



**Peterborough
Public Library**

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: March 27, 2018

Subject: Report PPL18-016
Library CEO Report March 2018

Purpose

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

Recommendation

That the Library Board approve the recommendation in Report PPL18-016 dated March 27, 2018, of the Library CEO as follows:

That the report be received for information.

Budget and Financial Implications

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

Background

Thank you

A huge thank you to the staff for all their hard work, patience, and efforts during the last month. February was an intense month of programming, events and activities. This was quickly followed up by a great March Break. The staff went non-stop for over a month, and outdid themselves yet again.

Collections

The Library has acquired Lynda.com. Staff have had the opportunity to explore the product, and it will be launching to the public end of March.

Staffing Update

A temporary Children's Librarian has been hired to cover a maternity leave. She started in her new role on March 21.

A new part-time technician started with us on March 8.

The individual in the Assistant Clerical Supervisor (ACS) position has tendered his resignation, effective March 2 as he has obtained other employment. Recruitment for a new ACS is underway.

Library Policies

The working group has begun the process of reviewing library policies. As policies are updated and finalized they will be brought to the Library Board for discussion and approval. There are over 50 policies in total to review. Some of the initial policies under review include: Policy Development Policy, Code of Conduct, Acceptable Use/Internet Use Policy, Unattended Children Policy, Food in the Library Policy, Partnership Policy and the Volunteer Policy.

Security Guard

The Library joined the City's RFP for the security guard, which has closed. There is no news to report at this time. A separate report will be brought to the Board once there has been an award of the contract.

Computers and software

The Library ILS Software (Workflows) was upgraded during our move to the latest version and a number of staff computers were also upgraded during the move. Both of these upgrades have been well received by staff.

The new self-checkout stations are working well. Patrons appreciate the option of being able to check out with a person, or having a quick and easy do-it-yourself option.

New Useful public computers were purchased with a provincial grant, increasing our capacity to 20 public stations. Their installation has uncovered some additional bandwidth challenges with our internet provider, which we are working towards resolving.

Food for Fines

The Food for Fines campaign ran February 17 - March 3, 2018. Based on the total amounts collected, we believe that this campaign also encouraged other payments as food donations were only accepted for late fines. Any fees for items that were lost or damaged were not eligible to be paid with food.

Over \$1,652 was collected through the food for fines campaign, and over \$5,500 was collected between January 30 and March 13. This amount would include out of town membership fees, lost material fees, damaged material fees, etc.

Programs & Statistics

All of the departments have experienced higher volumes than has been seen in years. We are delighted to see so many new faces in our programs, and we have received many positive comments about the space.

Loaded electronic records: 4,819

Loaded regular records: 1,838

OGS items added: 1,283

Interlibrary Loans transactions = 416

Tours = 1 Newcomers with 20 attendees, and an unknown number of drop-in tours

New memberships created between January 30 and March 13 = 1,843

Memberships renewed between January 30 and March 13 = 3,395

Number of people through the door between January 30 and March 6 = 34,684

Items borrowed and/or renewed between January 30 and February 6 = 16,793 (a 45% increase since 2017)

February adult special programs= 9, with 304 participants

Adult book club = 1 program, 15 participants

Drop in story time = 4 programs, 223 participants

Toddler Time = 4 programs, 94 participants

Baby & Me = 2 programs, 36 participants

Parent-Child Mother Goose = 4 programs, 89 participants

PJ Story time = 1 program, 53 participants

PA Day Toy Library = 1 program, 150 participants

PA Day Movie –Lego Batman = 1 program, 124 participants

Dub Trinity- Sunday music = 1 program, 239 participants

Olaf and Crafts = 1 program, 282 participants

Button Making Day = 1 program, 115 participants

Lego Day = 1 program, 47 participants

Catfish Willie – Children's show = 1 program, 15 participants

Social Media Statistics

	Website	Facebook	Twitter	Instagram
Visits	12,780	1,168	1,832	N/A
Last Month	10,213	1,861	5,008	N/A
New Followers	9,419	80	34	1,057
Last Month	7,365	212	104	905
Engagement	N/A	2,951	48,800	N/A
Last Month	N/A	6,472	86,200	N/A

In the news

Examiner

<http://www.thepeterboroughexaminer.com/2018/02/13/security-guards-urged-for-new-peterborough-public-library-after-alcohol-bottles-needles-found-in-washrooms>

<http://www.thepeterboroughexaminer.com/2018/02/14/peterborough-public-library-to-dip-into-reserves-to-hire-part-time-security-guard-after-alcohol-bottles-needles-found-in-washrooms-of-newly-renovated-facility>

<https://www.thepeterboroughexaminer.com/whatson-story/8175280-dub-trinity-to-perform-at-newly-renovated-peterborough-public-library-sunday/>

<https://www.thepeterboroughexaminer.com/community-story/8139940-pay-your-peterborough-library-fines-with-food-donations-until-march-3/>

<https://www.thepeterboroughexaminer.com/news-story/8080152-peterborough-library-opens-on-jan-30-new-sculpture-to-be-installed-this-summer/>

Global News

<https://globalnews.ca/news/3997394/bibliophiles-celebrate-reopening-of-renovated-peterborough-public-library/>

<https://globalnews.ca/news/4022733/board-looks-at-hiring-security-guards-for-newly-renovated-peterborough-public-library/>

My Kawartha

<https://www.mykawartha.com/opinion-story/8104939-peterpodcast-episode-1-the-library-renovation-and-the-history-of-the-parkway/>

<https://www.google.com/url?rct=j&sa=t&url=https://www.mykawartha.com/community-story/8123016-peterbio-bruce-gravel/&ct=ga&cd=CAEYACoUMTMMyOTcwMDI2NDU0NDg2NTg1MjMyGTNiMDIjOGUwNWJmMzNIYzE6Y2E6ZW46Q0E&usq=AFQjCNF-e5t8C7HLLi8dNYUvPY476yHbeg>

PTBO Canada

<http://www.ptbocanada.com/journal/2018/2/20/peterborough-public-library-foundation-donating-25000-to-library-for-childrens-furniture>

Submitted by,

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