



Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: March 10, 2020

Subject: Report PPL20-009
Library CEO Report March 2020

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 PPL20-009 dated March 10, 2020, of the Library CEO as follows:

That the report to inform the Library Board on general matters concerning Library operations and service 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 held its grand opening on February 25, 2020 at the Library and February 26, 2020 at the Peterborough Sport & Wellness Centre.

Library Service Review

The Library Service Review launched on January 18, 2020. There were four in-person consultation sessions scheduled, however with no registrations and no attendance at the first two sessions, the remaining sessions were cancelled.

There is a voluntary staff session scheduled for March 5, 2020. This will be facilitated by Laridae and no management staff will be present to ensure that staff can voice their opinions anonymously.

The survey closed on February 29, 2020. We received over 350 responses and now need to analyze the information received to prepare a report. Initial indications are that many responses were well thought out and thorough, providing us with a large amount of data to work with.

Our online presence <https://www.connectptbo.ca/library2020> did not have as much interaction as we had hoped. There were 6 markers placed on our interactive map showing interest in having branches in the North End of the City.

Collections

The library has acquired some new digital magazines in its RBdigital platform: Bon Appetit, This Old House, Conde Nast Traveller, Mindful, and Horticulture.

We have had over 100 patrons try the library's new Acorn TV platform since it was launched in January. We will be doing more advertising of the platform in our next What's Happening Guide. A smaller number (17) have been trying out the Great Courses element of the platform.

The library has cancelled its electronic subscription to Consumer Reports due to relatively low and stagnant use. It was becoming cost prohibitive to maintain the online option. The library will continue to offer the print subscription to patrons.

Kiosk

The NovelBranch kiosk machine has arrived and is being installed at the Peterborough Sport & Wellness Centre (PSWC) location. Initial testing has taken place, the branding element has been ordered and the books are in the final stages of preparation to stock the machine.

We are finalizing details for a "Get Carded" event at the PSWC and preparing a quick FAQ guide for the staff there as additional support primarily consisting of who to call for help if someone is stuck. Once all is sorted and in place a formal launch day will be announced.

The staff at the PSWC have been amazing, and feedback from them has been incredibly positive with a lot of curiosity. There is a lovely buzz around the kiosk and the possibilities it opens for the library.

Programs

Blind Date with a book was a success. 85 dates were had, and staff were buoyed by all the positive feedback that patrons provided regarding the program.

The Library participated in **I Read Canadian Day** on February 19, 2020. This was the first year that the event took place, which challenged people to read Canadian for 15 minutes. Staff wore red to show their support and posed for photos reading Canadian books in the library that were posted on social media to generate discussion.

The March Break programming brochure is out, and it looks to be a full week of fun for the kids!

Strategic Plan

The Supervisors team has been reviewing all in-process projects, planned projects, and wish list projects with the strategic plan in mind. Our current list of ongoing projects is quite extensive, and it has taken some time to gather the list together and tie it back to the strategic plan.

There are several regular daily tasks that will always need to take priority over the special projects, but everyone agrees that it is important to ensure that we are tying things to the strategic plan. Some of our regular operations do tie in easily, but the challenge has been the irregular ones.

One of the elements of this review is determining what would be a measurable goal for that project and what will determine its success. Staff are trying to focus on the following questions with the aim of being SMART (Specific, Measurable, Actionable, Realistic and Timetabled) in their approach:

- What are you aiming to achieve?
- What you are going to do to achieve it?
- When are you going to do it?
- How much will it cost?
- How will you know you've achieved your objectives?

Positive experiences

This month one of our programming staff had a meaningful experience at their regular Adult Book Club meeting (attended by 29 participants!), in which they discussed *The Library Book* by Susan Orlean. This book deals with the subject of the Los Angeles central library fire of 1986, the history of the library and its librarians, the diversity of library users (including the homeless population), and the current changes in library

services. It was an excellent opportunity to discuss issues related to library services and opportunities for continued changes in libraries, including our own. Many people in the room were strong library supporters, and the overwhelming consensus was positive regarding social inclusion for the homeless and marginalized folks in our public libraries.

Submitted by,

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