



Branch Services Report June and July 2019

1. OPERATIONS

- a. **Staff Development Day:** The annual Staff Development Day has been scheduled for Monday, October 28 from 9:00 am - 1:00 pm, followed by lunch. This system-wide professional development requires closing seven branches that are ordinarily open on Mondays (Chesley, Kincardine, Lion's Head, Port Elgin, Sauble, Tiverton and Wiarton). Ample notice will be provided through print and social media to minimize the impact to our patrons.

This training day will focus on inclusion and diversity. Libraries have a responsibility to foster social inclusion and contribute to a culture that recognizes diversity. The focus meets our strategic commitment to engage, educate and develop staff.

- b. **BCPL Business Perks Program:** Interim Director Grace Dawson has suggested implementing a Business Perks Program during Canadian Library Month in October. Leaning on her expertise, we have reached out to Chambers of Commerce throughout Bruce County to investigate building partnerships with them to offer this unique program. Local businesses would offer a discount or incentive of their choosing when customers show their Bruce County Public Library card. This innovative program will raise the profile of BCPL within our communities while promoting local businesses. It also ties in with Small Business Week which runs October 20-26, 2019.

2. STAFF TRAINING AND DEVELOPMENT

- a. **Loyalist Training:** In June, Supervisors Cassie Wood and Michaela Posthumus completed their Loyalist Training. This involved significant engagement in learning and resulted in a solid foundation in managing effectively in a municipal environment. Assistant Director Brooke McLean attended the Essentials of Financial Management and Local Government with these Supervisors in June.
- b. **Taking the Classroom Outside:** Library Clerk Maryanne McMillan attended this workshop hosted by Bruce County Human Services at Saugeen Bluffs Conservation on June 13. The program focused on how to engage children with the natural environment by exploring the outdoors and experiencing nature through the seasons. Maryanne will share what she learned with the Program Committee so that other



library staff can benefit as well. The program was especially timely as the TD Summer Reading Club theme this year is “Natural World.”

3. INTEGRATED LIBRARY SYSTEM (ILS) AND IT SERVICES

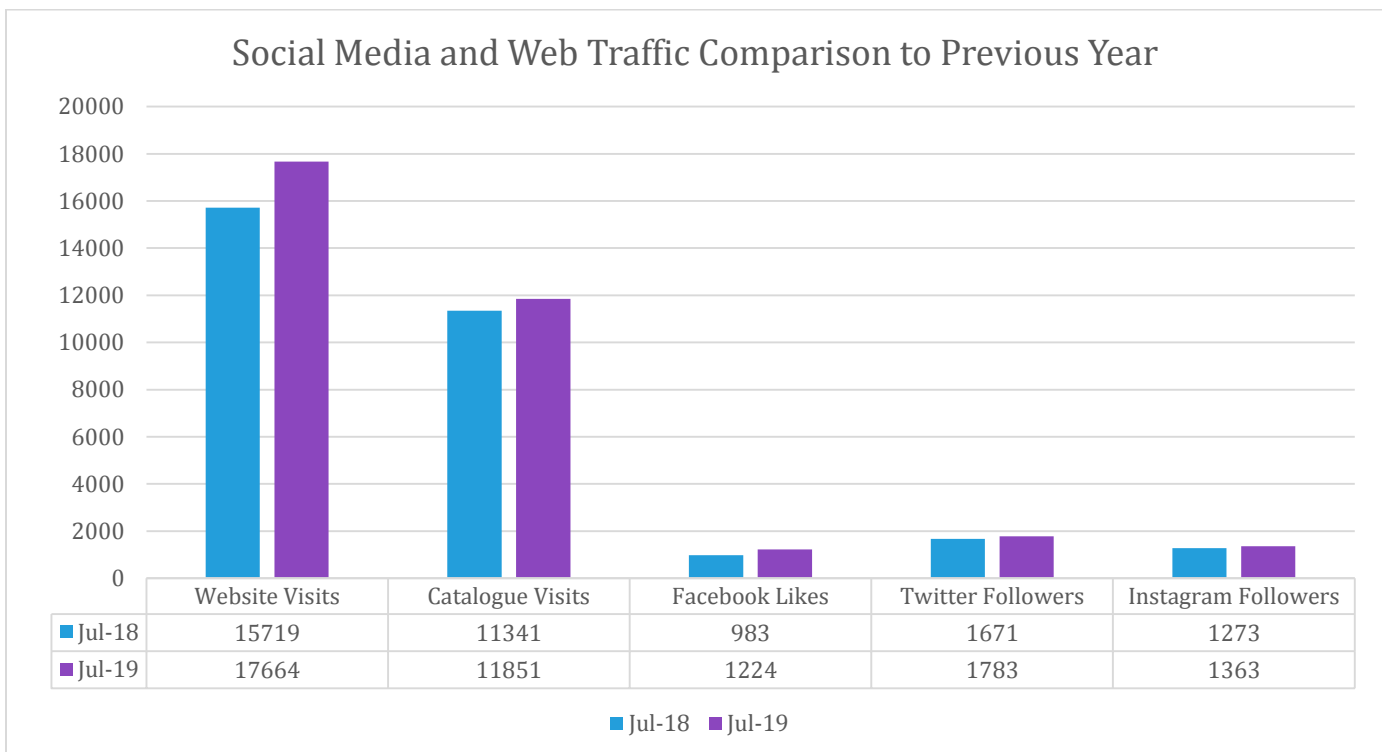
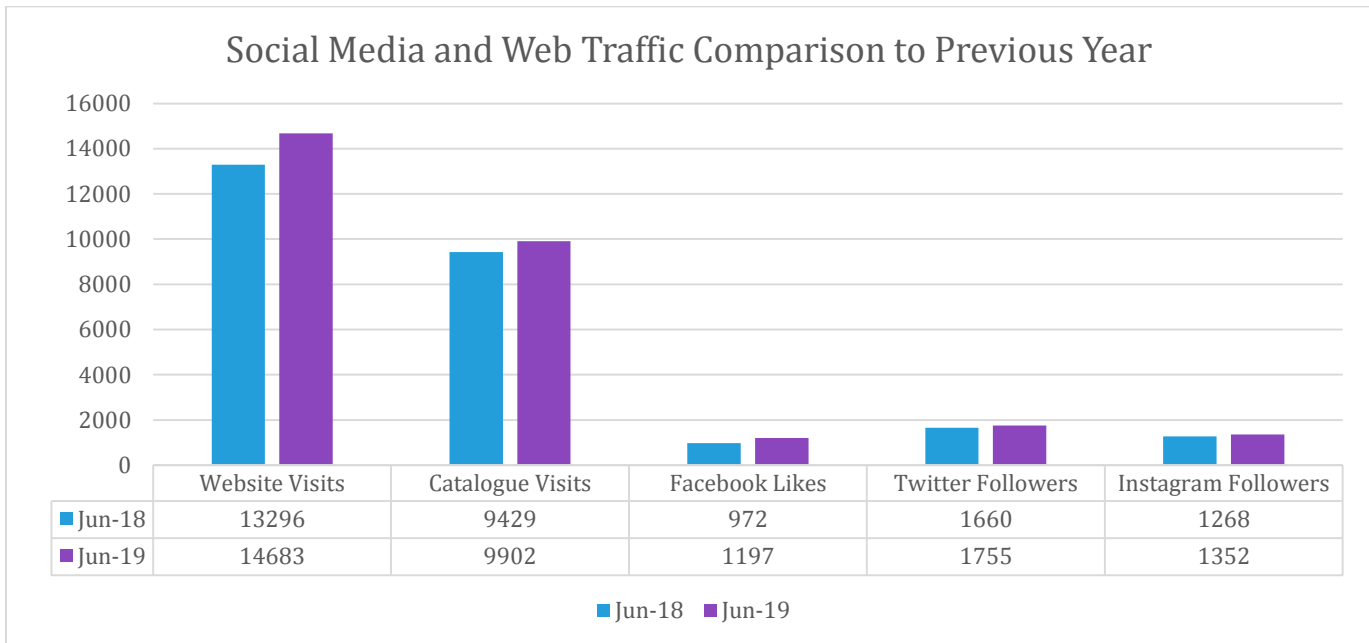
- a. **BCPL Mobile:** The initial development stage is underway, and feedback has been provided to the app developer regarding some necessary improvements. Once these identified issues have been addressed, we will begin testing the app.
- b. **Catalogue Maintenance:** Annual catalogue maintenance is underway and will be completed by the end of August. This clean-up ensures accurate billing of support fees to the Ontario Library Consortium. It is based on the number of active cardholders and bibliographic records.

4. FRIENDS OF THE LIBRARY GROUPS

- a. **Annual General Meetings:** Assistant Director Brooke McLean attended the Annual Meeting of the Friends of the Port Elgin Library. The Wiarton Friends of the Library also held their Annual General Meeting. The minutes of both are attached for information.
- b. **Lion’s Head Friends of the Library:** Isla Carmichael of the Lion’s Head Friends of the Library requested assistance creating an email network for all Friends of Bruce County Public Libraries. Other Friends groups have confirmed their interest as well. Digital Services Coordinator Jeremy Clark is investigating options to meet their needs.

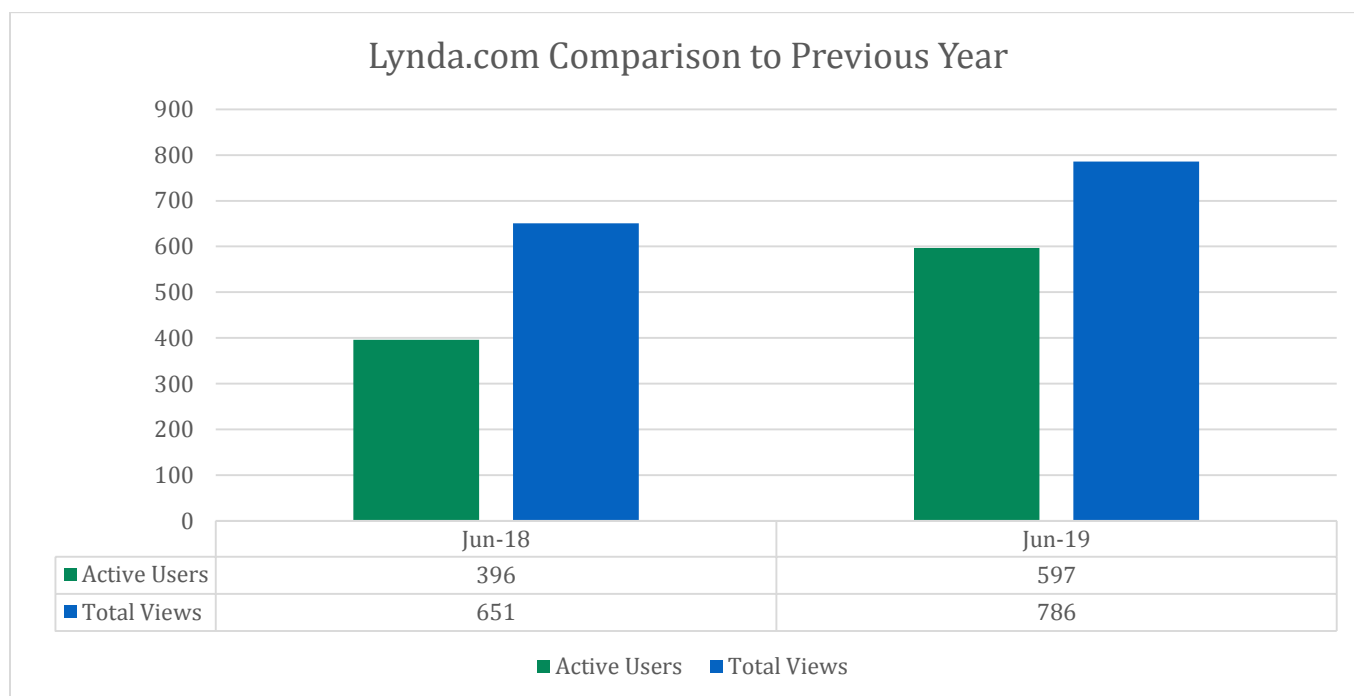
5. STATISTICAL REPORTS

- a. Stephen Wood, Communications Coordinator, provides web and social media statistics.



b. Lynda.com

Lynda.com is the library's online training database. It offers our members the ability to acquire skills in design, business, photography, and more.

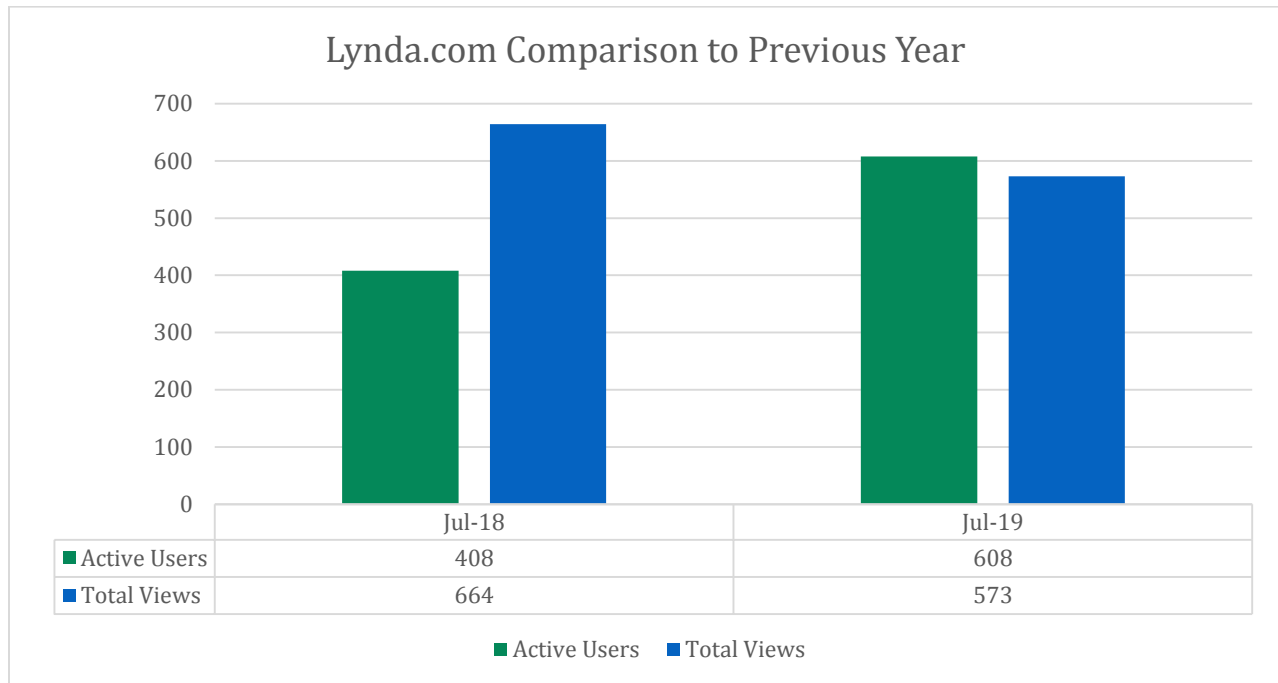


For **June** a total of:

- 47 hours and 40 minutes of video were viewed
- 10 courses have been completed
- 8% of registered users have logged in

The top 5 courses combined for **June**:

1. InDesign CC 2019 Essential Training
2. The Practicing Photographer
3. Crystal Reports 2016 Essential Training
4. Word Essential Training (Office 365)
5. React: Building Progressive Web Apps



For **July** a total of:

- 39 hours of video were viewed
- 5 courses have been completed
- 7% of users have logged in

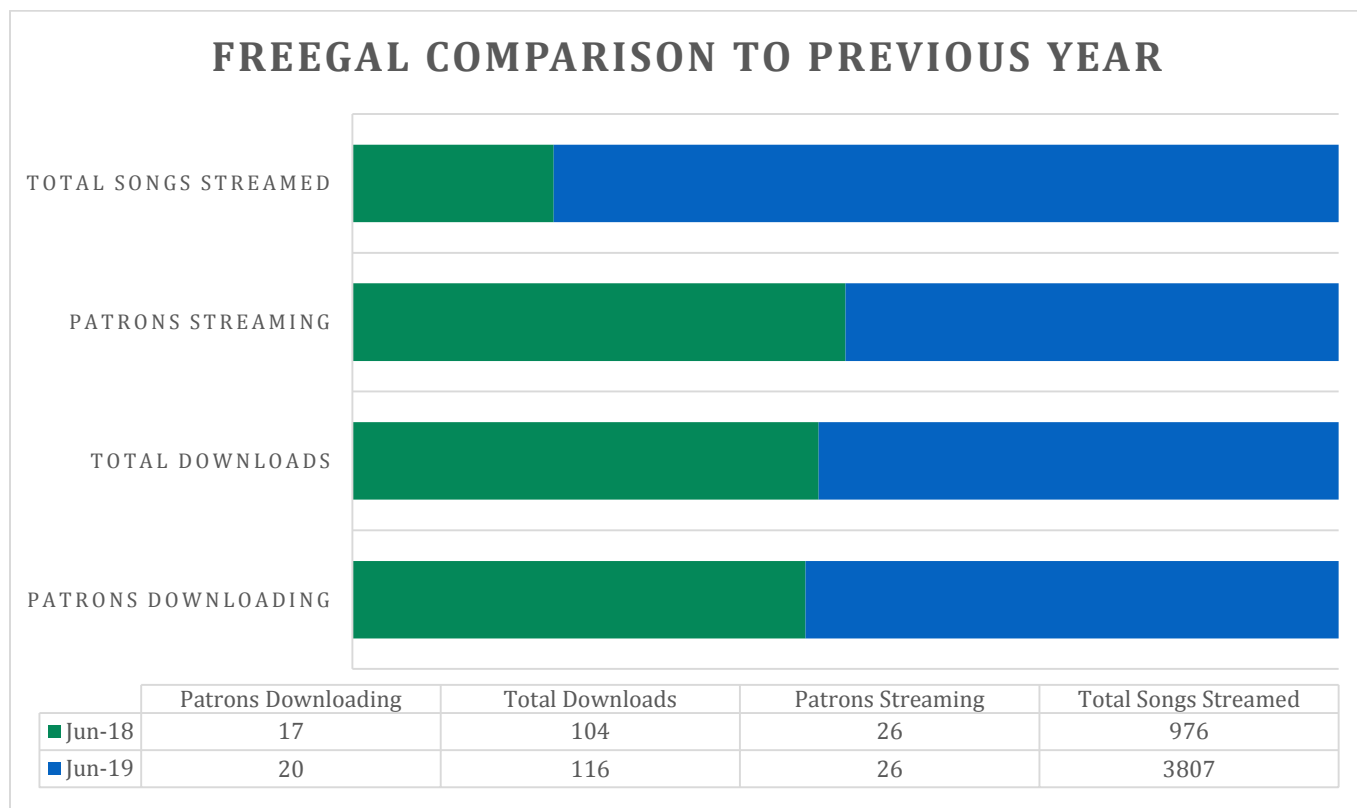
The top 5 courses combined for **July**:

1. Learning Rhino for Mac
2. Silhouette Photography
3. Excel 2016 Essential Training
4. Swift 5 Essential Training
5. Portrait Photography



c. Freegal

In January 2018, Bruce County Public Library started offering a music streaming/download service called Freegal.



Top 3 Downloaded Genres in June:

1. Pop - 42 songs downloaded
2. County - 20 songs downloaded
3. Rock - 20 songs downloaded

Top 3 Streamed Genres in June:

1. Soundtracks - 1219 songs streamed
2. New Age - 647 songs streamed
3. Pop - 394 songs streamed

FREEGAL COMPARISON TO PREVIOUS YEAR



	Patrons Downloading	Total Downloads	Patrons Streaming	Total Songs Streamed
■ Jul-18	9	71	16	797
■ Jul-19	13	110	27	2327

Top 3 Downloaded Genres in July:

1. Pop - 50 songs downloaded
2. Rock - 16 songs downloaded
3. Country - 11 songs downloaded

Top 3 Streamed Genres in July:

1. Soundtracks/Musicals - 638 songs streamed
2. Rock - 296 songs streamed
3. Pop - 281 songs streamed



d. Overdrive

Bruce County Public Library provides access to eBooks and eAudiobooks through Overdrive.

