Strategic Plan 2016-2019
Defining & Measuring Outcomes

Strategic Plan Steering Committee

February 2, 2016

Boardroom, Toronto Reference Library

TORONTO PUBLIC LIBRARY

Expanding Access, Increasing Opportunity, Building Connections
2016-2019

Toronto Public Library empowers Torontonians to thrive in the digital age and global knowledge economy. With **expanded access** to **technology, lifelong learning, and diverse cultural and leisure experiences**, Torontonians have **increased opportunities for growth and success,** and **stronger connections.** Partnerships and private sector funding will be key to the success of this plan.

Outcome statements across each of the three high level themes

- Expanding **Access**

- Increasing **Opportunity**

- Building **Connections**

+ 2016 Measures & 4-year measures

The Overarching Measure of Success

Increased engagement with the Library by four key audiences:

1. Users

2. Advocates

3. Partners

4. Funders

Principles and Approach to Defining & Measuring Outcomes

- Learn by doing

- Theoretical and pragmatic

- Leverage ongoing and emerging work in the public library and non-profit sector

Ongoing and Emerging Work

- EDGE Initiative

  benchmarking toolkit for libraries to evaluate public technology services

- Collective Impact Model

  large-scale social change comes from better cross-sector coordination rather than from the isolated intervention of individual organizations.

Technology Impacts & Outcomes

Ontario Libraries Capacity Fund (OLCF) Research and Innovation Project:

Technology Benchmarks and Outcomes

While public libraries' role in providing access to technology is understood by the public, there is no Ontario study that supports benchmarking, continuous improvement and measuring of outcomes and impacts.

Collective Impact

Technology Impacts & Outcomes

City of Toronto

Poverty Reduction Strategy recommendation:

- Expand digital access and literacy to ensure residents can effectively access programs and services online.

Examples of TPL's contribution:

- Free wireless and computers in every branch
- Digital Strategy to advance online service options
- Online learning tools
- Support for accessing e-government services online

Collective Impact

Technology, Learning & Connections
Impacts & Outcomes

Ontario

Stepping Up: A Strategic Framework to Help Ontario's Youth Succeed

Priority Outcomes:

5:    Ontario youth have at least one consistent, caring adult in their lives

7:    Ontario youth achieve academic success

13:    Ontario youth experience social inclusion and value diversity

19:    Ontario youth have access to safe spaces that provide quality opportunities for play and recreation

20:    Ontario youth know about and easily navigate resources in their communities

Collective Impact

Technology, Learning & Connections
Impacts & Outcomes

City of Toronto

Youth Equity Strategy

Poverty Reduction Strategy

Toronto Strong Neighbourhoods Strategy 2020

Collective Impact

Technology, Learning & Connections Impacts & Outcomes

Examples of TPL's contribution:

Library Youth Hubs provide high quality, out-of-school time program for youth

- Homework help
- Technology support
- Nutritional support
- Mentors and a welcoming space to youth

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