



Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: October 6, 2020

Subject: Report PPL20-018
Library CEO Report October 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 PPL20-018 dated October 6, 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

The library reopened to the public on August 25, 2020 following our temporary shut down due to COVID-19. Some of the procedures we have in place at the public service desks to ensure the safety of staff and the public include:

- Staff wear masks and face shields while working at the service desks.
- Patrons are encouraged to stand a full 6 feet back from staff at the desks. Floor stickers have been installed as indicator markers.
- When social distancing is not possible, patrons are encouraged to approach, while staying on the other side of the plexiglass barrier.
- Staff wipe down the service desk with disinfectant in between each patron.
- Staff are trying to touch patron's items (i.e.: library cards, devices, identification documents) as little as possible. When absolutely necessary, they wash/sanitize their hands afterwards.
- Staff wash/sanitize their hands after handling money.
- Staff wipe down their work station with disinfectant when they are finished their shift.

In mid-September, we received new information from the Reopening Archives, Libraries, and Museums (REALM) Project suggesting that the COVID-19 virus can live on books for up to 6 days. More information can be found on their COVID-19 Information hub: <https://www.webjunction.org/explore-topics/COVID-19-research-project.html>

As a result of their study, we have extended our quarantine period for library items to 7 days. Fines accrued on patron accounts during the quarantine period are removed upon check-in.

Overall, our patrons seem to be very pleased that we are open, though we have found that the library isn't as busy as it has been in the past. This is understandable as we are not offering any in-person programming, limiting time in the facility to respect the capacity limitations, and are not currently able to offer public computer use.

From September 1 to 26, we checked out 15,634 physical items to 3,467 patrons. This averages out 781 items checked out to 173 patrons per day.

While the comparison is not ideal given the pandemic circumstances, in 2019 our average daily circulation was 1,269 physical items with 912 daily visits to the facility.

Public Computers

The project to upgrade the computers to a Windows based system continues to present challenges, but we are hopeful to have it resolved soon. It was necessary to order new thin client hardware for the workstations which has not yet arrived at the time of writing this report.

Printing services are available with staff assistance for members of the public.

Visiting Library Services

The service was reinstated mid-September. Prior to their first delivery, staff met with each volunteer to review health and safety measures and to show them the new process for picking up and returning library materials. For the month of September, we had 7 volunteers pickup and/or deliver to 45 patrons at retirement homes or private homes.

Marketing and Communication

Our first “What We’re Reading” e-mail newsletter went out to 1157 subscribers on September 15, 2020. This is a curated list of staff recommended books on a themed topic each month, starting with some “Hidden Gems” in our collection.

Programming

September programming was purposely delayed until the end of the month in order to provide staff time to plan and create a fall lineup of programs. It also gave them a much-deserved break after a full summer of programming in a new format, using new tools and techniques, and adapting to the uncertainties that came with our current pandemic realities.

The Adult Book Club enjoyed an author visit from Peterborough resident, Alison Wearing, at their meeting in August where they discussed her recent memoir, *Moments of “Glad Grace”*.

We have a full roster of exciting fall programs including interactive sessions (on Zoom), online trivia quizzes, takeaway crafts, and Librarians Live @ Lunch on Facebook every Friday. A new Read Aloud Book Club for children is being introduced, as well as a Writing Circle and a Cookbook Club. We are also starting up a Teen Reviewers group for youth where they can earn volunteer hours for participating in our monthly discussion and contributing reviews for a variety of media platforms.

The programmers also received a nice little thank-you from one of our holiday trivia participants:

“Our family (consisting of 2 parents and 3 adult children) have really enjoyed the holiday trivia quizzes. Would be interested in doing virtual holiday quizzes on all holidays during a year. Hope you continue them.”

(And yes, we’ve decided to continue having monthly Trivia throughout the fall.)

Submitted by,

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Library CEO

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