



**Peterborough
Public Library**

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: May 29, 2018

Subject: Report PPL18-031
Library CEO Report May 2018

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 PPL18-031 dated May 29, 2018, 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

Partnerships

Healthy Families Presentation on Resilience took place on April 26, 2018. This was a partnership with the Healthy Families initiative, as well as various agencies serving on the Victims of Crime Week Committee. Approximately 95 people were in attendance for the film, talk, and presentation of books to the Library's Healthy Families Collection.

Computers and software

The Library OPACs (catalogue stations) were shut down for the month of April due to bandwidth issues. Although Wi-Fi demand is down since most of the college and university students' term has ended, the system was still taxed.

Temporarily removing the OPAC's has resulted in an increase in questions for Information Staff. This has had the positive effect of allowing staff to show users features of the catalogue, as well as the option to offer to place holds and provide ILLO services. In addition, staff are often able to find a title or subject that a patron might not find, resulting in a better customer service experience for many.

Library Staff have been working with City PTS to come up with solutions for the bandwidth issue. It has been determined that a phased approach is possible, and these will be implemented as soon as possible. The first phase will be an increase in the overall bandwidth level at the library.

The removal of authentication on the public computers has simplified patron use, and has received positive feedback from many guest users. Patrons can now walk up to a computer, and sit down for 90 minutes of use with no login required.

Programs & Statistics

Public computer use: 3,491 (2x last year)

Wi-Fi Use: 2,452 unique connections (5x last year)

Reference questions: 4,011 (up 40% from last year)

Interlibrary Loans transactions: 411

Drop in story time = 3 programs, 210 participants

Baby Sing and Play = 2 programs, 50 participants

After school club = 3 programs, 36 participants

PJ Storytime = 1 program, 28 participants

Tours = 4 Children's, 80 participants – 1 Adult, 11 participants

Adult programs = 10 programs, 398 participants

Vlogger = 1 visit from Michelle Ferreri for **Kidtalk**, 15 participants

Kidtalk Preschool Speech, Language and Hearing Services for Haliburton, Northumberland, Peterborough and the City of Kawartha Lakes shot a promotional video in the Children's Area featuring Michelle Ferreri. The library will be a pick up location for their #readtome baby bibs program.

Social Media Statistics

	Website	Facebook	Twitter	Instagram
Visits	13,874	469	837	N/A
Last Month	14,278	710	1,178	N/A
New Followers	10,005	23	33	1,113
Last Month	10,437	64	31	1,076
Engagement	N/A	1,797	26,700	N/A
Last Month	N/A	2,170	39,900	N/A

In the news

Examiner:

- <https://www.thepeterboroughexaminer.com/whatson-story/8371687-spark-photo-festival-exhibit-recalls-canada-150-party-in-peterborough/>
- <https://www.thepeterboroughexaminer.com/opinion-story/8391898-peterborough-letters-library-needs-that-human-touch>

Kawartha Now:

- <https://kawarthanow.com/2018/04/17/earth-day-2018/>

My Kawartha

<https://www.mykawartha.com/community-story/8564710-event-aims-to-build-women-s-resilience-in-face-of-abuse/>

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