unprecedented for a summer meeting.

### **DelaFosse**

At the May 11, 2021, Library Board meeting, it was moved that an updated building condition assessment of the DelaFosse be completed. The first step was taken by working with the City's Facilities and Energy Manager. Experts were invited to review, assess, and report on the possibility of the DelaFosse meeting today's accessibility, energy efficiency, and serviceability standards.

Despite initial plans to reopen the DelaFosse branch when the Library returned to its regular operating hours on August 22, a draft copy of the engineer's report indicated some significant concerns with the structural state of the floors. The weight load distribution that the floor was designed for (60 pounds per square foot) is exceeded by the current layout and quantity of books and shelving, creating a health and safety risk.

It was determined that the best approach given this information was to keep the DelaFosse branch closed until the full consultant's report is received and presented to the Board at a future meeting for discussion.

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