

## Strategic Planning Process 2016 – 2019

Steps in the Process	Activity and Milestones	Proposed Timeline
<b>Orientation</b>	<b>Milestone</b> <ul style="list-style-type: none"> <li>Approval of the process and timeline by the Library Board</li> </ul>	April 2015
<b>Understanding the Service Context: Environmental Scan</b>	<p>Research and consultation including a review of:</p> <ul style="list-style-type: none"> <li>Council's priorities and service strategies and related public consultation</li> <li>The provincial and municipal fiscal outlook</li> <li>Research reports, benchmarking initiatives about Toronto and its residents</li> <li>Feedback received on library services, including the 2015 budget consultations, and trends in customer comments</li> <li>An analysis of achievements and carry forward items from the Toronto Public Library's 2012 – 2015 strategic plan</li> <li>Trends in publishing and media</li> <li>New and emerging technologies impacting library service and operations</li> <li>Best practices in customer service in the public and private sector</li> <li>Service offerings of benchmark public libraries</li> </ul> <p>Consultation including surveys, social media focus groups and interviews with:</p> <ul style="list-style-type: none"> <li>Youth/teens</li> <li>Children</li> <li>Adults, older adults and seniors</li> <li>Persons with disabilities</li> <li>Newcomers</li> <li>First Nations</li> <li>Low income adults and families</li> <li>E-users</li> <li>Friends of the Library</li> <li>Job seekers and recent graduates</li> <li>Communities of interest</li> <li>Non-users</li> </ul>	April – May 2015

## Strategic Planning Process 2016 – 2019

	<ul style="list-style-type: none"> <li>Focus groups with staff, Toronto Public Library Workers Union</li> </ul> <p>4948 community partners and stakeholders</p>	
<b>Establishing Draft Priorities</b>	<b>Milestone</b> Presentation of environmental scan to Library Board Review and confirmation of vision, mission, service values and themes: <i>Read, Learn, Create, Deliver</i> Establishment and approval of draft priorities for 2016 – 2019 Approval of consultation and communication plan for draft priorities	June 2015
<b>Consultation on Draft Priorities and Success Measures</b>	Consultation with service partners, residents and communities  <b>Milestone</b> Approval of plan priorities by the Library Board	July – November 2015  October 2015
<b>Development of Success Measures</b>	<b>Milestone</b> Approval of success measures	November 2015
<b>Approval of the Plan</b>	<b>Milestone</b> Approval of the final plan by the Library Board Approval of a communication and implementation strategy	December 2015
<b>Communication and Implementation</b>	<b>Milestone</b> Strategic plan priorities and success measures provide framework for the Board Policy, capital and operating budgets, division and department work plans	Ongoing