



# Peterborough Public Library

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**To:** Members of the Peterborough Public Library Board  
**From:** Mark Stewart, Manager, Library Services  
**Meeting Date:** February 4, 2025  
**Report:** Library Services Report, February 2025, PPL25-004

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## Subject

A report to inform the Library Board on the status of Library Services in 2024.

## Recommendation

That the Library Board approves the recommendation as outlined in Report PPL25-004 dated February 4, 2025, of the Manager, Library Services as follows:

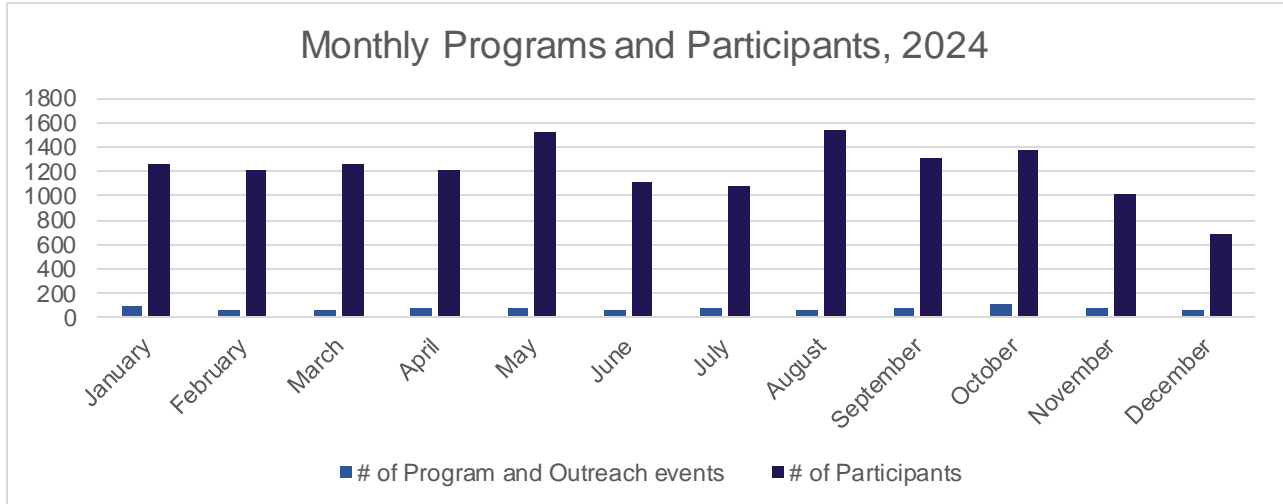
That the report to inform the Library Board on Library Services be received for information.

## Background

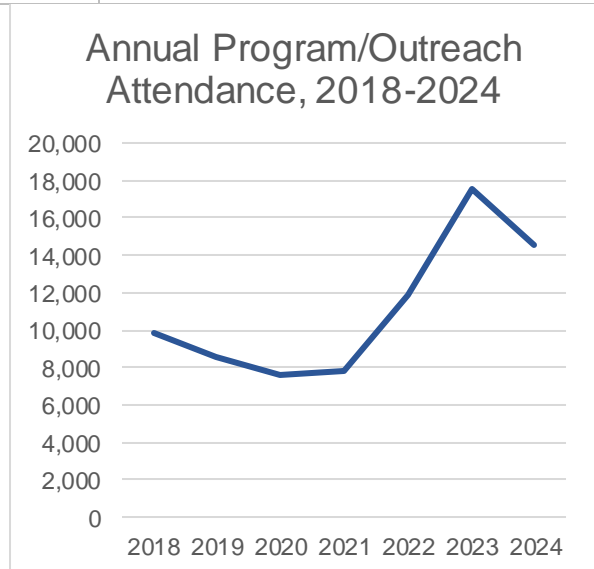
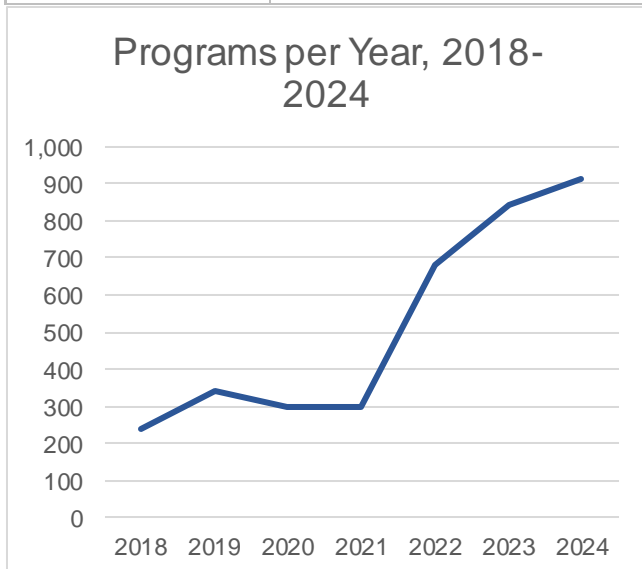
### Programming and Outreach Statistics

In 2024, Library staff ran a total of 916 programs and outreach events with a total of 14,575 participants.

This represents an 8.5% increase in the number of programs delivered compared to 2023, as a result of the new part-time Program Facilitator role being fully introduced in the Fall program season.



2024 Program and Outreach Statistics		
Month	# of Program and Outreach events	# of Participants
January	90	1257
February	68	1215
March	66	1255
April	83	1217
May	75	1524
June	62	1118
July	75	1083
August	55	1539
September	76	1310
October	118	1368
November	86	1008
December	62	681
<b>Totals</b>	<b>916</b>	<b>14575</b>

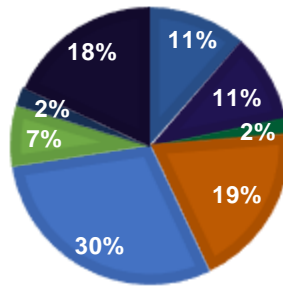


**Public Service Statistics**

In 2024, Public Service staff answered nearly 67,000 questions in person, by phone, and email which is slightly more than the number of questions answered in 2023. This works out to an average of about 192 questions per open day, or 21 per open hour.

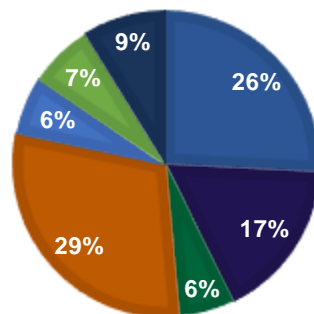
### MAIN INFO DESK QUESTIONS BY TYPE, 2024

- PSS
- Simple Title Search
- Program Registration
- Directional & Procedural Questions
- Print, Photocopy & Scan Questions
- Standard Reference
- Reader's Advisory
- Information Technology & Computer Related Support



### CHILDREN'S DESK QUESTIONS BY TYPE, 2024

- PSS
- Simple Title Search
- Program Registration
- Directional & Procedural Questions
- Standard Reference
- Reader's Advisory
- Information Technology & Computer Related Support



### Public Service Highlights, Q4 2024

Much of the last part of 2024 and early part of 2025 has been devoted to getting ready for the opening of the new Library branch at the MLCC. Three new Public Service Team

Leads were hired and have completed their training. Additional Public Service Specialist staff have also been hired and are completing training in preparation for opening. Staff have been busy getting the necessary procedures in place for the new location and procuring supplies.

Shelf check forms and other internal forms have been digitized and moved to tablets to reduce paper consumption and allow easier coordination between Library locations and Kiosks.

Library membership cards were redesigned with updated branding to match the banners along Aylmer St.

Staff have also been preparing for the launch of the new Interlibrary Loan system. The new system will take a patron-initiated approach which should be more user friendly. Public Service staff have undergone training on the new system to help Library members. The roll out of the new system was delayed in part due to the postal worker strike and in part due to workloads while preparing for the new branch. The new system is set to launch in February once the branch is open.

### **Adult & Teen Programming Highlights, Q4 2024**

We offered our first independently run Babysitting Course for Teens in the fall. Participating youth earn a certificate, allowing them to babysit their siblings while their parents are at work or giving them a qualification to help them secure babysitting work—both meeting an economic need.

We delivered our second One Book, One Ptbo Community Read with 685 checkouts and over 200 people participating in various programs, including the Grand Finale and a partnership event with the New Canadians Centre: Exploring Canada's Temporary Foreign Workers Program. The One Book programs this year highlighted many issues faced by temporary foreign workers, 2SLGBTQIA+ people, and older adults with dementia.

The weekly Knit & Crochet drop-in program, which started in the spring, has grown to a regular attendance of 12-15 people who knit, chat, and support each other. Many attendees are new to Peterborough and are offered support and suggestions for community resources, meeting a social and information need.

We had over 55 puzzlers at our first Puzzle Competition, including a team of "found friends" who joined last-minute and came in 1<sup>st</sup> for Teams! Participants ranged in age from 8 to 80. The competition was made possible through a partnership with the Toy Shop of Peterborough, which coordinated the sponsorship with Ravensburger, who supplied 30 free puzzles, as well as medals and prizes. During the competitions, we

also hosted our now semi-annual Puzzle Swap, with over 200 puzzles being traded by about 50 people.

This fall, staff visited all 6 regular KPRDSB and PVNCCDSB high schools. We talked to teens, promoted our teen events, and signed up more than 100 teens for library cards. One student was so excited to renew his card that he decided to bike to the library on his lunch break! We hope to visit these schools again this term and stop in at PACE and Monseigneur Jamot.

We started a Book Club at Activity Haven in September and already have 7-10 regular attendees – mostly people who do not regularly come to the Library. Based on the success of this group, we are also starting a book club at Mapleridge Recreation Centre in March.

### **Children & Tween Programming Highlights, Q4 2024**

Participants in Brooklin Stormie's four-week Making Comics series had a blast and left feeling inspired to continue making their own comics.

The Parent-Child Mother Goose program has been brought back. It's a partnership with the New Canadian Centre which allows 8 families already established in the community to connect with 8 families who are new to Canada so they can learn from and support each other and engage in literacy.

A new program, Just Me & My Dad, was developed in partnership with Peterborough Child & Family Centres. The program is for male-identifying caregivers and their children. It was developed to meet a community need, based on feedback and demand. The first event in October had 18 people in attendance and the November event had 25.

The Halloween Costume Swap was a very successful event. Staff received a lot of positive feedback from the community. We had 50 people in attendance swapping Halloween costumes, reducing waste and saving money. This will now be one of our annual events.

We started an Everyday Mindfulness program for kids and families, led by Program Facilitator, Kelly McDowell.

The Library participated in the Santa Claus parade for the first time with Kelly Hornagold driving the new electric vehicle.

The Winter Solstice was celebrated in a partnership program with Peterborough Museum & Archives, where families made lanterns together and then paraded with them out to the Heritage Pavilion for a Story Time and hot apple cider.

The new Afrocentric Story Time began in partnership with the Afrocentric Awareness Network of Peterborough. It got off to a great start on Saturday, Dec. 28 with some Kwanzaa celebratory dancing!

### **Marketing and Communications Highlights, Q4 2024**

The new Community Engagement Assistant is helping to better distribute the workload in the Marketing and Communications department. Training for that position is complete and workflows are being smoothed out.

Communications staff have been busy redesigning and rebuilding the Library website on a new CMS. The launch date for the new site is February 3<sup>rd</sup>. The new structure will make resources and information easier to find.

Staff have also been busy migrating to a new provider for our online events calendar. The new calendar will be much better suited to library needs and will allow us to integrate a “book a librarian” feature for our Tech 1 on 1 programs as well as Book Club in a Bag reservations. The calendar will launch along with the new website.

## **Strategic Plan**

Strategic Pillar: Community & Well-being

Strategic Initiative: Library services and programs enhance the recreational aspects of our community.

### **Peterborough Public Library Strategic Plan**

The library provides services, programs, activities and events that meet our strategic goals of:

- Sustainability & Climate Change
- Truth & Reconciliation
- Diversity, Equity & Inclusion
- Community Hub
- Advocacy and Community Development
- Technology
- Lifelong Engagement

## **Budget and Financial Implications**

There are no budget or financial implications resulting from the approval of the recommendation of this report.

Submitted by,

Mark Stewart  
Manager, Library Services

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