

READ. LEARN. CREATE. DELIVER.

Access, Opportunities, Connections

The services that matter to Torontonians where, when and how they need and want them

Toronto Public Library's Strategic Plan 2016 - 2019 will be

- future-focused services
- grounded in Toronto Public Library's vision, mission and values
- reflective of Toronto Public Library's brand pillars: *Read, Learn, Create, Deliver*
- responsive to City and community needs
- integrated with the City, community, and partners
- created through consultation with residents, communities, stakeholders and staff

OUTCOMES	PRIORITY AREAS
<p>All residents have convenient and equitable access to services that help them be resilient and live full lives We will set targets to impact: Percentage Increase – Residents' awareness of library services of value to them Percentage Increase in library membership and active use across demographic groups and neighbourhoods</p>	<p>PRIORITY: Improving Access, Increasing Awareness We will transform our services to increase awareness, convenience and use by Torontonians. We will eliminate barriers so that all Torontonians of all ages have easy and convenient access to the library services they need and want.</p> <p>SAMPLE STRATEGIES</p> <ul style="list-style-type: none"> • The Library's policy framework, fines and fees support equity and inclusion and remove barriers to online, branch and community-based services • Residents are engaged where they are: in library branches, online, in community locations • Branch open hours reflect community needs for 7-day service throughout the year with options for later evening hours • The Library reaches out to the community, and takes the library to the community in innovative ways
<p>Residents have access to technology to embrace the digital future and achieve their social, educational, economic and career goals We will set targets to impact: Percentage Increase – Residents rate technology training and access highly Percentage Increase – Residents use technology effectively for education, work and quality of life</p>	<p>PRIORITY: Advancing Digital Literacy and Inclusion We are Toronto's public access point for technology, digital services and expertise. We actively promote digital inclusion through access, training and networks, enabling Torontonians to embrace the digital future and participate fully in the global knowledge economy.</p> <p>SAMPLE STRATEGIES</p> <ul style="list-style-type: none"> • TPL meets established benchmarks for the quality, currency, and staff support for technology in branches • Digital Innovation Hubs and emerging technology are available equitably across the city • Partnerships expand access to experts and emerging technologies • Frontline staff model digital skills and actively promote digital inclusion • The Library is a Centre for e-government access
<p>Residents gain the knowledge, skills, and networks to reach their potential and achieve success The Library offers a safe environment for children and youth to be engaged learners, to support educational and life success Over four years: Percentage Increase in use of learning resources at the library Percentage Increase – Learning opportunities help residents achieve their educational, work, health and life goals increasing well-being</p>	<p>PRIORITY: Expanding Learning Opportunities, Building Skills and Capacity We are a destination for self-directed, online and lifelong learning and networking opportunities so that Torontonians of all ages can build new skills and literacies to achieve their goals. Torontonians are empowered to compete in the global knowledge economy. Through targeted service programs, Toronto's children and youth gain access to new learning opportunities and are positioned for future success.</p> <p>SAMPLE STRATEGIES</p> <ul style="list-style-type: none"> • Library offers new experiential learning models through public and private partnerships • Library expands capacity for online e-learning • Library services and programs support employment, business development, and entrepreneurship
<p>Residents feel connected to their community and have the freedom to express their culture and engage in city and local cultural experiences with others Over four years: Percentage Increase in participation in cultural programming and initiatives Percentage Increase in user satisfaction with cultural programming and initiatives Number Increase – Volunteers/volunteer hours at the library to support civic engagement Number Increase – Residents feel more connected to their local communities</p>	<p>PRIORITY: Creating Community Connections through Cultural Experiences We will expand cultural experiences and engage residents in the joy of reading. Torontonians will enjoy local cultural opportunities that foster innovation, creativity, cross-cultural understanding, civic engagement and an enriched quality of life.</p> <p>SAMPLE STRATEGIES</p> <ul style="list-style-type: none"> • Communities of interest are connected to make and share content • TPL provides leadership at the national and provincial levels in promoting literary culture for all ages and formats • Library branches provide opportunities for diverse cultural experiences and expression • Library collections and services promote cultural discovery and preserve our collective memory
<p>Residents have access to 21st-century library service that is future-oriented and delivered efficiently Over four years: Percentage Increase – Overall user satisfaction with quality of library service Percentage Increase – TPL has increased capacity and resources to deliver service Percentage Increase – Staff are engaged and have the tools and training to deliver excellent customer service Percentage Increase – Users rate staff as knowledgeable and helpful Percentage Decrease – cost per transaction</p>	<p>PRIORITY: Transforming Service Delivery We will transform our organizational capacity and culture to deliver services how, when and where our customers want them. Torontonians will benefit from a vibrant, revitalized, digitally enabled, creative and efficiently managed library service.</p> <p>SAMPLE STRATEGIES</p> <ul style="list-style-type: none"> • TPL structure, culture and capacity is agile, flexible, innovative and responsive and supports achievement of our strategic objectives • Staff are empowered and trained to deliver excellent service through multiple channels • There is a commitment to benchmarks, outcomes, and continuous improvement • Transform TPL's physical infrastructure and service delivery to support a full range of 21st-century services