



**To:** Peterborough Public Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** April 24, 2018

**Subject:** Report PPL18-024  
Library CEO Report April 2018

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## **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 in Report PPL18-024 dated April 24, 2018, of the Library CEO as follows:

That Report PPL18-024 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**

### **Collections**

A new Topical Picture Books collection has now been made available for circulation in the topics of: Alphabet, Counting, Dinosaurs, Potty Training, Singable Stories, and Starting School.

The collections librarian planned and delivered a “train the trainer” session to the staff at St. Joseph’s at Fleming. This is part of their project to bring technology and online resources to the residents. A follow-up session is planned for May.

The library now subscribes to **Lynda.com**. This is a wonderful resource providing access to a collection of 3,500+ self-paced courses for beginners to advanced level. It includes more than 144,000 video tutorials taught by experts, which are broken down into manageable chunks. Any individual who holds an active Peterborough Public Library card is able to access this resource for free.

### **Staffing Update**

The new Assistant Clerical Supervisor (ACS) started in their new role on April 3, 2018.

### **Security Guard**

The Library security services began on March 27, 2018. The initial stages have been a bit rocky, but we are working through it. Many of the challenges at this point stem from some miscommunications with the security company. The City has been supportive through this process and we are working through these challenges together.

There has been no noticeable change (neither an increase or a decrease) at this time to the number of incident reports since the guard started.

### **Computers and software**

The Library is still currently experiencing some severe bandwidth challenges. We have opted to temporarily turn off our public catalogue computers, while leaving the wifi on to try and alleviate the demand on the bandwidth. This has increased the demand for staff time at the service desks. Should the issues persist while working on a solution with our providers, the next level option would be to turn off the public computers/and or wifi services. This is not a decision that would be taken lightly as these are basic services expected at the public library in 2018.

### **Programs & Statistics**

Loaded electronic records: 1054

Loaded regular records: 672

Public computer use: 2871

Interlibrary Loans transactions = 437

Tours = 1 Children’s, 28 participants – 1 New Canadians Centre, 5 participants

Adult book club = 1 program, 15 participants

Drop in story time = 1 programs, 70 participants

Baby & Me = 2 programs, 42 participants

Parent-Child Mother Goose = 2 programs, 52 participants

New memberships created in March = 1689

Memberships renewed in March = 704

Approximate number of people through the door in March = 20361

Total checkouts in March = 399785

Total renewals in March = 112380

### March Break

Ferdinand the Movie: 221 participants

Lego: 91 participants

Therapy Dogs: 41 participants

Crafternoon: 92 participants

Hula Hooping: 62 participants

Duffle bag Theatre – The Three Musketeers: 154 participants

Little Red Theatre – Peter Rabbit: 133 participants

### Social Media Statistics

	Website	Facebook	Twitter	Instagram
Visits	14,278	710	1,178	<b>N/A</b>
Last Month	12,780	1,168	1,832	N/A
New Followers	10,437	64	31	1076
Last Month	9,419	80	34	1,057
Engagement	<b>N/A</b>	2,170	39,9000	<b>N/A</b>
Last Month	N/A	2,951	48,800	N/A

### In the news

Examiner:

- <https://www.guelphmercury.com/news-story/8299802-new-parental-leave-use-it-or-lose-it/>
- <https://www.thepeterboroughexaminer.com/news-story/8300227-peterborough-public-library-plays-host-to-city-council-s-third-town-hall-meeting/>
- <https://www.thepeterboroughexaminer.com/news-story/8346190-still-no-security-guards-for-peterborough-public-library/#.WrTZ8oLxMvw.twitter>
- <https://www.thepeterboroughexaminer.com/news-story/8354911-peterborough-public-library-told-to-chip-in-on-new-website-design/>

Submitted by,

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