



**Peterborough  
Public Library**

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**To:** Library Board of Trustees

**From:** Jennifer Jones, Acting Library Manager/CEO

**Meeting Date:** September 27, 2016

**Subject:** Report PPL16-034  
Acting Library Manager/CEO Report September 2016

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## **Purpose**

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

## **Recommendation**

That the Library Board approved the recommendation in Report PPL16-034 dated September 27, 2016, of the acting Library Manager/CEO as follows:

That the report on Library operation be received for information.

## **Budget and Financial Implications**

There are no budgetary or financial implications from receiving this report.

## **Background**

### **Staffing**

The two temporary part-time clerks have had their contract extended to October 1, 2016 to meet some staffing shortages at the circulation desk.

Adam Coones, Assistant Clerical Supervisor, has taken a Leave of Absence for an undetermined length of time to work for CUPE National. Interviews were held for a temporary replacement, and Joseph Fortin is the successful candidate. Joe started in his new role on Aug 31, 2016.

2 pages submitted their resignations, 1 page has left on a Leave of Absence for a school term abroad, and 4 new hire pages started the week of September 5, 2016.

Jonathan Miller is the successful candidate for a 6-month temporary full time clerk position.

### **Scheduling Software**

We are in the process of implementing our new scheduling software - PeopleWhere. Staff has spent the summer getting the software set up and learning the new system. There will be approximately one more month of cross over between our previous paper system and the new software, staff seem to be adapting to the change well.

### **Wireless Services**

The Library switched to Nexicom as its Wireless internet service provider when it moved to the Peterborough Square. Both patrons and staff have been pleased with this arrangement. The Wi-Fi runs smoothly and is much more reliable than it was previously.

### **Health and Safety**

News MSDS sheets for all our products are being compiled by Doug Davis, Chief Custodian, to ensure we are compliant with the new WHMIS-Global Harmonized System standards.

Our completed Health and Safety manual from Workplace Safety & Prevention Services (WSPS) should be completed soon. We will receive a binder from them that puts us in compliance with the Ministry requirements. This is both for DelaFosse and the temporary location at Peterborough Square, as well as a reassessment once we are moved back into the renovated space on Aylmer St.

**DelaFosse**

The DelaFosse has had a new water treatment system added to its boiler to improve efficiency. Work was arranged through City's Property and Energy Manager.

**Programs**

The Library participated in the DBIA's Downtown Pokémon Lure Party August 6th by manning the colouring contest. It was a huge and well attended event.

The Library held its own Pokémon Go Lunchtime Lure Party on August 17 in the Peterborough Square Courtyard. Over 80 people participated in the event.

The Children's department held 3 special Family Fun Events this summer at Millennium Park as part of the TD Summer Reading Club. They were quite successful with 118 people attending the 1 hour events. They finished off this year's TD Summer Reading Club with their standard closing party taking place at Millennium Park. 110 people were in attendance. Drop in Storytime also continued throughout the summer, with a total of 378 children attending.

Some basic Children's programming will continue on through the fall, keeping in mind our limited space constraints in our temporary location. The Peterborough Parent-Child Mother Goose program will run this fall at the New Canadian Centre in one of their programming rooms.

**Statistics June - August 2016**

Type	Number of Sessions	Number of Attendees
Adult programs	2	106
Teen programs	2	39
Children's programs	11	587
All ages programs	4	198

**TD Summer Reading Club**

- Total number of kids registered = 241
- Total number of kids registered who were new to the club = 101

**Teen Summer Writing Contests & Galaxy Event**

- Total number of entries = 19
- Teen Galaxy Event = 16 participants

**Interlibrary Loans**

- Items borrowed by our patrons = 463
- Items loaned to other libraries = 826

Reference questions answered = 8936

## Partnerships

Music of Your Life program is going well. They had 2 new organizations register this summer and 48 kits have been signed out in total. The committee will meet again in September to see what their next steps are.

## Participatory Budgeting

None of the projects submitted with the DelaFosse Branch as the focus were voted as the winning project for this year's Participatory Budgeting process.

## Book-a-librarian

Karen Bisschop has begun to introduce a new service: Book-a-librarian. This will allow patrons to book a one hour session with an Information staff member for dedicated help with things such as:

- computer & tablet help
- eBooks and downloadables instruction
- online Interlibrary Loan (ILLO) requests
- Book-Club-in-a-Bag registrations through KitKeeper
- local history & genealogy research
- general research

## Marketing

Social Media Statistics:

	Website	PPL Moves	Facebook	Twitter	Instagram	Pinterest
Visits	23,228	1,034	27	1058	N/A	534
Last Month	22,833	916	109	582	N/A	204
New Followers	8,574	N/A	1,712 (18 new)	1103 (49 new)	211	N/A
Last Month	11,229	N/A	1,694 (14 new)	1054	176	N/A
Engagement	N/A	N/A	2,024	40,300	N/A	11
Last Month	N/A	N/A	1,791	20,200	N/A	N/A

The library has been featured in the news a few times this summer:

- Examiner: <http://www.thepeterboroughexaminer.com/2016/08/26/dramatic-changes-for-peterborough-public-library>
- CHEX: <http://www.chextv.com/2016/08/24/chex-daily-wednesday-aug-24-2016/>
- My Kawartha: <http://www.mykawartha.com/community-story/6813270-library-hosts-pokemon-event-at-peterborough-square/>

### **Library Renovation**

The renovations of the Main building on Aylmer St are progressing. Library Board members were invited to tour the construction site on September 9, 2016 alongside the Mayor and members from the media. There were three news articles as a result:

- <http://www.thepeterboroughexaminer.com/2016/09/10/peterborough-public-library-renovations-on-schedule-reopening-expected-a-year-from-now>
- <http://m.mykawartha.com/community-story/6849190-transition-of-peterborough-public-library-a-surreal-experience-for-library-ceo/>
- <http://kawarthanow.com/2016/09/09/peterborough-public-library-renovation/>

Submitted by,

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