



Public Consultation on the Library's 2015 Budget

Presentation to the Toronto Public Library Board

Tuesday February 17, 2015



Public Consultations

Overview of tonight's presentation

- Public Engagement Process
- Survey Results
- Key Themes
- Suggestions for Improvement
- Conclusions

Public Engagement Process

Public Engagement Process

- Conducted a **survey online** and in library branches from February 2 to February 10, 2015
- Held four **public meetings** across the city with participants completing online survey
- Provided information about the budget on the **TPL website**
- Library staff participated in 5 **Budget Town Hall meetings** in wards across the city

Public Engagement Process

Survey: 455 responses over two weeks

- Online and in print, with accessibility and translation on request

Four Public Meetings: 30 attendees

- Toronto Reference Library
- Brentwood
- Cedarbrae
- North York Central Library



Survey Questions

1. Importance of Services

- Focus on four key areas: Spaces, Collections, Technology, Programs
- Ranking and open-ended comments

2. Webcasting of Board Meetings

- Ranking and open-ended comments

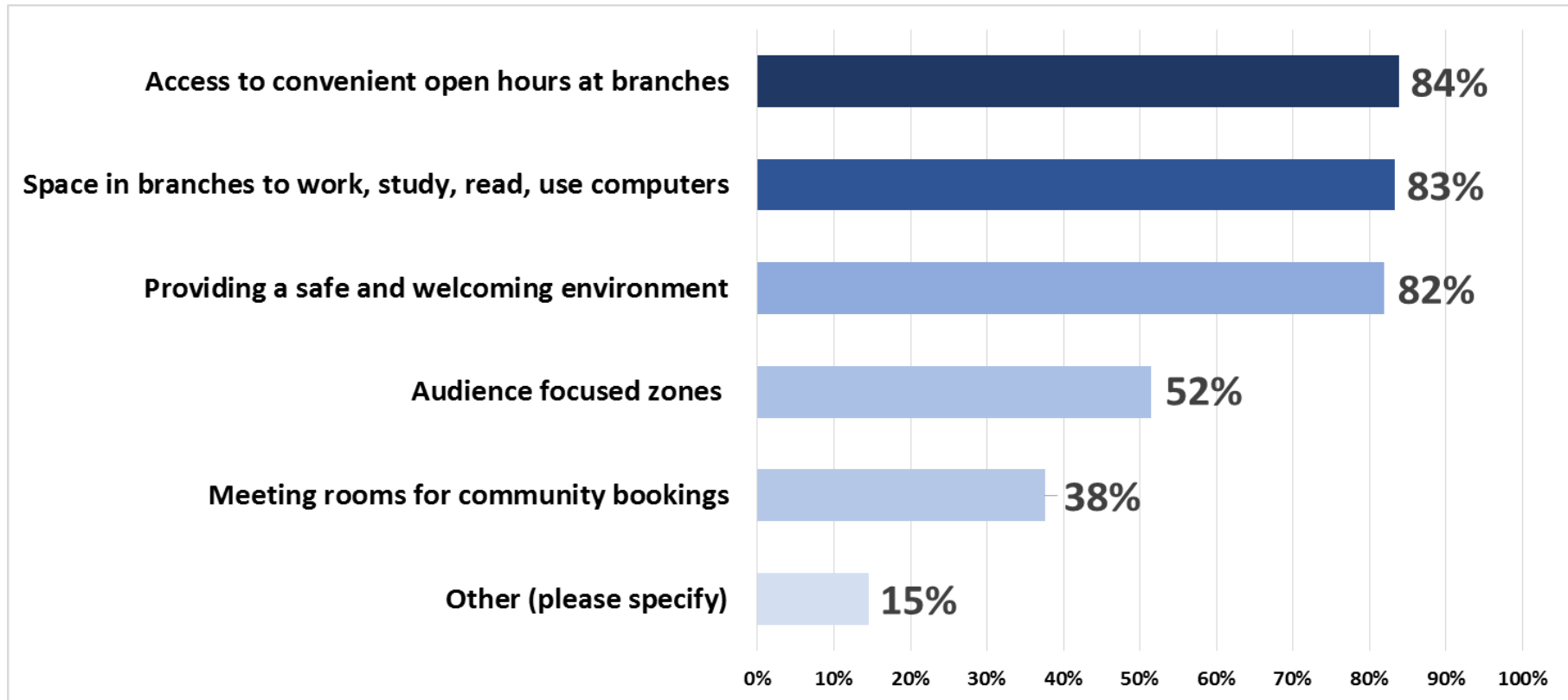
Consultation Meetings

- Presentation on the Budget
- Q/As
- Suggestions/comments

Survey Results

Thinking about you, your family and your community's use of Toronto Public Library now and in the future, which services are most important to you?

Public Spaces



Public Spaces

“ I really appreciate branches that are open on **Sundays** and hope that a few more branches will be added to the list ... Especially appreciated is the **longer open hours** on Fridays at the Toronto Reference Library.

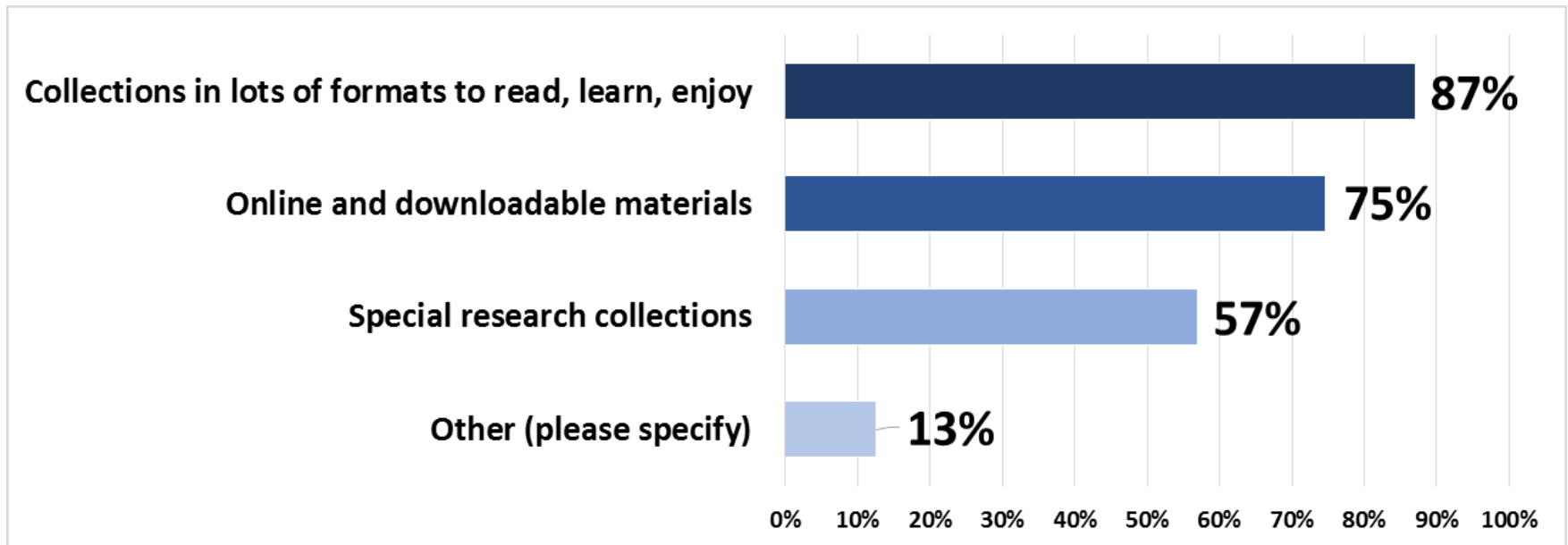
*The Budget should go towards enriching and enhancing the resources the library has for the communities and neighbourhoods... ensuring that the **library buildings themselves are well-maintained, clean and inviting spaces for people of all walks of life.***

*Important to have **security guards** for safety of patrons and to create a welcoming space for patrons.*

”

Thinking about you, your family and your community's use of Toronto Public Library now and in the future, which services are most important to you?

Collections



Collections

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*If the library truly supports the principle of equality and literacy for all, it should ensure that all communities have equal **access to reading materials and browsing options***

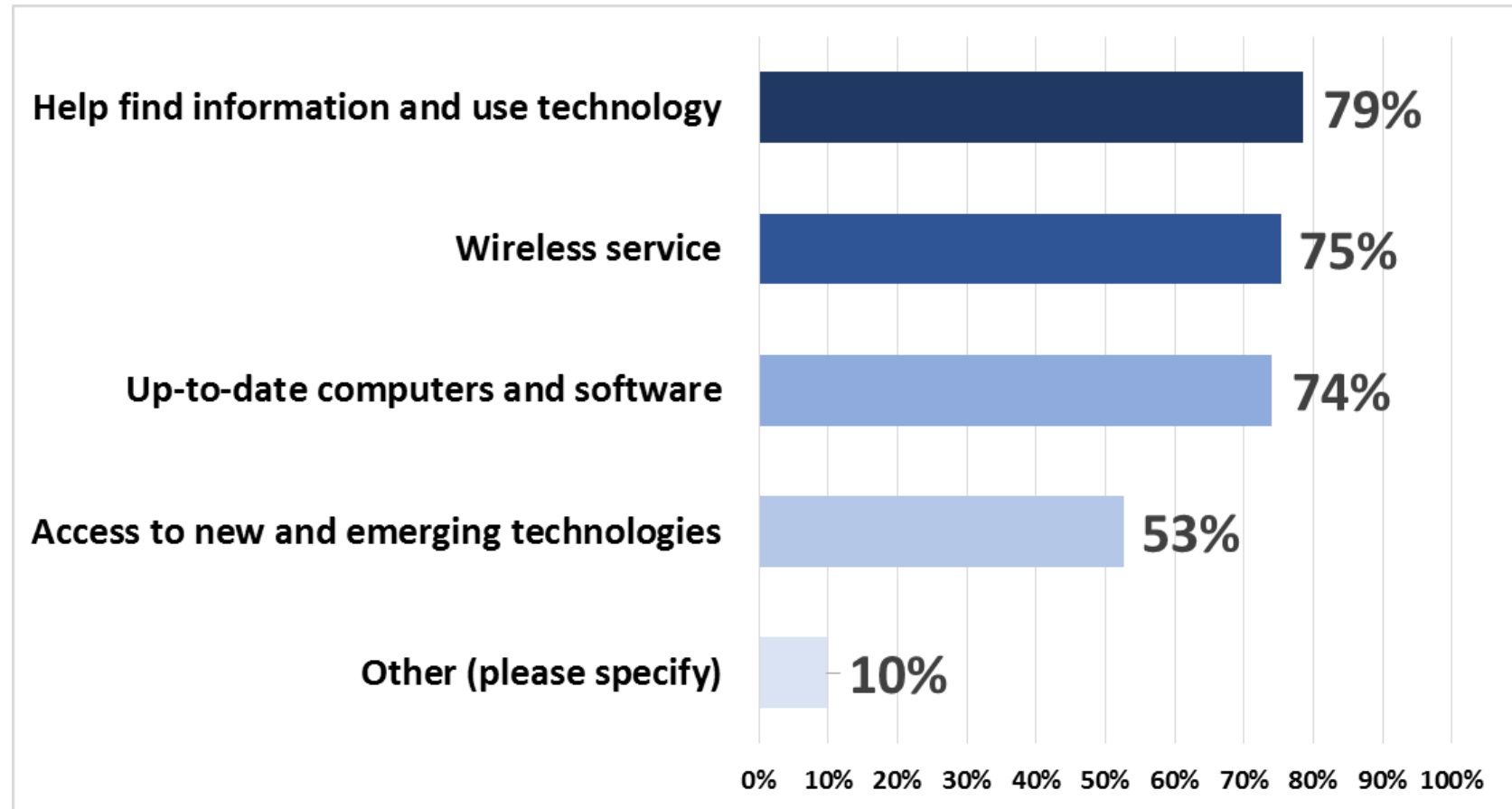
*I am >60 years old and primarily use **books and special collections** (for community projects). However, I definitely support the funding for all the **other media for younger or more tech-centric audiences***

*Mainly I go and pick up new **DVDs and books, including audiobooks**. I love the library...I have limited funds, can't even afford cable so no actual TV but the library keeps me watching great TV series, reading great books, and listening to wonderful books. At no cost.*

”

Thinking about you, your family and your community's use of Toronto Public Library now and in the future, which services are most important to you?

Technology



Technology

“ *Digital literacy is the new literacy. People of all ages need to know how to use a broad range of technologies to be competitive members of society and our economy.*

*The library should focus on **training its staff** to deliver educational programming as well as assist with technological reference questions.*

More current versions of software and faster WiFi.

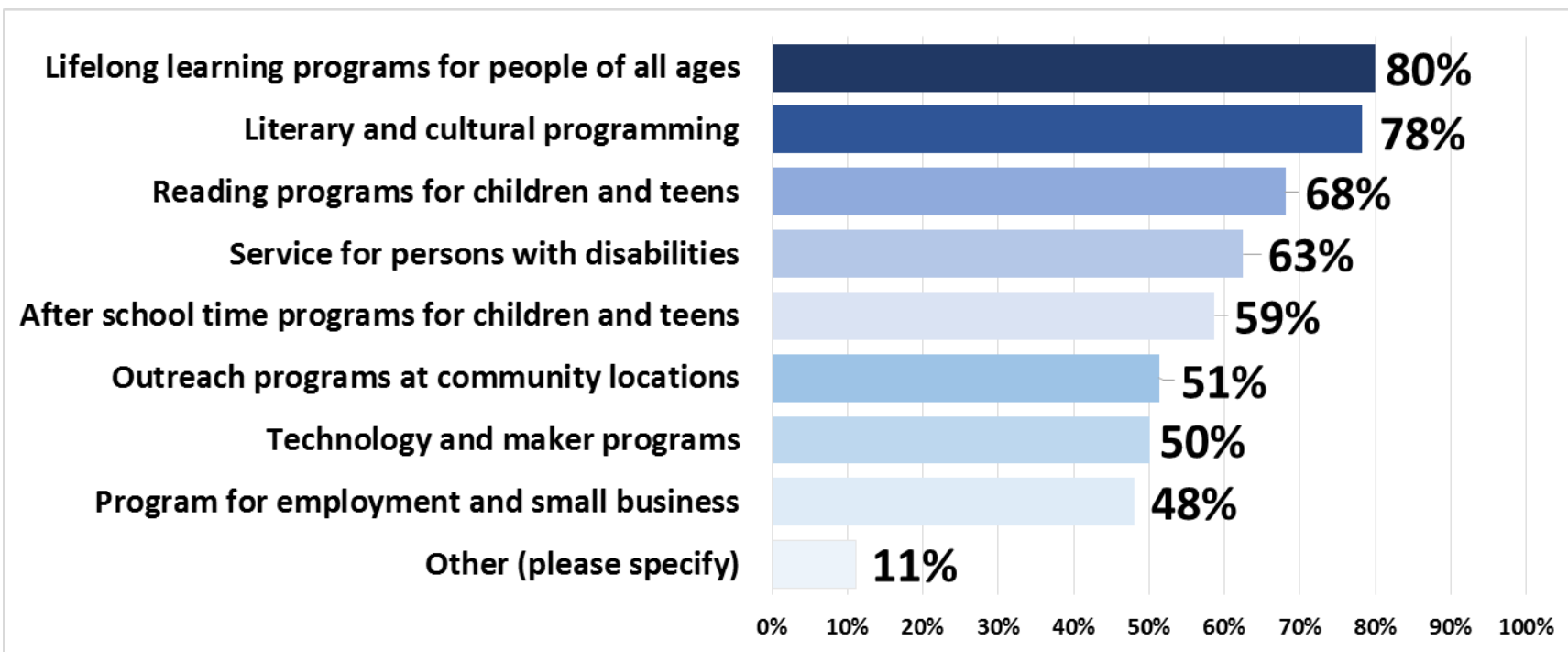
*Sufficient **number of computer terminals** for the volume of library guests is important.*

***The digital design hubs are very popular** and will only become more popular in the future as they are incorporated into more library branches across the city.*

”

Thinking about you, your family and your community's use of Toronto Public Library now and in the future, which services are most important to you?

Programs



Programs

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*I have a new grandson and look forward to taking him to **children's** programs and getting him his **first library card** so he will have a **lifelong love of reading**. It will be my most important gift to him.*

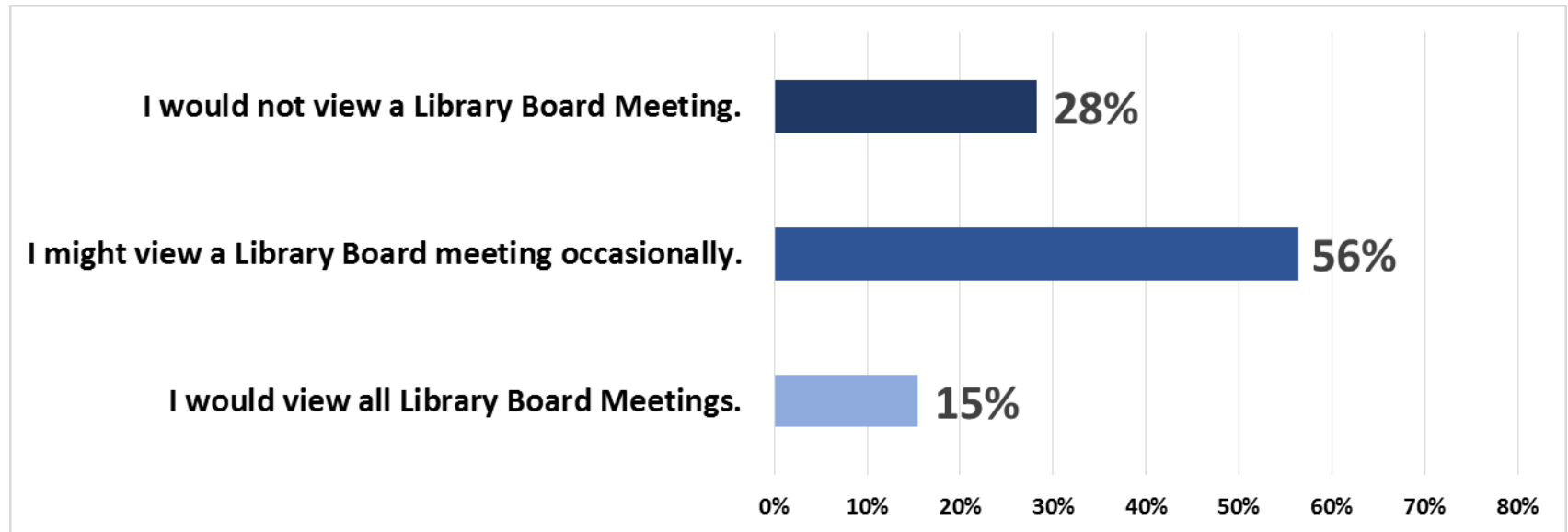
*I love the computer courses you have for the adult classes. I didn't know about Excel, PowerPoint, Word Basics & Web Basics. The librarians are very helpful in the classes.... Please do not cut the classes. I find they are very helpful for my **learning enhancement**.*

*Victoria Village Library is one of the best and provides **good programs for the local people** here, it is close to two schools. I have been coming here since it opened and grateful that it is close to home, especially now that I am a **senior**. Thank you.*

”

If Library Board Meetings were filmed and streamed with closed captioning would you watch or listen to Board Meetings online?

Webcasting Board Meetings



Key Themes

- 1. Libraries are a vital community asset**
- 2. Libraries deliver value and are a strong return on investment**
- 3. Accessible public space is important**
 - More **open hours** especially Sunday
 - Maintain **safe, welcoming environment**
- 4. Collections need to be maintained and kept current**
- 5. Staff are vital to the delivery of library service**

Suggestions for Improvement

Suggestions for Improvement

- 1. Ideas for revenue generation**
- 2. Reduce fines**
- 3. Provide more/better technology in branches**
- 4. Enhance services online**
- 5. Do more/better promotion of services**

Conclusions

- 1. The Board's budget was well received**
- 2. Strong support for a full range of library services**
- 3. Input will be used to help with service planning and delivery**
 - 2016 Budget
 - New Strategic Plan

Thank you

