



# Peterborough Public Library

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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** January 8, 2019

**Subject:** Report PPL19-001  
Library CEO Report January 2019

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## **Purpose**

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

## **Recommendation**

That the Library Board approves the recommendation as outlined in Report PPL19-001 dated January 8, 2019, 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**

There were some areas to be improved upon in the CEO's performance review for follow up in 2019. Over the coming months these requests/changes will be implemented and further / ongoing feedback sought from Board members.

The previous CEO report format relied on an end of month recap of Library happenings. The new Board meeting dates may not always allow for a similar timely recap so staff have begun looking into alternative options to provide relevant and up to date information to the Board.

The CEO is also looking at the approved Board meeting schedule to develop a calendar of important dates (such as the budget submission timeline) in an attempt to provide advance notice and sufficient time for discussion with the Board.

One of the elements requested from the CEO were more performance metrics in the reports and in information provided about the Library. As the Library is coming up on one year in the renovated space, we can begin to look back at our first year at the “new” Aylmer Street location and compare our services pre-renovation to post-renovation.

The Library collects certain statistical data on a number of performance indicators which are reported to the Ministry annually to determine Provincial Library Operating Grant (PLOG) funding eligibility. While these statistics are good measures of facility usage or business, they are not necessarily indicative of the value the Library, of the quality of service we provide, or if we are meeting the needs of the Peterborough community. Library staff have been challenged to look at the statistics and information we collect differently and look for the value in our services beyond the hard numbers. They will be looking for key performance indicators (KPI) to demonstrate the quality, the value, and the benefits of using a particular library service.

Another request for future Board meetings was to have more presentations on relevant topics to enhance the official reports. Some staff have already indicated a desire to present on their areas of expertise to the Board. There will be efforts made to invite special guests to attend meetings periodically including representatives from partnership organizations, as well as the Arts, Culture, and Heritage sector.

Quarterly budget reviews will be presented from a higher perspective. The focus will be on notable increases and/or shortfalls rather than line by line. There will be opportunity for a more detailed analysis if the Board desires it.

A policy review framework is being created and a plan for a full policy review schedule will be implemented with the new Board members. There are some gaps in our current policies, when compared with the recommended list provided by the Southern Ontario Library Service (SOLS) on their website <https://www.sols.org/index.php/policy>.

One final element will be to maintain the action planning momentum from the Strategic Plan. Staff are incorporating Strategic Plan elements into their work plans and goals for 2019. Quarterly status updates will be provided to the Board at a minimum.

Submitted by,

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Library CEO

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