



Strategic Operations Report – October, 2014

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> IdeaMarket program Libraries: Surviving or Thriving featured 20 participants November IdeaMarket will be an Open Idea Night Indie Book Day in event attracted several local authors and about 50 members of the public 	<ul style="list-style-type: none"> Citizenship judge visited ESL class hosted at library Library hosted Fair Chance Learning educational technology workshop for YRDSB teacher-librarians Library hosted Chamber of Commerce program on Celebrating Women Entrepreneurs Tech Time for Kids featured programs on video editing and LEGO robotics in partnership with PlāYR & Spectrum 	<ul style="list-style-type: none"> Library now selling York Region Transit tickets and passes under contract High school work experience student began volunteer placement in library CEO invited to sit on Smart Commute Central York advisory board
Spaces	<ul style="list-style-type: none"> CEO interviewed and photographed library users on chosen day for N6 libraries “snapshot” advocacy project 	<ul style="list-style-type: none"> Library investigating installing charging stations for smartphones and other devices 	<ul style="list-style-type: none"> Green Reads launch delayed due to operational issues with machine; manufacturer working on replacement
Positioning	<ul style="list-style-type: none"> CEO attended Chamber of Commerce young professionals “speed mentoring” event Press release created to highlight newcomer services; covered by yorkregion.com Shorted animated video produced to promote IdeaMarket on webpage 	<ul style="list-style-type: none"> Digital learning outreach extended to a second retirement residence School outreach conducted to promote e-resources 	<ul style="list-style-type: none"> Library won BEA Award for Innovation of the Year Poetry magnet sheets produced to promote library role and strategy E-resource library cards inserted into November issue of Chamber of Commerce newsletter Latest e-newsletter generated 1800 opens (50%)
Resources	<ul style="list-style-type: none"> Two volunteers recruited to help out with Seed Library York Info staff participated in Mulock Secondary School volunteer fair 	<ul style="list-style-type: none"> Launch of 3D printer service delayed due to technical issues Demand for Visiting Library Service increasing; recruitment program to be held in Nov. 	<ul style="list-style-type: none"> Automated Materials Handling system continues to work well and be well received by users Children’s program attendance up by 10% over last year

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		<ul style="list-style-type: none"> • 22 people attended new course on Microsoft Excel • Digital Shift By Appointment program launched to offer one-on-one computer help 	<ul style="list-style-type: none"> • N6 libraries negotiated consortium purchase of streaming video service and expanded e-audiobook collection; to launch in January
Organization & Operations	<ul style="list-style-type: none"> • York Info staff collected info on Christmas assistance programs for database 	<ul style="list-style-type: none"> • Library selected as Canadian pilot site for U. of Washington/Gates Foundation “Impact Survey” on digital literacy services; survey to begin in November. 	<ul style="list-style-type: none"> • Electrical re-wiring and installation of new router switches completed; some additional website downtime outside library hours • Staff training on CLASS program registration/room booking system begun; library will launch in January