

Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
2406 Library Operations Management			Issued: 4/30/2024	
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. May 2025: Data challenges for evaluating duration of checkouts have not been addressed.	Part Impl'd	<input checked="" 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.	Dec 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. June 2025: A process for periodic inventory verification has not yet been developed. Audit staff will verify the status at the next update. Dec 2025: The Library reported that they do not perform a full inventory, but their weeding process will remove missing books from the inventory and look for books flagged as missing. A new inventory tool is also expected to help locate missing and incorrectly shelved items.	Part Impl'd	<input checked="" type="checkbox"/>

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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. May 2025: Library management reported that an analysis of staff time spent on critical duties was completed and new staffing standards have been developed. It also identified and reduced underperforming programs and combined service points at two locations.	Implemented	<input checked="" type="checkbox"/>
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. May 2025: Library management analyzed visitor feedback, operational analysis and programming statistics to implement changes in operating hours beginning in July of 2025.	Implemented	<input checked="" type="checkbox"/>