



Strategic Operations Report: October, 2019

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> • First two <i>Cultural Connections Indigenous</i> film/discussion programs successfully held • Library sponsoring Newmarket Historical Society Archival Project to help digitize local history documents for library users 	<ul style="list-style-type: none"> • 319 people attended Oct. 21 Cinemania screening of <i>The Public</i> • Working with local high school student on co-hosting a Hack Day coding event • Blogging with Wordpress program offered with the Codemobile • Programs with Alzheimer Society, Writers' Community of York Region, and Happy Little Artworks successful 	<ul style="list-style-type: none"> • Demo of the library's Ask NPL text system given to town customer service staff • Staff cataloguing items for the Lendery (including saws & kitchenware!) • Lendery waiver form integrated into borrowing system
Spaces	<ul style="list-style-type: none"> • York Support Services Network began offering biweekly on-site crisis counselling in library space; participation has been considerable 	<ul style="list-style-type: none"> • High school newcomer students made follow-up visit to library and were issued library cards • Library hosted part of the Newmarket Group of Artist Art Walk 	
Positioning	<ul style="list-style-type: none"> • Pop-up library done at hospital, Magna Centre, art show, town Halloween event 	<ul style="list-style-type: none"> • Daily Facebook posts on library services produced during Ontario Public Library Week • Library sponsoring Writers Community of York Region on their Bookshelf event in 2020 	<ul style="list-style-type: none"> • CanadaHelps donation form now embedded on library website instead of external link • Series of online ads promoting library e-services produced to run on yorkregion.com and affiliated sites through to end of year

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Resources	<ul style="list-style-type: none"> New book club kits in high demand; currently 75 reservations through to summer 2020 	<ul style="list-style-type: none"> Hoopla and Kanopy use continues to grow; Hoopla almost 15,000 borrows since 2017 launch World Mystery online book club is successful 	<ul style="list-style-type: none"> Staff working to improve monitoring of holds lists for eBooks so as to order more copies to shorten wait times One self-service return failed; repaired by vendor
Organization & Operations	<ul style="list-style-type: none"> Staff attended CAMH Customer Service De-escalation training 	<ul style="list-style-type: none"> Mohawk College LIT student completed placement 	<ul style="list-style-type: none"> CEO attended Nova Scotia library conference