

Key 2016 Activities – SAMPLE Status Report

KEY PRIORITY	KEY 2016 ACTIVITIES	STATUS	DETAILS
1 ADVANCING OUR DIGITAL PLATFORMS	<ol style="list-style-type: none"> 1. Digital Strategy developed and endorsed by the Board to create an excellent, integrated customer service experience online and in library branches. 2. Policy review supports the delivery of digital services 3. New user-centered online services launched for 2016 <ul style="list-style-type: none"> – Responsive Account – Borrower history and lists in response to customer demand – Online membership, registration & card renewal – Responsive mobile-friendly website – Children’s website for ages birth-5 launched with new features e.g. digital story time, or app – Content Strategy advanced to create more relevant and meaningful online experiences 		

KEY PRIORITY	KEY 2016 ACTIVITIES	STATUS	DETAILS
--------------	---------------------	--------	---------

2 BREAKING DOWN BARRIERS TO ACCESS, DRIVING INCLUSION

- 4. Library’s policy on fines and fees reviewed to support equity and inclusion
- 5. Marketing strategy to promote children’s membership, with targeted outreach in TSNS 2020 neighbourhoods to achieve targets and outcomes
- 6. Refined library brand identity supports awareness, discovery and engagement across service channels
- 7. State of Good Repair program advanced to support accessibility, inclusion and quality of life in neighbourhoods across the city
- 8. Sunday service expanded to create year-round service at six District and two R&R branches, and added to six neighbourhood branches to provide seasonal Sunday service
- 9. Self-service library kiosk at Union Station and plan for self-service after hours branches ready to pilot in 2017
- 10. Pilot models for embedded librarianship and active resident engagement

Green 100%

- Policy reviewed at March Board meeting; on track for implementation in Q3/16

Green 75%

- Operating budget funding received; on track for July and September implementations

Yellow

- Projects in progress; delays in responses from City for space requirements and timing of installation.

KEY PRIORITY**KEY 2016 ACTIVITIES****STATUS****DETAILS****3 EXPANDING ACCESS TO TECHNOLOGY AND TRAINING**

- 11.** Technology standards, benchmarks and performance standards established for in-branch technology user education programs, including bandwidth, wireless, computer software, devices and laptops and incorporated into 2017 capital and operating budgets
- 12.** Launch new Digital Innovation Hubs, and four pop-up learning labs available in library branches and communities across the city
- 13.** New Bookmobile extends technology, including wireless access, into communities
- 14.** Partnerships with industry technology leaders which leverage resources, increasing service quality and accessibility
- 15.** Digital hot spot lending pilot for targeted communities
- 16.** Innovative projects launched through strategic partnerships, e.g. TRL Virtual Reality Tour

Green 75% 

- Funding received; program on track for June 2016 launch

KEY PRIORITY	KEY 2016 ACTIVITIES	STATUS	DETAILS
--------------	---------------------	--------	---------

4 ESTABLISHING TPL AS TORONTO'S CENTRE FOR CONTINUOUS AND SELF-DIRECTED LEARNING

- 17. Pilot project launched with Chang School at Ryerson to expand access to business courses for professionals and the public as a model for future partnerships
- 18. Program outcomes and standards established in key areas: job search, entrepreneurial and mentoring networks
- 19. Collections and resources include new online learning tools
- 20. Plans for construction of new e-learning lab at North York Central developed
- 21. Expansion of digital training capacity through Learning Centres
- 22. Responsive to trends, including sharing economy through projects and programs such as tool, seed, kitchen and instrument lending libraries
- 23. After school programs offered for children and youth:
 - Youth Hubs operating at six locations: York Woods, Cedarbrae, Sanderson, Centennial, Maria A. Shchuka and Fairview
 - Camps and after school clubs for children ages 6-12 available in additional branches
- 24. eLearning and interactive distance learning courses developed and piloted

Green 100%

- Planning complete

Green 50%

- Funding received; expanded locations on track for implementation in Fall 2016

KEY PRIORITY	KEY 2016 ACTIVITIES	STATUS	DETAILS
--------------	---------------------	--------	---------

5 CREATING COMMUNITY CONNECTIONS THROUGH CULTURAL EXPERIENCES

- 25.** Branch renovations create cultural assets in local communities through outstanding people-centered architecture and design, exhibit, rehearsal, performance and work space, and with an emphasis on flexible spaces. 2016 projects include: Albion, Agincourt, Wychwood, St Clair/Silverthorn, North York Central, Dawes Road
- 26.** World class literary programming accessible through livestreaming and interactive social media to engage new audiences and build communities of readers
- 27.** Access to expert literary advice, user ratings and lists, build communities of interest
- 28.** New and refreshed cultural partnerships increase exhibit and engagement opportunities
- 29.** Chinese Community Archive in development with user generated content
- 30.** Assist in the settlement of Syrian refugees, in partnership with government & community partners
- 31.** MAP Program expanded to include enriched access for students at Ryerson and U of T, and a performing arts stream to provide free access to music and theatre experiences

KEY PRIORITY	KEY 2016 ACTIVITIES	STATUS	DETAILS
--------------	---------------------	--------	---------

6 TRANSFORMING FOR 21ST CENTURY SERVICE EXCELLENCE

- 32. Organizational structure and resources realigned to support innovation and deliver on strategic plan outcomes
- 33. Updated service delivery model to reflect future-oriented requirements for digital & branch platforms
- 34. Participation in City’s joint real estate redevelopment program provides increased revenue to fund state of good repair backlog
- 35. Business Intelligence strategy advanced to understand and respond to customer needs
- 36. Dedicated library resources to support the Toronto Public Library Foundation in achieving ambitious fundraising goals in support of strategic priorities
- 37. Internal computer systems updated: Human Resources, Budgeting, Room Bookings
- 38. Increase revenue with launch of new premium space rentals & promotion of community room rentals
- 39. Role of the librarian redefined to deliver on key strategic outcomes: digital service delivery, technology and user education, out of school time programs, high quality lifelong learning and cultural programs, partnership development and community engagement
- 40. Staff engagement activities including a survey are piloted
- 41. Branch service benchmarks drive program offerings

RED

- Presented to City with positive feedback; No timelines provided by City on next steps