



Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: January 8, 2019

Subject: Report PPL19-004
Strategic Plan - Action Items Update

Purpose

A report to inform the Library Board of Trustees on the status of the action items identified from the Strategic Plan 2018-2021 framework.

Recommendation

That the Library Board approves the recommendation in Report PPL19-004 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

Action planning began in the fall of 2018 as a result of the completion of the new strategic plan framework in June 2018. Of the 27 initiatives identified in the framework, staff are currently working on projects that touch 7 initiatives.

There are a number of other strategic initiatives identified in the framework which will require a follow up action planning session. The overarching goal is to complete at least one project for each initiative by the end of 2021. Future action items may touch upon

previously identified initiatives in different ways, leading to further growth and service improvements.

At the first dedicated large group action planning session, staff identified three starting points for 2019:

Framework reference number	Action Item	Status	Notes
D2	A staffing and organizational review	In process	<ul style="list-style-type: none"> - this is a longer term, multifaceted action item - management has begun to review the current staffing model and compare it with peer libraries - temporary staffing pilot projects have been implemented to test proof of concept ideas for changes to the current staffing model - an annual staff review process was implemented for supervisors in 2018, and will be rolled out to all staff in 2019. This includes work plan development (to be tied to strategic plan initiatives when possible). - staff job description review will take place as needed in 2019
C1	Effective program evaluation and assessment	Concept in development	<ul style="list-style-type: none"> - programming staff have been assigned the task of creating a method of evaluating programs, getting feedback, assessing the responses, and implementing feedback whenever possible. - this feedback should inspire the creation of new programs to meet the needs of the community - this feedback should also provide valuable insight into what we are currently doing and how we can improve. - procedures for ongoing evaluation and assessment to be completed by end of 2019.
D1	Creation of a staff procedures manual	Initial stage of data collection	<ul style="list-style-type: none"> - a 6 month timeline was estimated for this project. - staff requested this initiative be a primary action item to ensure that they

			<p>have the tools and training needed to do their jobs</p> <ul style="list-style-type: none"> - project leader is currently gathering all available procedures and centralizing them - a “one stop shop” manual will be created for staff reference and stored in a central location - update schedule and procedure will be created. Manual is meant to be a quick reference guide for staff and should be kept current.
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There were also number of strategic initiatives identified that align with current projects:

Framework reference number	Action Item	Status	Notes
A1	Work with community partners to develop and deliver various programming	Ongoing	<ul style="list-style-type: none"> - the library has an ongoing practice of working with community partners to deliver programs. - Staff have been tasked with expanding upon our current offerings by exploring new partnerships and new program offerings.
B3	Build the Library's profile and participate in community events	Ongoing – room to grow	<ul style="list-style-type: none"> - there is room for increased involvement from the library in the larger Peterborough community - Initial steps have been taken by participating in: <ul style="list-style-type: none"> - PULSE (last 2 years) - SnoFest (on organization team for 2019) - city wide Canada150 celebrations
C3	Accessibility enhancements	Ongoing	<ul style="list-style-type: none"> - initial short comings identified after renovations being implemented in late 2018 / early 2019 - continuous feedback sought from local advocate groups and self identified library members
E3	Explore a new public computing solution	Ongoing – multi phase approach	<ul style="list-style-type: none"> - staff have been working with the City's Technology Services (PTS) - Phase 1 included wifi improvements and public internet speed

			enhancements (nearly complete) - Phase two will be a needs assessment and evaluation to determine a viable, long term solution to support our public computers - next phase to begin in early 2019
E4	New website	Completion early 2019	-website overhaul began in 2018 - launch of new responsive (mobile friendly) website expected in early 2019
E5	Pay library fees and fines online	In process, to be completed early 2019	- working with our current library software vendor to be able to provide members with the option to pay their library fines and fees online through their library account
F3	DS4Y Intern grant	Ongoing – Received grant (January – June 2019)	- need to develop a social media framework identified by staff - receiving a matching funds grant (Library Board pays half) for a 6 month social media intern to complete this project - internship paves the way for future grant applications and internships at the Library

Submitted by,

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