

MARKHAM PUBLIC LIBRARY

“BUILDING ON A WINNING RECORD”



May 2, 2011



Ministry of Tourism and Culture's Innovation Award

C3: Customer Centred Classification



AMO Peter J. Marshall Innovation Award

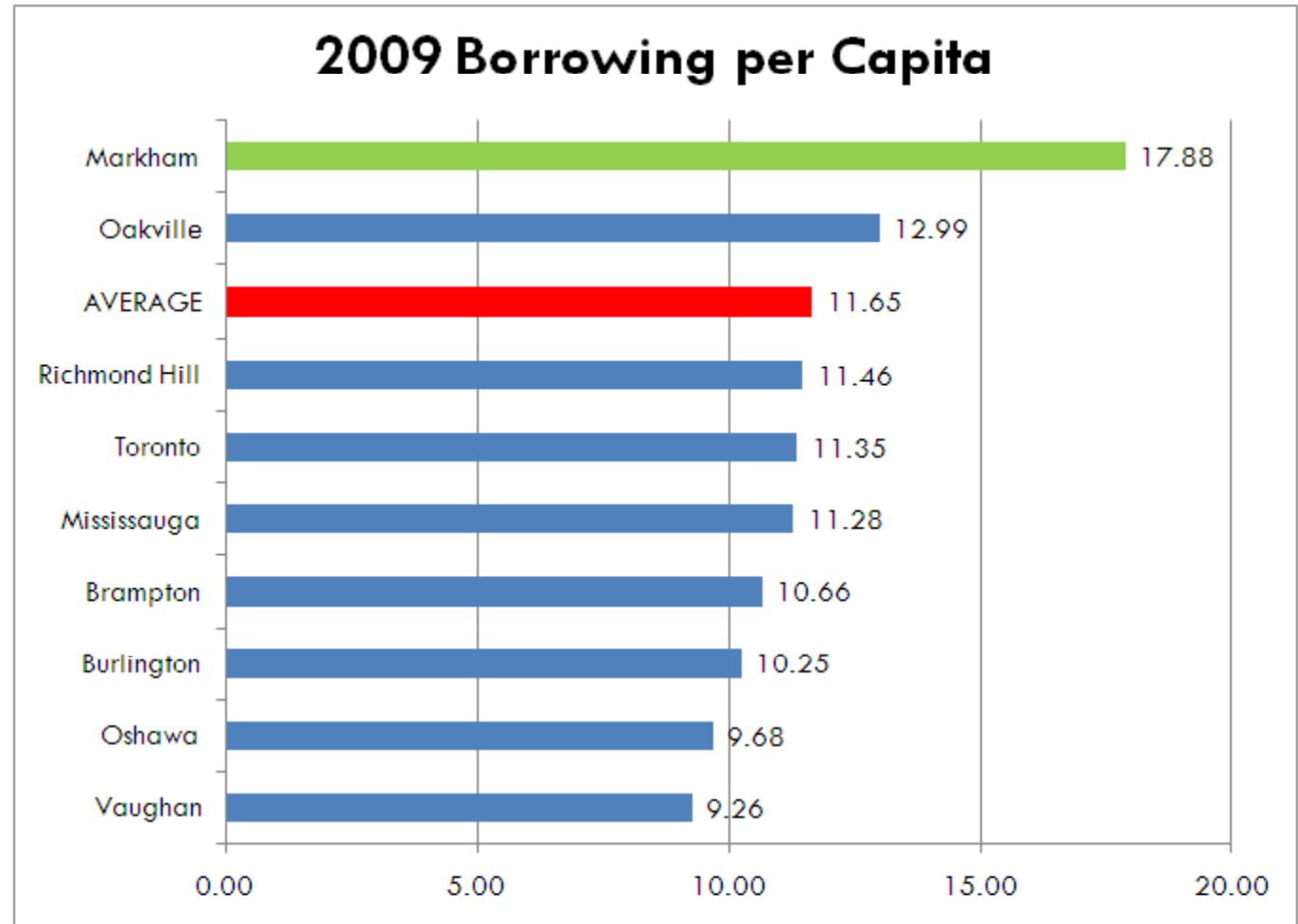
Association of Municipalities of Ontario

Our Vision

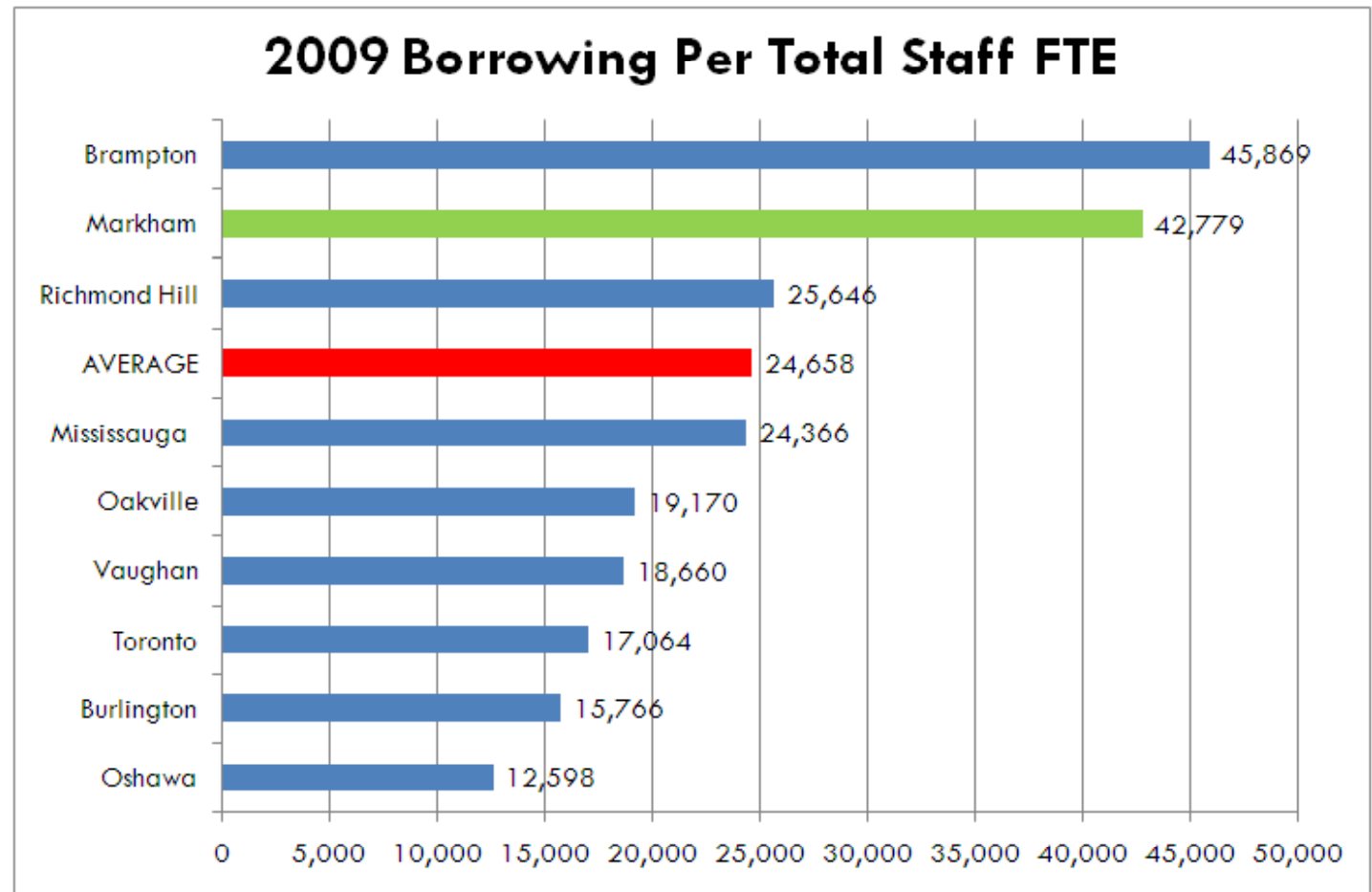
The place where Markham's
communities come together to
imagine, learn and grow



Metrics – Do Markham Residents Value Their Library?



Metrics – Are we managing material flow efficiently?



THIS WEEK'S SMILE



STAFF PHOTOGRAPHER WITTEVEN

Customer Service Excellence

Proactive and welcoming



Merchandizing

Enhancing customer self-service and making finding easier



The Learning Place

Better Program Planning, Online Program Registration



Early Literacy & School Readiness

Inclusive Delivery



More Cultural Events

Supporting the Creative Economy



More Cultural Events

Celebrating Reading and Creativity



More Civic Engagement

Citizenship Ceremonies



Serving Diversity

Library Settlement Partnership



Serving Diversity

English Conversation Circles, ESL Partnership (York Region Board of Education)



Third Place Spaces

Community Living Rooms



Improving Accessibility

Kurzweil Systems, Accessible Washrooms

ConsumerReports.org Build & Buy service for new cars Learn more

Sign Out | Library's Account - Customer Service

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GPS NAVIGATORS

Check out the top-performing units

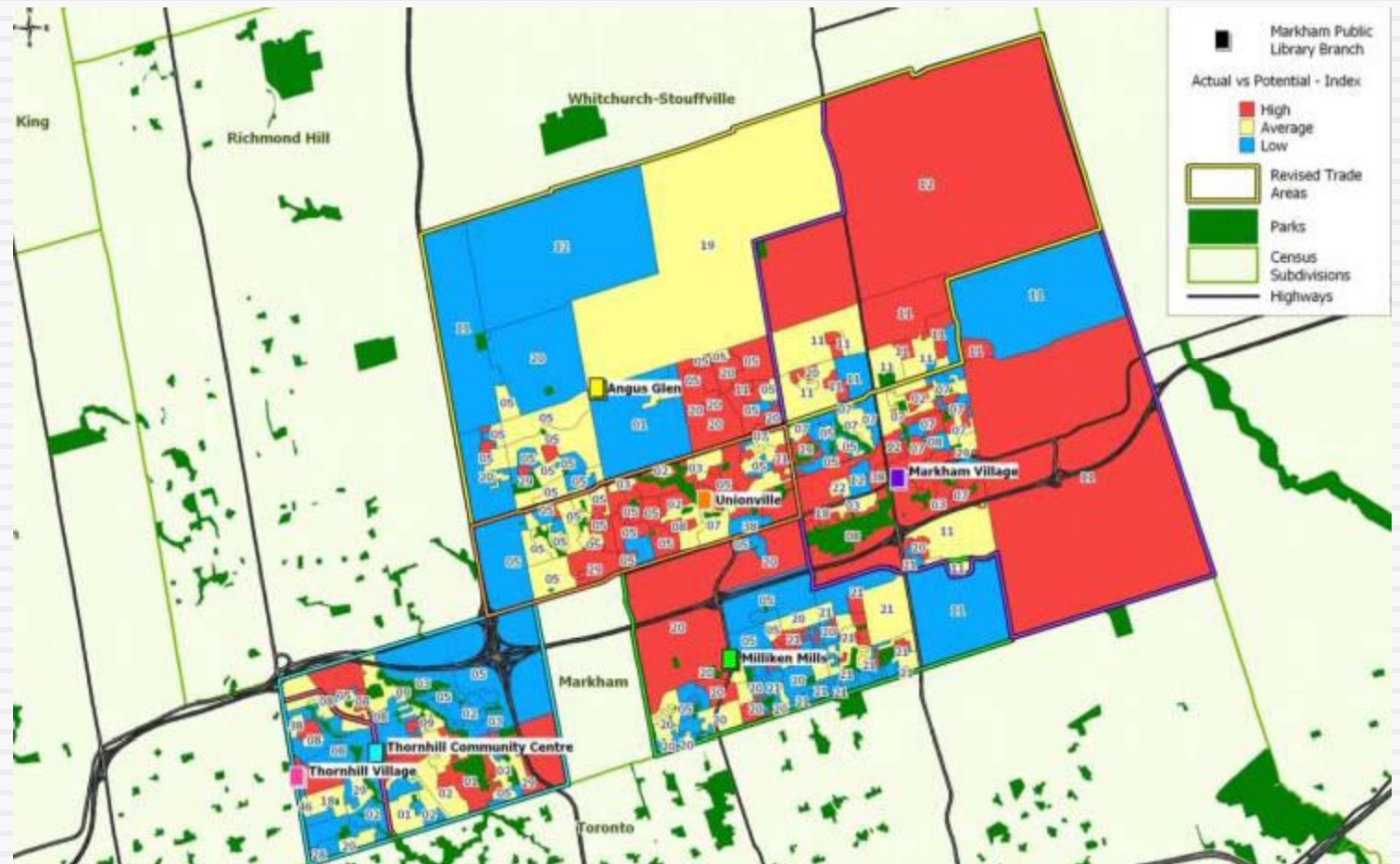
Watch video

Recent Tests

- Cell phones & services
- Washing machines
- Computers
- TVs
- Refrigerators

Improving the Virtual Library

Open 24 x 7



Better Data for Planning

Geodemographics, Lifestyle Clusters



C3 – Changing the Library Collection Experience

Ministry of Tourism & Culture's 2010 Innovation Award, Association of Municipalities of Ontario Peter Marshall Innovation Award



Planning the Future at Milliken Mills Branch

Feasibility Study, Public Consultation, Integrated Leisure Master Plan



Renewing Thornhill Community Branch

Infrastructure Grant Opportunity



Better Learning Spaces

For every learning style



Self-Service & Automated Sortation

Support Delivery of Services through Efficiency & Automation



More and Better Self-Service Options

Empowering Customers & Lean Operations



Maximizing ROI on Collection Budgets

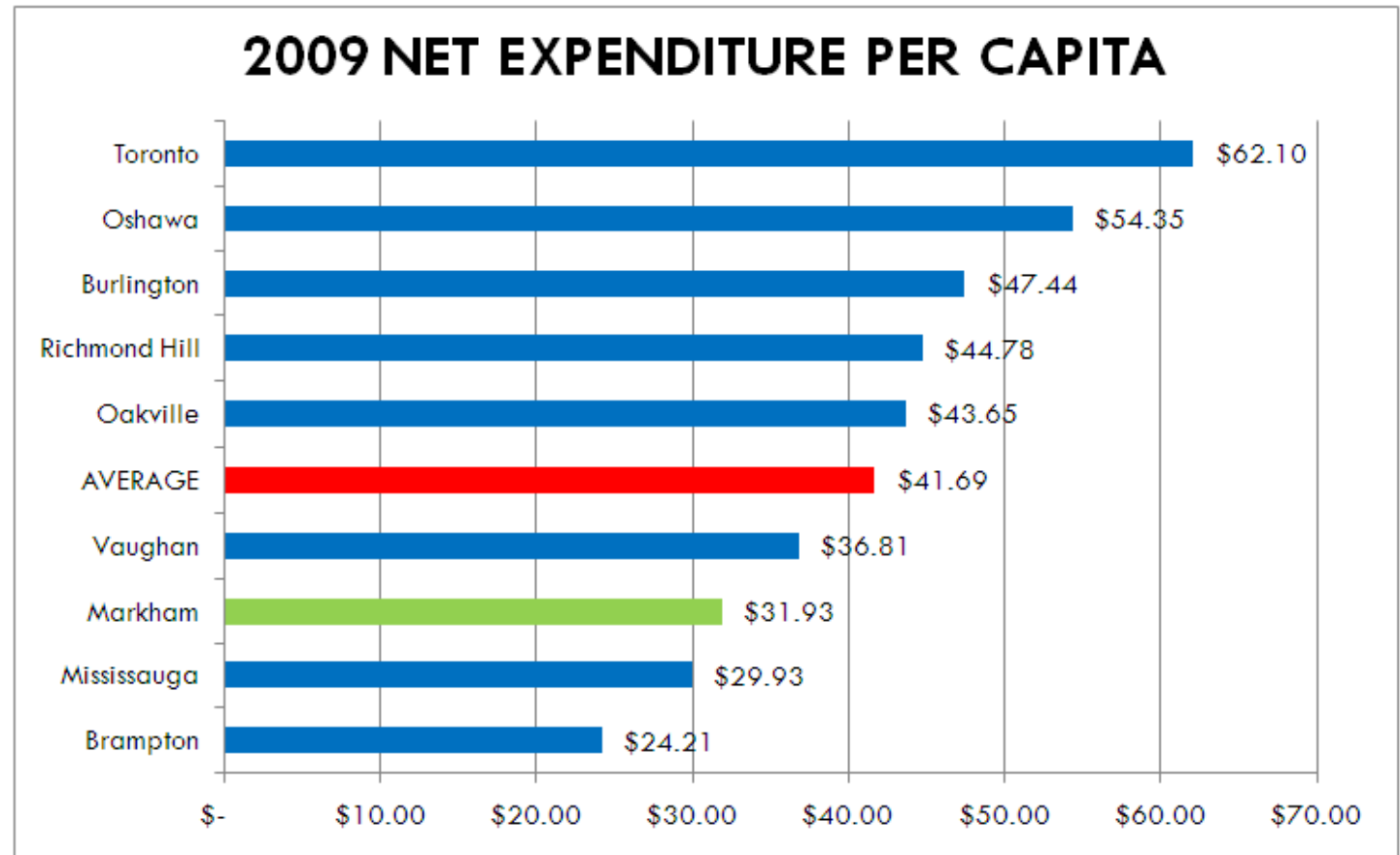
RFP for Vendor Services



Staff Learning and Growth

Learn Centre, Learning and Development program

Metrics – Are we managing library finances effectively?



ACTIVITY	COST	USAGE	TOTAL COST
Books Borrowed	\$20	3,225,859	\$64,517,180
Movies Borrowed	\$4	1,489,977	\$5,959,908
Audio Books Borrowed	\$50	210,188	\$10,509,400
Music Media Borrowed	\$15	177,872	\$2,668,080
Magazines Borrowed	\$4	167,148	\$668,592
Video Games Borrowed	\$20	32,021	\$640,420
Interlibrary Loans Borrowed	\$25	629	\$15,725
Reference Questions Answered	\$10	120,411	\$1,204,110
Programs Attended	\$8	4,771	\$38,168
TOTAL VALUE OF SERVICES			\$86,221,583
TOTAL VALUE OF SERVICES PER HOUSEHOLD			\$1,078
TOTAL VALUE OF SERVICES PER RESIDENT			\$288
EXPENDITURES			\$10,793,418
NET EXPENDITURE PER CAPITA			\$31.93

Financial

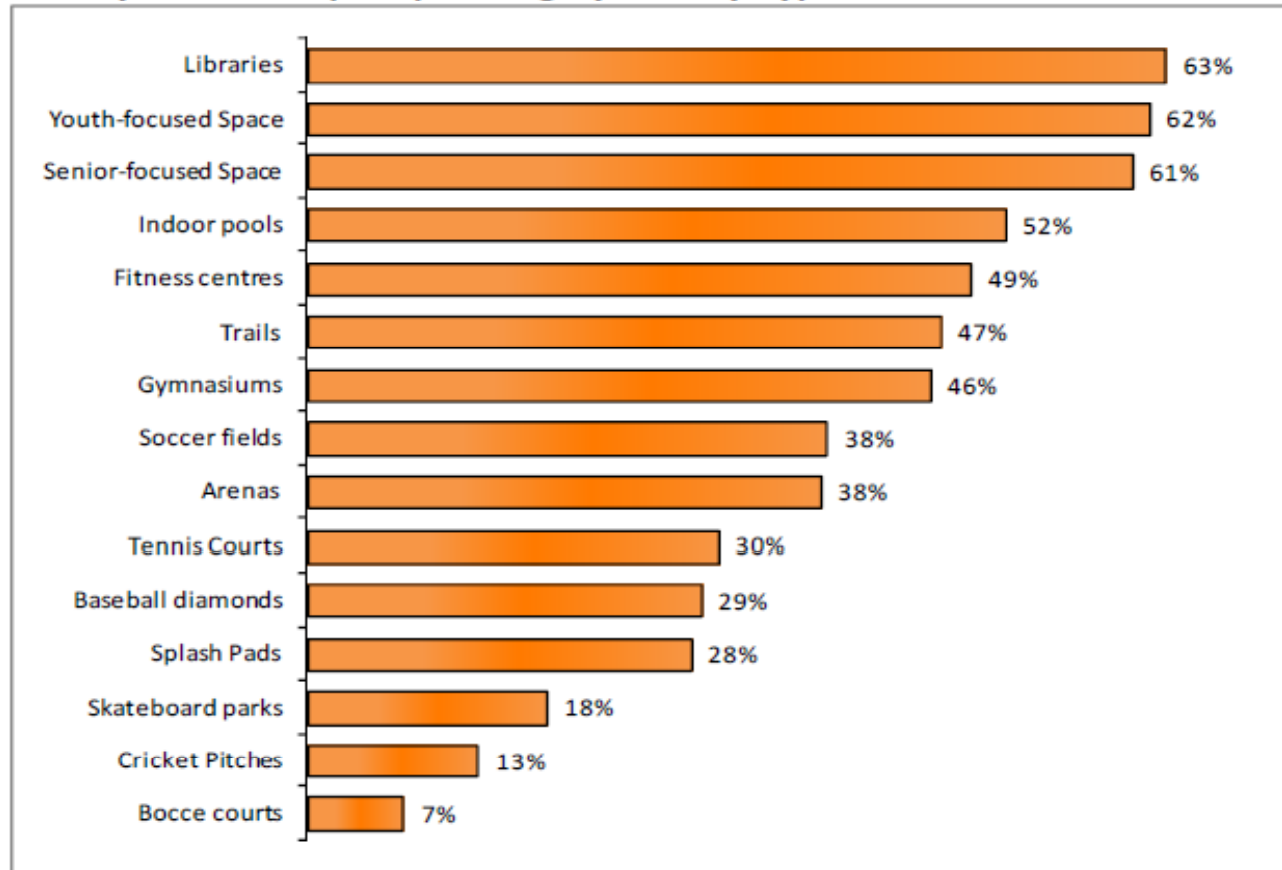
Library Finances Managed Effectively to Achieve the Vision



Building Markham's Future Together

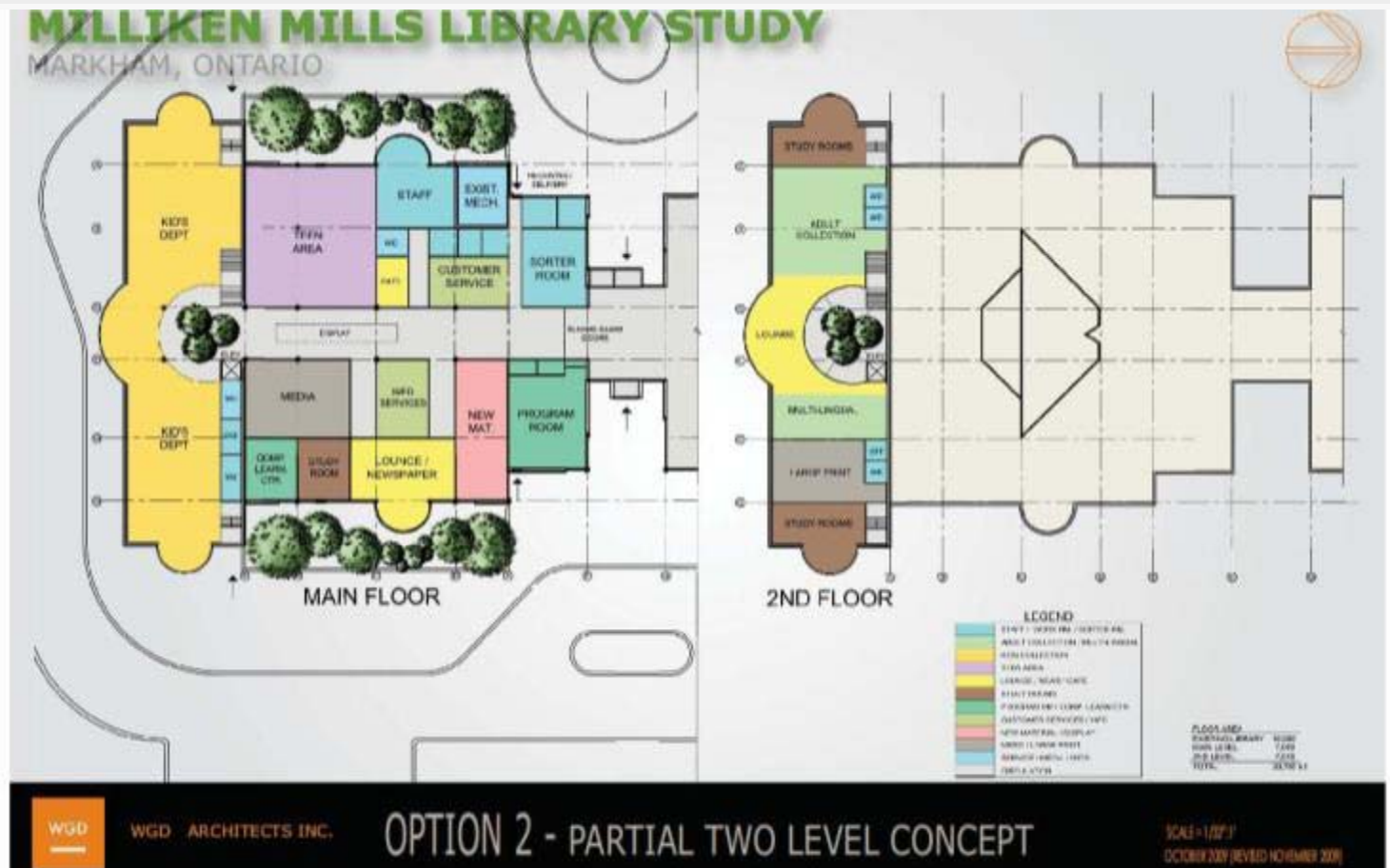
Integrated Leisure Master Plan (ILMP)

Priority for Municipal Spending by Facility Type



Integrated Leisure Master Plan

Household Survey



Next Steps

Strategic and Sustainable Investment in Infrastructure



East Markham Library

Opening 2012



South East Markham

Filling a community need in an under-served area



Markham Centre

The heart of a vibrant new community

Building on Markham's Winning Record

- Making Markham the premier place to live and work
- Making Markham stronger, healthier, more informed, engaged, literate and inclusive by providing outstanding library services and resources that enhance quality of life and help all to achieve their full potential & success in the 21st century.
- Providing the highest levels of convenience and accessibility in library services through innovative business models that respond to resident needs, use resources efficiently and maximize ROI for tax dollars



imagine
learn
grow



mpl