

## Strategic Operations Report: March, 2021

	<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>• First Ancestral Voice program with Antonio Michael Downing was a success with 34 attendees</li> <li>• Increased interest from community organizations interested in learning more about how book clubs operate and about our resources for their own book clubs</li> </ul>	<ul style="list-style-type: none"> <li>• Attendees for programs in partnership with Shadowpath – Reading Club monthly series (27); Theatre-Making 101 workshops (27)</li> <li>• 45 attendees for Exploring the Birds of Ontario II</li> <li>• 7 attendees for the Welcome Centre story time session</li> <li>• In partnership with local accounting firm, facilitated income tax return assistance for low income residents (32)</li> </ul>	<ul style="list-style-type: none"> <li>• Ontario Parks passes are circulating and have holds pending</li> <li>• More staff began customer service training presented by the Town's customer service supervisor.</li> <li>• Planning future workshops with Scientists in Schools (science education non-profit) Workshops are made possible through a donation of The Natural Sciences and Engineering Research Council of Canada (NSERC)</li> </ul>
<b>Spaces</b>			<ul style="list-style-type: none"> <li>• Library was limited to curbside service until mid-March. Increased service for a limited number of customers permitted inside building for holds pickup, and computer use for 2 weeks only, until tighter restrictions resumed</li> </ul>
<b>Positioning</b>	<ul style="list-style-type: none"> <li>• Social media posts continue to do well in spreading library news</li> </ul>	<ul style="list-style-type: none"> <li>• Staff tested Brainfuse, an online academic and career help service which includes access to live tutors and coaches</li> </ul>	<ul style="list-style-type: none"> <li>• Systems staff performed set-up/take down of staff workstations and lobby work station to accommodate changes in service.</li> </ul>

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<b>Resources</b>	<ul style="list-style-type: none"> <li>• 47 attended the STEAM sessions for older children</li> <li>• Marketing and Communications Coordinator wrote copy and designed graphics to promote 15 programs via the library's social media including – Ancestral Voices Author Series and April Break programs: Virtual Pet Show &amp; Tell; May The Force Be With You; Mad Science; Virtual Scavenger Hunt; Virtual Wheel of Fortune; Walking Water: Let's Grow A Rainbow</li> </ul>	<ul style="list-style-type: none"> <li>• New user sign-ups for Overdrive (71), for Hoopla (28)</li> <li>• 216 plays on Kanopy</li> <li>• Adult Services held five book club zoom meetings</li> <li>• Digital/Maker programs attendance (total of 19) for How to use sessions for eBooks, eVideo eAudiobooks, Digital Magazines, Pressreader; Intros to 3D printing, Online library, Zoom, Painting, Drawing, Knitting Circle, Beading circle and Button design. Attendance totaled 8 for volunteering with Mercy Ships and Online job search &amp; interviewing for young adults</li> <li>• 27 virtual Reading Buddies sessions were held</li> <li>• 7 attendees for the Advanced Readers' Book Club</li> </ul>	<ul style="list-style-type: none"> <li>• Bestsellers lists for fiction and non-fiction for the Spring/Summer season now on our website</li> <li>• Contributed library content to the Town's HomeSweetHome webpage and the Seniors Centre newsletter</li> <li>• Article ran on Newmarket Today's website and The Era's yorkregion.com website: Newmarket Library, Indigenous consultant partner to launch author series exploring diversity</li> <li>• With Town HR reviewed text of all website forms for neutral, politically correct wording</li> <li>• To address need for greater access/info on how to get vaccinated, developed program for an April start How To Register For Your COVID Vaccine</li> </ul>
<b>Organization &amp; Operations</b>	<ul style="list-style-type: none"> <li>• Staff registered for Public Programming in the Pandemic, a 3-week certificate program delivered through Library Journal</li> </ul>	<ul style="list-style-type: none"> <li>• Staff attended sessions of the Innovative Users Group (IUG) conference for learning related to use of our Integrated Library System (ILS) which manages our catalogue and database of cardholders</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing services planning/strategizing about adjusted services and procedures during limited services</li> <li>• Met with Town HR regarding work-from-home accommodations</li> <li>• Community Engagement Librarian advised of resignation effective late April.</li> </ul>