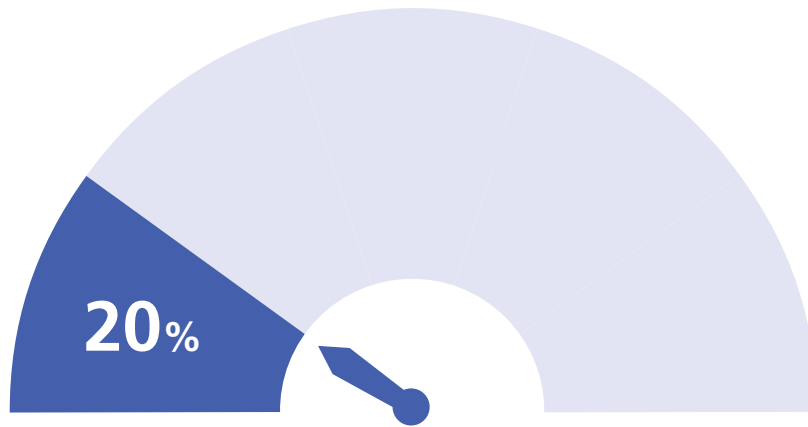


ACCESS

OPPORTUNITY

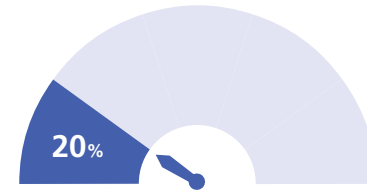
CONNECTIONS



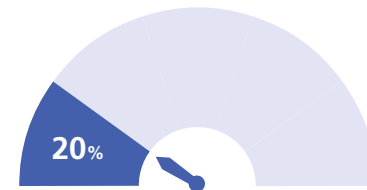
The Outcome:

- ▶ Easy, local, convenient access
- ▶ To a broad range of library collections and services
- ▶ Where, when and how Torontonians of all ages need and want them
- ▶ And an exceptional customer experience at every point of need.

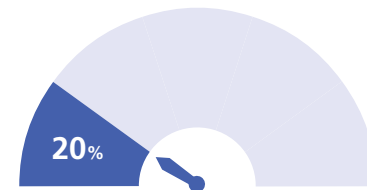
**Improved Access
Key Indicators**



OPEN HOURS



BARRIER-FREE MEMBERSHIP



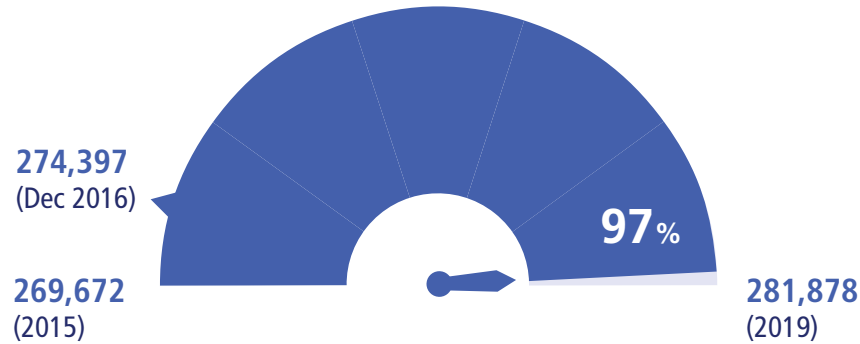
MOBILE & ONLINE
TRANSACTION SERVICE OPTIONS

ACCESS

OPPORTUNITY

CONNECTIONS

Open Hours



2016 activities that moved the dial	Status
Sunday service expanded to create year-round service at six District and two R & R branches, and added to 6 neighbourhood branches to provide seasonal Sunday service	G

Measure	Baseline (2015)	Current (2016)	Target (2019)*	% of Target Achieved
Total # of open hours	269,672 hours	274,397 hours	281,878 hours	97%

***Contributors to target open hours**

- ▶ **2016:** Sunday service hours expansion
- ▶ **2017:** Sunday service hours expansion (year-round service at five additional district branches)
Youth Hubs hours expansion
After hours card access
- ▶ **2018:** Sunday service hours expansion (year-round service at five additional district branches)
Youth Hubs hours expansion
After hours card access
- ▶ **2019:** Youth Hubs hours expansion
After hours card access

ACCESS

OPPORTUNITY

CONNECTIONS

Barrier-Free Membership



2016 activities that moved the dial	Status
Library's policy on fines and fees reviewed to support equity and inclusion	G
Marketing strategy to promote children's membership, with targeted outreach in TSNS 2020 neighbourhoods to achieve targets and outcomes	G

Measure	Baseline (2015)	Current (May 2016)	Target (2019)	% of Target Achieved
# active memberships in NIAs	182,142	180,455		

ACCESS

OPPORTUNITY

CONNECTIONS

Mobile and Online Transaction Service Options



2016 activities that moved the dial	Status
Digital Strategy developed and endorsed by the Board to create an excellent, integrated customer service experience online and in library branches	G
Policy review supports the delivery of digital services	Y
New user-centred online services launched for 2016	
Online fines payment improvements	G
More mobile friendly web pages	G
Online registration	Y
Your Account	G
Children's online presence	G

Measure	Baseline (2015)	Current (2016)	Target (2019)	% of Target Achieved