



# Peterborough Public Library

---

**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** November 13, 2018

**Subject:** Report PPL18-057  
Library CEO Report November 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 PPL18-057 dated November 13, 2018, of the Library CEO as follows:

That Report PPL18-057 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

### Training

The library staff had an amazing staff development day on October 18, 2018. There were two primary training sessions: Bridges out of Poverty and Customer Service Training. Both guest speakers were excellent and there were many positive comments from the staff who attended.

---

## **New website**

Staff have been busy with preparations for the new website. This is a very exciting project for us! A draft design has been completed and staff are currently creating content for the new site following their training sessions. There has been a great deal of work and effort put into the website, and we are looking forward to sharing it with the Peterborough community in late January 2019.

## **Strategic Plan - Action Planning**

After the completion and approval of the strategic plan, steps have been taken to begin the action planning process. There was an action planning session held on August 22, 2018 where 3 goals from the framework were identified as starting points for 2018 - an organizational review, a one-stop-shop procedures manual for staff, and developing a framework for ongoing evaluation and assessment of library programs. Timelines were considered and steps were taken to lay out the groundwork for the completion of these elements within the next year.

Along with the 3 goals listed above, staff are continuing to excel and grow library program attendance, participate in community events, and to welcome new members into our space.

Management has also been looking into additional training opportunities and staff supports to implement to ensure the continued growth of staff. This will include the introduction of a Personal Development Assessment (PDA) tool for all staff.

The next set of goals will be identified in early 2019 at another action planning session once work on the new website is complete and staff are able to devote additional time to continuing projects laid out in the strategic plan framework.

## **Collections**

The Collection Development Committee discussed the renewals of selected electronic products for the library for 2019. Due to insufficient use and the challenges of competing with Wikipedia and Google, the library will no longer subscribe to the electronic version of World Book Encyclopedia. The Committee also opted to not renew its PebbleGo subscription – an early learner research product. This was also due to low use and a high cost.

The library is retaining its subscriptions to Ancestry, Lynda, Transparent Language Online, Rbdigital as well as Novelist Plus and Novelist Select.

The library will be acquiring patron access rights to the New York Times for 2019. We are working to establish internal and remote access to the product which will include unlimited access on or off-site, with the exception of the crosswords and cooking apps.

The library was also the recipient of a donation of a collection of books from the Peterborough Butterfly Run committee which help those affected by miscarriage and the loss of a child.

## **Café**

Staff have completed work on the joint Request for Proposals (RFP) with the Peterborough Sport & Wellness Centre (PSWC) for the café space. At the time of this report, it is under review in the finance department and the hope is that it will be out to the public before the end of this month.

## **Programs & Statistics**

As there is such a demand for baby and toddler programs, staff created one program for children birth to 12 months and one program for children 12-24 months. Both filled very quickly; *Baby & Me* (with 18 spaces) filled within 2 hours of registration being open. *Learn to Play Chess* is a new program introduced this month with a wonderful volunteer from the Peterborough Chess Club.

Use of the children's toy area, maker boxes (25 uses) and board games (21 uses) continues to be popular, providing families with a comfortable meeting space and opportunities to play and create together.

Programs offered in October:

5 x Drop In Story Times = 21 participants  
1 x Baby & Me = 32 participants  
4 x Toddler Times = 98 participants  
4 x Picture Book Crafternoons = 27 participants  
1 x 'Tween The Pages Book Club = 5 participants  
2 x Learn to Play Chess = 22 participants  
1 x Paddling Puppeteer Puppet Show = 40 participants  
  
3 x DIG: Drop in Genealogy (with KBOGS) = 3 participants  
3 x Tech Time = 15 participants  
1 x Kniterary Club = 5 participants  
1 x Afternoon Book Club = 19 participants  
1 x Evening Book Club = 10 participants  
1 x Storm Chasing in Ontario = 14 participants  
1 x Paint Party = 24 participants  
1 x CNIB technology Fair = 20 participants

Reference questions = 2368  
Online LibraryInfo inquiries = 18  
Research requests = 4 completed

Public Computer Use = 4709 (almost double 2017)

Wifi Use = 2033 [we were not able to meet wifi demand most days in October].

ILLO transactions = 393

### Social Media Statistics

	Website	Facebook	Twitter	Instagram
Visits	161,192	475	918	N/A
Last Month	154,940	467	757	N/A
New Followers	11,338	26	27	1,260
Last Month	10,860	25	13	1,220
Engagement	N/A	2,902	39,800	N/A
Last Month	N/A	1,900	37,300	N/A

### IN THE NEWS

<https://www.thepeterboroughexaminer.com/news-story/8941512-internet-voting-starts-next-tuesday-in-peterborough/>

<https://www.thepeterboroughexaminer.com/news-story/8962651-peterborough-municipal-election-advance-poll-turnout-up-16-6-from-2014/>

<https://www.mykawartha.com/community-story/8982637-peterborough-library-hosting-giant-fall-book-sale/>

Submitted by,

Jennifer Jones  
Library CEO

Contact Name:

Jennifer Jones

Phone: 705- 745-5382 Ext.2370

Fax : 705-745-8958

E-Mail: [jjones@peterborough.ca](mailto:jjones@peterborough.ca)