



# Peterborough Public Library

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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** January 7, 2020

**Subject:** Report PPL20-003  
Library Board Goals – check in

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## Purpose

A report to provide the Library Board with an update to the list of goals for their term.

## Recommendations

That the Library Board approve the recommendations as outlined in Report PPL20-003 dated January 7, 2020, of the Library CEO as follows:

That the report be received for information.

## Budget and Financial Implications

There are no immediate budget or financial implications resulting from the approval of the recommendations of this report.

## Background

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

- Service review
  - The goal of this service review is to engage the community in a conversation about our core services to help us understand our community and member needs. With a combination of online and in person consultation, we hope to understand why people in the Peterborough community use and do not use the library. We would like to

know what they want to see from us as a service, but also find out where our community is spending their time when they are not at the library (what is our competition?). Knowing who and what we are up against will help us prioritize internal changes and explore partnership options.

- Policy review
  - 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.
- By-Law review
  - The first draft of the revised Procedure by-law was reviewed in 2019 and needs to be reviewed again by the sub-committee before presentation to the Board for comment and approval.
- Strategic plan maintenance and refresh (2021)
  - The CEO would like some guidance on evaluation criteria using quantifiable and qualitative objectives for the Strategic Plan. i.e. what type of information would be meaningful for the Board?
- Community partnership development
  - Work is continuing on the development of a partnership with the Peterborough Sport and Wellness Centre – centered on the Café arrangements and the installation of the NovelBranch kiosk at their location.
  - In partnership with Age Friendly Peterborough, a new program for seniors called "Living and Aging Well," will take place at the library once a month on Wednesday mornings.
- Library Board Performance Review (bi-annual)
  - To be started in February 2020
- CEO Performance review (annually)
  - Completed December 2019.
  - Three areas identified in the CEO's performance review:
    - Operational Plan for Strategic Plan  
To be a focus for 2020.
    - Improvement of the CEO's political acumen for autonomous activity between Library and City of Peterborough  
The CEO has completed the first two modules of the Municipal Administration Program (MAP) diploma.  
[https://www.amcto.com/Education-Events/Education-Programs/Municipal-Administration-Program-\(MAP\)](https://www.amcto.com/Education-Events/Education-Programs/Municipal-Administration-Program-(MAP))

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Further suggestions for training are welcome.

- Staffing and Service Review  
The service review will begin in February 2020.  
Staff organizational change is ongoing. Job descriptions are being updated and a new staffing model is being implemented gradually as vacancies allow with a customer service focus in mind.

Jennifer Jones  
Library CEO

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