



## COMMUNITY FORUM COMMENTS – OCTOBER/NOVEMBER 2011

<b>FORUM FEEDBACK</b>				
AWARENESS	TECHNOLOGY	PROGRAMS	SPACE	OTHER IDEAS
<ul style="list-style-type: none"> <li>• Use Youtube videos - contests, sharing, favourite things;</li> <li>• Use blogs – no duplicate website</li> <li>• Staff can promote services better face-to-face</li> <li>• Promote purchase suggestions</li> <li>• Other languages promotion</li> <li>• Start a newsletter for older adults</li> <li>• Use flyers to reach older adults</li> <li>• Use the Rec &amp; Park software for customer contact</li> <li>• Improve the older adult content on the website</li> <li>• Use The Mississauga News, SNAP, councilors newsletters</li> <li>• Promote the library's e-newsletter</li> <li>• Be a presence at community centers and seniors centers</li> </ul>	<ul style="list-style-type: none"> <li>• Increase social media for youth messaging</li> <li>• Improve the “teen zone” on website with colour, info</li> <li>• Use virtual space media – twitter, facebook</li> <li>• Wi-fi, high-speed</li> <li>• Give priority neighbourhoods more computers</li> <li>• Offer technology training – high-end techs, smart boards</li> <li>• Sponsor sessions on managing social media with kids</li> <li>• Provide all branches with mobile devices for instruction and education</li> <li>• Improve e-book service</li> <li>• Develop a ‘road show’ on kids and technology</li> <li>• Offer intro to social media sessions</li> <li>• Use voice mail options for languages</li> <li>• Create a small business page on website and</li> </ul>	<ul style="list-style-type: none"> <li>• More youth events – workshops, poetry slams, theatre, “cool things,” art, yoga, hip stuff</li> <li>• Offer passes for local Museum, Art Gallery, etc.</li> <li>• Get experts from different fields - financial training/advice – local groups – university financing</li> <li>• Use networking opportunities – UTM, Sheridan, OCAD, school boards</li> <li>• Career night/day/week – communicate with schools in the area</li> <li>• Develop partnership for youth with special needs</li> <li>• Survey older adults</li> <li>• Books and coffee with a sponsor</li> <li>• Increase conversation circles and focus on the Library</li> <li>• Offer programs</li> </ul>	<ul style="list-style-type: none"> <li>• Create space for hosting events</li> <li>• Develop outdoor spaces</li> <li>• Create cool youth spaces – paint walls to become whiteboards</li> <li>• A place to gather</li> <li>• Increase group and individual quiet study</li> <li>• Designate a corner/promote brain health</li> <li>• Use program rooms more fully</li> <li>• Set-up parenting collections in the kids areas</li> <li>• Provide viewing and listening stations</li> <li>• More meeting room space for business groups</li> <li>• Library hours sometimes impinge on space bookings</li> <li>• Install buffers strategically to reduce noise</li> </ul>	<ul style="list-style-type: none"> <li>• Expand graphic novels collection</li> <li>• Create older adult leniency</li> <li>• Create volunteer opportunities</li> <li>• Host sessions on health issues, e.g. falling</li> <li>• Consider staff dress standard, staff id, staff title</li> <li>• Eliminate bottom shelves</li> <li>• Offer more audio books</li> <li>• Evaluate multilingual materials for families</li> <li>• Increase Library entertainment events</li> <li>• Ask parents what topics they want to learn about</li> <li>• Consider bussing for adults</li> <li>• Develop a junior kindergarten program like the Grade 4 program</li> <li>• Offer more “celebration of reading events”</li> <li>• Develop a personal</li> </ul>

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<ul style="list-style-type: none"> <li>• Increase Library presence at school events</li> <li>• Attend junior kindergarten information nights</li> <li>• Provide material to daycares</li> <li>• Promote “Dial-a-Story” information</li> <li>• Market the Library as a place to spend time together</li> <li>• Provide schools with posters on the Library’s services</li> <li>• Use the City’s electronic notice boards</li> <li>• Promote links to the Library’s website for other organizations</li> <li>• Participate at other community events</li> <li>• Tap into the passion to offer community service – volunteer greeters</li> <li>• Posters of newcomers for newcomers</li> <li>• Keep in touch with key contacts</li> <li>• Keep the LINKS up</li> <li>• Create a poster of uniformed workers</li> <li>• Improve signage to libraries</li> <li>• Promote getting items not in the collection</li> <li>• Advertise languages</li> </ul>	<ul style="list-style-type: none"> <li>• keep current</li> <li>• Add more e-books</li> <li>• Email alerts for returns before late fees assigned</li> <li>• Use bibliocommons and LibraryElf</li> <li>• Seamless online access with Firefox</li> <li>• DVD complete list on website</li> <li>• Email alerts as new DVDs come in Offer computer training at all locations</li> <li>• Book clubs for adults based on</li> <li>• Subscribe to Freegal</li> <li>• Create a campaign – <i>“Newcomer? Ask us for materials just for you...”</i></li> <li>• Create a “Welcome kit” with new cards</li> </ul>	<ul style="list-style-type: none"> <li>• promoting integration with Canadian society</li> <li>• Create inter-generational programs</li> <li>• Older adult advisory groups</li> <li>• Better computer books</li> <li>• Extend loan periods for e-books</li> <li>• Offer audio/e-books in other languages</li> <li>• Develop partners</li> <li>• Create “reading buddies”</li> <li>• Sponsor bus trips for older adults</li> <li>• Get purchase suggestions from other agencies (best of...)</li> <li>• Address needs of caregivers for older adults</li> <li>• Time to meet managers</li> <li>• Access to health care info</li> <li>• Address 4 groups of older adults</li> <li>• “Learn about New Technology here!”</li> <li>• Create deposits in seniors homes</li> <li>• Create “drop in” times to meet others</li> <li>• Create storytimes for adults</li> <li>• Supply book clubs</li> <li>• Expand world language selection for older adults</li> <li>• Co-sponsor sessions for</li> </ul>		<ul style="list-style-type: none"> <li>• reading record program</li> <li>• Offer writing clubs and contests</li> <li>• Schedule more weekend programs</li> <li>• Hold “read aloud” sessions for families</li> <li>• Develop a program of kids mentoring kids</li> <li>• Identify stages of parenting and address with collections</li> <li>• Create parent councils / library club</li> <li>• Develop lists of “best books on...”</li> <li>• Focus on books to read aloud</li> <li>• Be friendlier at the Central Library</li> <li>• Host forums on weekends</li> <li>• Use volunteers for more events, etc.</li> <li>• Offer more early hours</li> <li>• Expand services in French</li> <li>• Relax food and drink rules</li> <li>• Make New Beginnings a mode for other groups</li> <li>• Organise a “book of the month” program Offer ‘Welcome to Canada’ story times for families</li> <li>• Review current policy re commercial postings</li> </ul>

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<p>spoken at each location</p> <ul style="list-style-type: none"> <li>• Promote small businesses</li> <li>• Promote business services elsewhere</li> <li>• Better publicity with other partners</li> <li>• Update posters</li> <li>• Use churches, etc.</li> <li>• Promote children's library info through schools</li> <li>• New releases, popular reads on home page</li> <li>• classics/bestsellers</li> <li>• Responsive, transparent process for new purchases</li> </ul>		<p>parents on child achievement</p> <ul style="list-style-type: none"> <li>• Provide schools with library information for their newsletters</li> <li>• Establish connections with school board literacy staff</li> <li>• Participate in the Celebration Square events</li> <li>• Expand "Dual language" materials</li> <li>• Develop a position on parent involvement</li> <li>• Provide creative outlets for families at libraries</li> <li>• Host meetings for groups to address their concerns, i.e. a teenager</li> <li>• Promote information on further education</li> <li>• Request materials from community agencies</li> <li>• Provide transit info for newcomers</li> <li>• Offer Peel Community Guides in all languages</li> <li>• Think "newcomer families"</li> <li>• Host Newcomer Days</li> <li>• Offer book clubs in other languages</li> <li>• Invite MBEC to speak at staff meetings</li> <li>• Offer programs in partnership with other agencies – tax info,</li> </ul>		<ul style="list-style-type: none"> <li>• Use staff to translate top 6 languages</li> <li>• Improve library hours – Central 24 hrs</li> <li>• Longer weekend hours</li> <li>• Public library card access to University library and regional libraries</li> <li>• Return MLS books to Brampton</li> <li>• Lower late fees especially DVDs</li> <li>• Increase loan periods over weekends/summer</li> <li>• Standard opening hours across system</li> </ul>

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		<p>small business, etc.</p> <ul style="list-style-type: none"> <li>• Posting for commercial groups for a charge</li> <li>• Host a “Small Business” trade show/fair with success stories/training seminars</li> <li>• Use LCD screens</li> <li>• Promote sponsorship opportunities, paid advertisements</li> <li>• More forums on key issues</li> <li>• Business centres in key locations – key business services</li> <li>• Update DVD movie collection</li> <li>• Alphabetical DVD displays within year of release</li> <li>• Life enriching programs – computer, first aid, craft, etc.</li> <li>• Expand multilingual collection/kits at Central</li> <li>• Supply serials in same format</li> </ul>		