Agenda – Executive Policy Committee – January 18, 2012

AUDIT COMMITTEE

Item No. 2 Review of Winnipeg Public Library Services

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

That the Executive Policy Committee, in its capacity as the Audit Committee, recommend to Council that the Review of Winnipeg Public Library Services dated October 2011, be received as information.

Audit Department Report
Review of Winnipeg Public Library Services – October 2011

The Library Services Division operates within the Community Services Department. The Division manages and operates all service delivery aspects of the Winnipeg Public Library. The library serves the diverse population of Winnipeg with a range of collections and various services through twenty branches located throughout the city, including the main branch, the Millennium Library. The major services provided by the library are: circulation services, information services, programming and collections for children, youth and adults, outreach services, and administrative services.

Report Summary

We recommend that the Community Services Department review the current structure of the Winnipeg Public Library Board to determine whether a governing board would be more effective to oversee the operations of the library. Currently, the Board is established as an advisory board and does not have formal authority to govern the organization. From our review of other municipal libraries in Canada, we found that all other organizations have governing boards with full authority over the governance of the library operations and place further emphasis on business and strategic planning, and embrace performance orientation by developing a set of performance indicators and targets.

The Library Services Division should conduct a business planning process to identify and prioritize goals along with timeframes to implement and performance measures to evaluate the success of initiatives. The Division strives to provide a variety of services to the diverse population of Winnipeg and has developed a goals and strategies document with eight broad goals along with related strategies. The document covers the entire operation of the Division, but has limited usefulness as there are no performance targets or performance measures integrated within the plan to enable the evaluation of success at achieving the broad goals.

The Adult and Children and Youth Program Committees should develop a set of detailed and prioritized objectives for program development. With an absence of specific measurable and prioritized objectives we are unable to conclude if the allocation of resources is optimal and if the communities with possibly the greatest need for specific and targeted programs are receiving the services required. By developing attainable objectives linked to the Division's goals and supported with performance targets this would enable the programming committees to target specific groups and clearly link programming and outcomes with the goals of the Division.

To support collection selection and acquisitions, short-term targets for collection development should be developed which reflect the Division's goals and a vision should be created for the development of the collection. The absence of a clear vision for the collection with measurable goals and targets to monitor progress, impacts the ability of the material selectors to work towards a common future profile for the collection.

The Division should develop a formalized process to track the recommendations made and ensure that the information received from facility studies conducted for the Division are integrated into the facility planning conducted by the Division. A process to integrate recommendations into the Division's facilities planning and to track the implementation of recommendations would ensure that the goals and objectives of facility development are effectively and efficiently implemented.

Policy

The report is submitted in accordance with the City Organization By-law 7100/97 section 19(d)(iv) that the Audit Committee will "Receive and review audit reports, and table such reports with its recommendations at a regular meeting of Executive Policy Committee."

Recommendation:

That the Executive Policy Committee, in its capacity as the Audit Committee, recommend to Council that the Review of Winnipeg Public Library Services dated October 2011, be received as information.

Attachment – Review of Winnipeg Public Library Services Final Report



Final Report - Review of WPL Servic