



# Peterborough Public Library

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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** September 11, 2018

**Subject:** Report PPL18-044  
Library CEO Report September 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 PPL18-044 dated September 11, 2018, of the Library CEO as follows:

That Report PPL18-044 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

This report includes information from activities which took place in July and August.

## **Computers and software**

The bandwidth level has been increased at the Library, and we have seen an increase in overall service levels. We continue to change our password once a month and have reduced the IP address lease time to 2 hours. Less connection issues are being noted overall.

We are now looking into wireless printing to respond to patron requests for this type of service.

## **Training**

The library will be closed on Thursday, October 18, 2018 for a staff development day. All staff are expected to be in attendance and we will be having two primary training sessions: Bridges out of Poverty and Customer Service training.

## **Renovations - deficiencies**

There are few deficiencies remaining from the renovation. Repairs to the roof and subsequent damage after some minor leaks in the spring have been resolved. We are awaiting the delivery of some backordered material, including window coverings. Otherwise, the outstanding items are minimal and should soon be resolved.

## **Programs & Statistics**

The library hosted a Chamber of Commerce PBX (Peterborough Business Exchange) in June. There were roughly 60 people in attendance.

This year's theme for the TD Summer Reading Club was Feeding Your Passions. We offered a wide range of fun and interactive programs throughout the summer to a wide range of age groups all highlighting this year's theme.

- 30 programs were offered with a total of 1,905 participants.
- 339 children were registered in the Club and a total of 2,495 books read.

	July		August	
	Programs	Participants	Programs	Participants
TD Summer Reading Club Launch	1	153		
Drop in Lego	1	61		
Silkscreening with Skye	1	40		
Sing in the Summer	1	38		
Reader's Theatre	1	35		
Chess for Kids	1	20		
Jeff Pinkney, local author	1	16		
Down to Earth - <i>Ocean's Alive</i>	1	86		
LARGE board games - pop up event	1	15		
Improv with Ray and Dan	1	20		
Drive in Movie Night	1	70		
PJ Storytime	1	22	1	10
Storytime in the Park	5	536	2	220
Kids Coding			2	71
Kids can Knit			1	33
Paddling Puppeteer			1	89
Hula Hooping with Basia			1	58
Movie: The Breadwinner			1	28
Taking care of Beesness with Kathy Reid-Naiman			1	74
Groove dance with Stephanie			1	55
End of TD Summer Reading Club celebration			1	105

	June	July	August
Public computer use	4,075 (doubled last year)	4,802	4,863
Wifi Use	1,480 unique connections (3x last year)	1,739	n/a
Reference Questions	3,454 (50% more than last year)	3,752	n/a
Research requests	15	14	15
Interlibrary Loan Transactions	410	457	570
Board game usage - in house		50	30
Maker Box usage - in house		5	12

### Outreach

Seniors showcase = 111 people interacted with us at our booth

Downtown market = 40 people interacted with us at our booth

PULSE = 2,000+ people interacted with us at our booth

Teddy Bear Picnic at Lansdowne Mall = 48 participants

Artworks at Lansdowne Mall with the Art Gallery of Peterborough = 48 participants

### Tours

Community Living = 1 tour, 8 participants

Red Hat Society = 1 tour, 13 participants

Electronic records loaded = 1,999

Items added to the collection = 2,083

### Visiting Library Services

The library was able to hire a new full time staff member and we are now in the process of reactivating our Visiting Library Service. The parameters for the service have been revamped to ensure its sustainability and we are introducing a new add-on module to our existing software to help track deliveries and borrowing history for patrons.

## Checkout History

We are now able to offer patrons the option to record and view their checkout history (from mid July 2018 onwards). At this time, we will only be keeping up to 2 years worth of history in the database. Patrons have the option to opt out at any time.

## Social Media Statistics

	Website	Facebook	Twitter	Instagram
July Visits	14,295	445	786	N/A
August Visits	14,111	446	660	N/A
June	12,448	553	1,349	N/A
July New Followers	10,758	50	14	1,167
August New Followers	10,501	39	16	1,204
June	9,140	27	16	1,135
July Engagement	N/A	3,542	47,900	N/A
August Engagement	N/A	3,441	33,700	N/A
June	N/A	3,000	35,000	N/A

## In the news:

- <https://www.thepeterboroughexaminer.com/whatson-story/8707862-artist-talk-on-thursday-at-art-gallery-of-peterborough/>
- <https://www.thepeterboroughexaminer.com/whatson-story/8773892-peterborough-public-library-offering-storytime-in-the-park-events/>
- <https://www.thepeterboroughexaminer.com/whatson-story/8772220-a-summer-reading-list-from-peterborough-s-greenup-team/>
- <https://www.thepeterboroughexaminer.com/whatson-story/8816484-family-fun-events-at-lansdowne-place-mall-in-peterborough-this-week/>

Submitted by,

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