



Strategic Operations Report: September, 2020

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> Virtual Classic Play Reading with Shadowpath Theatre debuted on Oct 1 with 20 participants Workshop with Writers Community of York Region had 11 online attendees 	<ul style="list-style-type: none"> Staff attended a webinar on diverse literature as part of the #ownvoices movement Virtual storytime visits to Welcome Centre begun; 18 children and parents attended first session Parent-Child Mother Goose program transitioned online; 14 attended first session 	<ul style="list-style-type: none"> Lighting in library requires replacement due to aging ballasts causing lights to fail in humid weather; working with Town as part of LED energy saving initiative
Spaces	<ul style="list-style-type: none"> Concierge desk for screening library visitors moved into lobby in preparation for cooler weather 	<ul style="list-style-type: none"> 4 online book club meetings per month continue; a 5th mystery club will begin soon In-library community displays resumed with displays on York Region Forestry, Franco-Ontarian Day 	<ul style="list-style-type: none"> Library Facility Attendant position made permanent after 2-year trial period
Positioning	<ul style="list-style-type: none"> Posts to social media promoting library programs reached over 10,000 people with over 1,000 engagements Articles on Shadowpath and kids' programs appeared in local media 	<ul style="list-style-type: none"> Remote Tech Help sessions continue to be steady 9 online programs held on how to access Online Library, social media, and maker topics 3D printing about to relaunch as a remote service 	<ul style="list-style-type: none"> Working on a revised online library card application process which will feature secure document transfer for ID purposes

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Resources	<ul style="list-style-type: none"> Homebound deliveries are slowly ramping up, but volunteers not yet re-engaged in the process 	<ul style="list-style-type: none"> PressReader online news/magazine service launched; so far 80 users have registered and read 652 unique publications, the most popular being The Toronto Star. Surplus book club sets donated by another library and added to our collection Children's Department answered 220 requests for assistance with choosing books 	<ul style="list-style-type: none"> Overdue notices and replacement cost bills have resumed but fines still not being charged New book supplies delayed due to COVID shutdown of library distributors; some items in demand ordered from retailer in the interim Wait lists for e-books continue to set records; additional copies ordered
Organization & Operations		<ul style="list-style-type: none"> Children's manager hosted virtual presentation about NPL for library technician college students 	<ul style="list-style-type: none"> Linda Peppiatt retired as Deputy CEO after 40 years of service Library investigating staff scheduling software for efficiency improvements