



## **Branch Services Report October 2019**

### **1. OPERATIONS**

- a. **Business Perks:** The Business Perks program came together in September through the efforts of Program Coordinator Nancy Kuhl and Communications Coordinator Stephen Wood. Working on tight deadlines, they ensured customized posters were distributed to the participating Chambers of Commerce. Stephen is cross-promoting this program on social media with the local Chambers, and I joined Kimberley Inniss-Petersen, Executive Director of the Saugeen Shores Chamber of Commerce, to record a podcast for the Shore Report about this initiative.
- b. **Staff Development Day:** This is the one day a year that staff members from all 17 branches and library headquarters have an opportunity for team building, training, socializing, and fun! Branches have posted signs notifying the public about the upcoming closure on Monday, October 28 for Staff Development Day. Communications Coordinator Stephen Wood will also communicate this closure through our online media channels.

### **2. STAFF TRAINING AND DEVELOPMENT**

- a. **Ontario Library Consortium (OLC) Annual General Meeting:** I attended the AGM and regular meetings of the OLC. A representative from SirsiDynix was in attendance to share updates and receive feedback on products currently used by the Consortium, including BlueCloud Mobile.
- b. **Administrators of Rural Urban Municipalities of Ontario (ARUPLO):** I also attended the regular and AGM meetings of ARUPLO. This was an excellent learning and networking opportunity with library colleagues from across the province. In addition to the Administrators' meetings, ARUPLO offers an intensive training program for front-line library staff. This year, Alycia Tedford from our Port Elgin/Southampton branches attended. Nicole finishing up her last year of her term as Treasurer for the ARUPLO group.
- c. **Health and Safety Training:** Supervisors Kathryn Hauck and Michaela Posthumus attended the required Health and Safety training provided by Bruce County. The remaining Supervisors and I will attend future sessions.
- d. **First Aid Training:** Several staff members attended First Aid Training in September.



### 3. INTEGRATED LIBRARY SYSTEM (ILS) AND IT SERVICES

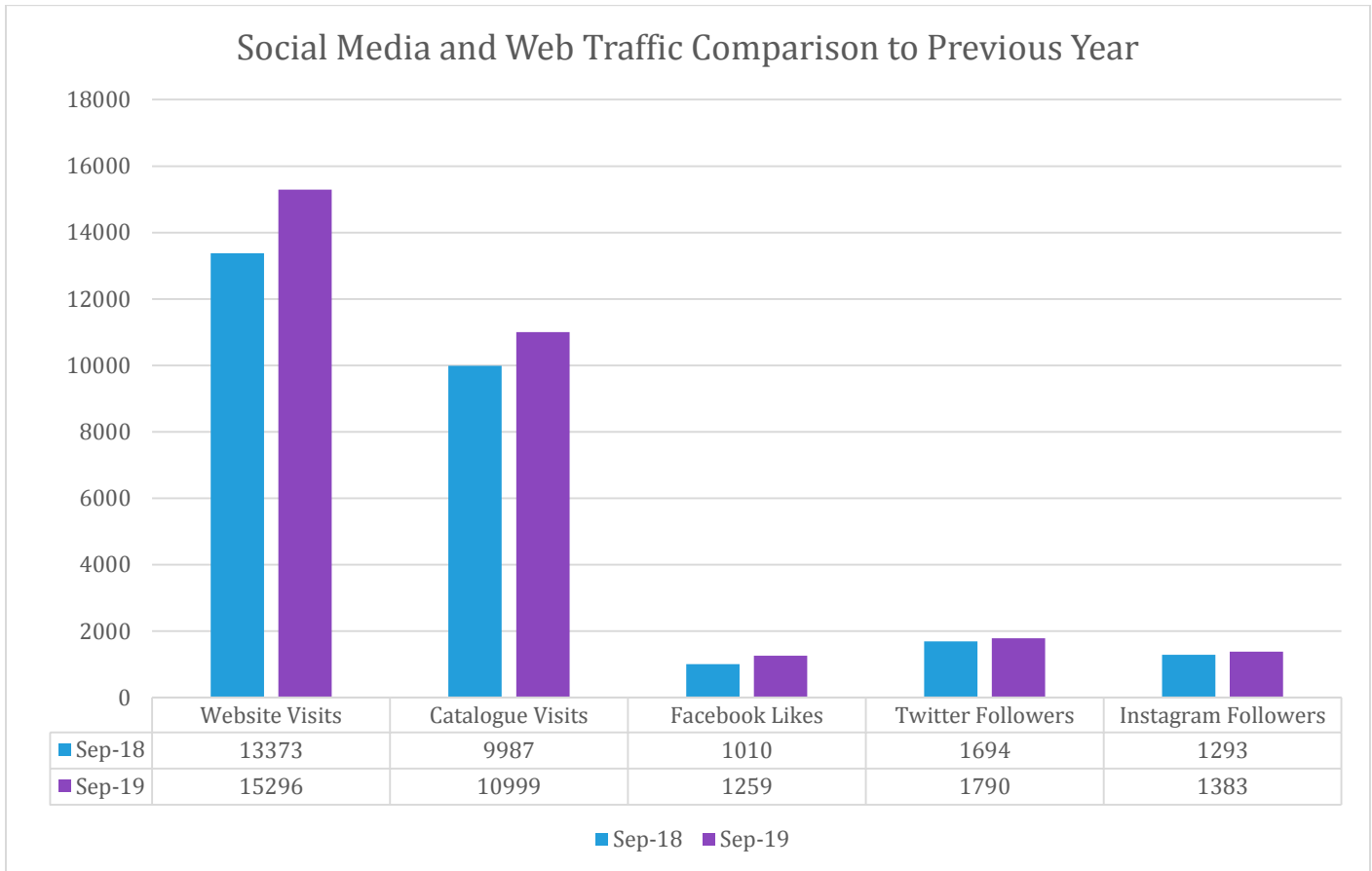
- a. **BC Mobile App:** Staff have begun testing the BC Mobile App and will be providing their feedback over the next few weeks.

### 4. FRIENDS OF THE LIBRARY GROUPS

- a. **Warton Friends of the Library:** It is with regret that the Warton Friends of the Library has decided to disband. This group formed in 1985 and has been a great support to the Warton Branch for nearly 35 years. Bruce County Public Library appreciates their long-standing support.
- b. **Lion's Head Friends of the Library:** This new group is actively advocating for a new Lion's Head Branch. They have been in contact with the Director and Assistant Director and have spoken to the Council of the Municipality of Northern Bruce Peninsula about the need for additional space to provide adequate services and programming for the community.

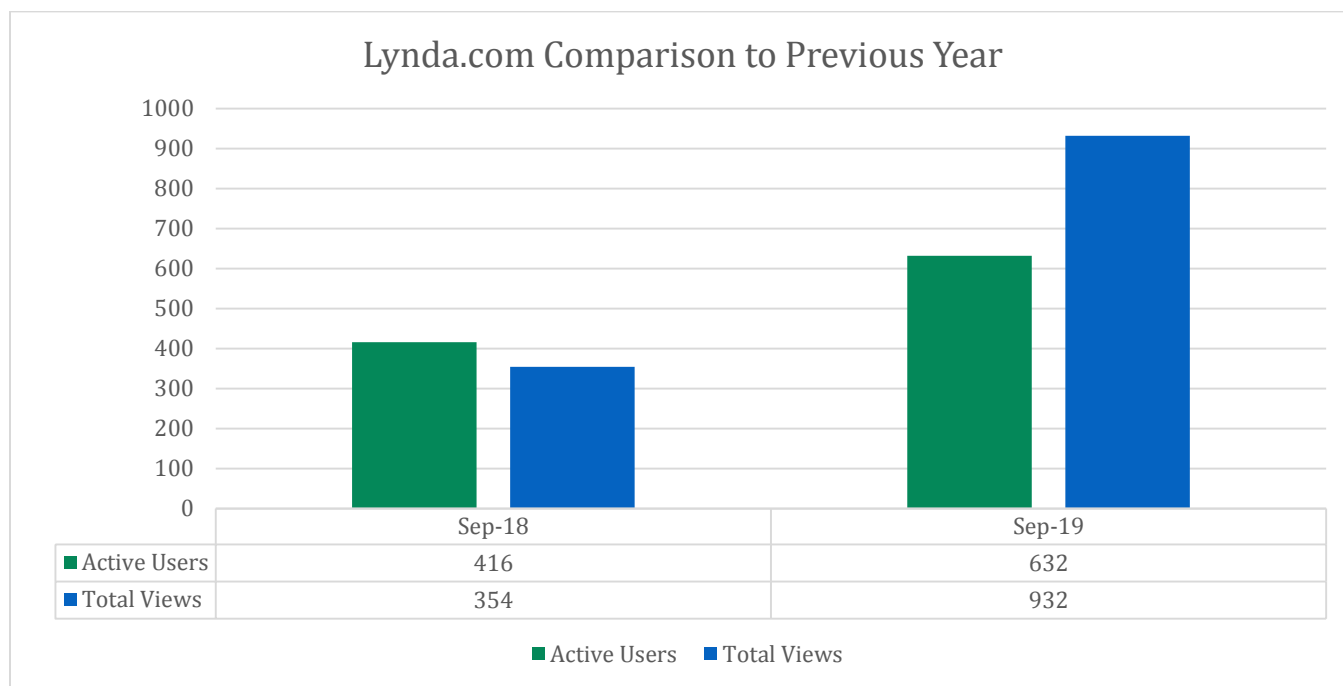
## 5. STATISTICAL REPORTS

- 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 **September** a total of:

- Nearly 55 hours of video were viewed
- 15 courses have been completed
- 8% of registered users have logged in

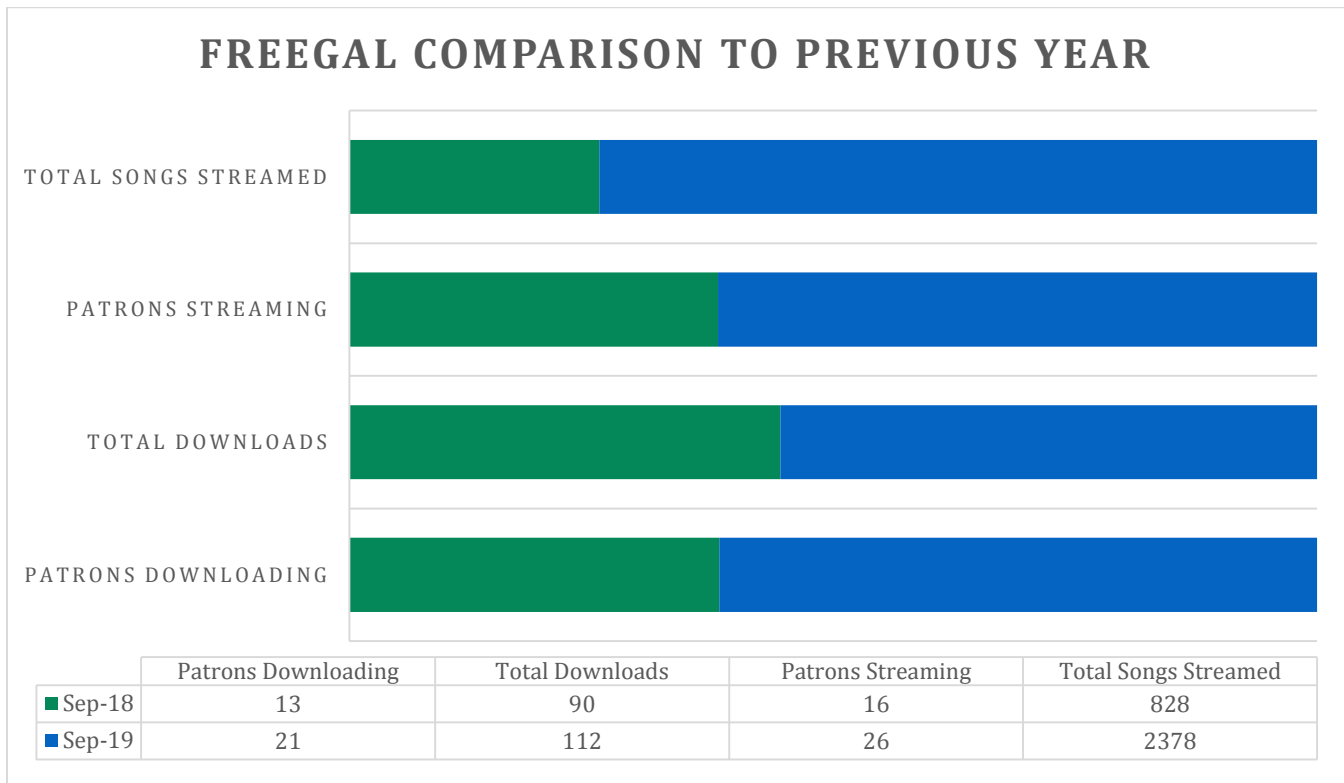
The top 5 courses combined for **September**:

1. Programming for Non-Programmers
2. Quickbooks Pro 2017 Essential Training
3. Excel 2013 Essential Training
4. Creating a First Website in Dreamweaver
5. Portrait Photography: Sports Portraits



### c. Freegal

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



#### Top 3 Downloaded Genres in September:

1. Rock - 39 songs downloaded
2. Pop - 23 songs downloaded
3. Soundtracks - 7 songs downloaded

#### Top 3 Streamed Genres in September:

1. Rock - 444 songs streamed
2. Soundtracks/Musicals - 321 songs streamed
3. Pop - 270 songs streamed



#### d. Overdrive

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

