

Brampton Public Library Board
2009 PUBLIC REPORT CARD

for

Closing the Gap, Strategic Plan 2009 - 2012

| | | | | |
|----------------------|-----------------|------------------------|-------------------------------|----------------------|
| A = Very Good | B = Good | C = In Progress | D = More Effort Needed | F = No Action |
|----------------------|-----------------|------------------------|-------------------------------|----------------------|

Direction 1: Phased Facility Growth

| # | Initiative | Rating | Comments |
|-----|--|--------|--|
| 1.1 | Refine the Library Facilities Master Plan in consultation with the City of Brampton. | F | Not at this time as the current plan is being acted upon with the construction of BramEast Library and Mount Pleasant Village. |
| 1.2 | Complete the upgrade and expansion of the Cyril Clark Branch. | C | In progress. Substantial completion Spring 2010. |
| 1.3 | Extend hours of operation. | B | All current permanent branch locations open Sundays year round effective 2010. |
| 1.4 | Expand the number of deposit collections. | A | Six new deposit collections in place across the community. |

Direction 2: Multicultural Strategy

| # | Initiative | Rating | Comments |
|-----|---|--------|---|
| 2.1 | Expand and refine the multilingual collections. | C | 13 new languages for the collection. Total languages 22. |
| 2.2 | Catalogue multilingual collections. | D | Implementation underway. |
| 2.3 | Expand the Library settlement services to provide more services to newcomers. | F | To be in place at BramEast Library. |
| 2.4 | Expand outreach activities and Library programs to encourage greater usage. | A | Winter Lights Bus Tour for Newcomers raised library awareness to 500 people and resulted in 80 new members. |

Direction 3: Dramatic Increase in Virtual Access and Services

| # | Initiative | Rating | Comments |
|---|--|--------|---|
| 3.1 | Review information and reference collections, and establish guidelines for the relative emphasis on physical versus virtual collections. | B | Monitoring systems in place to assess value and use of virtual collections such as e-books and adapt collections and initiatives. |
| 3.2 | Implement the newly developed guidelines for introducing new technologies and formats/media and phasing out of the old. | A | Phased out VHS and audio books on cassette. |
| 3.4* | Pilot a variety of innovative technologies to encourage library usage. | B | <p>Introduced teen summer reading challenge online. Garnered 132 users and 292 responses.</p> <p>Extended lap-top loans at the Cyril Clark temporary site resulting in a 2.64% increase in circulation.</p> <p>Introduced outreach laptops. Resulting in 200 registrations.</p> |
| * This initiative is in process ahead of schedule. | | | |
| 3.5 | Increase access to technology training for library customers. | | |
| | <ul style="list-style-type: none"> Investigate training models and include in functional plans for new locations | D | Functional plans for BramEast and MPV include a computer lab. |
| | <ul style="list-style-type: none"> Expand engagement of staff in delivery of workshops | F | No action. |

Direction 4: Enhanced Core Services

| # | Initiative | Rating | Comments |
|-----|---|--------|---|
| 4.1 | Conduct a core service review (standard process at start of a new planning period) | B | Report pending. |
| 4.2 | Roll out the Customer Centred Service Model (1 branch per year) | A | Implemented at Chinguacousy resulting in 88% of circulation by self-check. Some progress in South Fletcher's location, ahead of schedule. |
| 4.3 | Continue to refine and apply the Core Service Review processes for acquisitions and programs to ensure that they are driven by changes in usage and demographics. | D | Refinement mechanism in place for use in 2010 with collections. More refinement for programs and services to come. |
| 4.4 | Implement service model delivery evaluation results. | F | No action. Evaluations and recommendations not available in 2009. |

Direction 5: Strong Operating Base

| # | Initiative | Rating | Comments |
|-----|---|--------|--|
| 5.1 | Investigate service agreements with the City of Brampton for the provision of selective services and expertise to avoid duplication within the Municipality. (Also supports Direction 7.) | A | Shared security services with City of Brampton; working with City for ODA compliance; Building and Property Maintenance Agreement with the City. |
| 5.2 | Implement the new library computer system (ILS) to improve the efficiency and effectiveness of the Library management practices. | B | New library computer system in place. Children's catalogue yet to come. |
| 5.3 | Introduce electronic book tracking technology (RFID) and self serve checkout of materials. | A | Chinguacousy completed. Self-check in place at South Fletcher's. |
| | <ul style="list-style-type: none"> Tagging for the collections at FC and FL targeted for completion in 2009 | B | South Fletcher's - tagging completed. Four Corners – in progress. |

Direction 6: Broad Community Outreach and Alliances

| # | Initiative | Rating | Comments |
|-----|--|--------|---|
| 6.1 | Update the current communication strategy and enhance efforts to increase awareness of Library services. | A | Completed. |
| 6.2 | Expand and strengthen partnerships with the schools and with early literacy centres. | A | Expansion of deposits and outreach programming. Major effort with One Book One Brampton. |
| 6.3 | Develop partnerships and alliances at the local branch level. | C | McHugh Public School literacy initiative; Mary Centre visits to Four Corners on a weekly basis; Recreation collaboration pilot project at South Fletcher's. |

Direction 7: Strengthened Civic Accountability Relationships

| # | Initiative | Rating | Comments |
|-----|--|--------|---|
| 7.1 | Develop improved measurement indicators to be used as an accountability mechanism with the public and the City. (Also supports Direction 5.) | B | Tangible Capital Asset Project; annual community report card. |
| 7.2 | Develop an annual Board plan that identifies how the Board will support the strategic goals and champion strengthening relationships with the City and key stakeholders. | F | Postponed - for new Library Board. |
| 7.3 | Seek out opportunities for shared development and use of public facilities. | B | BramEast and Mount Pleasant Village planning underway. |

Direction 8: Human Resources Development and Succession Planning

| # | Initiative | Rating | Comments |
|-----|--|--------|---|
| 8.1 | Develop succession plans to help provide management stability during the anticipated period of retirements and transition. | A | Developed succession plan and identified succession planning candidates. 21% of staff represent visible minorities. |