



**Peterborough
Public Library**

To: Library Board of Trustees

From: Jennifer Jones, Acting Library Manager/CEO

Meeting Date: January 31, 2017

Subject: Report PPL17-003
Acting Library Manager/CEO Report January 2017

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 PPL17-003 dated January 31, 2017, of the Acting Library Manager/CEO as follows:

That the report be received for information.

Budget and Financial Implications

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

Background

Staffing updates

The Assistant Clerical Supervisor has taken a 3 month temporary contract with CUPE effective January 2, 2017. Joe Fortin has taken on the Assistant Clerical Supervisor role in his absence.

There will be 4 new Pages starting in January. Interviews were held at the end of December.

Budgeting

Staff are preparing for the 2017 budget year by creating a new internal spreadsheet to track their spending. Each department head is taking on a more active role with regard to their department budgets. We are working on new internal procedures for cross account spending, monthly expectations, and general overall accountability for each department head. This will hopefully alleviate some of the confusion at year end and allow for more awareness about the amount spent in each department per year.

Collections

The Collections Librarian, Children's Librarian, and Information Services Librarian have started working on a collection development plan. This will enable the library to take a more organized and consistent approach to weeding, collection development, and overall collection maintenance.

The Collection Librarian has provided a comparison chart of the growing use of our ebooks and eaudiobooks collections in OverDrive since 2013.

Checkouts of:	2013	2014	2015	2016
ebooks	35,267	45,356	51,932	60,339
eaudiobooks	10,268	12,601	15,495	17,816
Total	45,535	57,957	67,427	78,155

Room Bookings

In preparation for the move back to the Aylmer St. location, the Circulation Supervisor has been participating in the adoption of the new room booking software - Perfect Mind. There will be 4 rooms available for rental in our new space: the auditorium, the boardroom, a seminar room, and the multipurpose room. Only the auditorium and the boardroom will be bookable outside library operating hours, but there will be limits in place (e.g.: not available after 10pm) due to staffing and security requirements.

Circulation

The Circulation Supervisor has been updating the procedures manual. One of the major updates was to the overdue notices procedure. We are now sending out 3 notices - a first, second and final overdue notice - to patrons when items have not been returned. Items will now flip to a lost status after 45 days (was previously 120 days), which should make ordering replacements easier and more efficient. At the 60 day mark of the item not being returned, there is the option to send the patron to the City's collections department for further follow up.

Planning session

The supervisors held their first annual planning session on December 9, 2016. We were all able to meet off-site for a day and focus on our goals and projects for 2017. Each supervisor was able to list their own goals, hear suggestions from their colleagues, and start to work together to come up with a process for achieving these goals. It was the first step in moving forward with a structured plan for 2017 as a team. There will be a follow up at a supervisors meeting in January to continue the discussion, as well as many smaller conversations to plan out the execution of these goals.

The feedback from this session was positive. Many supervisors felt it was the first time they truly realized the extent to which all staff play a part in each others work, and how one part of the puzzle affects another.

Website Review

The Communications and Marketing co-ordinator has begun an in-depth content review of the website. She is working with the department heads to reduce the quantity of content and improve the quality, as well as the overall flow of the website.

Renovation update

The library renovation is progressing nicely. In excavating the east side of the building for the expansion, the foundation of the old fire station was discovered. This had to be properly removed and a sewer pipe reoriented, causing a 3 week delay on the project. Otherwise, the project appears to be on track for a late summer completion.

Gillian Barnes, project manager for the City, the interior designer (from Intercede), and I have been working on furniture and colour selections. Staff have been provided with input opportunities and I will be holding open house sessions in January for all staff to get a progress report as well as ask questions and provide any other feedback.

Programs

In December, the Library held:

1 x Special Holiday story time and craft session, with 26 participants;
 1 x Holiday Craft session, with 14 participants;
 2 x Drop-in Storytime sessions, with 76 participants; and,
 1 x Kids Book Club session, with 6 participants.

December Statistics

Interlibrary Loans

- Items borrowed by our patrons = 141
- Items loaned to other libraries = 197

Book-a-Librarian appointments = 6

Reference questions = 2417

Number of people through the door in December = 16,892

Title records loaded by technical services staff = 614

Social Media Statistics:

	Website	Facebook	Twitter	Instagram	Pinterest
Visits	22,411	87	634	N/A	493
Last Month	22,736	23	727	N/A	750
New Followers	7,216	30	18	25	N/A
Last Month	8,464	17	23	18	N/A
Engagement	N/A	1477	16,600	N/A	10
Last Month	N/A	1,535	19,100	N/A	25

Submitted by,

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