

**Waterloo Public Library
CEO Report
March 2011 Annual General Meeting**

It has been a very busy year for the staff at the WPL. I have asked the managers from the various areas to comment on what they believed were top on their list of accomplishments, and these are the ones they chose:

Children's Department

1. The launch of the "Let's Read" Family Literacy Program
2. Community Partnerships development – WLU, Waterloo County Quilters' Guild, etc.
3. Self-Checkout success

Collection Department

1. Collection Management centralized
2. Introduction of eBook collection
3. Harper Opening Day collection reached

Facilities and Maintenance

1. The completion of the re-roofing of the Main Library
2. The 2nd upgrade to the internal Keyscan security system

Human Resources and Training

1. HRA databases implemented and working – virtual HR personnel files digitally
2. Job Evaluation Maintenance procedure in place and new jobs evaluated

Information Services and Local History

1. Launch of "Roving Reference" - now using iPads, and PC Tablets
2. eBook devices for customer demonstration purposes
3. Historical Walking Tours

IT Services

1. New enhanced catalogue interface and hardware upgrade
2. Mail server brought in-house
3. Enabling of wireless printing for patrons

Branch Libraries

1. Construction in full swing at the John M. Harper Branch
2. The eight "Around the World" programs at the McCormick Branch presented in partnership with our LSP partners, had nearly 1000 in attendance
3. McCormick hosted The Citizenship Ceremony – a first for the Library