

STRATEGIC OPERATIONS REPORT: NOVEMBER, 2015

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> October IdeaMarket held on cyberbullying; attendance disappointing Library knitting club participating in Chase The Chill charitable knitting drive 	<ul style="list-style-type: none"> Library Settlement Partnership discussed needs of potential Syrian refugees settling in the region; York Info ensuring immigrant services information up to date ESL conversation circle being discontinued due to low participation Financial literacy program on estate planning attracted a record 55 participants Staff discussing possible cooperative programs with FIRST Lego League 	<ul style="list-style-type: none"> Library arranging annual low-income tax clinics with volunteer accountants for 2016
Spaces	<ul style="list-style-type: none"> Two more plaques featuring past IdeaMarket programs created for multi-purpose room gallery display 	<ul style="list-style-type: none"> New window installed in storage room being converted into Maker Hub; staff being trained on media station and vinyl cutter 	<ul style="list-style-type: none"> Reupholstering of older wood-frame chairs being discussed with vendor Green Reads continues to earn average of \$30 per month; donations have made it self-sustaining since October
Positioning	<ul style="list-style-type: none"> Pop-up library held at Christmas Farmer's Market; contact with 159 residents 	<ul style="list-style-type: none"> Article for The Era on the developing Maker Hub drafted and submitted 	<ul style="list-style-type: none"> NPL News email newsletter generated 1,731 opens (48%), and a total of 357 clickthroughs; within 2 days of sending 24 people signed up for estate planning program
Resources	<ul style="list-style-type: none"> Teen Advisory Group working on Letter to Santa program 	<ul style="list-style-type: none"> Program to create personalized 3D printer holiday ornaments launched 78 3D jobs completed Library hosted well-received 3D printer program for homeschooler group Job seekers and newcomers to Canada examples of attendees to computer classes Computers 201 class piloted as follow-up to successful Computers 101 	<ul style="list-style-type: none"> Library adding new French eBook service (Archambault) in 2016 through provincial consortium purchase Plans underway to apply for Canada Summer Jobs grant for Digital Content Creator position
Organization & Operations	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Staff presented on NPL's maker programs at OLA's Child & Youth Expo Staff attended eLearning Symposium at University of Toronto iSchool 	<ul style="list-style-type: none"> CEO participated in advocacy with provincial government at OLA Library Day event at Queen's Park Staff attended Handling Difficult Conversations training at Town of Newmarket