

## Milton Public Library Embarks on Transformative Service Delivery and Organizations Review Project

Milton Public Library, a vital resource in one of North America's fastest-growing municipalities, is proud to announce the launch of its **Service Delivery and Organizational Review Project**. This initiative, a collaboration with Forum Research and TCI Consulting, underscores the Library's commitment to innovation and community alignment.

### A New Chapter in Community Service

In an ever-evolving world, the Milton Public Library recognizes the need to adapt and grow. This project signifies a major step forward in ensuring that the Library's services and operations not only meet but anticipate the changing needs of our vibrant community.

### Focused Approach for Maximum Impact

The project, expected to culminate in a presentation to the Library Board in April 2024, will concentrate on three critical areas:

1. **Service Delivery Review:** An in-depth evaluation of current services to identify efficiencies, benchmark against peer institutions, and explore sustainable practices.
2. **Organizational Review:** Assessing internal processes, staffing, and structures to recommend an agile and effective organizational framework.
3. **Community Engagement:** Actively involving Milton residents to gather feedback on library services, community needs, and the overall impact of the Library.

This comprehensive approach will include environmental scans, staffing reviews, demographic analysis, stakeholder consultations, and program assessments.

### Participation and Feedback: The Core of the Project

The success of this project hinges on the active involvement and insights of the Milton community. The upcoming community consultations are crucial opportunities for stakeholders to share their perspectives and shape the future of the Milton Public Library.

*"As we undertake this vital journey, our goal is to weave the diverse voices of our community into the very fabric of Milton Public Library's future. This project is not just about understanding needs, it's about igniting a collaborative spirit where every opinion paves the way for innovation and excellence. We encourage everyone to participate in our upcoming surveys - your insights are the catalyst for our growth and the heart of our mission to 'Be Inspired.'" – Sarah Douglas-Murray – CEO/Chief Librarian – Milton Public Library*

We look forward to the active participation of our community in this important initiative. All relevant updates regarding the project will be shared on MPL's website and social media pages. Stay connected to be a part of this transformative journey.

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**About MPL:**

Serving one of the fastest-growing municipalities in North America, Milton Public Library (MPL) is a multi-award winning public library focused on innovation and service excellence. Patrons can visit MPL through three physical branches, Main, Beaty and Sherwood as well as online through [www.beinspired.ca](http://www.beinspired.ca). MPL empowers the community to Read. Learn. Create. Connect.

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