



Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: June 4, 2019

Subject: Report PPL19-029
Library Board Goals

Purpose

A report to provide the Library Board with a list of potential goals for their term.

Recommendations

That the Library Board approve the recommendations as outlined in Report PPL19-029 dated June 4, 2019, of the Library CEO as follows:

- a) That Report PPL19-029 be received for information; and,
- b) That the Board approve the goals for completion during their term.

Budget and Financial Implications

There are no immediate budget or financial implications resulting from the approval of the recommendations of this report, however there may be costs associated with goal execution if it is determined to hire a consultant or other third party to assist.

Background

During the Board's orientation meeting, a number of goals were discussed. These included:

- Service review (DelaFosse, other branches, alternative models)
- Policy review
- By-Law review
- CEO Performance review (annually)
- Strategic plan maintenance and refresh (2021)
- Community partnership development

Some general questions to consider: What would you like to do as a group? What elements are missing from this list? Are there any other goals to be added?

Some work has already begun on a few of the items listed above.

A Policy sub-committee has been established to work on overall policy updating, creating a framework for policy development and maintenance, and to review the Board's by-law.

The service review should include the examination of the viability of the DelaFosse, the possibility of other branches, as well as creative and innovative solutions to service provision. It could also include another review of the library's operating hours.

The Library made a change to its operating hours in 2017. Friday to Sunday hours have remained consistent, but Monday to Thursday we used to have *regular hours* (open 10am to 8pm) from September to May, and then *summer hours* (open 10:30am to 7pm) May to September. This change in hours was confusing for the public and for staff and only provided minimal cost savings. When we moved to the temporary location in Peterborough Square, the hours were adjusted slightly so we opened at 10am throughout the year. After moving back and having a year in the new space, we heard the feedback and recognized that having two schedules was still problematic.

2019 is our first year running on a consistent hours schedule of 10:00am to 8:00pm Monday to Thursday, 10:00-5:00pm Friday & Saturday, 2:00pm-5:00pm Sunday.

An operating hours review may also include re-consideration of closures for statutory holidays. We have received feedback from the public that the library should be open to serve the public on days/times when the public can come in. We have made a small change to improve this in the last year. We used to be closed on Sunday before a holiday Monday (Labour Day, Thanksgiving, Family Day, etc.) as well as the Monday. This practice was changed in the fall of 2018 to only be closed on the recognized holidays. Should the library choose to be open on statutory holidays, there would be additional staffing costs associated, but it is worth discussing the idea as part of a service review.

Submitted by,

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