



## Strategic Operations Report: November, 2019

	<b>Igniting Community Dialogue, Discovery and Debate</b>	<b>Leading a Learning Community</b>	<b>Readying our Capabilities</b>
<b>Collaborative Relationships</b>	<ul style="list-style-type: none"> <li>Discussions held on winding down York Info partnership; contingency plans in place</li> <li><i>Powerful tools for caregivers</i> program held with CHATS; 15 attendees per session</li> <li><i>Connecting Cultures</i> Indigenous film series screened <i>Indian Horse</i>; 22 attendees</li> </ul>	<ul style="list-style-type: none"> <li>316 people attended November 18 Cinemania screening; film titles for winter/spring 2020 announced</li> <li>Program on wills presented with bar association; 35 attendees</li> <li>Code Mobile presented HTML coding program; 13 attendees</li> <li>Hack Day coding event planned for December 7 in partnership with high school student</li> </ul>	<ul style="list-style-type: none"> <li>The Lendery soft launch to take place December 3; official launch planned for February 5</li> <li>First IT/Library steering committee meeting held</li> <li>Prep meetings for marketing realignment underway; target start date February 3</li> <li>Library registered for BookNet Canada project to share book sales and borrowing data to help make better buying decisions</li> </ul>
<b>Spaces</b>	<ul style="list-style-type: none"> <li>York Support Services Network began offering biweekly on-site crisis counselling</li> <li>Pop-up library held at Magna, hospital, Christmas market</li> </ul>	<ul style="list-style-type: none"> <li>Children's staff visited several schools, daycares, and the Welcome Centre</li> <li>New webpage on Community Display Spaces created</li> </ul>	<ul style="list-style-type: none"> <li>CEO met with Town staff regarding parking enforcement in lots next to library</li> <li>Sanitizing program being introduced to control infections and protect staff health</li> </ul>
<b>Positioning</b>	<ul style="list-style-type: none"> <li>Media covered library introduction of walk-in crisis counselling</li> </ul>	<ul style="list-style-type: none"> <li>Media covered library concerns re eBook restrictions, as well as new policy re kids' fines</li> </ul>	<ul style="list-style-type: none"> <li>Online ads promoting library e-services generating 0.26% click-throughs (industry average 0.05-0.09%)</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>50 Book Club Kits now available; booking software to be opened up for public to reserve in January</li> </ul>	<ul style="list-style-type: none"> <li>LEGO WeDo Robotics program held</li> </ul>	<ul style="list-style-type: none"> <li>Articulating arms for computers at service desks being introduced to allow staff to show screen to patrons for better customer service</li> </ul>

	<b>Igniting Community Dialogue, Discovery and Debate</b>	<b>Leading a Learning Community</b>	<b>Readying our Capabilities</b>
<b>Organization &amp; Operations</b>	<ul style="list-style-type: none"> <li>• Staff attended Parent-Child Mother Goose workshop at EarlyON Centre; PCMG program continues to be held at library as partnership</li> </ul>	<ul style="list-style-type: none"> <li>• Staff Development Day held; emphasis was on health &amp; safety and staff engagement</li> <li>• Staff completed updated WHMIS training</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability training held for staff corporate Visa card holders</li> <li>• Performance appraisals completed for all staff</li> <li>• New staff password protocol instituted for better security</li> </ul>