

## Strategic Plan 2016-2019

### Summary of Consultation to November 30, 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 – Oct. 7	Completed. 1,228 surveys received
Children	"Tell Us What You Think" colouring sheet for young children and comments sheet for older children, in branches and on website	Sept. 2 – Oct. 7	Completed. 47 sheets
Residents	Survey of Toronto Residents by Forum Research – telephone/online	In field Nov. 12-20	Completed.
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: Area meeting, Northern District	Completed. 15 participants
Staff	Presentation: Environmental scan; summary of consultation to date;	July 2: Area meeting, York Woods	Completed. 20 participants

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	information about upcoming consultation events	July 21: Research & Reference Managers meeting, TRL	Completed. 11 participants
Staff	Presentation: Consultation update and consultation exercise	July 15: Community Outreach and Engagement Committee, North York Central	Completed. 10 participants
		Aug. 5: Circulation Policy Committee, Toronto Reference Library	Completed. 10 participants
		Sept. 8: Research & Reference Senior Staff meeting, Toronto Reference Library	Completed. 32 participants
		Sept. 10: Area Managers meeting, Toronto Reference Library	Completed. 8 participants
		Sept. 24: Area meeting, Barbara Frum	Completed. 10 participants
		Oct. 21: Area meeting, Morningside (update only)	Completed. 25 participants
		Nov. 12: Operations Supervisors bi-annual meeting, Scarborough Civic Centre	Completed. 30 participants
Staff	Three focus groups	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 (one in each of the six service areas and one for the R&R libraries)	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	Completed. 100 participants

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		Oct. 20: Dawes Road Oct. 22: Jane/Sheppard Oct. 28: Parkdale Oct. 29: Mount Dennis	
Youth	Youth “Branch Champion” focus group	Oct. 17: Northern District	Completed. 50 participants
Toronto Public Library Workers Union Local 4948	Focus group	Oct. 29: Northern District	Completed. 35 participants
Friends of Toronto Public Library	Background documents with request for feedback sent to North & South Chapters and Special Collections Friends	Nov. 17 by email	Completed.
Public / Private Partners	Breakfast roundtables with representatives from the Cultural and Technology sectors	Nov. 5 & 19 Toronto Reference Library	Completed. 91 participants
City Councillors / Executive Assistants	Focus Group	Dec. 8, City Hall	In progress.
Toronto Public Library Foundation	Presentation on the new Strategic Plan to the TPLF Board	Feb. 25, TRL	Scheduled.