



C.E.O. MONITORING REPORT June 2020

FINANCIAL CONDITION:

- For 2020, the Public Library Operating Grant will not be attached to the completion of the Annual Survey. The PLOG funds will be transferred in the summer as opposed to the ordinary November/December timeline.
- At Perth South's request, SPL and the other contracting libraries submitted reports on their pandemic operations/activities for the June 16th council meeting. No response has been received with respect to Perth South's 2020 contract for Library services.
- Financial expenses and revenues are within adjusted 2020 parameters. Some additional expenditures associated with the pandemic have been incurred (extra cleaning supplies, paper bags for curbside pickup) however these have been offset by cost reductions in other areas.

FOR YOUR INFORMATION:

- A copy of the Library's most recent report to City Council is included in this package; it contains a complete, updated list of the activities that have been undertaken by the Library during the pandemic, as well as a summary of the major statistical indicators of use during the first three months of closure.
- Curbside Service
 - During the weeks of June 8th and 16th, curbside pickup/drop box service was offered on Tues/Thurs/Sat, for a total of 12 hours per week. Over 100 items were checked out for each open hour.
 - Effective the week of June 23rd, curbside service was expanded to 18 hours per week, on the same Tues/Thurs/Sat schedule. This represents 29% of our regular service hours. Over 90 checkouts occurred per hour.
 - The Library will soon be able to open the dropbox for 24/7 service while maintaining quarantine protocols. Space and staffing have been the limiting factors for the backlog of over 10,000 outstanding items, however a considerable number have now been returned and this service will soon be manageable.



- ConnectedCommunity: At the moment we have fulfilled 4 requests through the donation program. The Talking Circle had 6 devices donated specifically for them via the Huron-Perth health Unit after registering with and using our distribution system.
 - 11 possible wifi connections (pending confirmation from Rhyzome)
 - 4 wifi connections not possible but sought
 - 6 confirmed wifi connections
 - There are 14 people currently wanting laptops
 - We have had 21 devices donated, but about 1/3 were unusable and have been recycled. The others have been functional but do not meet the needs of the registrants (who have cell phones). We are in need of PC laptops and have changed the advertising to reflect this.

- Borrow the Internet: no response has been received on the request for funding from the Community Foundation. Staff will reassess the viability of the program in the existing and future budget.

- In collaboration with the City's Chief Building Official, the Library will be proceeding with a grant application which would access Federal funds for accessibility used to renovate the Library's washrooms and create accessible washrooms. The current design would include a barrier-free option. If the application is successful, construction would take place in 2021/22.

STRATEGIC ACTIVITIES

- Strategic Plan:
 - SPL:
 - The following projects are currently paused due to the workload associated with the pandemic:
 - Space Needs Analysis Study
 - Future MakerSpace expansion
 - Internal assessment of resource allocation



- PCIN:
 - PCIN will shortly have all 5 CEO positions filled; however, the CEO of West Perth has announced her retirement, which will take place in September.
- CEO's activities:
 - Continuing with Economic Response and Recovery Task Force and City Initiatives committees.

Prepared by J. Merritt, July 3rd, 2020



VOUCHERS JUNE 1 - JULY 2, 2020

Administration

Library Bound	Books, CDs	9,446.10
Library Services Centre	Books, CDs	1,326.14
Kanopy	Electronic Media	722.00
Overdrive	Eaudio	6,396.26
Global Industrials	Office Supplies	253.11
Vista Radio	Advertising	854.28
Drache Aptowitzer	Legal	3,233.50
Kitchener Public Library	Contractor	1,734.71
Rhizome	Internet	565.00
City of Stratford	Internet	401.61
Uline	Office Supplies	482.97
Quadro	Equipment Purchase	375.16
Ebsco Canada	Periodicals	5,159.03

TOTAL \$ 30,949.87

Building

Culligan	Building	28.32
B&C Landscape	Building	226.00
Stonetown Supply	Building	85.98
Ideal Supply	Building	199.34
Swish	Building	52.77

TOTAL \$ 592.41

Capital

TOTAL \$ -

GRAND TOTAL \$ 31,542.28

Stratford Public Library - Year to Date Financials			
		Year to Date	
	2020 Budget	June 30	50%
Administration			
Revenue Total	-234,260	-8,921	
Expenditure Total	2,687,070	1,266,731	
Net Total	2,452,810	1,257,811	51%
Board			
Revenue Total	-	-	
Expenditure Total	6,000	1,638	
Net Total	6,000	1,638	27%
Programs			
Revenue Total	-	-	
Expenditure Total	12,000	849	
Net Total	12,000	849	7%
Building			
Revenue Total	-	-	
Expenditure Total	25,200	8,681	
Net Total	25,200	8,681	34%
PCIN			
Revenue Total	-212,120	-	
Expenditure Total	212,120	68,026	
Net Total	-	68,026	
transfer to reserve	5,000		
transfer to reserve	4,690		
grand total revenue	-446,380	-8,921	
grand total expenditure	2,952,080	1,345,926	
grand net worth	2,505,700	1,337,005	53%
Capital - Collections			
Revenue Total			
Expenditure Total	246,000	84,430	
Net Total	246,000	84,430	34%
Capital - Projects			
Revenue Total			
Expenditure Total	50,000	-	
Net Total	50,000	-	0%



Report to: City of Stratford Council
Meeting Date: June 22, 2020
From: Julia Merritt, CEO
Subject: Impacts/Changes to Service Related to COVID-19

On Friday March 13th, Stratford Public Library closed to the public. The book drop was closed and due dates were extended; fines are not accumulating during this time.

Following closure, staff immediately redeployed to begin the work of transitioning Library services to online platforms in order to support the community in anticipation of an extended pandemic timeframe. Below is a summary of SPL's service responses to the physical closure of the Library:

- 3D printing medical PPE – face shield headbands, ear savers, mask extenders
- Askspl email and telephone reference: account management provided remotely
- Boosting digital collections, with promotions and marketing budget
- Catalogue: loading new digital records, improving searchability
- City of Stratford Economic Response and Recovery Task Force participation: research to support new initiatives and the implementation of best practices by City businesses
- ConnectedCommunity: new project to connect people in need with donated devices and free wifi from Rhyzome Networks. In partnership with United Way, GOTECH, Local Community Food Centre, Rhyzome Networks.
- Curated online content: social media, Bibliocommons lists of links, activities, and important medical and community communications
- Digital collections: 24/7 FREE Books/Audiobooks, Videos, Magazines, Research Databases, Educational Courses
- Links on website checked and added to with new content
- Online card registration implemented
- Orange Boy email marketing initiated
- Pints & Pages, on Zoom; additional adult and teen programs to follow
- Summer Reading programming launching for all ages with “Beanstack” app



- United Way “Huron-Perth Covid-19 Resource Group” FB page: providing information services and moderation for 60+ hours per week (concluded June 15th)
- United Way - Social Research and Planning Council survey administration
- Virtual children’s storytimes, maker videos for youth
- Wifi continuously available at the Library, for use in the parking lot/garden

As of Tuesday, June 9th, SPL opened for limited curbside pickup. Customers are able to place holds using the telephone or online account service, and may return their items to the drop box as well. Perth County Information Network has resumed its courier service and the other 4 libraries are providing curbside pickup as well, so that the full collection is available to the entire county.

When possible, the Library will expand its curbside service and prepare for additional physical services in step with the Province’s phased re-opening strategy and the rest of the Perth County information Network. Public access to the building will be contingent on the ability to safely maintain physical distancing protocols within the confines of the building.

Digital Statistical Outputs, March – May

- **238 new cardholders using online registration, hundreds of expired card renewals**
- **Children’s interactive ebooks platform usage up 400+%**
- **Adult ebook usage up 50+%**
- **Digital magazine usage up 200+%**
- **Online educational course usage up 250+%**
- **Program video views (storytime, maker meetups): 16,038**
- **Social media reach (Facebook and Twitter): 470,000+**

First Week of Curbside Pickup, June 9/11/13

- **1291 checkouts in 12 hours**
- **5600 holds placed, June 1st-13th**