

AURORA PUBLIC LIBRARY

Budget Plan 2020 -2022



About Aurora Public Library

Aurora Public Library supports innovative technology, vibrant literary and cultural experiences, multi-discipline online learning, newcomer initiatives, access to digital collections and collaborations with community organizations to assist them in realizing their objectives.



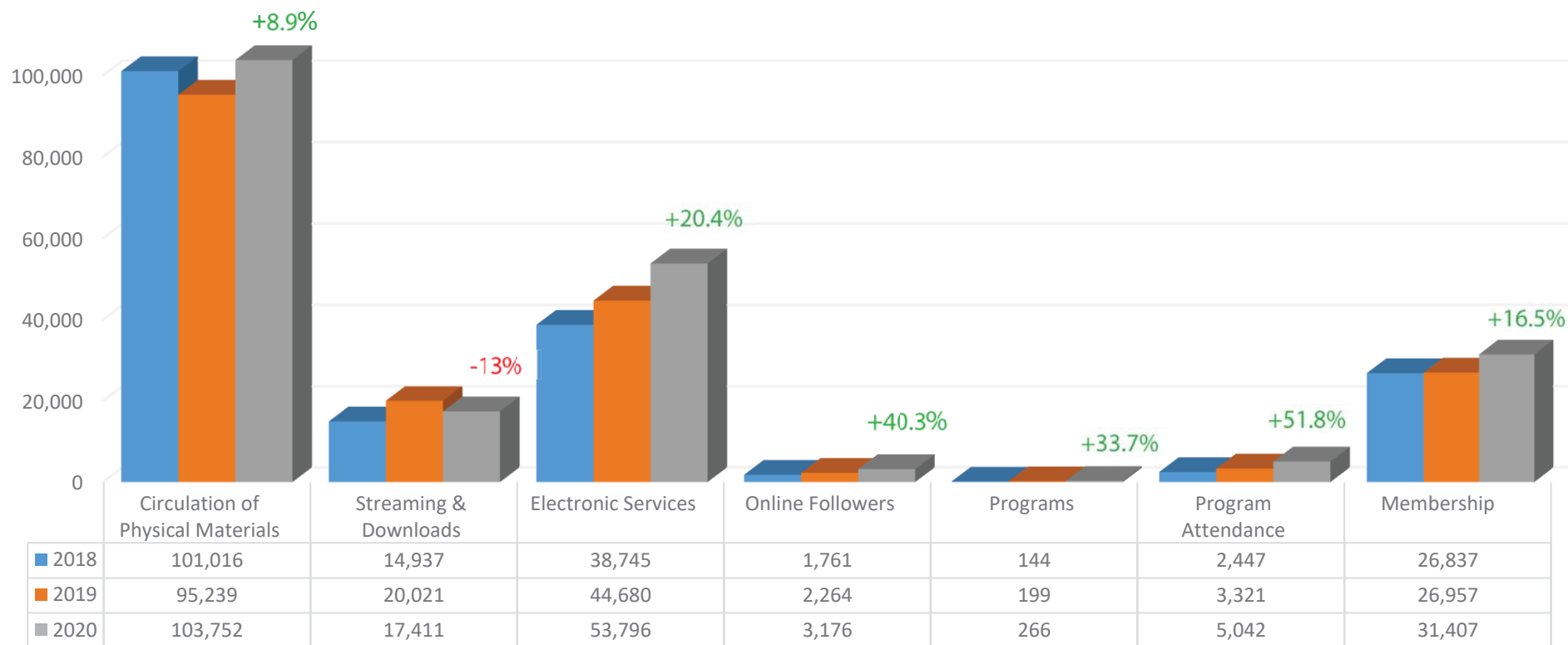
Place of Possibilities

Aurora Public Library builds community by sparking connections, enriching lives and contributing vibrant spaces for discovery.



Key Performance Indicators

January and February 2020 enjoyed exponential growth across most metrics.



Key Performance Indicators



Circulation of Physical Materials
(Jan – Feb)



8.9% increase in physical circulation (2019 - 2020)

Key Performance Indicators

rb digital

zinio™

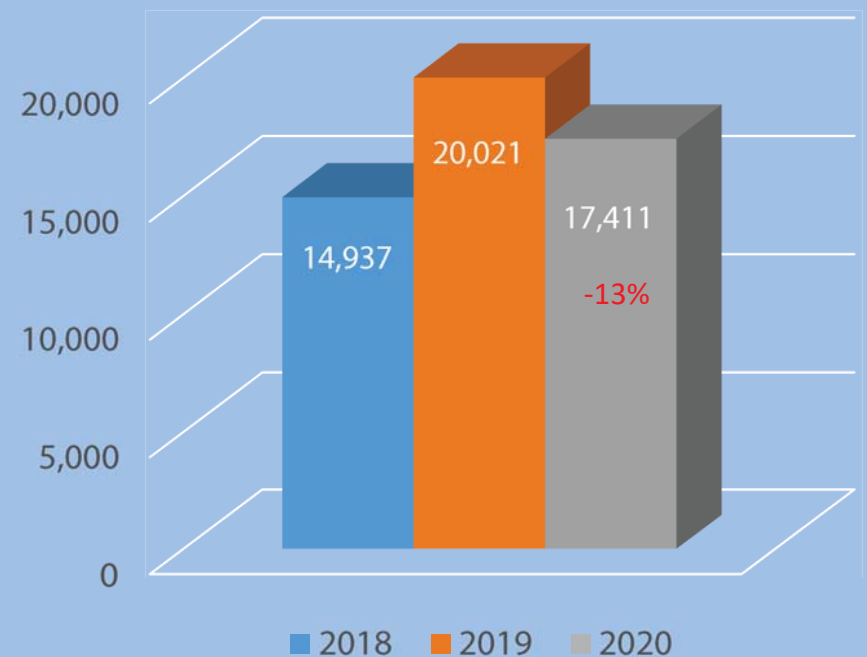
freegal
music

hoopla

CL
cloudLibrary™

TUMBLE
BOOK LIBRARY

Streaming & Downloads (Jan – Feb)

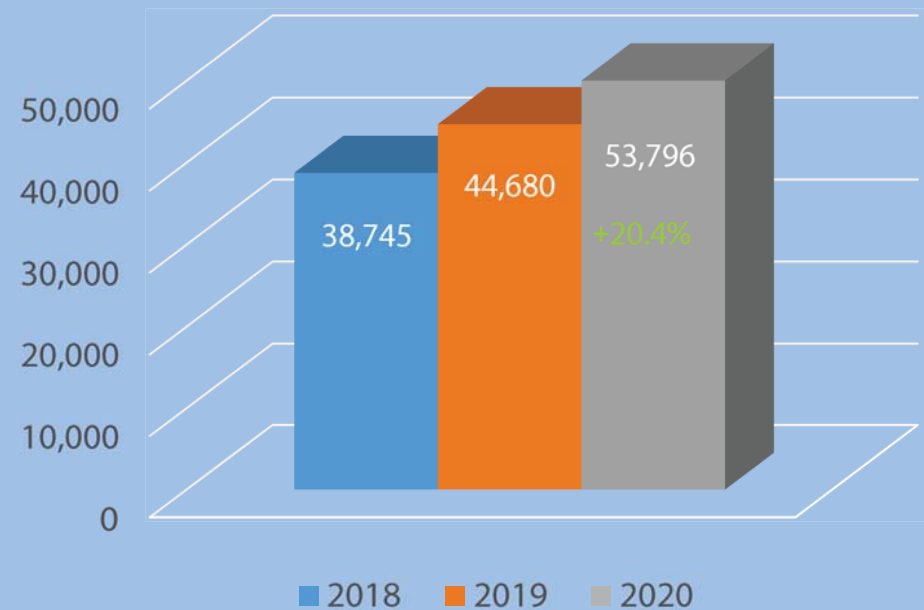


13% decrease in streaming & downloads (2019 - 2020)

Key Performance Indicators

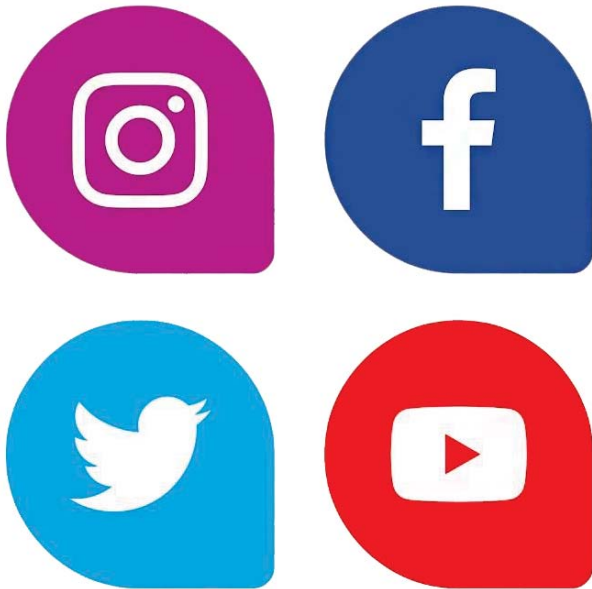


Electronic Services (Jan - Feb)

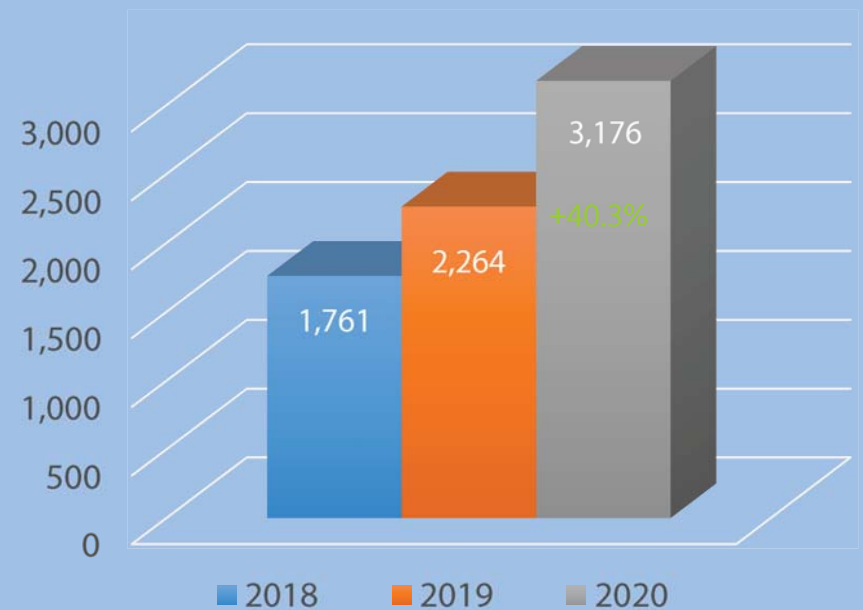


20.4% increase in electronic services (2019 - 2020)

Key Performance Indicators



Online Followers (Jan - Feb)

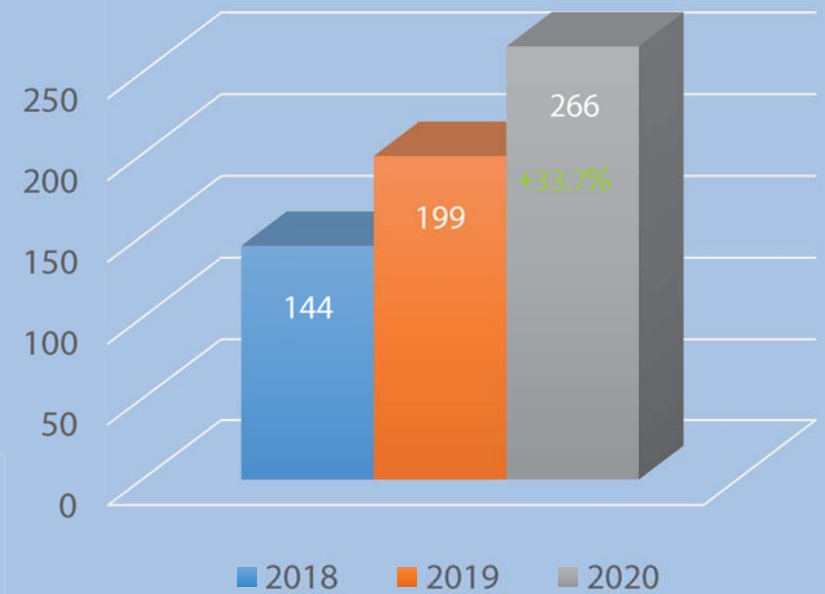


40.3% increase in online followers (2019 - 2020)

Key Performance Indicators



Programs (Jan - Feb)

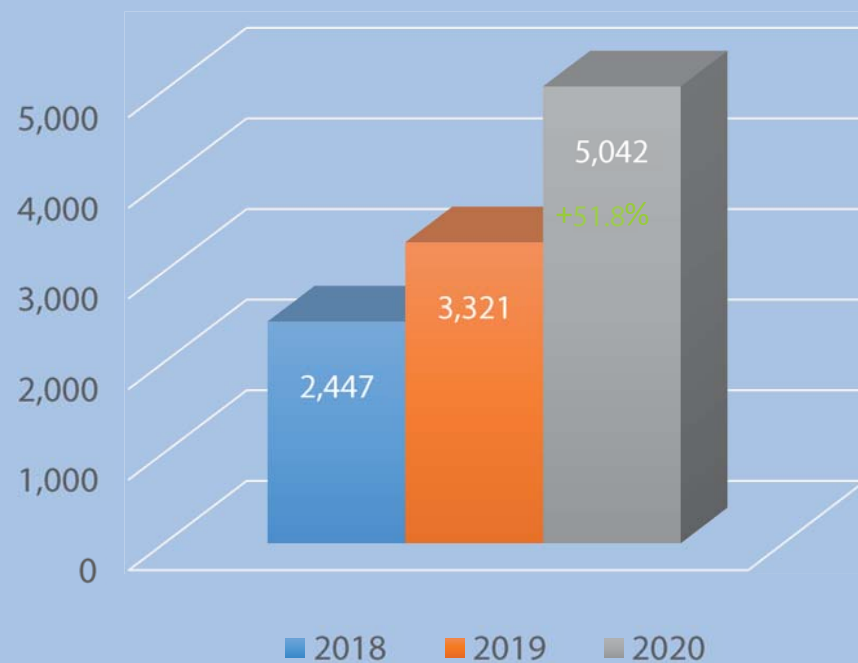


33.7% increase in programs (2019 - 2020)

Key Performance Indicators

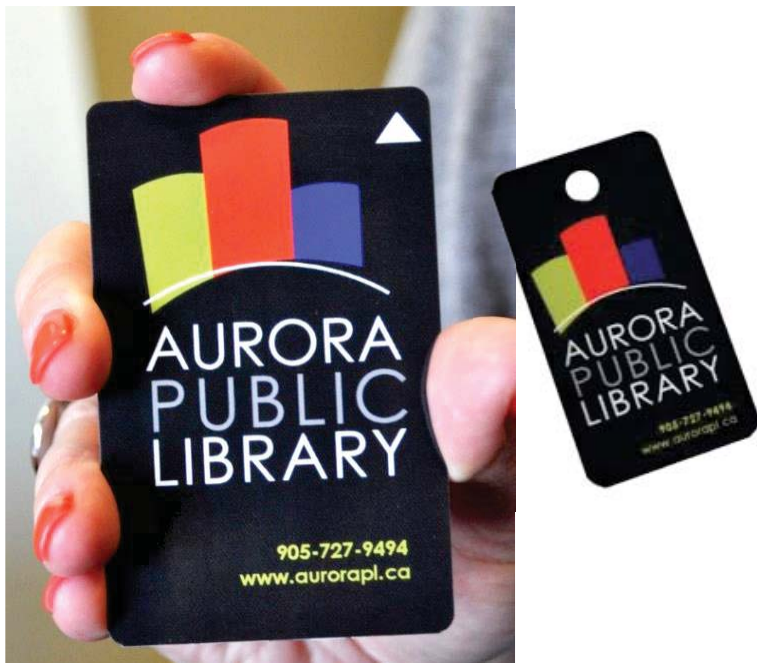


Program Attendance (Jan - Feb)

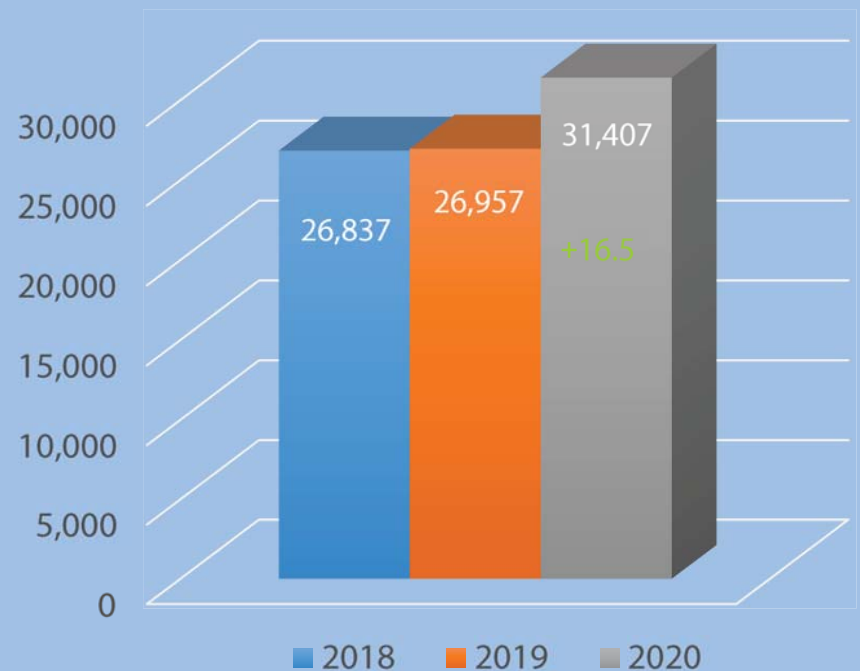


51.8% increase in program attendance (2019 - 2020)

Key Performance Indicators



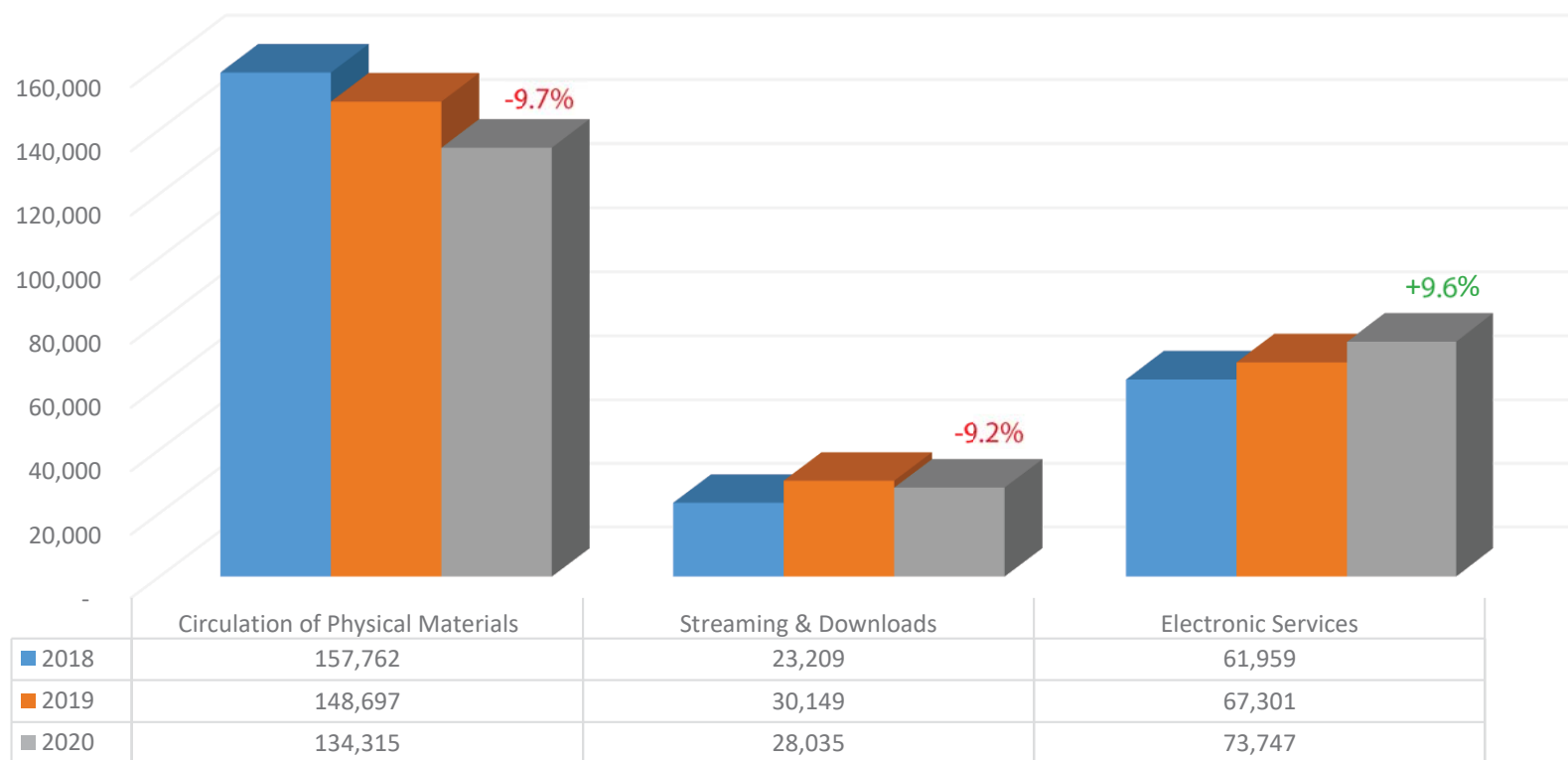
Library Membership (Feb)



16.5 % increase in Library membership (2019 - 2020)

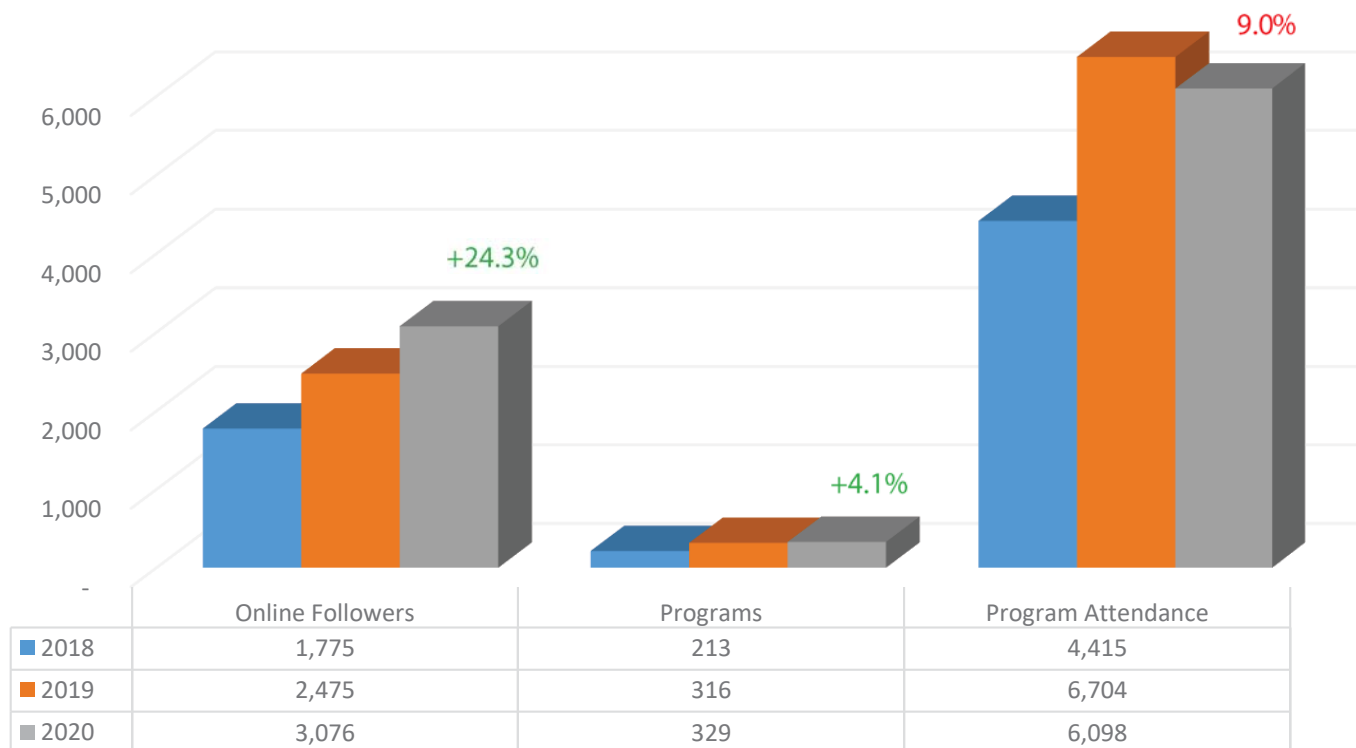
Key Performance Indicators

Although the Facility was closed March 14-31 due to the pandemic, APL's strong performance in Jan & Feb 2020 was reflected in the Jan - March Q1 metrics.



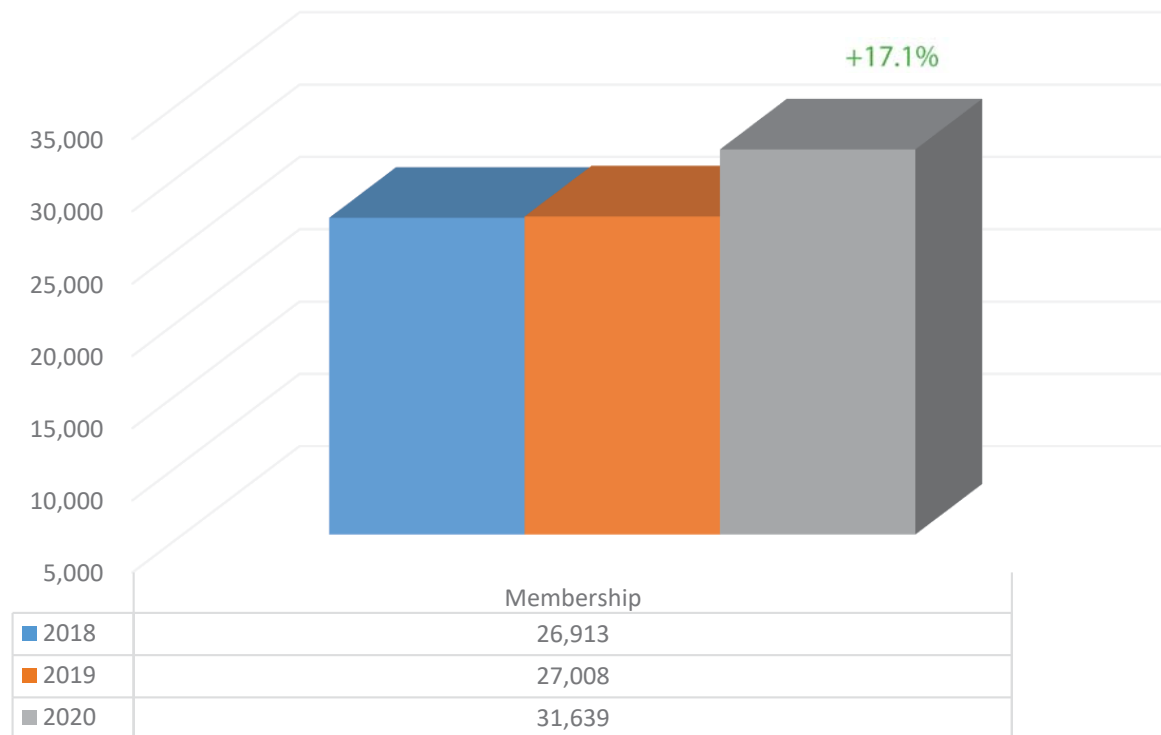
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Impacts of COVID-19

When COVID-19 forced the closure of our Facility, we were faced with some difficult challenges, but also opportunities to serve our community in innovative ways.



Virtual Resources

As our community responded to the global pandemic, Aurora Public Library was here for them.

While we were not open, we provided a wealth of online resources they could enjoy at home.



Adapting Library Services

When the economy has a downturn, libraries are one of the first places communities turn to.

To remove possible barriers to access, APL:

- Went “fine-free” for 2020
- Extended current memberships so they would not expire
- Provided temporary digital memberships with the opportunity to extend them to full borrowing through video conferencing
- Provided free high-speed Wi-Fi 24/7 in our parking lot and on the benches and stepped seating
- Expanded and supported access to eResources through the creation of online videos and “Ask a Librarian Live Chat”



FREE WiFi



Got a question?
Chat with us!

Don't have a library card?
Has your card expired?

Apply for a
**TEMPORARY
DIGITAL CARD**
online



SIGN UP



Virtual Programs

APL adapted in-person programs for online delivery through Facebook Live Stream, YouTube, Google Classroom, podcasts, videos and Zoom.



The Right to Housing

Thinking Globally | Acting Locally

THURSDAY OCT 15 | 7:00 PM |  **zoom**

The Social Planning Council of York Region has been working with non-profits, sector leaders, municipal staff/politicians and community members to discover together the opportunities to increase affordable housing stock across York Region.

A discussion on what could be possible if we work together as a community.

Facilitated by Yvonne Kelly, Social Planning Council York Region

Reserve your tickets at bit.ly/3fkQnm
Tickets available Aug 1
For information visit: OneBookOneAurora.com

  One Book | One Aurora 



 **LIVE**

Aurora Public Library
SCIENCE LAB





 **LIVE**

Aurora Public Library
VIRTUAL STORYTIME





DRAG QUEEN STORY HOUR

SAT MAY 30
11:00 - 11:30 am

Join us for a magical story hour experience hosted by Eva Lasting!

Please dress up. We'd love to see you in your amazing costumes on Zoom.

 **zoom**

Fun for all ages!

 **AURORA PUBLIC LIBRARY**

IMAGINE THE possibilities





TD Summer Reading Club **Join the Club!**

tdsummerreadingclub.ca
clubdelecturetd.ca





OUT OF THE ASHES

Lillian Michiko Blakey





0:16 / 12:59

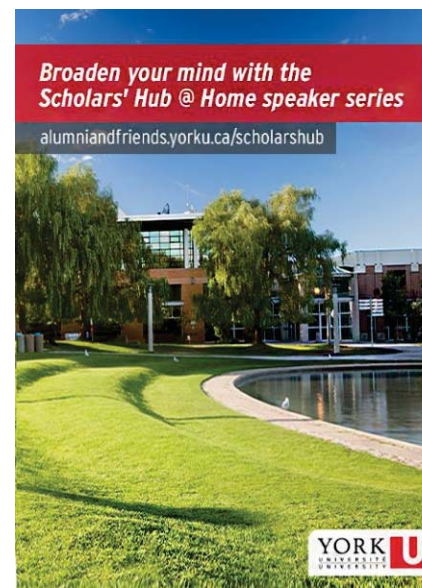
Take and Make

Although the Creative Studio was closed, the community was kept busy with fun Take and Make Kits for all ages.



Community Partnerships

APL collaborated with community partners to provide support during the pandemic.



MANAGING FINANCES DURING THE COVID-19 CRISIS

TUESDAY APRIL 28, 2020 | 1:00 - 2:30 PM

A virtual seminar for women 18+ years.

Topics Include:

- Government support, eligibility, condition and how to apply.
- How insurance and utility companies are helping individuals.
- Ways the major banks are supporting customers.

In Partnership with

Register at: bit.ly/3bjKwJQ

A promotional image for the 'APPS To Earn Cash Back' seminar. It features a woman in blue jeans and brown shoes holding several shopping bags. The text is overlaid on the left side.

APPS To Earn Cash Back
TUESDAY NOVEMBER 17
10:30 AM - 12:00 PM
A virtual seminar for women 18+ years
In partnership with

Logos for Women's Centre of York Region, York Region, and Aurora Public Library.

MEAL PLAN ON A BUDGET

Learn how to meal plan using simple money saving techniques, tools and apps to help you maximize your budget and groceries.

WEDNESDAY MAY 27 | 1:00 - 2:30 pm



Q&Gay: A pride - inspired sexual health event

CAYR Community Connections and Aurora Public Library invite you to an open and non-judgmental conversation about safe sex and harm reduction as it relates to communities in York Region.

Ask questions in a safe virtual space moderated by CAYR Community Connections.

Questions can also be submitted anonymously at bit.ly/2XntKf8

FRIDAY JUNE 19

SESSION 1

Ages 17+ years

12:00 - 1:30 PM

Register at bit.ly/2XnuqkG

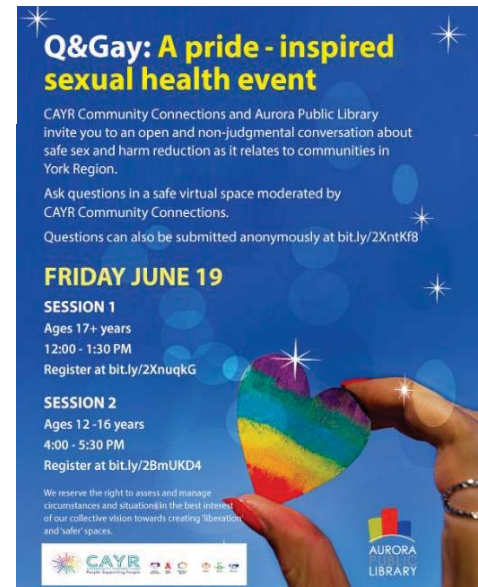
SESSION 2

Ages 12 -16 years

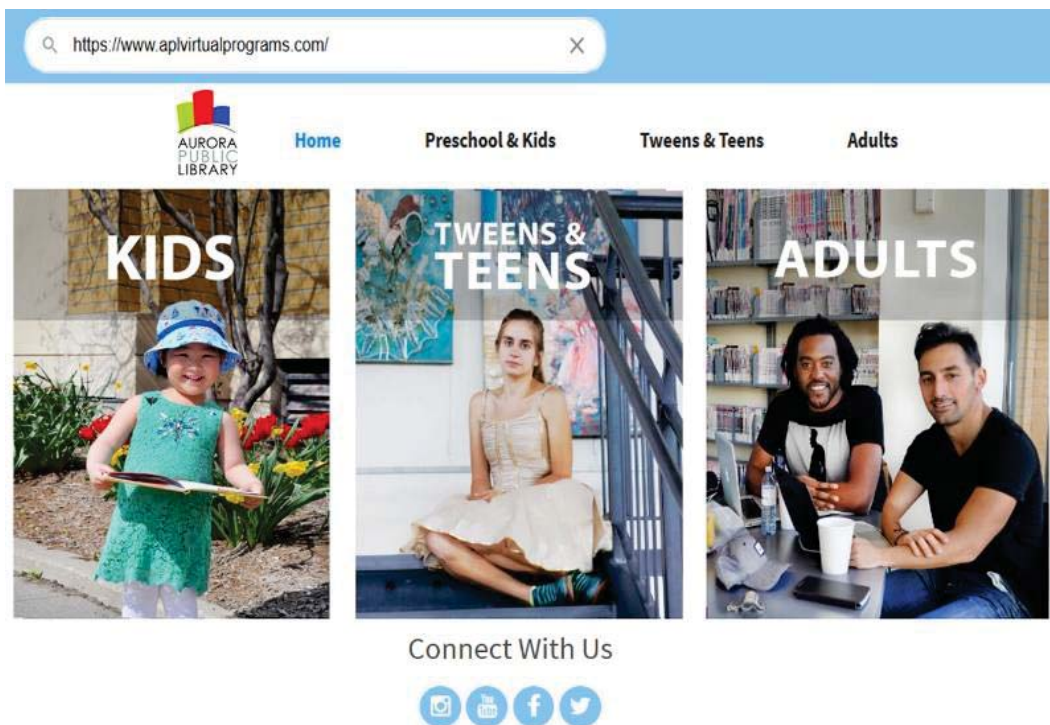
4:00 - 5:30 PM

Register at bit.ly/2BmUKD4

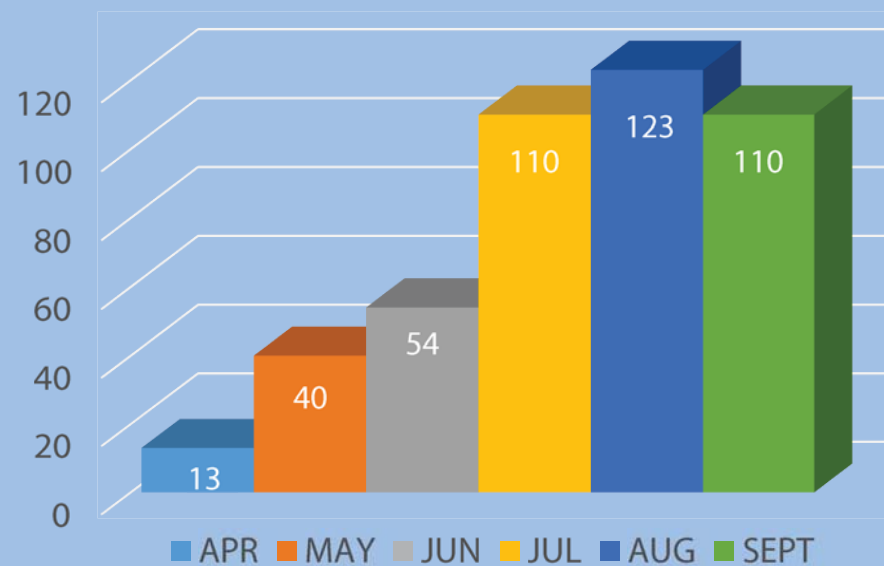
We reserve the right to assess and manage circumstances and situations in the best interest of our collective vision towards creating "liberation and safer" spaces.



Key Performance Indicators

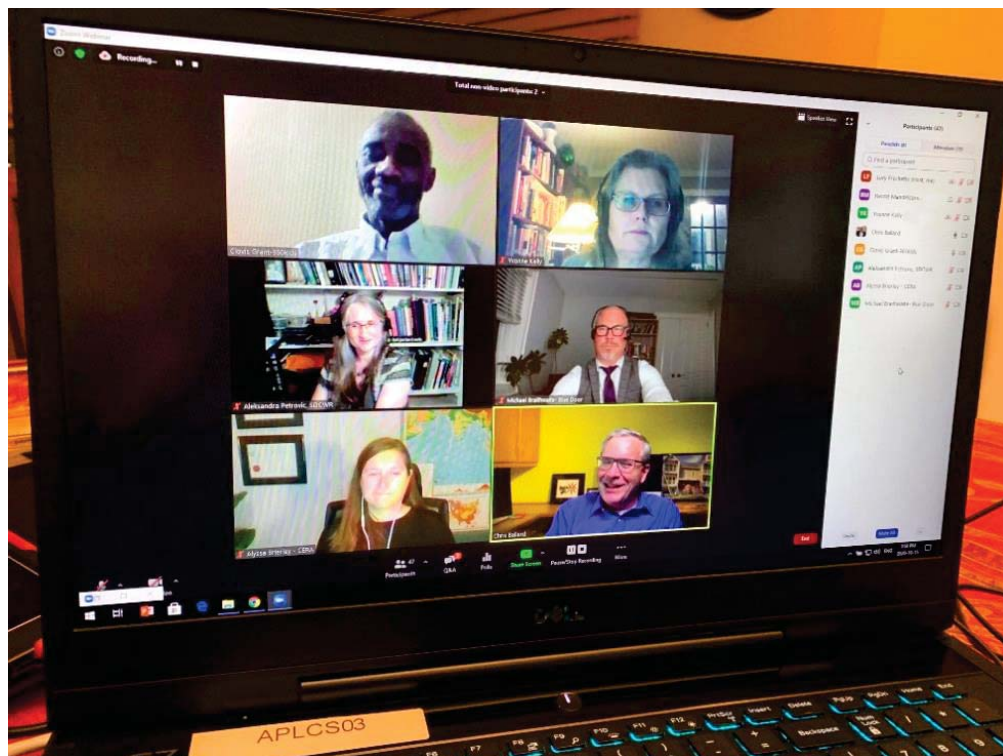


Virtual Programs (April – Sept 2020)

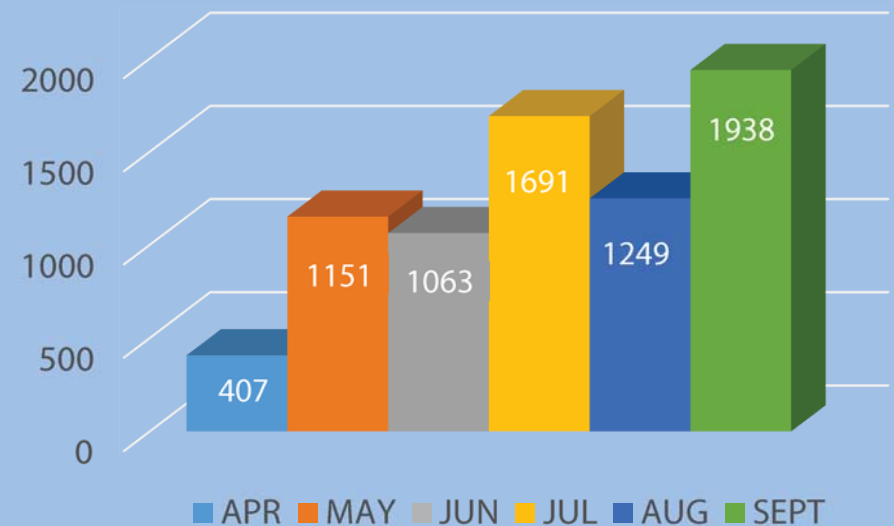


450 total virtual programs

Key Performance Indicators



Virtual Attendees (April – Sept 2020)



7499 total virtual attendees

Health & Safety Procedures

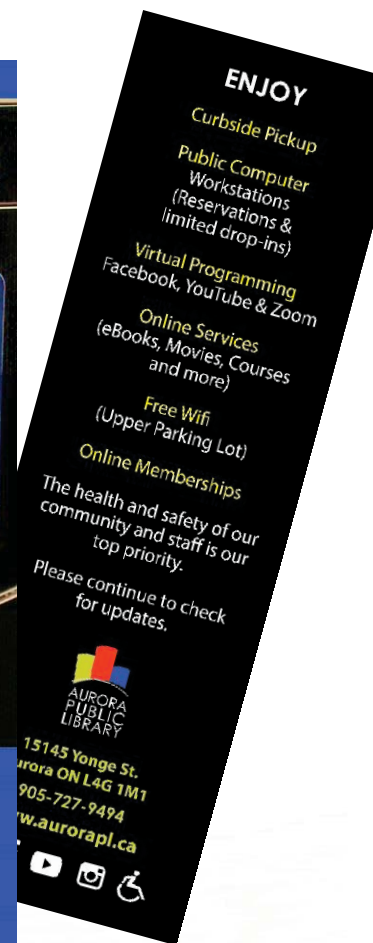
In anticipation of being able to resume borrowing of physical materials, APL invested in the health and safety of staff and customers. Procedures were developed to quarantine all physical returns for 72-hours.

We purchased a book sanitizer that uses high-powered UV-C rays, providing APL members with additional safety and peace of mind.



For added peace of mind,
your APL checkouts have
been quarantined and
then sterilized using
high-powered UV-C rays.

www.aurorapl.ca



Curbside Pick-up

On May 19, the Province announced that libraries were permitted to offer pick-up of physical materials. We launched our Curbside Pick-up service on May 25.

This new service allowed members to place holds on materials from our physical collections. When the customer's items were ready to be picked up, they received a phone or email notification. Convenient and touchless.

Week	Total customers	Customer / hour	Total items CKO	Items / hour
Aug 31 – Sept 5	767	18.3	2210	52.6
Sept 8 - 12	704	20.1	2001	57.1
Sept 14 - 19	838	23.9	2643	75.5



In-Library Computer Access

Libraries continue to play an essential role in our communities, especially as an equalizer to economic barriers.

On August 17, residents were able to book a 60-minute computer session on 10 public workstations through a reservation system. Computers were also available for drop-ins.

With the introduction of some in-library services, the following safety precautions were put in place.

Roles and Responsibilities in COVID-19 Emergency

The infographic features three stylized hands pointing down, each representing a different level of government: York Region (blue), Ontario (dark blue), and Canada (red). Below each hand is a list of roles and responsibilities.

York Region	Ontario	Canada
<ul style="list-style-type: none">• Ambulance• Policing• Public health• Public housing• Winter maintenance for regional roads• Seniors housing• Shelter support• Transit (YRT, VIVAnext) <p>Business Information: york.ca/business</p> <p>York Regional Police: 1-866-976-5423 info@yrp.ca yrp.ca</p> <p>York Region Public Health Health Connection Line: 1-800-361-5653</p> <p>Information: 1-877-464-9675 accessyork@york.ca</p>	<ul style="list-style-type: none">• Business support and closures• Colleges and universities• COVID-19 testing• Health care• Hospitals• LCBO• List of non-essential businesses• Schools <p>Telehealth Ontario: 1-866-797-0000</p> <p>Business Information: 1-888-444-3659 ontario.ca/business</p> <p>Local representative: ola.org</p> <p>Medical supply donations: 1-888-777-0554 ontario.ca/OntarioTogether</p>	<ul style="list-style-type: none">• Access to credit• Business support• Canada Child Benefit• Canada Emergency Response Benefit• Canada Student Loans• Employee support• Employment Insurance (EI)• Foreign travel and support for Canadians abroad• Income tax <p>Support for individuals: canada.ca/en/department-finance/economic-response-plan.html</p> <p>Business and employee support: canada.ca/business</p> <p>Support for Canadians abroad: 1-800-387-3124 travel.gc.ca sos@international.gc.ca</p> <p>Local representative: parl.gc.ca</p>

At the bottom, there are three buttons: york.ca/COVID19, ontario.ca/COVID19, and canada.ca/COVID19.

Health screening for visitors and staff

Plexiglas barriers at all service desks

Compulsory wearing of masks at all times

Enhanced cleaning protocols

Physical distancing signage

Sanitization stations

Stanchions to assist with traffic flow

Contact tracing

In-Library Pick-up

To adapt to the Town's Library Square construction and the pending winter weather, all holds pickup moved inside the Library to the Magna Room.

The transition followed all cleaning and safety procedures to continue our efforts to keep our community safe from transmission.

Week	Total customers	Customer / hour	Total items CKO	Items / hour
Oct 13 - 17	721	20.6	2062	58.9
Oct 19 - 24	798	19.0	2535	60.4
Oct 26 - 31	769	18.3	2063	49.1

Aurora Public Library COVID-19 Operating Pressures

- Reduced service levels
- Reduced operating hours
- Reduced staff
- COVID related staff absences
- Additional COVID related staff tasks
- Enhanced safety protocols & procedures for staff
- Offering of virtual programs
- Reduction of community partnerships
- No public collection browsing
- Contactless holds pickup
- Virtual card renewals



Aurora Public Library

Financial Summary

	2020 Budget	2021 Budget	2022 Budget
Personnel Costs	\$3,140,742	\$3,007,505	\$3,040,005
Other Expenditures	872,200	943,000	955,000
Total Expenditures	\$4,012,942	\$3,950,505	\$3,995,005
General & Grand Revenue	144,842	54,405	60,905
Municipal Requisition	3,868,100	3,896,100	3,934,100
Total Revenue	\$4,012,942	\$3,950,505	\$3,995,005

Aurora Public Library

Budget Plan 2020 – 2022

Thank you

Bruce Gorman, CEO

