



Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: February 11, 2020

Subject: Report PPL20-005
Library CEO Report February 2020

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 as outlined in Report PPL20-005 dated February 11, 2020, 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

Café

The café has soft launched at both the Library and the Sport and Wellness Centre. Things are off to a good start, and the soft launch is giving the provider time to work through the initial start up challenges.

Library Service Review

The Service review launched on January 18, 2020. There were four in-person consultation sessions scheduled:

- February 4, 2020 at the Peterborough Sport and Wellness Centre
- February 6, 2020 at the Riverview Park and Zoo
- February 11, 2020 at the Lions Club Peterborough
- February 13, 2020 at the Highland Park Funeral Centre

Our online presence <https://www.connectptbo.ca/library2020> has an interactive map where individuals can indicate where they would like to see additional services in the City. There is also a survey available, a Q&A forum, and the opportunity to share your stories of the library. We have had close to 300 visits to the connectptbo.ca/library2020 site with 159 surveys filled out.

Collections

Our term with Overdrive officially ended December 31, 2019. We are now fully transferred over to our new e-book platform **cloudLibrary**. Currently, Peterborough is ranked seventh out of the 21 libraries using the cloudLink shared collection, and our use is relatively in line, when comparing with the other communities' populations. The usage of the new platform is steadily increasing, although it has not yet exceeded the level that was with Overdrive. It is hoped that as the collection is built within this platform that participation will continue to grow. There have been mixed reviews by our patrons of cloudLibrary, largely because of the change itself. For some, it will simply be a matter of getting used to the new platform. The library continues to offer the public support via in-house training sessions as well as one-to-one support in-person, by phone or through email.

New Collection: Rbdigital Streaming Video. Patrons now have access to AcornTV, The Great Courses, and more through the Rbdigital Gateway or through the Rbdigital app. After creating an account with their library card, patrons can choose to "checkout" the streaming video platforms that are available for a seven-day, all-inclusive pass. After the seven-day period expires, patrons simply return to the Rbdigital site and "checkout" another seven-day pass.

Staff have begun reviewing/evaluating items in the collection that may be classified as Indigenous. Any items that should be replaced/updated will be ordered. Items that will be retained will be set aside for revised cataloguing. The revised cataloguing will reflect standards that have been adopted by other libraries who have already modernized their descriptive cataloguing practices to reflect more appropriate and respectful terms for First Nations and Indigenous materials.

Text Messaging Service

As of January 1, 2020, patrons are offered the option of receiving text message notifications. These include hold pick up notices, reminders that items are due soon, and notices that items are overdue.

Tours

In January, the Children's area staff led a tour for a local Sparks group. The group particularly enjoyed the Scavenger Hunt part of their visit, and we had another tour request come in based on the rave reviews they provided.

Programs

For Try It Tuesdays, the Children's area staff offered a two-part program where the kids made dragon eggs. They started by learning how to paper mâché, and then came back to decorate what they made the following week. This program filled up fast, and the wait list was as long as the registered list! It was a great hit and will be offered again in the future.

In January, the Tween Book Club read "As Brave as You" by Jason Reynolds. This title was chosen as it was a Coretta Scott King Book Award Winner and the January meeting was scheduled on the same week as Martin Luther King Day (Jan 20). After discussing the book, the group had another big discussion about who Martin Luther King was and about his wife Coretta Scott King and his famous "I have a dream" speech. Many of the participants had never heard of him.

On Friday, January 31, we screened "Monkey Kingdom" for the PA Day program. It was a smaller group that attended compared to previous movie screenings, but the kids were eager to share the fun facts they learned about monkeys with staff.

March Break programs are ready to roll! Publicity and promotion are in full swing now, with registration beginning on Friday, February 14th.

Public Computers - upgrade

We will soon be upgrading our public computers to a Windows based system and moving away from the current Linux system. This has been a recurring request from patrons and should prove easier to maintain for staff. A new print release system and coin-op will also be a piece of this upgrade, allowing patrons to pay for their print/copy jobs with cash, debit or credit.

Strategic Plan

The Supervisors team is currently reviewing all in-process projects, planned projects, and wish list projects with the strategic plan in mind. One of the elements of this review is determining what would be a measurable goal for that project and what will determine

success. Once the review is complete, projects will be Gant charted and more complete action plans will be created to keep the library on track for 2020 and into 2021.

2020 Budget

The 2020 budget was approved at Council on January 30, 2020.

Staffing – compliments

Staff have had some really lovely feedback from patrons of late. Following an incident where a distraught patron yelled at a staff member, three other patrons came up to staff to compliment on how well the situation was handled. They also made a point of telling the desk staff what an excellent job they do and thanking them.

Submitted by,

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