

Synopsis of Report: To discuss the need for public consultation and data collection in advance of strategic planning sessions in order to determine gaps in library programs and services.

Overview: As we will be revisiting the Strategic Plan in 2019, it is necessary to engage in public consultation with patrons and community members in order to identify gaps in programs in services, determine how well the library is meeting the needs of the community, and what the perception is of the library among patrons. Per the Planning Policy, the library should be conducting a user survey annually. This information will help to inform strategic planning sessions, and allow us to better meet the needs of the community. In particular, staff would like to focus on the library's current open hours, which (with the exception of Sundays) have not been assessed recently; what programs are in demand by community members; and what services are underused by the community. This process should also take into account best practices and comparative data for similar sized libraries in the region.

Recommendation: That library staff undertake a comprehensive public consultation with community members regarding library programs, services, collection, and open hours.

Financial Impact: None

Impact to Library Staff: None

Impact to Library Services: Identifying opportunities for programs and services will have a positive impact on the level of service the library offers