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Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: February 20, 2019

RE: **Library operational efficiencies review: overview and implementation update**

Background:

In 2017 the Library, in partnership with the Town of Newmarket Community Services Commission, commissioned a study to review areas of Library support operations with a view to exploring further integration with parallel Town operations. The goal was to position the Library for maximum effectiveness in any possible future expansion of facilities.

The firm Pesce and Associates delivered their report in December 2017, recommending a number of operational and organizational changes. In early 2018, the Board approved implementation of the recommendations with a number of conditions. Chief among these was the need to have Service Level Agreements in place prior to approval of the implementation of some of the recommendations in the areas of Marketing/Communications and Information Technology.

The purpose of the slide deck that accompanies this presentation is to give the new Board an overview of the recommendations and progress towards implementation. A closed section of the presentation, which contains information about identifiable individuals, will do the same for progress towards the target organizational structure.

Conclusion:

At this point in the implementation process, staff have begun the drafting of Service Level Agreements in the areas of Marketing/Communications and Information Technology. A more detailed report on integration in the area of Information Technology was completed in 2018 as part of a separate review of the Town's IT department, offering greater detail on how integration of Library and Town IT services would work. A report summarizing these recommendations has been prepared with the Town's Director of Information Technology and will be discussed as a separate agenda item. The Board is invited to give its input into both agreements, with a view to presenting a draft at the May 15 Board meeting.

The following motion is recommended:

That the Library Board receive the report and accompanying presentation on the Library operational efficiencies review.