

## Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
<b>2406 Library Operations Management</b>			Issued: <b>4/30/2024</b>	
1A	The Library Director should identify key metrics for evaluating program outcomes when implementing new initiatives. Work with the library management system provider to develop reliable methods of measuring the duration of item checkouts and further analyzing hold fulfillment times.	Jan 2025: The library has identified several key metrics to regularly monitor when implementing initiatives, including a monthly and quarterly review of the length of hold fulfillment times. It is evaluating reliable methods of measuring the duration of checkouts.	In Progress	<input type="checkbox"/>
1B	The Library Director should further evaluate the impact auto-renewals, including assessing whether reducing the number of auto-renewals could make more materials available to library users and reduce the number of lost items.	Jan 2025: The library reduced the number of auto checkouts from 6 to 4, and removed the 50-volume purchasing limit for bestselling titles in order to reduce hold fulfillment times.	Implemented	<input checked="" type="checkbox"/>
2A	The Library Director should direct staff to evaluate strategies to increase library branch use, including promoting facility usage. As well, facility rental pricing should be simplified and provided on the library website.	Jan 2025: The Library has provided a link to the Council-approved reservation room reservation rates on the library website. The Library is working with City IT and Communications teams on a website redesign and will continue to improve accessibility to rental pricing information and the reservation system.	Implemented	<input checked="" type="checkbox"/>
2B	The Library Director should direct staff to establish processes to improve accountability for materials removed from the library collection, as well as performing periodic inventory verifications.	Jan 2025: The library has put in place new weeding policies that ensure that a second review is performed of all material selected to be weeded, and done by a separate person from the original "weeder". A spot check is also performed on the weeded books by the Senior Library Manager during their monthly visit. A periodic inventory verification method is still under evaluation.	In Progress	<input type="checkbox"/>
3A	The Library should further develop its staffing model, including identifying key operational functions, assessing the time spent on critical functions and other assigned responsibilities, and using this information to determine optimal staffing needs for each branch.	Jan 2025: The Library is working on analyzing its work schedules and staff workload, as well as program attendance data as it develops staffing standards. It is also evaluating the number and placement of service points and potential scheduling tools to improve efficiency and effectiveness.	In Progress	<input type="checkbox"/>

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3B	The Library should use visitor feedback and analyze visitor trends to evaluate optimal operating hours for each branch.	Jan 2025: Along with staffing assessment, the Library is analyzing visitor counts taken from its new system and will be reinstating its annual customer service survey to ensure patron feedback is incorporated into decision-making.	In Progress	<input type="checkbox"/>