



**Peterborough
Public Library**

To: Peterborough Public Library Board of Trustees

From: Jennifer Jones, Acting Library Manager/CEO

Meeting Date: February 28, 2017

Subject: Report PPL17-006
Library Operational Goals

Purpose

A report to seek direction from the Board on the operational goals of the Library for 2017.

Recommendations

That the Library Board approve the recommendations outlined in Report PPL17-006 dated February 28, 2017, of the Acting Library Manager/CEO, as follows:

- a) That Report PPL17-006 be received for information;
- b) That the Board provide direction on overall goals for the Library to complete in 2017; and,
- c) That the Board set a number of goals for themselves to complete in 2017.

Budget and Financial Implications

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

Background

The Library Board passed a motion to proceed with the hiring of a consultant to complete a strategic plan in September 26, 2016.

Given the current staffing situation at the Library and the ongoing renovation project, it is unlikely that we will be able to complete this process before the return to the renovated space. Though the hiring of the consultant and the community assessment has been delayed, it would be helpful for the Acting Library Manager/CEO and the staff at the library to have some goals to strive for in 2017.

If provided with a few general operational goals, the staff would be able to work together to determine the manner in which we could achieve a measureable level of success in reaching our objectives. These goals would help staff know where we are headed as an organization in the next year while we await the opportunity to complete the community assessment and strategic planning process.

The library's goals could potentially be things such as: improve patron satisfaction, improve employee satisfaction, improve relationships with community partners, or increase overall membership levels.

It may also be helpful for the Board to set a goal or two for it to accomplish in 2017. These could be items that are more specific in nature to the Board's role; perhaps something along the lines of reviewing a specific number of Library policies in the year and establishing appropriate subcommittees to achieve this goal.

Submitted by,

Jennifer Jones
Acting Library Manager/CEO

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