



Strategic Operations Report: October, 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 moving to monthly format after successful debut Library collaborating with Shadowpath on Theatre-Making 101 program for newcomers to create short plays Halloween storytelling program held online with local storyteller; 15 attendees 	<ul style="list-style-type: none"> Winter cycling program held in partnership with Markham Cycles Programs planned in partnership with Ontario Bar Assoc, Writers Community of York Region, Honsberger Physio and author Mike Drak. Welcome Centre and Ontario Early Years partner storytime programs have transitioned to online format; total of 82 participants in October. 	<ul style="list-style-type: none"> Discussions held on renewing Library-Town IT alignment agreement and on joint capital plans for coming year Skilled trades program for youth planned for Nov 25 in partnership with Skills Ontario
Spaces	<ul style="list-style-type: none"> Quote process underway to replace projection systems in meeting rooms 	<ul style="list-style-type: none"> Purchases underway for “sneeze guard” dividers for public study and meeting spaces 	<ul style="list-style-type: none"> Cubicle dividers erected to provide more space to physically distance workspaces
Positioning	<ul style="list-style-type: none"> Social media posts reached over 11,000 people and garnered over 1000 engagements Article on virtual play reading featured on 2 local media sites 	<ul style="list-style-type: none"> Virtual program expansion led to library adding a third Zoom account, including a webinar option 	<ul style="list-style-type: none"> Secure online library card application process launched to coincide with Ontario Public Library Week; 60 applications on the first weekend
Resources	<ul style="list-style-type: none"> Homebound service continues to operate without the use of volunteers to deliver books; 30 registered 	<ul style="list-style-type: none"> Staff did 23 remote Tech Help sessions and ran 9 online tech programs in October Virtual 3D printing service launched; 	<ul style="list-style-type: none"> New PressReader online service had almost 25,000 articles opened in October. Staff gathering quotes for replacement of

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	<p>clients, 18 deliveries in October.</p> <ul style="list-style-type: none"> • Staff working on a potential Homework Help program utilizing volunteers • Staff continued to run four book club meetings over Zoom each month. 	<p>patrons can e-mail files for pickup later</p> <ul style="list-style-type: none"> • Advanced Readers Book Club for children attracting new participants for online format • Children’s STEAM storytime launched; 46 participants in October. 	<p>meeting room projectors and wiring</p> <ul style="list-style-type: none"> • Demand for while-you-wait book retrieval continues to increase; 241 requests in children’s area alone.
Organization & Operations	<ul style="list-style-type: none"> • Due to current 11am opening, Library to remain closed on Dec 24 and 31 rather than normal morning-only opening 	<ul style="list-style-type: none"> • Library hosting library technician student placement for a current part-time employee 	<ul style="list-style-type: none"> • Staff scheduling software vendor chosen and will begin before end of year • Security guard contract has ended • Strategic Projects Officer contract renewed for additional year