



Strategic Operations Report: December, 2019 and January, 2020

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> • York Info partnership winding down; Findhelp taking over database; logo being removed from materials/website • 2 Connecting Cultures film series screenings had 15 and 24 attendees 	<ul style="list-style-type: none"> • Hack Day coding event in partnership with youth group had 9 participants • Make Your Own Kombucha program attracted 13 attendees • Powerful Tools for Caregivers program with CHATS had 15 attendees each week 	<ul style="list-style-type: none"> • The Lendery has seen 50 items loaned in the 2 months since soft launch
Spaces	<ul style="list-style-type: none"> • Meeting chairs replaced in Board Room • Walk-in Crisis Counselling saw 31 clients from Oct 16 to Jan 8 for an average of 4 per 4-hour shift 	<ul style="list-style-type: none"> • New equipment purchased for Maker Hub: 2 mobile 3D printers, t-shirt heat press, sewing + embroidery machine, a 2nd button maker, 3D pens for digital design; these replace the Digital Media Station which is at end of life • 	<ul style="list-style-type: none"> • New shelves installed in adult fiction to relieve overcrowding • Large CD display unit dismantled and will be discarded; music CDs no longer being purchased and remaining collection accommodated elsewhere
Positioning	<ul style="list-style-type: none"> • Volunteer Job Fair planned for March 28 with up to 12 nonprofits seeking volunteers participating 	<ul style="list-style-type: none"> • Teen Advisory Group members responded to 42 letters to Santa • Presentation made to Probus group about library online resources 	<ul style="list-style-type: none"> • The 2019 total of the “you saved \$” as printed on library checkout receipts was \$5.2 million; it is based on book purchase costs • Planning underway for library booth at 2020 Home & Lifestyle Show

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Resources	<ul style="list-style-type: none"> • Book club kit reservations from home offered starting in January using test software KitKeeper • 98 book club kits were out or reserved as of the end of the January • Hamilton Spectator newspaper requested historical Era articles from the library's microfilm 	<ul style="list-style-type: none"> • On-demand Tech Help launched; available Tuesday to Friday • Since the launch of Hoopla in early 2017, 2082 patrons have borrowed 16,377 unique titles; average of 65 new Hoopla users per month • In January on Kanopy there were 2414 visits to the platform and 350 films played • Overdrive eBook platform has added a Tech Support feature that patrons can access directly 	<ul style="list-style-type: none"> • New photo/film/slide scanner purchased for public use • Non-profit license for Google apps successfully applied for; used mainly for anti-spam for staff • Replacement tape machine purchased for IT backups; discussions ongoing on alignment with Town IT • Replacement phone notification server and software purchased (used for patron overdues and holds) • Articulating arms installed on all service desk PCs for better customer interaction
Organization & Operations	<ul style="list-style-type: none"> • Process underway to reassign responsibility for website to former York Info staff 	<ul style="list-style-type: none"> • Staff attended eLearning In Libraries symposium at Ryerson University 	<ul style="list-style-type: none"> • Drafting of Service Level Agreements on communications and HR begun; HR generalist assigned to library effective January • Several staff attended Ontario Library Assoc conference