

Strategic Plan 2016 - 2019

Summary of Consultation to September 28, 2015

Target Participants	Event / Description	Date / Location	Status
Targeted User Groups	Consultation focus groups with staff with target group expertise, e.g. Middle Years Children, Older Adults & Seniors, e-Users, etc. Surveys sent by staff to targeted users	April 24: North York Central April 28: North York Central	Completed 15 participants 200 surveys received
Community Partners	Stakeholder Roundtables – agencies and organizations from across the city	May 21: Fairview May 25: Runnymede May 26: Northern District	Completed 37 participants
Mayor & Councillors	Letter launching consultation, with survey link and insert for councillors' newsletters	Sept. 2	Completed
Residents	"Tell Us What You Think" survey for use at community events	June - August	Completed 60 surveys received
Residents	Strategic Plan Consultation Website (information, research themes, schedule of consultation events)	Launched Sept. 2	Completed
Residents	"Tell Us What You Think" survey in branches and on website	Sept. 2 – Sept. 30	In progress 913 surveys to date
Residents	Survey of Toronto Residents – telephone/online	October TBC	RFP completed; proposals being reviewed
Staff	Labour Management - consultation on environmental scan	June 18	Completed 10 participants
Staff	Labour Relations Steering Committee - consultation on draft priorities	July 21	Completed 10 participants
Staff	Presentation: Environmental scan and summary of consultation to date; consultation exercise	June 25: Joint Managers meeting, Northern District	Completed 20 participants
		July 15: Branch Heads meeting, Northern District	Completed 15 participants
Staff	Presentation: Environmental scan; summary of consultation to date; information about upcoming consultation events	July 2: Branch Heads meeting, York Woods	Completed 20 participants
		July 21: Research & Reference Managers,TRL	Completed 11 participants

Target Participants	Event / Description	Date / Location	Status
Staff	Presentation: Consultation update and consultation exercise	Aug. 5: Circulation Policy Committee, Toronto Reference Library	Completed 10 participants
		Sept. 8: Research & Reference Senior Staff, Toronto Reference Library	Completed 32 participants
		Sept. 10: Area Managers meeting, Toronto Reference Library	Completed 8 participants
		Sept. 24: Branch Heads meeting, Barbara Frum	Completed 10 participants
Staff	Three focus groups with external facilitator Darlene Chrissley	Sept. 18: Scarborough Civic Centre Sept. 21: Bloor/Gladstone Sept. 30: Northern District	Completed 70 participants
Library Users & Non-Users	"Branch Champion" focus groups. Seven sessions in total. All 100 branches were invited to participate	Aug. 18: Deer Park Aug. 19: Fairview Sept. 1: S. Walter Stewart Sept. 3: Weston Sept. 8: Cedarbrae Sept. 10: Brentwood Sept. 15: Northern District	Completed 135 participants
Residents and Community Partners in Neighbourhood Improvement Areas	Focus groups at a centrally located branch location to cover the 31 NIAs. Ten sessions in total	Sept. 28: Cedarbrae Sept. 29: Parliament Oct. 1: Flemingdon Park Oct. 6: Kennedy/Eglinton Oct. 14: Albion Oct. 15: Morningside Oct. 20: Dawes Road Oct. 22: Jane/Sheppard Oct. 28: Parkdale Oct. 29: Mount Dennis	In progress
Youth	Youth "Branch Champion" focus group	Oct. 17: Northern District	In progress
Friends of Toronto Public Library	Focus group with North & South Chapters and Special Collections Friends	Oct. 21: Northern District	In progress
Public/Private Partners	Breakfast roundtables. Three sessions for the following sectors: Culture; Local & Emerging Artists; Education & e-Learning; Business, Technology & Entrepreneurs	Nov. 5, 12, 19 Toronto Reference Library	In progress

Next steps:

- focus group with Toronto Public Library Foundation;
- outreach to High School Outreach Campaign to request input;
- consultation with federal and provincial elected officials and representatives;
- focus Group for City Councillors/Executive Assistants;
- letter and offer to meet with the City Manager.