



## REVISED AGENDA

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*Revisions marked with an asterisk (\*)*

### Toronto Public Library Board

**Meeting No. 8: Monday, October 26, 2015, 6:00 p.m. to 8:15 p.m.**

**Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

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#### Members:

Mr. Ron Carinci (Chair)

Ms. Lindsay Colley (Vice Chair)

Councillor Paul Ainslie

Councillor Ana Bailão

Councillor Sarah Doucette

Councillor Mary Fragedakis

Ms. Sue Graham-Nutter

Ms. Dianne LeBreton

Mr. Strahan McCarten

Mr. Ross Parry

Ms. Archana Shah

Ms. Eva Svec

Closed Meeting Requirements: If the Toronto Public Library Board wants to meet in closed session (privately), a member of the Board must make a motion to do so and give the reason why the Board has to meet privately (Public Libraries Act, R.S.O. 1990, c. P.44, s. 16.1).

**1. Call to Order**

*5 minutes*

*\*Michael Foderick, Past TPLB Chair regarding TPLB Gavel from Maple Leaf Forever Tree*

**2. Declarations of Conflicts of Interest**

**3. Approval of Agenda**

**4. Confirmation of September 21, 2015 Toronto Public Library Board Meeting Minutes**

**5. Confirmation of September 21, 2015 Toronto Public Library Board Closed Meeting Minutes**

**6. Business Arising from the Minutes**

**7. Chair's Report**

**8. Communications**

*5 minutes*

**\*9. Presentations**

*30 minutes, including questions*

*\*John Wilson regarding TPL Programming for Women - **DEFERRED***

*Maureen O'Reilly, President, Toronto Public Library Workers Union Local 4948, CUPE regarding Staffing*

*\*Miroslav Glavic regarding Agenda Item Nos. 11 and 13*

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*Revisions marked with an asterisk (\*)*

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#### *Items for Approval:*

10. Strategic Planning Steering Committee: 15 minutes

#### *Item for Information:*

- a. Approved Minutes of the Strategic Planning Steering Committee Meeting of April 21, 2015

#### *Item for Approval:*

- b. Strategic Plan 2016 - 2019: Draft Priorities, Outcomes and Results of Public Consultation to Date

11. Canada's Anti-Spam Legislation Policy 10 minutes

12. Holiday Closures 2016 and January 2017 5 minutes

13. Toronto Public Library Board – 2016 Proposed Meeting Schedule 10 minutes

#### *Items for Information:*

14. 2016 Operating and Capital Budgets – Update – Verbal 5 minutes

15. E-Book Advocacy – Verbal 10 minutes

- \*16. Toronto Public Library Programming for Women - *DEFERRED*

17. Toronto Music Library Implementation – Status Report 5 minutes

18. Board Resolutions – Status Report 5 minutes

#### Closed Meeting:

- |  |            |
|--|------------|
| 19. Collective Bargaining – 2016<br>(Confidential as the subject matter being considered involves labour relations or employee negotiations) | 15 minutes |
|--|------------|

20. Adjournment

*Attendant Care Services can be made available with some notice.*

**Toronto Public Library Board****Meeting No. 7: Monday, September 21, 2015, from 6:00 p.m. to 9:50 p.m.****Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

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**Members Present:**

Mr. Ron Carinci (Chair)  
Ms. Lindsay Colley (Vice Chair)  
Councillor Paul Ainslie  
Councillor Ana Bailão  
Councillor Sarah Doucette  
Councillor Mary Fragedakis  
Ms. Sue Graham-Nutter  
Ms. Dianne LeBreton  
Mr. Strahan McCarten  
Mr. Ross Parry  
Ms. Archana Shah  
Ms. Eva Svec

**15-142 Call to Order**

Ron Carinci called the meeting to order at 6:00 p.m.

**15-143 Declarations of Conflict of Interest**

There were no Declarations of Conflict of Interest by members of the Library Board.

**15-144 Approval of Agenda**

*Moved by D. LeBreton, seconded by Councillor Ainslie:*

*That the Toronto Public Library Board approves the agenda as revised to:*

1. *move Agenda Item Nos. 12 – Property Redevelopment Feasibility, 14 – Poverty Reduction Strategy Update – City Report and 15 – Shared Services Project Update – City Report to earlier on the agenda to accommodate guests in attendance at the meeting for these items; and*
2. *add a presentation under Agenda Item No. 8 from Maureen O'Reilly, President, Toronto Public Library Workers Union, Local 4948 (CUPE) regarding Agenda Item No. 9 – 2016 Operating Budget Submission.*

*Carried*

**Toronto Public Library Board****Meeting No. 7: Monday, September 21, 2015, from 6:00 p.m. to 9:50 p.m.****Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

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**15-145 Confirmation of June 22, 2015 Toronto Public Library Board Meeting Minutes***Moved by D. LeBreton, seconded by S. Graham-Nutter:**That the Toronto Public Library Board:*

1. *confirms the Minutes of the June 22, 2015 Toronto Public Library Board meeting.*

*Carried**Items for Approval:***15-146 Property Redevelopment Feasibility**

Ron Carinci introduced Josie Scioli, Chief Corporate Officer, via teleconference and David Jollimore, Director, Business Performance Management, City of Toronto, in attendance at the meeting regarding the *City-wide Real Estate Review*.

Ms. Scioli provided background information regarding the *City-wide Real Estate Review*, including the objective to identify opportunities to improve the delivery of the City's real estate functions to support a centralized real estate inventory.

In response to a question, Ms. Scioli agreed to provide the Library with the City's Request for Proposal document for the *City-wide Real Estate Review* and a list of consultants.

**Library Board Decision**

The Toronto Public Library Board on September 21, 2015 adopted the following:

*Moved by Councillor Doucette, seconded by S. McCarten:**That the Toronto Public Library Board:*

1. *approves Toronto Public Library staff, in consultation with the City Manager, Deputy City Manager and Chief Financial Officer, and other City and Build Toronto staff, to develop a business case for a pilot project to redevelop a Toronto Public Library property with the objective of rebuilding a library on site and generating funding which could be used to address the state of good repair backlog for branches in neighbourhood improvement areas;*
2. *directs staff to report to the Board with status updates and to seek approvals as required; and*
3. *directs staff to work with the director of Affordable Housing to consider the provision of affordable housing in the business case.*

*Carried unanimously as amended*

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**Property Redevelopment Feasibility – continued****Recorded Vote Requested:**

Yes – 12

Councillor Ainslie, Councillor Bailão, Ron Carinci,  
Lindsay Colley, Councillor Doucette, Councillor  
Fragedakis, Sue Graham-Nutter, Dianne LeBreton, Strahan  
McCarten, Ross Parry, Archana Shah and Eva Svec.

No – 0

**Motions:**

See the following:

***Moved by Councillor Doucette, seconded by S. McCarten:******That the Toronto Public Library Board:***

1. *approves Toronto Public Library staff, in consultation with the City Manager, Deputy City Manager and Chief Financial Officer, and other City and Build Toronto staff, to develop a business case for a pilot project to redevelop a Toronto Public Library property with the objective of rebuilding a library on site and generating funding which could be used to address the state of good repair backlog for branches in neighbourhood improvement areas; and*
2. *directs staff to report to the Board with status updates and to seek approvals as required.*

***Amended***

***Moved in amendment by Councillor Bailão, seconded by Councillor Fragedakis:***  
***That the Motions moved by Councillor Doucette and seconded by S. McCarten be amended to add the following recommendation:***

1. *directs staff to work with the director of Affordable Housing to consider the provision of affordable housing in the business case.*

***Carried***

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***Items for Information:*****15-147 Poverty Reduction Strategy Update – City Report**

Ron Carinci introduced Deputy Mayor Pam McConnell and Denise Andrea Campbell, Director, Social Policy, Analysis and Research, City of Toronto, in attendance at the meeting regarding the *Poverty Reduction Strategy Update – City Report*.

Deputy Mayor McConnell provided an overview of the interim poverty reduction strategy and thanked the Library for its contribution. Ms. Campbell outlined the six areas of focus in the interim strategy, including the Library's role under Access to Services.

**Library Board Decision**

The Toronto Public Library Board on September 21, 2015 adopted the following:

***Moved by Councillor Fragedakis, seconded by R. Parry:***

***That the Toronto Public Library Board:***

1. *endorses the City of Toronto's TO Prosperity: Interim Poverty Reduction Strategy and directs Library staff to forward any comments in relation to the report to City staff; and*
2. *receives the Poverty Reduction Strategy Update – City Report for information.*

***Carried unanimously***

**Recorded Vote Requested:**

Yes – 12

Councillor Ainslie, Councillor Bailão, Ron Carinci, Lindsay Colley, Councillor Doucette, Councillor Fragedakis, Sue Graham-Nutter, Dianne LeBreton, Strahan McCarten, Ross Parry, Archana Shah and Eva Svec.

No – 0

**Motions:**

See the following:

***Moved by Councillor Fragedakis, seconded by R. Parry:***

***That the Toronto Public Library Board:***

1. *endorses the City of Toronto's TO Prosperity: Interim Poverty Reduction Strategy and directs Library staff to forward any comments in relation to the report to City staff.*

***Carried***

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**Poverty Reduction Strategy Update – City Report – continued***Moved by E. Svec, seconded by A. Shah:**That the Toronto Public Library Board:*

1. receives the Poverty Reduction Strategy Update – City Report for information.

*Carried***15-148****Shared Services Project Update – City Report**

Ron Carinci introduced Walker Young, Senior Project Manager and Tina Mann, Policy and Research Analyst, Shared Services Project, City of Toronto in attendance at the meeting regarding *Shared Services Project Update – City Report* report. Mr. Young advised that Roberto Rossini was unable to attend the meeting.

Mr. Young and Ms. Mann updated the Board on the project since their last report to the Board in June 2014 and thanked the Library for its collaboration.

*Moved by S. Graham-Nutter, seconded by E. Svec:**That the Toronto Public Library Board:*

1. receives the Shared Services Project Update – City Report for information.

*Carried***15-149 Business Arising from the Minutes****Appointment of a Board Member to the Toronto Public Library Foundation Board**

At the June 22, 2015 meeting, the Board deferred appointing a member to the Toronto Public Library Foundation Board until all interested members were available.

In response to a request from the Chair, Councillor Bailão indicated her interest in representing the Library Board on the Toronto Public Library Foundation Board.

*Moved by Councillor Doucette, seconded by D. LeBreton:**That the Toronto Public Library Board:*

1. appoints Councillor Bailão to the Toronto Public Library Foundation Board.

*Carried*

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**15-150 Chair's Report*****A Grand Design: The Toronto City Hall Design Competition***

Linda Mackenzie, Director, Research and Reference, introduced Eric Schwab, Manager, Preservation and Digitization Services and Kathy Vice, Librarian, Toronto Reference Library. Mr. Schwab and Ms. Vice provided the Board with a demonstration of a Library website recently created based on the hundreds of models and drawings submitted for the international design competition held in 1958 for the City Hall architectural design. These designs are included in the Toronto Reference Library collection.

***Moved by E. Svec, seconded by A. Shah:***

***That the Toronto Public Library Board:***

1. receives the Chair's Report for information.

***Carried***

**Presentations****15-151 Toronto Public Library Workers Union, Local 4948**

Maureen O'Reilly, President, Toronto Public Library Workers Union, Local 1498 (CUPE) tabled a communication and spoke to the Union's request that the Library Board consider increasing the time between the release of Board meeting material and the Board meeting date.

Ms. O'Reilly tabled a communication and spoke to the Board regarding the *2016 Operating Budget Submission*. She requested that the Board postpone the approval of recommendations in the report until a later date.

***Moved by Councillor Doucette, seconded by S. McCarten:***

***That the Toronto Public Library Board:***

1. receives the presentation from Maureen O'Reilly, President, Toronto Public Library Workers Union, Local 1498 (CUPE), for information.

***Carried***

In response to requests, Board members were advised that the following information would be provided to them:

1. link to an earlier report providing the Library's staffing models;
2. salary progression over the past ten years; and
3. ratio of manager to union positions.



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**15-152 Communications***Moved by Councillor Fragedakis, seconded by D. LeBreton:**That the Toronto Public Library Board:*

1. *receives Communication (a) – Lobbying Disclosure Form as provided for in the Board’s Lobbying Disclosure for Board Members Policy from Ron Carinci, Chair, Toronto Public Library Board dated July 16, 2015 regarding Federal Force Protection Agency.*
2. *receives Communication (b) from Vickery Bowles, City Librarian to Peter Wallace, City Manager dated August 7, 2015, including an invitation to receive an update on the Library’s new strategic plan.*

***Carried******Items for Approval:*****15-153 2016 Operating Budget Submission**

The Board considered the following motion in the staff report:

“that the Toronto Public Library Board considers service reductions to Monday to Saturday open hours and collections, to achieve additional budget savings of \$4.849 million or a 2.8% decrease in order to meet the minus 1% target.”

After discussion regarding the impact of service reductions at the Library, the Board unanimously defeated the motion.

**Library Board Decision**

The Toronto Public Library Board on September 21, 2015 adopted the following:

*Moved by S. McCarten, seconded by S. Graham-Nutter:**That the Toronto Public Library Board:*

1. *approves the 2016 operating budget submission of \$175.330 million net (\$192.504 million gross) which represents a \$3.127 million or 1.8% increase over the 2015 operating budget; and*
2. *approves budget enhancements totalling \$0.958 million comprised of two Youth Hubs, Sunday service open hours enhancement, Internet wi-fi hotspot lending and a digital innovation hub which are also to be considered for inclusion in the City’s Poverty Reduction Strategy.*

***Carried unanimously***

Strahan McCarten left the meeting at 9:10 p.m.

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**2016 Operating Budget Submission – continued****Motions:**

See the following:

***Moved by S. McCarten, seconded by S. Graham-Nutter:******That the Toronto Public Library Board:***

1. *approves the 2016 operating budget submission of \$175.330 million net (\$192.504 million gross) which represents a \$3.127 million or 1.8% increase over the 2015 operating budget;*

***Carried*****Recorded Vote Requested:**

Yes – 11

Councillor Ainslie, Councillor Bailão, Ron Carinci, Lindsay Colley, Councillor Doucette, Councillor Fragedakis, Sue Graham-Nutter, Dianne LeBreton, Ross Parry, Archana Shah and Eva Svec.

No – 0

2. *considers service reductions to Monday to Saturday open hours and collections, to achieve additional budget savings of \$4.849 million or a 2.8% decrease in order to meet the minus 1% target; and*

***Defeated*****Recorded Vote Requested:**

Yes – 0

No – 11

Councillor Ainslie, Councillor Bailão, Ron Carinci, Lindsay Colley, Councillor Doucette, Councillor Fragedakis, Sue Graham-Nutter, Dianne LeBreton, Ross Parry, Archana Shah and Eva Svec.

3. *approves budget enhancements totalling \$0.958 million comprised of two Youth Hubs, Sunday service open hours enhancement, Internet wi-fi hotspot lending and a digital innovation hub which are also to be considered for inclusion in the City's Poverty Reduction Strategy.*

***Carried***

**Toronto Public Library Board****Meeting No. 7: Monday, September 21, 2015, from 6:00 p.m. to 9:50 p.m.****Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

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**2016 Operating Budget Submission – continued**

## Recorded Vote Requested:

Yes – 11 Councillor Ainslie, Councillor Bailão, Ron Carinci, Lindsay Colley, Councillor Doucette, Councillor Fragedakis, Sue Graham-Nutter, Dianne LeBreton, Ross Parry, Archana Shah and Eva Svec.  No – 0
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The following correction was noted on Attachment 3 – Page 18 under the fourth bullet under Efficiency:

- “2016” should be replaced with “2013” and “2013” later in the sentence should be replaced with “2012” so that the first sentence reads as follows: “Toronto Public Library’s 2013 operating cost per use is \$1.74, an increase from 2012 (\$1.66).”

**Motion to Extend the Meeting**

At 9:30 p.m., it was:

**15-154** *Moved by D. LeBreton, seconded by E. Svec:*

*That the Toronto Public Library Board:*

1. *extends the meeting until the completion of the agenda.*

***Carried***

**15-155 2016 – 2025 Capital Budget and Plan Submission – Revised**

*Moved by A. Shah, seconded by L. Colley:*

*That the Toronto Public Library Board:*

1. *approves the revised 2016 - 2025 capital budget and plan submission of \$18.238 million debt (\$28.327 million gross) in 2016 and \$225.040 million debt (\$321.833 million gross) over 2016 - 2025 (Attachment 1), which is \$2.042 million debt (\$2.715 million gross) higher than the original 2016 - 2025 submission due to additional funding requests for Bayview Library and Dawes Road Library and now exceeds City debt targets by \$71.335 million; and*
2. *receives the capital budget scenario that meets City debt targets (Attachments 2 and 3) for information.*

***Carried***

**Toronto Public Library Board****Meeting No. 7: Monday, September 21, 2015, from 6:00 p.m. to 9:50 p.m.****Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

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**15-156 2015 Capital Budget Adjustments***Moved by L. Colley, seconded by S. Graham-Nutter:**That the Toronto Public Library Board:*

1. *approves the following cash flow reallocations which have no impact on annual debt levels:*
  - 1.1 *accelerate \$1.507 million gross and debt cash flow from 2016 to 2015 for the Multi-Branch State of Good Repair project, offset by \$1.507 million gross and debt under-spent cash flow deferral from 2015 to 2016 consisting of \$0.250 million for the Albion Library project, \$0.023 million for the Bayview Library project, \$0.734 million for the St. Clair/Silverthorn Library project, and \$0.500 million for the North York Central Library project; and*
  - 1.2 *accelerate \$0.178 million gross cash flow, funded by development charges (DC), from 2016 to 2015 for the Virtual Branch Services project, offset by a \$0.178 million gross (DC funded) under-spent cash flow deferral from 2015 to 2016 consisting of \$0.112 million for the Bayview Library project and \$0.066 million for the St. Clair/Silverthorn Library project.*
2. *approves a \$0.262 million gross (\$0 debt) increase to the 2015 project cost and cash flow for the Multi-Branch State of Good Repair project, fully funded by Section 37 funding received by the City for the Fairview Library;*
3. *authorizes staff to forward these budget adjustments to the City for approval.*

***Carried*****15-157 Elevator Maintenance – Award of Contract***Moved by Councillor Fragedakis, seconded by Councillor Doucette:**That the Toronto Public Library Board:*

1. *awards the elevator maintenance contract to Bruce Elevator for a three-year period, October 1, 2015 to September 30, 2018, at a cost of \$159,720 [excluding Harmonized Sales Tax (HST)] each year;*
2. *approves two one-year renewals, subject to satisfactory performance, under the same terms, conditions and pricing as year three of the agreement, at a cost of \$159,720 [excluding HST] each year; and*
3. *authorizes and directs the appropriate Library staff to take the necessary action to give effect thereto.*

***Carried***

**Toronto Public Library Board**

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**Items for Information:**

**15-158 Pan Am and Parapan Am Art Exhibits**

*Moved by Councillor Fragedakis, seconded by A. Shah:*

*That the Toronto Public Library Board:*

1. receives the Pan Am and Parapan Am Art Exhibits report for information.

***Carried***

**15-159 Provincial Funding for Ontario Public Libraries**

*Moved by D. LeBreton, seconded by S. Graham-Nutter:*

*That the Toronto Public Library Board:*

1. receives the Provincial Funding for Ontario Public Libraries report for information.

***Carried***

**15-160 Operating Budget Monitoring Report – June 30, 2015**

*Moved by L. Colley, seconded by Councillor Bailão:*

*That the Toronto Public Library Board:*

1. receives the Operating Budget Monitoring Report – June 30, 2015 for information.

***Carried***

**15-161 Capital Budget Monitoring Report – June 30, 2015**

*Moved by S. Graham-Nutter, seconded by Councillor Fragedakis:*

*That the Toronto Public Library Board:*

1. receives the Capital Budget Monitoring Report – June 30, 2015 for information.

***Carried***

**15-162 Extended Authority – Award of Tender – Toronto Reference Library Cooling Tower Replacement**

*Moved by E. Svec, seconded by R. Parry:*

*That the Toronto Public Library Board:*

1. receives the Extended Authority – Award of Tender – Toronto Reference Library Cooling Tower Replacement report for information.

***Carried***

**Toronto Public Library Board**

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**15-163 Board Resolutions – Status Report**

*Moved by A. Shah, seconded by R. Parry:*

*That the Toronto Public Library Board:*

1. receives the Board Resolutions – Status Report for information.

*Carried*

**15-164**

Councillor Ainslie extended appreciation to Toronto Public Library Workers Union, Local 4948 (CUPE) for their participation in a fundraising event for the Rouge Valley Centenary Hospital.

**15-165 Closed Meeting**

At 9:35 p.m., it was:

*Moved by Councillor Ainslie, seconded by S. Graham-Nutter:*

*That the Toronto Public Library Board:*

1. conducts a Closed meeting as the subject matters being considered (Naming Opportunity – Toronto Reference Library and the City Librarian's 2015 Performance Plan) involve personal matters concerning identifiable individuals.

*Carried*

At 9:45 p.m. the Board resumed its meeting in public.

**Adoption of Closed Meeting Action:**

**15-166 Naming Opportunity – Toronto Reference Library**

*Moved by R. Parry, seconded by S. Graham-Nutter:*

*That the Toronto Public Library Board:*

1. adopts the confidential recommendations in Attachment 1;
2. holds the naming in confidence until the public announcement has been made, subsequent to the Board's approval of the naming; and
3. provides the general terms of the naming, subsequent to the public announcement.

*Carried*

**Toronto Public Library Board**

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**Adoption of Closed Meeting Action:**

**15-167 City Librarian's Performance Review Committee:**

**City Librarian's 2015 Performance Plan**

*Moved by E. Svec, seconded by A. Shah:*

*That the Toronto Public Library Board:*

1. *recommends that the Toronto Public Library Board approves the City Librarian Performance Review Committee's confidential recommendations for the City Librarian's 2015 performance plan; and;*
2. *recommends that the information concerning the City Librarian's 2015 performance plan not be made public as the subject matter being considered involves personal matters about an identifiable individual.*

*Carried*

**15-168 Adjournment**

*Moved by R. Parry, seconded by Councillor Ainslie:*

*That the Toronto Public Library Board:*

1. *adjourns the September 21, 2015 Toronto Public Library Board meeting.*

*Carried*

The meeting ended at 9:50 p.m.

Signed: \_\_\_\_\_

**Chair's Report**  
**October 26, 2015**

**Partnerships, outreach and other community initiatives**

Michael Coteau, Minister of Tourism, Culture and Sport announced on September 24 the launch of province-wide consultations on the development of **Ontario's first culture strategy**. Library organizations were consulted early in this process and were referenced in the Ministry's discussion paper as "essential spaces for cultural experience, community life, and access to services." The government has brought together a Culture Strategy Advisory Group, which will provide expertise and diverse perspectives on the role of culture in Ontario and the development of the culture strategy. Jane Hilton, president of the Ontario Library Association, is the library sector representative on this group. Consultations will run until December.

On October 20, **Ontario Public Library Week** was launched at Toronto Public Library's newest branch, Scarborough Civic Centre. Library supporters from within Ontario kicked off a week of province-wide events recognizing the unique qualities of Ontario's libraries. Library Board Chair Ron Carinci, City Librarian Vickery Bowles, Branch Head Trina Preece, and Ontario Library Association Vice President Todd Kyle participated in a news conference and a tour of the branch that included the newest Toronto Public Library digital innovation hub. Also at the launch, Deputy Minister of Tourism, Culture and Sport Drew Fagan announced the Ontario Public Library Award shortlist, which recognizes innovation, excellence and creativity in public library service.

Toronto Public Library participated in the development of the City Of Toronto **Oakwood Vaughan Strategy** that aims to improve social and economic opportunity and overall community wellbeing in the neighbourhood. The Strategy will be considered at Council on November 3, 2015. The Library is undertaking a number of initiatives at Oakwood Village Library and Arts Centre and at Maria A. Shchuka Branch in support of the Strategy, including Artist in the Library and Business Inc. at Oakwood, as well as partnering with Fairbank Memorial Community Centre to provide an after school homework club for children. As part of the Board's 2016 service enhancements aligning with the Poverty Reduction Strategy, subject to budget approval, a Youth Hub will open at Maria A. Shchuka in the fall of 2016. As well as exploring opportunities to partner with community organizations such as Arts Starts, Urban Arts and NIA Centre for the Arts, the Library continues to participate in the community's Safe Growth Working Group and to explore opportunities for youth in conjunction with the Youth Outreach Worker at Fairbank Memorial Community Centre. Expansion to year-round Sunday service at Maria A. Shchuka Branch and a pop-up learning lab are proposed for 2017.

**After-School Recreation Care (ARC)**, an after-school program for children ages six to 12 is being offered for the first time this fall at a library branch in partnership with Toronto Parks, Forestry, and Recreation. The ARC program is designed to enhance life skills by promoting physical activity, health and wellness, and nutrition, in a welcoming and inclusive environment. The Library regularly visits ARC sites across the City to promote library programs and services. Mimico Centennial is the first library branch to



host an ARC program. This pilot project offerings exciting opportunities for the Library to partner with Parks, Forestry & Recreation and introduce library services to children in the program in meaningful ways. Children are encouraged to use the branch and to use Book a Librarian for one on one research and homework support. The Library is planning other ways to share resources, including involving ARC children in the Artists in the Library program.

**Library Settlement Partnerships (LSP)** week took place from October 13-24, coinciding with Canadian Citizenship Week (October 12-18) and Ontario Public Library Week (October 18-24). Toronto Public Library, along with eight local settlement agencies, offered a variety of events in several of its LSP branches. This year's LSP Week theme was Music from Around the World, celebrating newcomer contributions to the Canadian music scene and introducing Canadian music to newcomer communities. Celebrations included multicultural musical performances, visits by citizenship judges at five branches, a newcomer youth art exhibit at North York Central Library, library open houses and community information fairs. This year's LSP Week marked the seventh anniversary of LSP. In 2014, more than 1,200 people attended LSP Week special events. The Library offers LSP programs and services year round at 14 branches.

At the **launch of the multilingual book *The Best of All Worlds*** at Agincourt Branch on October 4, 270 people heard eight multilingual authors read, and engaged in activities that promoted the broad range of services and collections Toronto Public Library has to offer. Copies of the book have been purchased for the Library's collection. York South-Weston MPP Laura Albanese attended the event, as did a reporter from Rogers TV.

### **Programs and exhibits**

**The 9th annual Sybille Pantazzi Memorial Lecture**, featuring book artist and associate professor at the Ontario College of Art and Design University George Walker, drew a standing room crowd of more than 135 and was very well received. Walker presented an exciting and engaging multimedia show featuring illustrations for Lewis Carroll's Alice books, from Carroll's original manuscript, to iconic images of 19th century English illustrator John Tenniel. The lecture, endowed by Jane Dobell in memory of her cousin Sybille Pantazzi, who was the librarian for the AGO for 32 years, up until she retired in 1980, took place on October 8 at Lillian H. Smith Branch. The 9th Annual Pantazzi Lecture will be available as a podcast in the near future.

October is **Small Business Month**, and although Toronto Public Library has great small business programs all year long, we offer some of our highlights in the fall, including the Entrepreneur in Residence and the Business Inc. program. In 2014, 84 percent of the people who took the Business Inc. program said it strengthened their business skills and 75 percent said it increased their confidence to launch their business. Throughout October, the Library has also promoted the great collection of free online resources customers can access with their library card: ebooks and eaudiobooks on leadership, management and financial planning; databases like Financial Post Advisor, Value Line and Scott's Directory; and current and back issues of emagazines including *The Economist* and *Kiplinger's Personal Finance*. Safari Tech and Business Online provide

instant access to ebooks and videos from major technology and business publishers and cover topics like web and software development, management, marketing, and more.  
**[tpl.ca/business](http://tpl.ca/business)**

Prepared by Toronto Public Library staff

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**COMMUNICATIONS  
GENERAL CORRESPONDENCE**

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**TORONTO PUBLIC LIBRARY BOARD MEETING – October 26, 2015**

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It is recommended that the Toronto Public Library Board:

1. receives Communication (a) – Lobbying Disclosure Form as provided for in the Board’s Lobbying Disclosure for Board Members Policy from Ron Carinci, Chair, and Lindsay Colley, Vice Chair, Toronto Public Library Board dated September 17, 2015 regarding a meeting with Maureen O’Reilly, President, Toronto Public Library Workers Union Local 4948, CUPE, for information;
2. receives Communication (b) from Vickery Bowles, City Librarian to Pam McConnell, Deputy Mayor, City of Toronto dated September 28, 2015 regarding the *TO Prosperity – Interim Poverty Reduction Strategy*, for information;
3. receives Communication (c) from John Wilson dated October 6, 2015 requesting to make a presentation at the October 26, 2015 Board meeting regarding *Toronto Public Library Programming for Women* (see Agenda Item No. 16), for information;
4. receives Communication (d) from Anne Bailey, Director, Branch Libraries to Diana Fancher dated August 25, 2015 regarding the St. Clair/Silverthorn Branch rebuilding/renovation, for information;
5. receives Communication (e) from Diana Fancher to Anne Bailey dated September 11, 2015 regarding the St. Clair/Silverthorn Branch rebuilding/renovation, for information;
6. receives Communications (f) and (g) from Diana Fancher to the Toronto Public Library Board dated September 13 and 28, 2015 regarding the St. Clair/Silverthorn Branch rebuilding/renovation, for information;
7. receives Communication (h) from Anne Bailey to Diana Fancher, dated October 9, 2015 regarding the St. Clair/Silverthorn Branch rebuilding/renovation, for information.

8. receives draft Communication (i) from Ron Carinci, Chair, Toronto Public Library Board to be dated October 27, 2015 to The Honourable Michael Coteau, Minister, Tourism, Culture and Sport; and
9. endorses the importance of providing e-resources funding for libraries by the Province.

Background Information:

The Ministry of Tourism, Culture and Sport recently announced the end of public library e-resources funding (\$2 million+) to Ontario public libraries as of December 31, 2015. This is a direct cut to community resources that limits mandates for access and equity in serving Ontarians.

The Federation of Ontario Public Libraries has requested that Library Boards write to The Honourable Michael Coteau concerning the loss of e-resources and the impact it will have on library systems and users.



a.

## BOARD MEMBER LOBBYING DISCLOSURE FORM

Please provide the following information:

**Subject of Lobbying Communication:**

TPL Workers

**Name, Business Address, and Business Telephone Number of each Representative** (retained or employed that was engaged in lobbying):

Maureen O'Reilly, President, Local 4948  
(see below)

**Name and Address and Telephone Number of individual or organization on whose behalf lobbying was being conducted:**

Toronto Public Library Workers Union, Local 4948  
20 Eglinton Ave. W., Suite 1109, Box 2053, Toronto, ON  
416 440 7981

**A description of the general nature of the communication** (dates and details relating to all meetings, written correspondence and telephone discussions that the lobbyist had with the Board Member):

- Introductions (overview of Local 4948 concerns)
- Held on Sept 16, 2015

This form was completed by Lindsay Colley and Ron Carinci, on 17 Sept 2015.

Print Name

/ Signature

Date

Please note that this form will become part of the public record as part of the Board agenda materials and kept on file by the City Librarian's Office.

September 28, 2015

Ms. Pam McConnell  
Deputy Mayor  
City of Toronto  
Toronto City Hall  
100 Queen Street West – Suite A7  
Toronto, Ontario M5H 2N2

Dear Deputy Mayor McConnell,

Thank you for attending the Toronto Public Library Board meeting on September 21, 2015 and addressing the Board concerning *TO Prosperity – Interim Poverty Reduction Strategy*.

At the meeting, the following resolution was approved:

That the Toronto Public Library Board endorses the City of Toronto's *TO Prosperity: Interim Poverty Reduction Strategy* and directs Library staff to forward any comments in relation to the report to City staff.

It is important to note that at the meeting the Board also approved the following resolution regarding the 2016 operating budget submission:

That the Toronto Public Library Board approves budget enhancements totalling \$0.958 million comprised of two Youth Hubs, Sunday service open hours enhancement, Internet wi-fi hotspot lending and a digital innovation hub which are also to be considered for inclusion in the City's Poverty Reduction Strategy.

For your reference, I am providing information from the *2016 Operating Budget Submission* report to the September 21<sup>st</sup> meeting of the Library Board (Attachment 1). Please note that the Internet wi-fi hotspot lending initiative is a pilot project targeted to Neighbourhood Improvement Area branches.

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As mentioned at the September 21<sup>st</sup> meeting, these enhancements are only a few of the ways the Library contributes to equity for all in Toronto. The suite of services provided by the Toronto Public Library along with the many roles we play, such as being the digital lead for the city, makes us a strong partner in contributing to prosperity for everyone.

Thank you for your dedication and commitment to improving people's lives. We look forward to reviewing the final report in November.

Sincerely,

A handwritten signature in black ink that reads "Vickery Bowles". The signature is written in a cursive, flowing style.

Vickery Bowles  
City Librarian

/nrm

Attachment

## Toronto Public Library Board 2016 Operating Budget Submission

### Budget Enhancement Request

The following budget enhancements totalling \$0.958 million net and gross have been submitted to the City to be considered as part of the Poverty Reduction Strategy Budget Requests.

#### **2016 SERVICE ENHANCEMENTS (\$000s)**

	<b><u>GROSS</u></b>	<b><u>REVENUE</u></b>	<b><u>NET</u></b>	<b><u>%</u></b>
Sunday open hours enhancement	557.5		557.5	0.32%
Poverty reduction - Youth Hub Expansion (phase 2)	200.0		200.0	0.12%
Internet Wi-Fi hotspot lending	100.0		100.0	0.06%
Digital Innovation Hub	100.0		100.0	0.06%
<b>Total 2016 Service Enhancements</b>	<b>957.5</b>	<b>-</b>	<b>957.5</b>	<b>0.56%</b>

#### **Sunday Open Hours Enhancement**

A request to improve open hours on Sundays is in keeping with the Library Board's approved plan for open hours and responds to the most consistent customer request for additional service hours. The approval of the requested funding of \$0.558 million would provide 4,497.5 hours of additional service, or a 30% increase in Sunday service hours. The funding would allow year-round service in eight of the 27 branches currently with Sunday service and add Sunday service to six new branches (Bridlewood, Centennial, Fort York, Mount Dennis, Runnymede and Scarborough Civic Centre)

Expanding Sunday service supports the objectives of the City's Poverty Reduction Strategy by extending access to essential services including space, technology and information. Year-round Sunday service responds to the needs of children and families who remain in Toronto during the summer, the increasing number of students who attend school year round, and the needs of entrepreneurs and small business owners for mobile work space accessible during non-traditional hours. Adding Sunday service to six additional branches increases geographic equity and improves service at the neighbourhood level.

#### **Poverty Reduction – Youth Hub Expansion**

The City's Poverty Reduction Strategy provided funding to TPL in 2015 to establish Youth Hubs at two library branch locations: York Woods and Cedarbrae. To support the second phase of the City's Poverty Reduction Strategy, the additional \$0.200 million request for 2016 would provide Youth Hubs at Maria A. Shchuka and Fairview branches. The Youth Hubs address the City's objective of *providing out of school-time programs for children and youth in neighbourhoods across the city*. The Hubs provide access to nutrition, information and technology, homework



support, and complimentary programs that build life and leadership skills. Volunteer tutors contribute to successful outcomes for participating youth.

#### Internet Wi-fi Hotspot Lending

People who lack broadband Internet access at home are at a disadvantage when it comes to education, job-hunting, access to government services, and participation in our networked society. The Library has played a key role in bridging the digital divide by offering computers and Internet access in its branches. To extend access beyond library locations and open hours, TPL proposes following in the footsteps of other major library systems by lending wi-fi hotspots that users can take home. Digital literacy training would also be offered to participants in the program. An additional \$0.100 million is requested for 2016 to support this new service, with supplementary funding to be provided by a private partner.

#### Digital Innovation Hub

The introduction of a digital innovation hub at the S.P.O.T. (Success Power Opportunity Teamwork) youth space located at Malvern Branch provides a new learning, collaboration and creation opportunity that fosters, supports and inspires youth development of knowledge about new and emerging digital technology in a transitioning neighbourhood improvement area where youth are facing many challenges. Youth will be provided with the information, tools and support to participate in, contribute to and succeed in today's digital environment. Start-up costs for software and equipment and a digital design technician (1 FTE, effective third quarter) are included in the proposal. This initiative is aligned with the Poverty Reduction Strategy in creating pathways to prosperity and access to services through expanding digital access.

**Nancy Marshall**

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**From:** [REDACTED]  
**Sent:** Tuesday, October 06, 2015 10:45 AM  
**To:** Nancy Marshall  
**Subject:** proposed agenda item for the TPL Board's October 2015 meeting

Re: proposed agenda item for the TPL Board's October 2015 meeting

Nancy Marshall, TPL Board Secretary

Please consider a short presentation to the TPL Board at its October 2015 meeting on how a Women's History Month helps address the TPL's Strategic Plan Objectives and Research Theme #1: Income Inequality and Poverty Reduction.

An outline of this information related to this item is as follows.

Thank you.

John Wilson [REDACTED]  
[REDACTED]

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**HOW A TPL WOMEN'S HISTORY MONTH** helps address the TPL's Strategic Plan Objectives, including Research Theme #1: Income Inequality and Poverty Reduction.

Motion (Feb. 17, 2015 BOD Meeting): requests staff to explore the feasibility of celebrating Women's History Month and provide a summary of current programming related to women, and report back at the end of the Third Quarter. Moved by Mary Fragedakis and Seconded by Lindsay Colley. Passed Unanimously  
Target date: 3rd Quarter 2015 TPL Board meeting

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Note: TPL has history months for Blacks, Asian and Aboriginals and many other libraries, especially American, have Women's History Months.

TPL's 2015 Strategic Plan supports a Women's History Month. | Values 2. Diversity | Goal 9: Promote and provide pathways to Toronto's culture through resources, services and programming.

Research Theme #1: Income Inequality and Poverty Reduction: "Income inequality is a serious issue that threatens the health and well-being of children and families across Toronto. One in four children and one in five adults live in poverty in Toronto. Among recent immigrants to Toronto, the poverty rate is a staggering 46%."

Supporting women and providing them with examples of successful women throughout history helps both women and their families. And, there is no better way for the TPL to lead than by providing these examples. A TPL Women's History Month will enable other organizations to link with the TPL.

Muhammad Yunus social entrepreneur, banker, economist and civil society leader was awarded the Nobel Peace Prize for founding the Grameen Bank and pioneering microcredit and microfinance. More than 94% of Grameen loans have gone to women, who suffer disproportionately from poverty and who are more likely than men to devote their earnings to their families. The Grameen microfinance model inspired similar efforts in about 100 developing countries, including the United States. Many microcredit projects retain Grameen's emphasis of lending to women.

Resources for a Women's History Month can be redirected from other programmes with few, if any, new resources required (e.g., book displays, author talks, films, presentations and the like that are related to women and their history or altered to make the material more specific to women and/or their history).

Select an appropriate month: Although any month can be used, if it is plausible, it would help to select either March (International Women's Day – March 8 | Women's History Month in the USA) or October (Women's History Month in Canada – based on the "Persons Case" of 1929)

Note: It is better to start small in 2016 than it is to ignore women for another year. The TPL Foundation can search for sponsors for succeeding years. It is likely that several large Canadian organizations will support a TPL Women's History Month as a way of attracting women employees.

Q&A

August 25, 2015

Via Email: [REDACTED]

Dear Ms. Fancher:

Further to earlier correspondence with Susan Martin and your deputation to the June 22, 2015 Toronto Public Library Board meeting, we have completed the research on the library property at 1748 St. Clair Avenue West where the St Clair /Silverthorn branch is located. To assist with the investigation, we engaged the firm Goldsmith Borgal and Company Ltd. Architects, who has extensive heritage building expertise. Following is a review of our findings.

The block between Cloverdale Road and Silverthorn Avenue was first developed in the 1920s with the construction of five commercial buildings. These two-storey frame and brick structures were located at the corner of Silverthorn Avenue (numbers 1734, 1736, 1738, 1740 and 1742). Their use was typical for the type of main-street commercial rows of the time, including a drug store, grocery, restaurant, butcher and gentlemen's clothing store.

The three separate stores on lots 56, 57 and 58 (numbers 1744, 1746 and 1748) were unified by their use of material (red, rug-brick) and by the brick parapet with a slightly rounded profile. Minimal architectural detailing consists primarily of cast-stone accents at the window surrounds and along the parapet. Brick pilasters define the division between each building. By mid-century, the two shops at 1746 and 1748 had been combined into one store – an easy and common occurrence with main-street commercial buildings.

In 1979 the Toronto Public Library Board acquired the property and following a retrofit by George Baird Architect, opened the St. Clair/Silverthorn branch in June 1981. No heritage issues were noted at this point. Alterations over time included the removal of the original separate shop front entrances and display windows. Our attention turned next to the Ontario Heritage Act.

The Ontario Heritage Act, Ontario Regulation 9/06 prescribes three criteria for determining property of cultural heritage value or interest in a municipality.

1. The property has design value or physical value because it,
  - i. is a rare, unique, representative or early example of a style, type, expression, material or construction method,
  - ii. displays a high degree of craftsmanship or artistic merit, or
  - iii. demonstrates a high degree of technical or scientific achievement.
2. The property has historical value or associative value because it,
  - i. has direct associations with a theme, event, belief, person, activity, organization or institution that is significant to a community,
  - ii. yields, or has the potential to yield, information that contributes to an understanding of a community or culture, or
  - iii. demonstrates or reflects the work or ideas of an architect, artist, builder, designer or theorist who is significant to a community.
3. The property has contextual value because it,
  - i. is important in defining, maintaining or supporting the character of an area,
  - ii. is physically, functionally, visually or historically linked to its surrounds, or
  - iii. is a landmark.

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**Director, Branch Libraries**

789 Yonge Street ♦ Toronto, Ontario M4W 2G8 ♦ Canada Tel: 416-397-5944 ♦ Fax: 416-393-7083

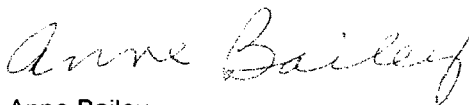
Although the building may be considered as a representative example of the early 20<sup>th</sup> century commercial building type along St. Clair Avenue West, it is not rare, unique or a particularly early example of the building type. It does not display a high degree of craftsmanship or artistic merit, nor demonstrate a high degree of technical or scientific achievement. There are other examples of this type of building in the neighbourhood that have not had any alterations. Unlike the St. Clair/Silverthorn branch which has had its original shop front reconfigured as well as experiencing a change of materials and damage to the brick as a result of resurfacing of the facade.

As stated in previous correspondence, addressing state of good repair issues and building deficiencies is an essential goal of any capital project at the library. The TPL design team has worked with our consultants to complete a thorough assessment of the building condition at St. Clair/Silverthorn and it was determined that rebuilding the branch is the only way to address structural, brick condition, heating and cooling, barrier free, life safety and various other issues while providing an improved environment for the library. Toronto Public Library's mandate is to provide healthy, pleasant, accessible and highly functional facilities, and these objectives unfortunately would not be possible with the current building given the public funds available for the project. Toronto Public Library most certainly retains and preserves heritage library buildings as is exemplified at Bloor/Gladstone, Runnymede, Dufferin/St. Clair, Yorkville and Beaches branches. All of these projects have a heritage designation.

Current City Zoning By-law – 40.10.40.10(4)(A) stipulates that new construction in this part of the city be minimum three storeys and a height of 16 m and minimum of 10.5 m. We are not proposing a building of this height as we feel the configuration that will best meet community needs is a two storey building at a height of 10.1 with an abundance of natural light, flexible configurable spaces, barrier free access, transparent views in and out of the branch and high street-visibility. With the future St. Clair/Silverthorn branch, we want to introduce a new element to the present streetscape that is currently in redevelopment that will lead the revitalization of the neighbourhood and anchor the public library as a dynamic community hub. This will result in a better building that will meet the current and future needs of the community and operate efficiently.

We continue to work on the concept and are refining the design. Please contact Susan Martin, Divisional Support Manager, Branch Capital Projects at [smartin@torontopubliclibrary.ca](mailto:smartin@torontopubliclibrary.ca) or by telephone at 416-393-7543 if you have further comments or questions about the project.

Sincerely,



Anne Bailey  
Director, Branch Libraries

**Nancy Marshall**

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**From:** Anne Bailey  
**Sent:** Friday, October 09, 2015 11:06 AM  
**To:** So Sane Cho-Wing  
**Subject:** FW: St. Clair Sliverthorne Public Library

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**From:** Diana Fancher [REDACTED]  
**Sent:** Friday, September 11, 2015 3:32 PM  
**To:** Anne Bailey  
**Cc:** David Wencer; Denise Harris  
**Subject:** St. Clair Sliverthorne Public Library

Hello Anne Bailey,  
I have completed the research to establish the building date for the library:

Building permit #58662 was issued to J. Small (probably the owner Wm J Small, possibly a relative) on May 2, 1922 for 3 stores at 1744, 1746, 1748 St. Clair Ave. [West] at a value of 15000. This from the 1922 Index to Building Permits for Signs, Stables, Stores. Unfortunately the building permit itself no longer exists.

The assessment roll made in 1922 for 1923, Ward 7 Division 1 shows vacant lots for Plan 1760 Lots 56, 57 & 58.

In the 1923 for 1924 roll made on May 4th the 3 stores are built and occupied, indicating that the building was put up in the summer of 1922.

However, the 5 stores east to Silverthorne Ave., were constructed prior to 1918 as indicated by the Toronto city directory for 1918 and subsequent assessment rolls. I did not take the time to find a more precise date, since these stores are not the subject of inquiry.

I did not have time to do a photo search, but if I find an historical photo, I will let you know.

I have photocopied the permit index, assessment pages and directory listing cited and will be happy to send you copies via interoffice mail if you wish.

Yours sincerely,  
Diana Fancher

**Nancy Marshall**

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**From:** Diana Fancher [REDACTED]  
**Sent:** Sunday, September 13, 2015 11:22 PM  
**To:** Nancy Marshall  
**Cc:** Anne Bailey; David Wencer; Denise Harris  
**Subject:** Building date for storefronts housing St. Clair Silverthorne Branch

To the Board:

On August 25, I received a reply to my presentation at the board meeting of June 22nd from the Director of Branch Libraries, Anne Bailey. However, her letter did not include a date for the building and some of the information about other buildings on the block was also sketchy, so I undertook to do the research myself with the following results:

Building permit #58662 for 2744, 46, 48 St. Clair Ave. [West] was issued to J. Small (undoubtedly the owner William J. Small or a relative) on May 2, 1922; this according to the index of Building Permits for Signs, Stables, Stores for 1922. Unfortunately the actual permit no longer exists. When the 1923 assessment for 1924 was done on May 4, 1923, the three storefronts, along with the upstairs apartments were built and fully occupied. Therefore the building was put up in the summer of 1922.

As for the other storefronts on the block, the five stores immediately east to the corner of Silverthorne Ave. were put up sometime prior to 1918, as according to the city directory for that year they were all occupied. The lots to the west as far as Cloverdale Road were vacant before 1922, and started to be built upon piecemeal around the same time as Mr. Small erected his building. Next door to the west #s 1750, 52, 54 were built the same year.

That was all the information I was able to gather in the limited time I had available. However, if for any reason you would like to have a detailed history of buildings on the block, I would be happy to provide it at a later date. I also have photocopies of the permit index, assessment rolls and the city directory for 1918 on which these statements are based, and can make copies of them to pass along if anyone at the library would like to have copies.

Ms Bailey also quoted the Ontario Heritage Act in her letter, specifically Ontario Regulation 9/06 which prescribes criteria for determining property of cultural heritage value or interest in a municipality. According to #3 on the list:

3. The property has contextual value because it,
  - i. is important in defining, maintaining or supporting the character of an area
  - ii. is physically, functionally, visually or historically linked to it's surroundings

It is not necessary that a building be an outstanding landmark to represent the character of a streetscape. The St. Clair Silverthorne Library in it's present incarnation is not only the most attractive storefront on the block, but it is an excellent example of adaptive reuse of an existing storefront that maintains and supports the overall character of the block. Physically, functionally, visually and historically it is also linked to its surroundings. It would be really unfortunate to destroy this very attractive facade.

Yours sincerely,

**Nancy Marshall**

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**From:** Diana Fancher [REDACTED]  
**Sent:** Monday, September 28, 2015 2:14 PM  
**To:** Nancy Marshall  
**Cc:** David Wencer; Denise Harris; Anne Bailey; Susan Martin; Carleton-Village Silverthorn  
**Subject:** St. Clair Silverthorne Library

**To the Toronto Public Library Board:**

In a September 11 email, I notified Anne Bailey of the building date for the St. Clair Silverthorn Library. I have since checked the city directories at the Toronto Reference Library and put together a bit more background information. The complete picture to date follows:

Building permit #58662 was issued to J. Small (probably the owner Wm J Small, possibly a relative) on May 2, 1922 for 3 stores at 1744, 1746, 1748 St. Clair Ave. [West] at a value of \$15,000. This from the 1922 Index to Building Permits for Signs, Stables, Stores. Unfortunately the permit itself no longer exists.

The assessment roll made in 1922 for 1923, Ward 7, Division 1, shows vacant lots for Plan 1760 Lots 56, 57 & 58. In the 1923 for 1924 roll made on May 4th the 3 stores are built and occupied, indicating that the building was put up in the summer of 1922. The block of stores immediately to the west was built the same year.

The stores to the east as far as Silverthorne Ave. were most probably constructed during 1913-14, since they begin to be shown in the city directory in 1914 and are complete by 1915. The rest of the stores west to Cloverdale Rd. were built by the mid-1920s, according to their directory listings.

**Summary**

The block of 2-storey stores between Silverthorne Ave. and Cloverdale Rd. on the north side of St. Clair Ave. W. was built between 1913 and the mid-1920s in modest styles typical of the period, the library building being the most interesting architecturally. All of the buildings dating from the 1920s were built of rug brick. One or two have been refaced with stucco or a different type of brick. The existing library facade offers an excellent example of how other facades along the block can be adapted to provide attractive modern storefronts that also fit in with the existing streetscape. It is a credit to the designer/architect and to the Toronto Public Library Board.

Yours sincerely  
Diana Fancher



October 9, 2015

Dear Ms. Fancher,

Thank you for your emails of September 11, 13 and 28 on the matter of the library property at 1748 St Clair West. The information that you have provided is consistent with what library staff and the architectural firm of Goldsmith Borgal and Company Architects (GBSA) discovered. Thank you for providing the details of regarding the building permit, issued in 1922 to J. Smith. Library staff contacted City staff in the Toronto Building Department – West District and they were not able to provide information on the original permit although they did think the building was constructed in the 1920's.

Library staff and GBSA staff consulted Goad's Fire Atlas and the City of Toronto Directories and the Assessment Rolls Ward 7, Division 1 while researching the property and also determined that from 1923 on businesses were located at 1746 and 1748 St. Clair Avenue West. We are in agreement with the facts you present on the history of the property.

However we are not in agreement that the current building has an attractive façade that should be preserved. The current façade is not distinct nor does it demonstrate superior craftsmanship, artistry or material choice. The brick façade has been altered and damaged over the years as have the windows and main entrance. The building has limited contextual value. The branch blends into the surrounding streetscape so much that it is challenging for customers to find it. One of the library project goals is to revitalize the streetscape with a library branch that has high visibility. The design concept was presented to the local community at the end of May and design boards were kept on display in the branch for several weeks after the meeting. The design met with positive response and achieves our goal of highlighting the building.

The property condition assessment indicated that the best course of action given the deficiencies to structure, heating and cooling, building efficiency, brick condition with funds available for the project was to completely rebuild the facility in order that we provide a healthy, inviting, flexible, barrier free building that will meet the needs of the community into the future.

We continue to work with the Architect to refine the design. Please contact Susan Martin, Divisional Support Manager, Branch Capital Projects at [smartin@torontopubliclibrary.ca](mailto:smartin@torontopubliclibrary.ca) or by phone at 416-393-7543 if you have further comments or questions.

Sincerely,

A handwritten signature in cursive script that reads "Anne Bailey".

Anne Bailey  
Director, Branch Libraries

**Director, Branch Libraries**

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789 Yonge Street ♦ Toronto, Ontario M4W 2G8 ♦ Canada Tel: 416-397-5944 ♦ Fax: 416-393-7083

October 26, 2015

The Honorable Michael Coteau  
Minister, Tourism, Culture and Sport  
9<sup>th</sup> Floor, Hearst Block  
900 Bay Street  
Toronto, Ontario M7A 2E1

Dear Minister Coteau:

**RE: e-Resources Funding for Libraries**

The Toronto Public Library Board appreciates your support of public libraries and the important role they play in addressing literacy and education, and in supporting inclusion and diversity.

While the Board understands the Province's fiscal challenges, it is of great concern that public libraries have lost funding for Ontarians's access to e-Resources. Public libraries play a critical role in the social, educational, cultural and economic success of the communities in our province. Public Libraries are an essential investment in the future of our communities and are essential drivers of success in school preparedness, reading readiness, college readiness and success, economic and employment success, and social equity. As the development of the knowledge economy progresses, public libraries are a vital link for every resident and every community to ensure success of all Ontarians, regardless of location or background.

Toronto Public Library is currently engaged in a broad based public and stakeholder consultation as the Board develops its new strategic plan. We have heard first-hand about the importance of access to new technology and digital resources. We have heard about the difference these and other library services make in the lives of Torontonians from all backgrounds, age groups and walks of life.

The loss of this provincial funding for e-Resources comes at a time when libraries are challenged to find the funds to purchase these resources because of the high prices charged for this content and the low Canadian dollar. The Library Board is requesting you work with your cabinet colleagues to develop inter-ministerial solutions that will restore the lost funding.

**In today's technological world, the public library's role in bridging the digital divide and providing equitable access to digital resources is more important now than ever before.**

.../2

**Library Board**

**Chair**

Ron Carcini

Councillor Paul Ainslie  
Councillor Ana Bailão

Dianne LeBreton  
Strahan McCarten

**Vice Chair**

Lindsay Colley

Councillor Mary Fragedakis  
Councillor Sarah Doucette  
Sue Graham-Nutter

Ross Parry  
Archana Shah  
Eva Svec

**Chief Executive Officer**

Vickery Bowles

Please lend your support to this important issue.

Sincerely,

Ron Carinci, Chair  
Toronto Public Library Board

cc: FOPL Board  
James Hamilton, DM, Ministry of Tourism, Culture and Sport  
Kevin Finnerty, ADM, Ministry of Tourism, Culture and Sport  
Rod Sawyer, Ministry of Tourism, Culture and Sport  
Shelagh Paterson, Executive Director, Ontario Library Association  
Barbara Franchetto, SOLS  
Leanne Clendening, OLS-North  
Jefferson Gilbert, CULC

## APPROVED MINUTES

Page 1

**Toronto Public Library Board – Strategic Planning Steering Committee**  
**Meeting No. 1: Tuesday, April 21, 2015, from 5:40 p.m. to 6:55 p.m.**  
**Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

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### **Members Present:**

Mr. Ron Carinci  
Ms. Lindsay Colley  
Councillor Paul Ainslie  
Ms. Dianne LeBreton  
Mr. Strahan McCarten  
Ms. Archana Shah

### **Regrets:**

Councillor Ana Bailão  
Councillor Mary Fragedakis  
Ms. Sue Graham-Nutter  
Ms. Eva Svec

### **SPSC Call to Order**

**15-001** Vickery Bowles, City Librarian, called the meeting to order at 5:40 p.m.

### **SPSC Election of Chair of the Strategic Planning Steering Committee**

**15-002** Vickery Bowles called for nominations for the Chair of the Strategic Planning Steering Committee.

*Moved by R. Carinci:*

*That:*

1. *Dianne LeBreton be nominated for Chair.*

*Carried*

Dianne LeBreton agreed to stand for election.

There being no further nominations, it was:

*Moved by L. Colley:*

*That the Strategic Planning Steering Committee:*

1. *closes nominations.*

*Carried*

Vickery Bowles declared Dianne LeBreton duly elected Chair of the Strategic Planning Steering Committee by acclamation.

Dianne LeBreton assumed the Chair.

**Toronto Public Library Board – Strategic Planning Steering Committee**

**Meeting No. 1: Tuesday, April 21, 2015, from 5:40 p.m. to 6:55 p.m.**

**Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

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**SPSC Declarations of Conflict of Interest**

**15-003** There were no Declarations of Conflict of Interest by members of the Strategic Planning Steering Committee.

**SPSC Approval of Agenda**

**15-004** *Moved by L. Colley:*

*That the Strategic Planning Steering Committee:*

1. *approves the agenda as revised to add a Presentation under Agenda Item No. 6 from Maureen O'Reilly, President, Toronto Public Library Workers Union, Local 4948 CUPE regarding Agenda Item No. 7 – Review of Board Committee Structure.*

*Carried*

**SPSC Communications**

**15-005** There were no Communications items at the April 21, 2015 Strategic Planning Steering Committee meeting.

**SPSC Presentations**

**15-006** **Maureen O'Reilly, President, Toronto Public Library Workers Union, Local 4948 CUPE re Review of Board Committee Structure**

Ms. O'Reilly addressed the Committee regarding the Board's Employee and Labour Relations Committee.

**Toronto Public Library Board – Strategic Planning Steering Committee**

**Meeting No. 1: Tuesday, April 21, 2015, from 5:40 p.m. to 6:55 p.m.**

**Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

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***Item for Information:***

**SPSC    Review of Board Committee Structure**

**15-007      Committee Decision**

***Moved by S. McCarten:***

***That the Strategic Planning Steering Committee recommends that the Toronto Public Library Board:***

1.      *approves the retention of the:*
  - a.      *City Librarian's Performance Review Committee;*
  - b.      *Strategic Planning Steering Committee;*
2.      *approves the disbanding of the:*
  - a.      *Budget Committee;*
  - b.      *Employee and Labour Relations Committee;*
  - c.      *Advertising Review Working Group; and*
  - d.      *E-Book Working Group;*
3.      *revises the Advertising Policy to refer appeals to the Library Board;*
- 4      *appoints a second Board member representative to the Board of the Federation of Ontario Public Libraries;*
- 5      *appoints a Board member to the role of Board Liaison to Youth Advisor;*
- 6      *appoints a Board member to the Toronto Public Library Foundation Board;*
- 7      *does not appoint a Board member to the First Parliament Site Working Group.*

***Carried as amended***

**Motions:**

See the following:

***Moved by S. McCarten:***

***That the Strategic Planning Steering Committee:***

1.      *receives the Review of Board Committee Structure report for information.*

***Amended***

**Toronto Public Library Board – Strategic Planning Steering Committee**  
**Meeting No. 1: Tuesday, April 21, 2015, from 5:40 p.m. to 6:55 p.m.**  
**Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

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**Review of Board Committee Structure – continued**

*Moved in amendment by S. McCarten:*

*That the Strategic Planning Steering Committee recommends that the Toronto Public Library Board:*

1. *approves the retention of the:*
  - a. *City Librarian's Performance Review Committee;*
  - b. *Strategic Planning Steering Committee;*
2. *approves the disbanding of the:*
  - a. *Budget Committee;*
  - b. *Employee and Labour Relations Committee;*
  - c. *Advertising Review Working Group; and*
  - d. *E-Book Working Group;*
3. *revises the Advertising Policy to refer appeals to the Library Board;*
4. *appoints a second Board member representative to the Board of the Federation of Ontario Public Libraries;*
5. *appoints a Board member to the role of Board Liaison to Youth Advisor;*
6. *appoints a Board member to the Toronto Public Library Foundation Board;*
7. *does not appoint a Board member to the First Parliament Site Working Group.*

***Carried***

**SPSC Adjournment**

**15-008**

*Moved by Councillor Ainslie:*

*That the Strategic Planning Steering Committee:*

1. *adjourns the April 21, 2015 Strategic Planning Steering Committee meeting.*

***Carried***

The meeting ended at 6:55 p.m.

Signed: \_\_\_\_\_

**Strategic Planning Steering Committee – Strategic Plan  
2016 - 2019: Draft Priorities, Outcomes and Results of  
Public Consultation to Date**

<b>Date:</b>	October 26, 2015
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	Strategic Planning Steering Committee

**SUMMARY**

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The purpose of this report is to request the Toronto Public Library Board's approval of the Strategic Planning Steering Committee's recommendations regarding the five draft priorities and outcomes for the 2016 – 2019 strategic plan.

**RECOMMENDATIONS**

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**The Strategic Planning Steering Committee recommends that the Toronto Public Library Board:**

1. receives the results of public and stakeholder consultation to date as summarized in the report and in Appendix 1 – Attachment 1;
2. approves the draft priorities and outcomes for the Strategic Plan 2016 - 2019 as included in Appendix 1 – Attachment 2; and
3. directs staff to prepare a final draft of the strategic plan with a communications plan, implementation plan, outcomes, KPIs for 2016 - 2019 and targets for 2016, in alignment with the operating and capital budgets for endorsement by the Strategic Planning Steering Committee and approval by the Library Board in December 2015.

**FINANCIAL IMPACT**

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The costs of creating the strategic plan have been provided for in the 2015 operating budget. These costs are up to \$45,000 and include a user/non-user survey, focus groups and other consultation with users and non-users, meeting and focus group facilitation, and online and print communications.

The Director, Finance and Treasurer has reviewed this financial impact statement and is in agreement with it.



## DECISION HISTORY

At its April 20, 2015 meeting, the Library Board approved the *Creating a New Strategic Plan: 2016 - 2019* report. <http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2015/apr20/14.pdf>

At its June 22, 2015, meeting the Library Board approved the *2016 - 2019 Strategic Plan: Themes, Draft Priorities and Consultation Plan* report. <http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2015/jun22/13a-spssc-strategic-plan-2016-2019-draft-priorities-and-consultation-plan.pdf>

At its October 7, 2015 meeting, the Strategic Planning Steering Committee endorsed the draft priorities and outcomes for the Strategic Plan 2016 - 2019 and recommended that the Library Board approve the draft priorities and outcomes for the plan and request staff to prepare a final draft of the strategic plan.

## COMMENTS

The *Strategic Plan 2016 - 2019 – Draft Priorities and Outcomes Results of Public Consultation to Date* report considered at the October 7, 2015 meeting of the Strategic Planning Steering Committee is provided as Appendix 1.

## CONTACT

Elizabeth Glass; Acting Director, Planning, Policy, & E-Service Delivery;  
Tel: 416-395-5602; E-mail: [eglass@torontopubliclibrary.ca](mailto:eglass@torontopubliclibrary.ca)

## SIGNATURE

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Vickery Bowles  
City Librarian

## ATTACHMENTS

- Appendix 1: *Strategic Plan 2016 - 2019 – Draft Priorities and Outcomes Results of Public Consultation to Date* report to the October 7, 2015 Strategic Planning Steering Committee
- Appendix 2: *Strategic Plan 2016 - 2019 Update* – presentation at the October 7, 2015 Strategic Planning Steering Committee meeting



## STAFF REPORT ACTION REQUIRED

### Strategic Plan 2016 - 2019: Draft Priorities and Outcomes Results of Public Consultation to Date

<b>Date:</b>	October 7, 2015
<b>To:</b>	Strategic Planning Steering Committee
<b>From:</b>	City Librarian

### SUMMARY

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The purpose of this report is to update the Strategic Planning Steering Committee on the results of public consultations for Toronto Public Library's Strategic Plan 2016 - 2019 and identify the ways in which these results have been incorporated into the draft priorities and outcomes for the strategic plan. With consultation still underway, it is important to note that this is an interim report. Recommended priorities will be finalized and presented at the next Strategic Planning Steering Committee meeting for consideration.

Using the draft priorities and consultation plan approved by the Board in June 2015, the Library consulted with stakeholders, residents, community groups and staff. To date, over 1,400 people have participated in the process.

Overall, the results of consultation confirmed the direction of the draft priorities presented to the Library Board in June and highlighted the central and unique role the Library plays in the life of the city, in building community and creating equity of access for all.

As a result of input from the Library Board and consultation, the priorities have been consolidated, and focused on the results residents and stakeholders would like to see, described in language that resonates with them. Draft outcome measures have been added.

The five draft priority areas for 2016 - 2019 are:

1. Improving Access, Increasing Awareness;
2. Advancing Digital Literacy and Inclusion;
3. Expanding Learning Opportunities, Building Skills and Capacity;
4. Creating Community Connections through Cultural Experiences;
5. Transforming Service Delivery.

Next steps in the consultation process include a survey of residents by an external polling firm and continued engagement with stakeholders and private and public partners.

## RECOMMENDATIONS

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**The City Librarian recommends that the Strategic Planning Steering Committee recommends that the Toronto Public Library Board:**

1. receives the results of public and stakeholder consultation to date as summarized in the report and in Attachment 1;
2. provides direction on the draft priorities and outcomes for the Strategic Plan 2016 - 2019 as included in Attachment 2;
3. directs staff to prepare a final draft of the strategic plan with a communications plan, implementation plan, outcomes, KPIs and 2016 targets, for endorsement by the Strategic Planning Steering Committee and approval by the Library Board in December 2015.

## FINANCIAL IMPACT

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The costs of creating the strategic plan have been provided for in the 2015 operating budget. These costs are up to \$45,000 and include a user/non-user survey, focus groups and other consultation with users and non-users, meeting and focus group facilitation, and online and print communications.

The Director, Finance & Treasurer has reviewed this financial impact statement and is in agreement with it.

## DECISION HISTORY

At its June 22, 2015 meeting, the Library Board approved the report *Strategic Plan 2016 - 2019: Draft Priorities and Consultation Plan*, and directed staff:

- *to implement the Consultation Plan and report to the Strategic Planning Steering Committee in late September on the results of the public consultation and how the results will be incorporated into the strategic plan; and*
- *to report back to the next Strategic Planning Committee on the measurement of outcomes with respect to the Strategic Plan 2016 - 2019, including KPI's, targets and the creation of a Board reporting tool, i.e. a scorecard, dashboard.*

<http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2015/jun22/13a-spssc-strategic-plan-2016-2019-draft-priorities-and-consultation-plan.pdf>

## COMMENTS

This report provides an update on the results of public and stakeholder consultation on Toronto Public Library's Strategic Plan 2016 - 2019 and the ways in which these results have

been incorporated into the draft priorities and outcomes for the strategic plan. The report provides a summary of the consultation and input to date and outcomes and outlines the next steps to complete the plan. With consultation still underway, it is important to note that this is an interim report. Recommended priorities will be finalized and presented at the next Strategic Planning Steering Committee meeting for consideration.

### **Draft Priorities and Outcomes (Attachment 2):**

At its June 22, 2015 meeting, the Library Board approved three overarching themes and twelve priorities as a framework for consultation for the strategic plan. Results of consultation reinforced these themes and priorities. As a result of input from the Library Board, residents, stakeholders and staff about the service changes they would like to see, the following changes were made:

- the three themes and 12 priorities were focused and prioritized into five broad priority statements;
- the language was revised to be outcome-focused and resonate with residents and stakeholders; and,
- sample strategies, outcomes, and sample indicators were added to describe the priority.

Draft priorities and outcomes are included in Attachment 2. The five draft priority areas for 2016 - 2019 are:

1. Improving Access, Increasing Awareness;
2. Advancing Digital Literacy and Inclusion;
3. Expanding Learning Opportunities, Building Skills and Capacity;
4. Creating Community Connections through Cultural Experiences;
5. Transforming Service Delivery.

The fifth priority positions the Library to deliver services how, when and where customers want them.

### **Results of Public Consultation to Date:**

To date, over 1,400 residents, stakeholders, and community partners have been involved in strategic plan consultation along with over 200 staff members and Union representatives as summarized in Attachment 1. The chart includes initiatives completed, those in progress and upcoming events.

Major activities and initiatives to date include:

- an online and in-branch survey;
- stakeholder roundtables with representatives from community agencies and organizations from across the city;
- a consultation website featuring research themes and information about consultation events;
- user and non-user “Branch Champion” focus groups;
- staff meetings and focus groups.

To understand residents’ needs and priorities for library service, in addition to input at strategic plan consultations, staff also carefully reviewed the results of consultation on City

initiatives, including *TO Prosperity* (the City of Toronto's Interim Poverty Reduction Strategy), *Toronto Strong Neighbourhood Strategy 2020*, ongoing feedback from library users and the results of public consultation conducted for the plan.

**Overarching comments from public consultation:**

Residents recognize Toronto Public Library's contribution to the quality of life in Toronto and are concerned about:

- poverty and income inequality;
- job insecurity and youth employment;
- the successful settlement and integration of newcomers;
- Toronto's role in a complex, global society;
- population density, overcrowding and the lack of public space within the city;
- lack of quality public infrastructure and its accessibility;
- the aging population; the quality of life the city offers to older and vulnerable residents;
- the stressful, busy urban environment and the impact on families;
- support for those living with mental health issues and challenges;
- social isolation, lack of connection and community.

**Residents place high value on library services, however the service could be enhanced through:**

- more awareness of service offerings;
- more personalized service options across traditional and new service channels;
- easier and more convenient access for branch and virtual users;
- programs and resources equitably available across branches and communities;
- increased consistency, reliability and quality in some service areas;
- innovative uses of technology to expand access and efficiency.

**PRIORITY #1: Improving Access, Increasing Awareness**

**We will increase awareness, improve convenience and remove barriers to use so that Torontonians have easy access to the library services they need and want, when, where, and how they want them.**

**Responds to:**

- lack of awareness of the range of service options at TPL that are relevant and of value to residents;
- fast pace of busy urban life where time is a premium;
- demand for barrier-free, personalized recommendations and service options;
- levels of poverty among Toronto's residents and communities; the impact of fines and fees;
- changing patterns of work, study and school requiring longer service hours and new service models.

**Consultation comments:**

- “To have a ‘history’ option in my account, in order to be able to re-borrow books or other material I loved and don't remember the exact title. Also to have a ‘to read/to borrow’ option for material I am thinking of using in the future.”
- “Publicize your services better. Many people don't know about them. Especially the online services and resources available.”
- “Advertise your services all over the neighbourhood so everyone is more aware of what a valuable service the Library provides.”
- “I don't think a lot of people know where the library in my community is unless they're actively looking for it. More promotion of the locations if it's tucked away.
- “Five cent fines for overdue children's books would help families; e.g. TTC is free for kids under 12 years’ old.”
- “Late fees can be a real problem for seniors and those in chronically poor health. They are afraid to borrow books because they are not sure they will be able to return them on time, so they don't bother. Perhaps fees could be waived in some cases?”
- “Longer, more standardized hours including Sundays.”
- “Be open for more/longer hours to allow all groups - schoolchildren, working adults, retirees, caregivers and babies etc. to make full use of the library.”
- “Increase the accessibility of library space for community meetings.”

**PRIORITY #2: Advancing Digital Literacy and Inclusion**

**We will serve as Toronto’s public access point for technology, digital services and expertise. We actively promote and enable digital inclusion through access, training and networks supporting Torontonians in full participation in our digital future.**

**Responds to:**

- users’ expectations for access to new and emerging technology and training;
- access to technology is an essential requirement of daily life;
- growing trend to e-government and delivering services online requiring all residents to have access;
- importance of technology and digital skills to succeed in the global knowledge economy;
- role of new technology in competitiveness and efficiency;
- cost of bandwidth and access in Toronto.

**Consultation comments:**

- “Exploring new avenues of service is great (e.g. 3D printing, self-publishing, multi-media equipment). You don't have to provide the services at every branch, but knowing that at some major branch I can get access to these things is empowering.”
- “Maintain your budget to keep public computers and printers in good repair.”
- “Provide more access to free computer and Internet use.”
- “Laptops for patrons to borrow in-library is a good idea as are e-readers for temporary loan periods.”

- “To re-imagine - and fund - a space where ‘community hub’ and ‘technology’ intersect in a way that supports community interaction and supports the way people live now with technology.”

### **PRIORITY #3: Expanding Learning Opportunities, Building Skills and Capacity**

**We will expand self-directed and lifelong learning opportunities so that Torontonians can build new skills and literacies and can compete in the global knowledge economy. Through targeted service programs, Toronto’s children and youth are positioned for future success.**

#### **Responds to:**

- readiness to learn upon school entry is a marker for future academic success;
- income disparity in Toronto impacts learning opportunities;
- Ontario is an innovation economy where new ideas are vital to the province’s long-term success;
- new work models create new requirements for open, self-directed, collaborative, experiential and lifelong learning access for all ages, platforms and locations;
- the literacy skills required for success in the 21st century are expanding to include print literacy, numeracy, information and digital literacy, media and visual literacy and financial literacy.

#### **Consultation comments:**

- “E-learning tools/webinars to allow access to more people.”
- “Extend your offerings to things that aren't feasible for the average family household. Offer courses to learn new things...TPL can do a great many things to improve the community through better learning experiences, providing unattainable resources, offering learning centers to gain new skills.”
- “Keep and enhance programs to keep young people interested and engaged in learning, exploring and sharing good literature and fact-based written information sources.”
- “More online learning resources along the lines of those currently taught in workshops/on site (digital media, business planning, etc.).”
- “Host more programming to teach literacy skills - financial literacy, business literacy, technical literacy.”

### **PRIORITY #4: Creating Community Connections through Cultural Experiences**

**We will strengthen community connections by expanding access to a broad range of cultural experiences, locally and city-wide. Torontonians will have expanded access to cultural opportunities that foster innovation, creativity, cross-cultural understanding and an enriched quality of life.**

#### **Responds to:**

- residents’ love of reading, literary culture, and connecting with authors and other readers;

- Toronto Public Library's pre-eminent role in promoting Canada and Ontario's authors and publishers;
- maintaining and growing a vibrant cultural sector in Toronto;
- equitable access to local cultural opportunities throughout the city that reflect the rich diversity of heritage and experience in neighbourhoods across the City;
- cultural literacy is considered an essential skill for success in a diverse, global society and economy;
- increasing demand for space for cultural and creative activities for local and emerging artists;
- maintaining and growing a vibrant and successful cultural sector in Toronto and Ontario.

#### **Consultation Comments:**

- "Keep building a diverse collection -- diverse in the sense of different media, different formats, in different languages, and make it as accessible as possible."
- "Be a cultural presence in the neighbourhood. Create a welcoming place for people to meet, engage, explore, learn and experience arts and culture together as a community."
- "Make the Library part of the community by introducing classes or groups that will help members to create art. Not just painting. Teach or show members how for example to create a piece of art with mixed media."
- "The Library can organize more cultural events with focus on reading and sharing materials about different countries and cultures."
- "Increase youth + art opportunities! Create more workshops and bring more artists into libraries in an accessible, structured manner. Weekly workshops are a haven."
- "It would be nice to see libraries operating as community hubs. Providing services for everyone in the community. Much of this is already occurring in our libraries. Toronto libraries have a rich collection of resources available for everyone in our society. Ideally this needs to be expanded."

### **PRIORITY #5: Transforming Service Delivery**

**We will grow organizational capacity, increase our capacity and evolve our culture to transform our service delivery to ensure customers get library services services how, when and where our customers want or need them. Torontonians will benefit from a vibrant, revitalized, and digitally enabled, creative and efficiently managed library service.**

#### **Responds to:**

- the need for the organization to be innovative, nimble and responsive to drive achievement of shared organizational outcomes;
- the need to build organizational and staff capacity to deliver services digitally; and,
- building leadership skills at all levels in the organization.

#### **Consultation Comments:**

- "Provide a collaborative environment for staff to provide better customer service."



- “If we are trying to be innovative [for our customers], we need to innovate our internal processes and systems.”
- “In the future can there be more opportunities for feedback? Create surveys where employees can respond to questions asked.”
- “We all are TPL. Let’s work together.”

## **Next Steps**

Staff will complete the following steps to move toward approval of the strategic plan:

- complete the public consultation using the draft priorities and outcomes;
- refine the service strategies and develop outcomes and indicators;
- present the final version of the plan to the Strategic Planning Steering Committee and Board in December;
- develop a communication and implementation plan;
- create a 2016 work plan to advance the priorities and outcomes with measurable targets and outcomes.

## **CONTACT**

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## **SIGNATURE**

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Vickery Bowles  
City Librarian

## **ATTACHMENTS**

Attachment 1: Summary of Consultation to Date  
Attachment 2: Draft Priorities, Outcomes and Sample Strategies

## Strategic Plan 2016 - 2019

### Summary of Consultation to September 28, 2015

Target Participants	Event / Description	Date / Location	Status
Targeted User Groups	Consultation focus groups with staff with target group expertise, e.g. Middle Years Children, Older Adults & Seniors, e-Users, etc. Surveys sent by staff to targeted users	April 24: North York Central April 28: North York Central	Completed 15 participants  200 surveys received
Community Partners	Stakeholder Roundtables – agencies and organizations from across the city	May 21: Fairview May 25: Runnymede May 26: Northern District	Completed 37 participants
Mayor & Councillors	Letter launching consultation, with survey link and insert for councillors' newsletters	Sept. 2	Completed
Residents	"Tell Us What You Think" survey for use at community events	June - August	Completed 60 surveys received
Residents	Strategic Plan Consultation Website (information, research themes, schedule of consultation events)	Launched Sept. 2	Completed
Residents	"Tell Us What You Think" survey in branches and on website	Sept. 2 – Sept. 30	In progress 913 surveys to date
Residents	Survey of Toronto Residents – telephone/online	October TBC	RFP completed; proposals being reviewed
Staff	Labour Management - consultation on environmental scan	June 18	Completed 10 participants
Staff	Labour Relations Steering Committee - consultation on draft priorities	July 21	Completed 10 participants
Staff	Presentation: Environmental scan and summary of consultation to date; consultation exercise	June 25: Joint Managers meeting, Northern District	Completed 20 participants
		July 15: Branch Heads meeting, Northern District	Completed 15 participants
Staff	Presentation: Environmental scan; summary of consultation to date; information about upcoming consultation events	July 2: Branch Heads meeting, York Woods	Completed 20 participants
		July 21: Research & Reference Managers,TRL	Completed 11 participants

Target Participants	Event / Description	Date / Location	Status
Staff	Presentation: Consultation update and consultation exercise	Aug. 5: Circulation Policy Committee, Toronto Reference Library	Completed 10 participants
		Sept. 8: Research & Reference Senior Staff, Toronto Reference Library	Completed 32 participants
		Sept. 10: Area Managers meeting, Toronto Reference Library	Completed 8 participants
		Sept. 24: Branch Heads meeting, Barbara Frum	Completed 10 participants
Staff	Three focus groups with external facilitator Darlene Chrissley	Sept. 18: Scarborough Civic Centre Sept. 21: Bloor/Gladstone Sept. 30: Northern District	Completed 70 participants
Library Users & Non-Users	"Branch Champion" focus groups. Seven sessions in total. All 100 branches were invited to participate	Aug. 18: Deer Park Aug. 19: Fairview Sept. 1: S. Walter Stewart Sept. 3: Weston Sept. 8: Cedarbrae Sept. 10: Brentwood Sept. 15: Northern District	Completed 135 participants
Residents and Community Partners in Neighbourhood Improvement Areas	Focus groups at a centrally located branch location to cover the 31 NIAs. Ten sessions in total	Sept. 28: Cedarbrae Sept. 29: Parliament Oct. 1: Flemingdon Park Oct. 6: Kennedy/Eglinton Oct. 14: Albion Oct. 15: Morningside Oct. 20: Dawes Road Oct. 22: Jane/Sheppard Oct. 28: Parkdale Oct. 29: Mount Dennis	In progress
Youth	Youth "Branch Champion" focus group	Oct. 17: Northern District	In progress
Friends of Toronto Public Library	Focus group with North & South Chapters and Special Collections Friends	Oct. 21: Northern District	In progress
Public/Private Partners	Breakfast roundtables. Three sessions for the following sectors: Culture; Local & Emerging Artists; Education & e-Learning; Business, Technology & Entrepreneurs	Nov. 5, 12, 19 Toronto Reference Library	In progress

**Next steps:**

- focus group with Toronto Public Library Foundation;
- outreach to High School Outreach Campaign to request input;
- consultation with federal and provincial elected officials and representatives;
- focus Group for City Councillors/Executive Assistants;
- letter and offer to meet with the City Manager.

READ. LEARN. CREATE. DELIVER.

Access, Opportunities, Connections

The services that matter to Torontonians where, when and how they need and want them

Toronto Public Library’s Strategic Plan 2016 - 2019 will be

- future-focused services
- grounded in Toronto Public Library’s vision, mission and values
- reflective of Toronto Public Library’s brand pillars: *Read, Learn, Create, Deliver*
- responsive to City and community needs
- integrated with the City, community, and partners
- created through consultation with residents, communities, stakeholders and staff

OUTCOMES	PRIORITY AREAS
<p>All residents have convenient and equitable access to services that help them be resilient and live full lives</p> <p><b>We will set targets to impact:</b></p> <p>Percentage Increase – Residents’ awareness of library services of value to them</p> <p>Percentage Increase in library membership and active use across demographic groups and neighbourhoods</p>	<p><b>PRIORITY: Improving Access, Increasing Awareness</b></p> <p>We will transform our services to increase awareness, convenience and use by Torontonians. We will eliminate barriers so that all Torontonians of all ages have easy and convenient access to the library services they need and want.</p> <p><b>SAMPLE STRATEGIES</b></p> <ul style="list-style-type: none"><li>• The Library’s policy framework, fines and fees support equity and inclusion and remove barriers to online, branch and community-based services</li><li>• Residents are engaged where they are: in library branches, online, in community locations</li><li>• Branch open hours reflect community needs for 7-day service throughout the year with options for later evening hours</li><li>• The Library reaches out to the community, and takes the library to the community in innovative ways</li></ul>
<p>Residents have access to technology to embrace the digital future and achieve their social, educational, economic and career goals</p> <p><b>We will set targets to impact:</b></p> <p>Percentage Increase – Residents rate technology training and access highly</p> <p>Percentage Increase – Residents use technology effectively for education, work and quality of life</p>	<p><b>PRIORITY: Advancing Digital Literacy and Inclusion</b></p> <p>We are Toronto’s public access point for technology, digital services and expertise. We actively promote digital inclusion through access, training and networks, enabling Torontonians to embrace the digital future and participate fully in the global knowledge economy.</p> <p><b>SAMPLE STRATEGIES</b></p> <ul style="list-style-type: none"><li>• TPL meets established benchmarks for the quality, currency, and staff support for technology in branches</li><li>• Digital Innovation Hubs and emerging technology are available equitably across the city</li><li>• Partnerships expand access to experts and emerging technologies</li><li>• Frontline staff model digital skills and actively promote digital inclusion</li><li>• The Library is a Centre for e-government access</li></ul>
<p>Residents gain the knowledge, skills, and networks to reach their potential and achieve success</p> <p><b>The Library offers a safe environment for children and youth to be engaged learners, to support educational and life success</b></p> <p><b>Over four years:</b></p> <p>Percentage Increase in use of learning resources at the library</p> <p>Percentage Increase – Learning opportunities help residents achieve their educational, work, health and life goals increasing well-being</p>	<p><b>PRIORITY: Expanding Learning Opportunities, Building Skills and Capacity</b></p> <p>We are a destination for self-directed, online and lifelong learning and networking opportunities so that Torontonians of all ages can build new skills and literacies to achieve their goals. Torontonians are empowered to compete in the global knowledge economy. Through targeted service programs, Toronto’s children and youth gain access to new learning opportunities and are positioned for future success.</p> <p><b>SAMPLE STRATEGIES</b></p> <ul style="list-style-type: none"><li>• Library offers new experiential learning models through public and private partnerships</li><li>• Library expands capacity for online e-learning</li><li>• Library services and programs support employment, business development, and entrepreneurship</li></ul>
<p>Residents feel connected to their community and have the freedom to express their culture and engage in city and local cultural experiences with others</p> <p><b>Over four years:</b></p> <p>Percentage Increase in participation in cultural programming and initiatives</p> <p>Percentage Increase in user satisfaction with cultural programming and initiatives</p> <p>Number Increase – Volunteers/volunteer hours at the library to support civic engagement</p> <p>Number Increase – Residents feel more connected to their local communities</p>	<p><b>PRIORITY: Creating Community Connections through Cultural Experiences</b></p> <p>We will expand cultural experiences and engage residents in the joy of reading. Torontonians will enjoy local cultural opportunities that foster innovation, creativity, cross-cultural understanding, civic engagement and an enriched quality of life.</p> <p><b>SAMPLE STRATEGIES</b></p> <ul style="list-style-type: none"><li>• Communities of interest are connected to make and share content</li><li>• TPL provides leadership at the national and provincial levels in promoting literary culture for all ages and formats</li><li>• Library branches provide opportunities for diverse cultural experiences and expression</li><li>• Library collections and services promote cultural discovery and preserve our collective memory</li></ul>
<p>Residents have access to 21<sup>st</sup>-century library service that is future-oriented and delivered efficiently</p> <p><b>Over four years:</b></p> <p>Percentage Increase – Overall user satisfaction with quality of library service</p> <p>Percentage Increase – TPL has increased capacity and resources to deliver service</p> <p>Percentage Increase – Staff are engaged and have the tools and training to deliver excellent customer service</p> <p>Percentage Increase – Users rate staff as knowledgeable and helpful</p> <p>Percentage Decrease – cost per transaction</p>	<p><b>PRIORITY: Transforming Service Delivery</b></p> <p>We will transform our organizational capacity and culture to deliver services how, when and where our customers want them. Torontonians will benefit from a vibrant, revitalized, digitally enabled, creative and efficiently managed library service.</p> <p><b>SAMPLE STRATEGIES</b></p> <ul style="list-style-type: none"><li>• TPL structure, culture and capacity is agile, flexible, innovative and responsive and supports achievement of our strategic objectives</li><li>• Staff are empowered and trained to deliver excellent service through multiple channels</li><li>• There is a commitment to benchmarks, outcomes, and continuous improvement</li><li>• Transform TPL’s physical infrastructure and service delivery to support a full range of 21<sup>st</sup>-century services</li></ul>



# Strategic Plan 2016-2019 Update

**Strategic Plan Steering Committee**  
Boardroom, Toronto Reference Library

October 7, 2015



# Tonight's Session

- 1. What we've done so far**
- 2. What we heard**
  - Impacts to draft priorities
  - Preliminary outcomes
- 3. Next Steps and Timeline**

**April to May**

Understanding the service context

**June**

Presentation of draft priorities to the Library Board

**June to September**

Consultation on draft priorities

**October**

**Update to Steering Committee on consultation to date**

**we are here**



**October to November**

Complete consultation process

**December**

Final plan, outcomes and indicators

**January**

Roll out



## Toronto Public Library's Strategic Plan 2016 – 2019 will be

Grounded in Toronto Public Library's vision, mission, values, and brand: **Read, Learn, Create, Deliver**

**Responsive** to City and community needs

**Integrated** with the City, community, and partners

Created through **consultation** with residents, communities, stakeholders and staff

# What we've done so far

## Consultation on draft priorities

To date, **over 1,700 people** have participated in the process including residents, stakeholders and staff

Online and in-branch survey

Stakeholder roundtables

Consultation website

“Branch Champion” focus groups

Staff meetings and focus groups

NIA Focus Groups (*in progress*)

# What we've done so far

## Consultation on draft priorities

To date, **over 1,700 people** have participated in the process including residents, stakeholders and staff

### Online and in-branch survey

**1,136** responses over five weeks

### Stakeholder roundtables

- Asked about changing needs, barriers to accessing library services, and how the library can respond

### Consultation website

### “Branch Champion” focus groups

- Online and in print, with accessibility and translation on request

### Staff meetings and focus groups

### NIA Focus Groups (*in progress*)

# What we've done so far

## Consultation on draft priorities

To date, **over 1,700 people** have participated in the process including residents, stakeholders and staff

Online and in-branch survey

**Stakeholder roundtables**

Consultation website

“Branch Champion” focus groups

Staff meetings and focus groups

NIA Focus Groups (*in progress*)

**3 meetings with 37 participants  
+ online request for comments**

- Sessions held at Fairview, Northern District, Runnymede
- Reps from community agencies and organizations from across the city
- Over 500 comments received

# What we've done so far

## Consultation on draft priorities

To date, **over 1,700 people** have participated in the process including residents, stakeholders and staff

Online and in-branch survey

Stakeholder roundtables

**Consultation website**

“Branch Champion” focus groups

Staff meetings and focus groups

NIA Focus Groups (*in progress*)

**1,344 page views**

- Provides survey access, research themes, info about consultation events and how to submit feedback and questions
- Link to website promoted through TPL social media channels and on City's consultation & engagement site

# What we've done so far

## Consultation on draft priorities

To date, **over 1,700 people** have participated in the process including residents, stakeholders and staff

Online and in-branch survey

Stakeholder roundtables

Consultation website

**“Branch Champion” focus groups**

Staff meetings and focus groups

NIA Focus Groups (*in progress*)

**7 meetings and 135 participants**

- Focus groups with users and non-users from branches across the city
- Obtained consent from 102 participants to continue the conversation about TPL's strategic direction and service offerings

# What we've done so far

## Consultation on draft priorities

To date, **over 1,700 people** have participated in the process including residents, stakeholders and staff

Online and in-branch survey

Stakeholder roundtables

Consultation website

“Branch Champion” focus groups

**Staff meetings and focus groups**

NIA Focus Groups (*in progress*)

**146 participants** at staff meetings;  
**70 participants** at focus groups

- Both management and unionized staff
- Participants from various job classifications and departments across the system

# What we've done so far

## Consultation on draft priorities

To date, **over 1,700 people** have participated in the process including residents, stakeholders and staff

Online and in-branch survey

Stakeholder roundtables

Consultation website

“Branch Champion” focus groups

Staff meetings and focus groups

**NIA Focus Groups (in progress)**

## 10 scheduled sessions

- As of October 7, four sessions completed in centrally located branches in Neighbourhood Improvement Areas



## Initial Draft Priorities (June 22, 2015)

### Three Overarching Themes:

1. **We like what you do:** Toronto Public Library is doing a good job
2. **We want what you do:** Services relevant, high quality; good customer service
3. **We want you to do more, do it better, and in some cases, do it differently:** Gaps in service; increasing demand for some services; consistency of quality and availability; barriers to access

## Initial Draft Priorities (June 22, 2015)

### Areas for increased focus:

- Demand for services for **children in the middle years**, especially for after school and out of school time
- **Youth** need support to build and access leadership and employment opportunities
- **Entrepreneurs/small business owners** need tools, supports and information to manage rapid innovation and disruptive technologies
- Growing income disparity and imperative for digital inclusion are acute issues, especially for **vulnerable and at-risk communities**
- **More collections and Open Hours**

## Initial Draft Priorities (June 22, 2015)

### Ways to improve services we deliver:

1. Be where I am
2. Make me aware of what is available for me
3. Make it easy for me to get and use
4. Make it a good, positive, high quality and satisfying experience

## Initial Draft Priorities (June 22, 2015)

### Ways to improve services we deliver:

- **Mobile access to services**, in addition to and integrated with other library service points
- **Technology-enabled community space** for work, study and creation
- **More personalized access**, customized service delivery and self-service options
- **Remove barriers to access** – easy, convenient service, online, in library branches, in community locations
- **Greater awareness** of what we have to offer, targeted specifically to individual customer wants and needs

## Revised Draft Priorities

### Three Key Areas of Focus

**Access**

**Opportunity**

**Connections**

## Five Strategic Priorities

- 1. Improving Access,  
Increasing Awareness**
- 2. Advancing Digital Literacy  
and Inclusion**
- 3. Expanding Learning  
Opportunities, Building Skills  
and Capacity**
- 4. Creating Community  
Connections through Cultural  
Experiences**
- 5. Transforming Service Delivery**

## What we heard

### Five Strategic Priorities

- 1. Improving Access, Increasing Awareness**
- 2. Advancing Digital Literacy and Inclusion**
- 3. Expanding Learning Opportunities, Building Skills and Capacity**
- 4. Creating Community Connections through Cultural Experiences**
- 5. Transforming Service Delivery**

- More awareness of service offerings
- More personalized service options across traditional and new service channels
- Easier and more convenient access for branch and virtual users
- Innovative uses of technology to expand access and efficiency
- Expanded access to learning opportunities and new learning models
- Library as community information hub

## 1. Improving Access, Increasing Awareness

We will increase awareness, improve convenience and remove barriers to use so that Torontonians have easy access to the library services they need and want, when, where, and how they want them.

### Responds to:

- **Fast pace of busy urban life** where time is at a premium
- Demand for **barrier-free, personalized recommendations** and **service options**
- **Levels of poverty among Toronto's residents and communities**
- **Changing patterns of work, study and school**



## 1. Improving Access, Increasing Awareness

### Sample Actions

- **Review the Library's policy framework to remove systemic barriers**, including impacts of membership and fines and fee structures on customer use
- **Enhance communications and data collection** across multiple channels to deliver more personalized services
- **Expand open hours** to respond to community needs for 7-day service throughout the year with options for later evening hours
- **Reach out into the community** to increase service and awareness – kiosks, pop ups, outreach at community events

**Outcome:** All residents have convenient and equitable access to services that help them be resilient and live full lives.

## 1. Improving Access, Increasing Awareness

“ To have a **‘history’ option** in my account, in order to be able to re-borrow books or other material I loved and don't remember the exact title. Also to have a **‘to read/to borrow’** option for material I am thinking of using in the future.

**Late fees can be a real problem** for seniors and those in chronically poor health. They are afraid to borrow books because they are not sure they will be able to return them on time, so they don't bother. Perhaps fees could be waived in some cases?

Be open for **more/longer hours** to allow all groups – schoolchildren, working adults, retirees, caregivers and babies etc. to make full use of the library.

”

## 2. Advancing Digital Literacy and Inclusion

We will serve as Toronto's public access point for technology, digital services and expertise. We will actively promote and enable digital inclusion through access, training and networks supporting Torontonians in full participation in our digital future.

### Responds to:

- **Access to technology** as an essential requirement of daily life
- **Growing trend to e-government** and delivering services online, requiring all residents to have access
- **Importance of technology and digital skills** to succeed in the global knowledge economy
- **Cost of bandwidth, devices and access** in Toronto which are a barrier to access

## 2. Advancing Digital Literacy and Inclusion

### Sample Actions:

- **Establish and meet benchmarks** for quality, currency, and staff support for technology, tools and software in branches
- **Expand equity and availability of emerging technology and support across the city** by expanding Digital Innovation Hubs and developing new private/public partnerships
- Train and support frontline staff to become digital experts and to actively promote digital inclusion

**Outcome:** Residents have access to technology to embrace the digital future and achieve their social, educational, economic and career goals.

## 2. Advancing Digital Literacy and Inclusion

“

*To re-imagine – and fund – a space where **‘community hub’** and **‘technology’** intersect in a way that supports community interaction and supports the way people live now with technology.*

*Continue to be **leaders in providing access to new technology** to all citizens, for example the 3D printer.*

*More online features; easy instructions for downloading; online databases more easily accessible; **learning opportunities for new technology.***”

### **3. Expanding Learning Opportunities, Building Skills and Capacity**

We will expand self-directed and lifelong learning opportunities so that Torontonians can build new skills and literacies and can compete in the global knowledge economy. Through targeted services and programs, Toronto's children and youth are positioned for future success.

## 3. Expanding Learning Opportunities, Building Skills and Capacity

### Responds to:

- **Readiness to learn upon school entry** as a marker for future academic success
- **Income disparity in Toronto**, which impacts learning opportunities
- **Ontario as an innovation economy** where new ideas are vital to the province's long term success
- **New work models** which create new requirements for open, self-directed, collaborative, experiential and lifelong learning access for all ages, platforms and locations
- **Expanded literacy skills** required for success in the 21st century, including print literacy, numeracy, information and digital literacy, media and visual literacy and financial literacy

## 3. Expanding Learning Opportunities, Building Skills and Capacity

### Sample Actions:

- Offer new life-long learning opportunities to **expand access to experiential and online e-learning**
- Offer opportunities to learn in different ways – through **information resources, courses, programs in series, networking and mentorship**
- **Expand access to out-of-school and summer learning opportunities** for children and youth

**Outcomes:** Residents expand knowledge, skills, and networks to reach their potential and achieve success

The Library offers a safe environment for children and youth to be engaged learners, to support educational and life success



## 3. Expanding Learning Opportunities, Building Skills and Capacity

“

*Host more programming to teach literacy skills – **financial literacy, business literacy, technical literacy.***

***E-learning tools/webinars** to allow access to more people.*

*Improve the community through **better learning experiences**, providing unattainable resources, offering learning centres to gain new skills.*

”

### **4. Creating Community Connections through Cultural Experiences**

We will strengthen community connections by expanding access to a broad range of cultural experiences, locally and city-wide.

Torontonians will have expanded access to cultural opportunities that foster innovation, creativity, cross-cultural understanding and an enriched quality of life.

## 4. Creating Community Connections through Cultural Experiences

### Responds to:

- Residents' **love of reading, literary culture**, and desire to connect and engage with authors and communities of readers
- Toronto Public Library's pre-eminent role in **supporting, promoting and sustaining Canada's authors and publishers** and a vibrant cultural sector in Toronto and Ontario
- **Equitable access to local cultural opportunities** that reflect the rich diversity of heritage and experiences across the city
- **Cultural literacy as an essential skill** for success in a diverse, global society and economy
- **Increasing demand for space** for cultural and creative activities for local and emerging artists

## 4. Creating Community Connections through Cultural Experiences

### Sample Actions:

- Offer new and expanded opportunities to **connect communities of interest to make and share content**
- **Entrench TPL as a national and provincial cultural leader**, especially in the engagement of literary culture for all ages
- **Engage residents in preserving our collective memory** and promoting cultural discovery

**Outcome:** Residents and cultural creators feel connected to their community, have the freedom and opportunity to express their culture, and engage in city and local cultural experiences with others.

## 4. Creating Community Connections through Cultural Experiences

“Be a **cultural presence** in the neighbourhood. Create a welcoming place for people to meet, engage, explore, learn and experience arts and culture together as a community.

**Increase youth + art opportunities!** Create more workshops and bring more artists into libraries in an accessible, structured manner. Weekly workshops are a haven.

It would be nice to see libraries operating as **community hubs**. Providing services for everyone in the community. Much of this is already occurring in our libraries. Toronto libraries have a rich collection of resources available for everyone in our society. Ideally this needs to be expanded.

”

## 5. Transforming Service Delivery

We will grow organizational capacity and evolve our culture to transform our service delivery, ensuring customers get library services how, when and where they want or need them.

Torontonians will benefit from a vibrant, revitalized, and digitally-enabled, creative and efficiently-managed library service.

### Responds to:

- The need for organizational structure that is **innovative, nimble and responsive** to drive achievement of shared organizational outcomes
- The need to build **organizational and staff capacity** to deliver services digitally
- The need to build staff engagement and **leadership skills** at all levels in the organization

## 5. Transforming Service Delivery

### Sample Actions:

- Create a structure and culture that is **agile, flexible, innovative and responsive** to support achievement of our strategic objectives
- **Use pilot projects and innovative approaches** to better reach new audiences and improve service delivery
- **Empower and train staff** to deliver excellent service through all service channels and at all customer touchpoints
- Strengthen the library's commitment to **benchmarks, outcomes, and continuous improvement**

**Outcomes:** Residents have access to 21<sup>st</sup> century library service that is future-oriented and delivered efficiently.

## 5. Transforming Service Delivery

“

*Provide a collaborative environment for staff to provide better customer service.*

*If we are trying to be innovative [for our customers], we need to innovate our internal processes and systems.*

*In the future can there be more opportunities for feedback?  
Create surveys where employees can respond to questions asked.*

*We all are TPL. Let's work together.*

”



- 1. Complete consultations** *(Oct./Nov.)*
- 2. Develop outcomes and indicators** *(Nov.)*
- 3. Finalize plan with Strategic Planning Steering Committee and Board** *(Dec.)*
- 4. Create 2016 workplans and targets** *(Dec.)*
- 5. Communicate widely** *(Jan.)*



**Thank You**

**Elizabeth Glass**

Director, Policy, Planning & E-Services

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## STAFF REPORT ACTION REQUIRED

### Canada's Anti-Spam Legislation Policy

<b>Date:</b>	October 26, 2015
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

#### SUMMARY

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On July 1, 2014, legislation known as “Canada’s Anti-Spam Legislation” or “CASL” came into effect. The purpose of the law is to prevent the receipt of unwanted commercial electronic messages or “spam”. CASL codifies pre-existing best practices related to e-mail marketing. Prior to the law coming into effect, the Toronto Public Library was using these best practices and continues to do so. As part of the Library’s corporate compliance program for CASL, a policy has been developed and is being recommended for Toronto Public Library Board approval. The policy is a written statement of the Library’s current practices in relation to 1) electronic messages sent to library users and 2) the installation of computer programs required to use library electronic services and provide additional provisions on training and maintaining electronic subscriber list records.

#### RECOMMENDATIONS

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**The City Librarian recommends that the Toronto Public Library Board:**

1. approves the Canada’s Anti-Spam Legislation Policy.

#### Implementation Points

Communications, Programming and Customer Engagement will communicate the legislative and policy requirements to Library staff.

#### FINANCIAL IMPACT

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This report has no financial impact beyond what has already been approved in the current year’s budget.

The Director, Finance and Treasurer has reviewed the financial impact statement and is in agreement with it.

## DECISION HISTORY

The federal government's anti-spam legislation came into effect on July 1, 2014. Officially titled *An Act to promote the efficiency and adaptability of the Canadian economy by regulating certain activities that discourage reliance on electronic means of carrying out commercial activities, and to amend the Canadian Radio-television and Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act and the Telecommunications Act*, the law is better known as "Canada's Anti-Spam Legislation" or "CASL" for short.

Though the legislation came into effect on July 1, 2014, there is a three-year transition period. All the provisions of the law will not come into effect until July 1, 2017.

## ISSUE BACKGROUND

The purpose of CASL is to prevent Canadians from receiving unwanted commercial electronic messages, especially those sent out in bulk to multiple recipients. These types of messages are known as "junk mail" or "spam". Electronic messages include e-mails, text messages, instant messaging and messaging through social media.

The law is intended to apply to electronic messages that "has as its purpose, or one of its purposes, to encourage participation in a commercial activity" (s. 1(2)). The definition of "commercial activity" contained in the legislation is "any particular transaction, act or conduct...that is of a commercial character, whether or not the person who carries it out does so in the expectation of profit" (s.1(1)). The law provides no further clarification on what constitutes "commercial." The Canadian Radio-television and Telecommunications Commission ("CRTC") – which enforces the legislation along with the Competition Bureau and the Office of the Privacy Commissioner of Canada – has not provided further guidance on this definition in either its information bulletins or its rulings over the past year.

Due to this lack of clarity, the Federation of Ontario Public Libraries obtained a legal opinion which advised that "(w)hile a significant portion of public library services are free, given the broad definition of "commercial activity" in CASL, there is no doubt that public libraries engage in "commercial activity" and "recommended that, as a best practice, libraries assume that all electronic messages sent by library staff in the course of conducting library business are commercial electronic messages and treat them as such." As a result, member libraries of the Federation of Ontario Public Libraries, including the Toronto Public Library, agreed that it would be prudent for all members to have a CASL policy.

## COMMENTS

In order to comply with the legislation, organizations may only send out commercial electronic messages when:

- a) the recipient has granted consent to receive messages from the sender;
- b) the message identifies the sender;
- c) the message provides information on how to contact the sender;

- d) the message provides an unsubscribe option.

Prior to the legislation coming into effect, the Library began using an e-mail marketing company that ensured electronic messages and electronic newsletters would only be sent with the recipient's consent and that our messages included contact information, an unsubscribe option and identified the Library as the sender. Note that the legislation codifies pre-existing best practices for the sending out of bulk electronic messages that the Library was already following prior to CASL.

CASL also contains provisions dealing with computer programs that came into effect in January 2015. The law prohibits the installation of a computer program (in the course of commercial activity) without the users' consent. The use of some library e-services, including Overdrive, Zinio, and Hoopla, require that users install computer programs or applications. However, these services ask for the consent of users prior to installing any program. The Library will ensure that its third party providers adhere to CASL.

The proposed Canada's Anti-Spam Legislation Policy is a written statement of the Library's existing practices, as noted above, plus provisions dealing with the record keeping of subscriber lists and a provision to provide CASL training to Library staff.

This policy aligns and supports the Library's 2016 - 2019 draft strategic direction by supporting awareness, convenience and use of library services. In consultations, residents have identified that they want more personalized service recommendations. To provide these recommendations, the Library will utilize e-mail and other forms of electronic messaging, and will continue to ensure these channels are used with the appropriate policy guidelines in place.

#### Toronto Public Library Foundation

CASL applies to registered charities when sending commercial electronic messages (CEMs). However, there is an exemption under CASL's regulations for messages sent by or on behalf of a registered charity where the primary purpose of the CEMs is to raise funds for the charity. Regardless, in consultation with legal counsel the Foundation has taken steps to ensure compliance with the spirit of CASL.

## **CONTACT**

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## **SIGNATURE**

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Vickery Bowles  
City Librarian

## **ATTACHMENTS**

Attachment 1: Canada's Anti-Spam Legislation Policy

**POLICY: CANADA'S ANTI-SPAM LEGISLATION**

**SECTION: II - General Policies**

**MOTION#/DATE: – XXX / October 26, 2015**

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**Effective Date**

October 26, 2015

**Policy Objective**

This policy has been developed as part of Toronto Public Library's corporate program for compliance with "Canada's Anti-Spam Legislation" or "CASL". CASL is intended to regulate electronic messages that have, as at least one of their purposes, the promotion of participation in commercial activity, even if there is no expectation of profit. Although the Toronto Public Library is a publicly funded, non-commercial institution, the application of CASL and the concept of "commercial activity" might include some electronic messages issued by the Library within the scope of CASL and subject to its requirements. As a result, in light of the possibility that Toronto Public Library electronic messages could be considered to be for the promotion of "commercial activity" for the purposes of CASL, this policy is designed to ensure that these messages comply with CASL requirements. These requirements require ensuring that the consent of the recipients for the receipt of such messages is properly obtained and that, when obtaining consent, recipients are also provided with an unsubscribe mechanism and relevant Library staff contact information.

**Underlying Principles**

The Toronto Public Library believes that its customers should not be sent unsolicited commercial electronic messages without their prior authorization and supports the goal of CASL which is "to promote electronic commerce by increasing confidence in the use of the Internet to carry out business transactions."

CASL regulates "commercial electronic messages" and the installation of computer programs "in the course of commercial activity".

**Policy Statement**

Toronto Public Library is a non-commercial, not-for-profit, publicly funded corporation that communicates with members of the public through several mediums, including electronic messages, such as email, in order to promote certain activities. With the understanding that these messages may be considered commercial under CASL:

1. The Library will only send unsolicited electronic messages promoting activities to electronic addresses belonging to members of the public in accordance with CASL and with:
  - a) the express consent of recipients, obtained in accordance with CASL;
  - b) the contact information of the relevant Library staff included in the message seeking consent; and
  - c) an unsubscribe mechanism included in the message seeking consent .

The Library will maintain subscriber lists for its electronic addresses and a record of when each subscriber provided express consent to receive unsolicited electronic messages from the Library.

2. All Library staff will receive the appropriate training on the Library's obligations under CASL and the requirements of this policy.
3. The Library will continue to ensure that, in the course of any commercial activity, it will not install, or cause to be installed, a computer program on any other person's computer system unless it has obtained the express consent of the owner or an authorized user of the computer system.

## Definitions

"Canada's Anti-Spam Legislation" or "CASL" is formally known as *An Act to promote the efficiency and adaptability of the Canadian economy by regulating certain activities that discourage reliance on electronic means of carrying out commercial activities, and to amend the Canadian Radio-television and Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act and the Telecommunications Act*, S.C. 2010, c. 23,

"Commercial" is defined in *the Dictionary of Canadian Law*, 4<sup>th</sup> ed., as "connected with trade and commerce in general". In turn, "commerce" is defined in the *Dictionary of Canadian Law*, 4<sup>th</sup> ed. as "trade; exchange of goods or property" and in the *Canadian Oxford Dictionary*, 2<sup>nd</sup> ed., as "financial transactions, especially the buying and selling of merchandise".

"Commercial activity" is defined in CASL as any particular transaction, act or conduct or any regular course of conduct that is of a commercial character, whether or not the person who carries it out does so in the expectation of profit, other than any transaction, act or conduct that is carried out for the purposes of law enforcement, public safety, the protection of Canada, the conduct of international affairs or the defence of Canada.

"Commercial electronic message" is undefined in CASL, but the CRTC provides the following examples:



- offers to purchase, sell, barter or lease a product, goods, a service, land or an interest or right in land;
- offers to provide a business, investment or gaming opportunity;
- promoting a person, including the public image of a person, as being a person who does anything referred to above, or who intends to do so.

“Electronic address” is defined in CASL as an address used in connection with the transmission of an electronic message to (a) an electronic mail account; (b) an instant messaging account; (c) a telephone account; or (d) any similar account.

“Electronic message” is defined in CASL as a message sent by any means of telecommunication, including a text, sound, voice or image message.

### **Accountability**

The Communications, Programming and Customer Engagement department will be responsible for a) communicating with, and training, staff, and b) monitoring the Library's electronic messages, to ensure compliance with this policy.



## STAFF REPORT ACTION REQUIRED

# 12.

### Holiday Closures 2016 and January 2017

<b>Date:</b>	October 26, 2015
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

### SUMMARY

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The purpose of this report is to recommend and receive Toronto Public Library Board approval for the schedule of holiday closures for 2016 and January 2017.

### RECOMMENDATIONS

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**The City Librarian recommends that the Toronto Public Library Board:**

1. approves the schedule of holiday closures for 2016 and January 2017, as provided in Attachment 1.

### FINANCIAL IMPACT

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There is no financial impact to the 2015 operating budget arising from the recommendation in this report. The recommended closures are included in the proposed 2016 operating budget.

The Director, Finance & Treasurer has reviewed this financial impact statement and is in agreement with it.

### DECISION HISTORY

Where Library Board approval is required to establish holiday closures, the matter comes before the Board in the preceding year to ensure adequate notice to the public and staff.

### COMMENTS

At its meeting on October 20, 2014, the Library Board approved the Library closure for New Year's Day 2016, on Friday, January 1, 2016.

The Library is open for regular service on Remembrance Day, Friday, November 11, 2016.

In 2016, Christmas Day falls on a Sunday. Since this is not a regular service day, it is recommended that the Library be closed on Monday, December 26, 2016 for Christmas Day. The Library will be open on Tuesday, December 27, 2016, Boxing Day. All full time employees will receive a day in lieu for Boxing Day.

In 2017, New Year's Day falls on a Sunday. Since this is not a regular service day, it is recommended that the Library be closed Monday, January 2, 2017, in lieu of New Year's Day.

In accordance with the collective agreement, those Library locations that are scheduled to be open on Saturday, December 24 and Saturday, December 31, 2016, will be open from 9:00 a.m. to 1:00 p.m.

All full-time employees whose scheduled day off falls on a holiday closure are compensated with a day in lieu to be taken at another agreed upon time.

It is the practice of the Library to close on many of the Sundays adjacent to public holidays.

The schedule of holiday closures for 2016 and January 2017 is provided in Attachment 1.

## **CONTACT**

Dan Keon, Director, Human Resources; Tel: 416-395-5850;  
E-mail: [dkeon@torontopubliclibrary.ca](mailto:dkeon@torontopubliclibrary.ca)

## **SIGNATURE**

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Vickery Bowles  
City Librarian

## **ATTACHMENT**

Attachment 1: Toronto Public Library Holiday Closures 2016 and January 2017

**Toronto Public Library Holiday Closures 2016 and January 2017**

Friday, January 1, 2016 *	New Year's Day	Closed
Monday, February 15, 2016	Family Day	Closed
Friday, March 25, 2016	Good Friday	Closed
Sunday, March 27, 2016	Easter Sunday	Closed
Monday, March 28, 2016	Easter Monday	Closed
Monday, May 23, 2016	Victoria Day	Closed
Friday, July 1, 2016	Canada Day	Closed
Monday, August 1, 2016	Civic Holiday (Simcoe Day)	Closed
Monday, September 5, 2016	Labour Day	Closed
Monday, October 10, 2016	Thanksgiving Day	Closed
Saturday, December 24, 2016	Christmas Eve	Closed at 1:00 p.m.
Sunday, December 25, 2016	Christmas Day	Closed
Monday, December 26, 2016	For Christmas Day	Closed
Tuesday, December 27, 2016**	For Boxing Day	Open
Saturday, December 31, 2016	New Year's Eve	Closed at 1:00 p.m.
Sunday, January 1, 2017	New Year's Day	Closed
Monday, January 2, 2017	For New Year's Day	Closed

\* New Year's Day 2016 closure approved by the Library Board on October 20, 2014.

\*\*Full time employees receive a day in lieu for Boxing Day 2016.



## STAFF REPORT ACTION REQUIRED

# 13.

### Toronto Public Library Board – 2016 Proposed Meeting Schedule

<b>Date:</b>	October 26, 2015
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

#### SUMMARY

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This report provides the dates for Toronto Public Library Board meetings in 2016 for information. It also requests the Board to consider whether to continue to schedule meetings in branch locations. The schedule of 2016 Board meetings will be presented to the Board for approval in January 2016 as per the Toronto Public Library Board Procedural By-law.

#### RECOMMENDATION

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**The City Librarian recommends that the Toronto Public Library Board:**

1. considers scheduling Toronto Public Library Board meetings in branch locations in 2016.

#### FINANCIAL IMPACT

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There is no financial impact arising from the information in this report.

The Director, Finance and Treasurer has reviewed this financial impact statement and is in agreement with it.

#### DECISION HISTORY

Section 16(1) of the *Public Libraries Act* requires that a board shall hold regular meetings once a month for at least ten months each year.

In accordance with the Toronto Public Library Board Procedural By-law, the schedule of Board meetings for the year is approved each year at the January meeting. The proposed dates for meetings in 2016 are provided at this time, before official approval of the dates, to assist Board members and staff in making long-range plans.

The City provides a proposed meeting schedule for Council and its Committees allowing time for the City's agencies and special purpose bodies to schedule their own meetings. The Board's 2016 schedule provides for the requirement to hold regular meetings once a month for at least ten months each year.

At the September 23, 2013 meeting, the Board approved the scheduling of two Board meetings in alternate branches to the Toronto Reference Library (TRL), locating meetings in each of the four quadrants of the city over the course of a two-year period.

## COMMENTS

The following dates, start times and locations are proposed for meetings of the Toronto Public Library Board in 2016:

<b>Date</b>	<b>Time</b>	<b>Location</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
Monday <b>Jan. 25</b>	6:00 p.m.	TRL	Monday <b>Jun. 27</b>	6:00 p.m.	TRL
Monday <b>Feb. 22</b>	6:00 p.m.	TRL	Monday <b>Sep. 26</b>	6:00 p.m.	TRL
Monday <b>Mar. 21</b>	6:00 p.m.	TRL	Monday <b>Oct. 24</b>	6:00 p.m.	TRL
Monday <b>Apr. 25</b>	6:00 p.m.	TRL	Monday <b>Nov. 21</b>	6:00 p.m.	TRL
Monday <b>May 30</b>	6:00 p.m.	TRL	Monday <b>Dec. 19</b>	6:00 p.m.	TRL

The City Council 2016 Proposed Schedule of Meetings (Attachment 1) was used to establish the Toronto Public Library Board Meeting Schedule for 2016.

The proposed dates for meetings in 2016 are provided at this time, before official approval of the dates, to assist Board members and staff in making long-range plans.

In response to the Board's request to schedule Board meetings in alternate branches, the following meetings were scheduled in branch locations in 2014 and 2015:

Mount Dennis Branch on April 28, 2014;  
 Malvern on September 8, 2014;  
 Bloor/Gladstone on April 20, 2015;  
 North York Central Library scheduled for November 23, 2015.

Potential branch locations for Board meetings include: Brentwood, Cedarbrae, Fairview, Northern, Riverdale and S. Walter Stewart.

## **CONTACT**

Nancy Marshall; Library Board Officer, City Librarian's Office; Tel: 416-393-7215;  
E-mail: [nmarshall@torontopubliclibrary.ca](mailto:nmarshall@torontopubliclibrary.ca)

## **SIGNATURE**

---

Vickery Bowles  
City Librarian

## **ATTACHMENTS**

Attachment 1: 2016 City Council Proposed Schedule of Meetings

# Attachment 1 – Proposed 2016 Schedule

This is a proposed schedule only. To view the most up to date schedule visit [www.toronto.ca/council](http://www.toronto.ca/council)

## January 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 <i>New Year's Day</i>	2
3	4 Government Management Committee	5 Budget Committee <i>(Budget Briefings 2016 Capital and Operating Program Budgets)</i>	6 Budget Committee <i>(Budget Briefings 2016 Capital and Operating Program Budgets)</i>	7 <i>Orthodox Christmas (Eastern)</i>	8 Budget Committee <i>(Budget Briefings 2016 Capital and Operating Program Budgets)</i> <i>Meetings end by 3:30pm</i>	9
10	11 Budget Committee <i>(Budget Briefings 2016 Capital and Operating Program Budgets)</i>	12 Budget Committee <i>(Public presentations 2016 Capital and Operating Budgets)</i>	13 Budget Committee <i>(Public presentations 2016 Capital and Operating Budgets)</i>	14 Budget Committee <i>(Public presentations 2016 Capital and Operating Budgets)</i>	15 Parks and Environment Committee Economic Development Committee <i>Meetings end by 3:30pm</i>	16
17	18 Budget Committee <i>(2016 Capital and Operating Program Budgets wrap up)</i>	19 Community Councils	20 Planning and Growth Management Committee	21 Public Works and Infrastructure Committee	22 Licensing and Standards Committee <i>Meetings end by 4:00pm</i>	23
24	25 Board of Health  TPLB	26 Budget Committee <i>(2016 Capital and Operating Program Budgets Final wrap up)</i>	27 Community Development and Recreation Committee	28 Executive Committee	29  <i>Meetings end by 4:00pm</i>	30

Meeting times\* for City Council:  
9:30 a.m. to 12:30 p.m.  
2:00 p.m. to 8:00 p.m.

Meeting times\* for Standing Committees and Community Councils:  
9:30 a.m. to 12:30 p.m.  
1:30 p.m. to 6:00 p.m.  
7:30 p.m. to 10:00 p.m.

\* Meetings end before sundown where noted



# Attachment 1 – Proposed 2016 Schedule

This is a proposed schedule only. To view the most up to date schedule visit [www.toronto.ca/council](http://www.toronto.ca/council)

## February 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3 Regular City Council	4 Regular City Council	5  <i>Meetings end by 4:00pm</i>	6
7	8 <i>Lunar New Year</i>	9 Special Executive Committee on 2016 Capital and Operating Budgets	10	11	12  <i>Meetings end by 4:30pm</i>	13
14	15 <i>Family Day</i>	16	17 Special City Council 2016 Capital and Operating Budgets	18 Special City Council 2016 Capital and Operating Budgets	19  <i>Meetings end by 4:30pm</i>	20
21	22 Government Management Committee <b>TPLB</b>	23 Community Councils	24 Planning and Growth Management Committee	25 Parks and Environment Committee	26 Economic Development Committee  <i>Meetings end by 4:30pm</i>	27
28	29 Public Works and Infrastructure Committee					

Meeting times\* for City Council:  
9:30 a.m. to 12:30 p.m.  
2:00 p.m. to 8:00 p.m.

Meeting times\* for Standing Committees and Community Councils:  
9:30 a.m. to 12:30 p.m.  
1:30 p.m. to 6:00 p.m.  
7:30 p.m. to 10:00 p.m.

\* Meetings end before sundown where noted

# Attachment 1 – Proposed 2016 Schedule

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## March 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		<b>1</b> FCM Board of Directors (Sherbrooke, QC)	<b>2</b> FCM Board of Directors (Sherbrooke, QC)	<b>3</b> FCM Board of Directors (Sherbrooke, QC)	<b>4</b> FCM Board of Directors (Sherbrooke, QC)	<b>5</b>
<b>6</b>	<b>7</b> Community Development and Recreation Committee	<b>8</b> Licensing and Standards Committee	<b>9</b> Executive Committee	<b>10</b> City Council (Community Council Items and urgent business)	<b>11</b>  Meetings end by 5:00pm	<b>12</b>
<b>13</b>	<b>14 March Break</b>	<b>15 March Break</b>	<b>16 March Break</b>	<b>17 March Break</b>	<b>18 March Break</b>	<b>19</b>
<b>20</b>	<b>21</b> Board of Health  TPLB	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b> Good Friday	<b>26</b>
<b>27</b> Easter Sunday	<b>28</b> Easter Monday	<b>29</b>	<b>30</b> City Council	<b>31</b> City Council		

Meeting times\* for City Council:  
9:30 a.m to 12:30 p.m.  
2:00 p.m. to 8:00 p.m

Meeting times\* for Standing Committees and Community Councils:  
9:30 a.m to 12:30 p.m.  
1:30 p.m. to 6:00 p.m.  
7:30 p.m. to 10:00 p.m.

\* Meetings end before sundown where noted



# Attachment 1 – Proposed 2016 Schedule

This is a proposed schedule only. To view the most up to date schedule visit [www.toronto.ca/council](http://www.toronto.ca/council)

## May 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 <i>Easter (Eastern)</i>	2	3 City Council	4 City Council	5	6  <i>Meetings end by 7:00pm</i>	7
8	9 Government Management Committee	10 Community Councils	11 Planning and Growth Management Committee	12 Parks and Environment Committee	13  <i>Meetings end by 7:00pm</i>	14
15	16 Public Works and Infrastructure Committee	17 Economic Development Committee	18 Community Development and Recreation Committee	19 Licensing and Standards Committee	20  <i>Meetings end by 7:30pm</i>	21
22	23 <i>Victoria Day</i>	24 Executive Committee	25	26	27  <i>Meetings end by 7:30pm</i>	28
29	30 Board of Health  <b>TPLB</b>	31				

Meeting times\* for City Council:  
9:30 a.m. to 12:30 p.m.  
2:00 p.m. to 8:00 p.m.

Meeting times\* for Standing Committees and Community Councils:  
9:30 a.m. to 12:30 p.m.  
1:30 p.m. to 6:00 p.m.  
7:30 p.m. to 10:00 p.m.

\* Meetings end before sundown where noted

# Attachment 1 – Proposed 2016 Schedule

This is a proposed schedule only. To view the most up to date schedule visit [www.toronto.ca/council](http://www.toronto.ca/council)

## June 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3 <i>FCM Annual Conference – (Winnipeg, MB)</i>	4 <i>FCM Annual Conference – (Winnipeg, MB)</i>
5 <i>FCM Annual Conference – (Winnipeg, MB)</i>  <i>Ramadan at sundown</i>	6	7 <b>City Council</b>	8 <b>City Council</b>	9	10  <i>Meetings end by 7:30pm</i>	11
12	13 <b>Government Management Committee</b>	14 <b>Community Councils</b>	15 <b>Planning and Growth Management Committee</b>	16 <b>Parks and Environment Committee</b>	17  <i>Meetings end by 7:30pm</i>	18
19	20 <b>Public Works and Infrastructure Committee</b>	21 <i>National Aboriginal Day</i>	22 <b>Economic Development Committee</b>	23 <b>Community Development and Recreation Committee</b>	24  <i>Meetings end by 7:30pm</i>	25
26	27 <b>Licensing and Standards Committee</b>  <b>TALB</b>	28 <b>Executive Committee</b>	29	30		

Meeting times\* for City Council:  
9:30 a.m to 12:30 p.m.  
2:00 p.m. to 8:00 p.m

Meeting times\* for Standing Committees and Community Councils:  
9:30 a.m to 12:30 p.m.  
1:30 p.m. to 6:00 p.m.  
7:30 p.m. to 10:00 p.m.

\* Meetings end before sundown where noted

# Attachment 1 – Proposed 2016 Schedule

This is a proposed schedule only. To view the most up to date schedule visit [www.toronto.ca/council](http://www.toronto.ca/council)

## July 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 <i>Canada Day</i>	2
3	4 <b>Board of Health</b>	5	6  <i>Eid al-Fitr at sundown</i>	7 <i>Eid al-Fitr</i>	8  <i>Meetings end by 7:30pm</i>	9
10	11	12 <b>City Council</b>	13 <b>City Council</b>	14	15  <i>Meetings end by 7:30pm</i>	16
17	18	19	20	21	22  <i>Meetings end by 7:30pm</i>	23
24	25	26	27	28	29  <i>Meetings end by 7:30pm</i>	30

Meeting times\* for City Council:  
9:30 a.m to 12:30 p.m.  
2:00 p.m. to 8:00 p.m

Meeting times\* for Standing Committees and Community Councils:  
9:30 a.m to 12:30 p.m.  
1:30 p.m. to 6:00 p.m.  
7:30 p.m. to 10:00 p.m.

\* Meetings end before sundown where noted

# Attachment 1 – Proposed 2016 Schedule

This is a proposed schedule only. To view the most up to date schedule visit [www.toronto.ca/council](http://www.toronto.ca/council)

## August 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 <i>Civic Holiday</i>	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19 <i>Meetings end by 7:00pm</i>	20
21	22	23	24	25	26 <i>Meetings end by 7:00pm</i>	27
28	29	30	31		<i>Meetings end by 7:00pm</i>	

Meeting times\* for City Council:  
9:30 a.m to 12:30 p.m.  
2:00 p.m. to 8:00 p.m

Meeting times\* for Standing Committees and Community Councils:  
9:30 a.m to 12:30 p.m.  
1:30 p.m. to 6:00 p.m.  
7:30 p.m. to 10:00 p.m.

\* Meetings end before sundown where noted

# Attachment 1 – Proposed 2016 Schedule

This is a proposed schedule only. To view the most up to date schedule visit [www.toronto.ca/council](http://www.toronto.ca/council)

## September 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2  <i>Meetings end by 6:30pm</i>	3
4	5 <i>Labour Day</i>	6  <b>Government Management Committee</b>	7  <b>Community Councils</b>	8  <b>Planning and Growth Management Committee</b>	9  <b>Parks and Environment Committee</b>  <i>Meetings end by 6:30pm</i>	10
11	12  <b>Public Works and Infrastructure Committee</b>  <i>Eid al-Adha at sundown</i>	13 <i>Eid al-Adha</i> <i>FCM Board of Directors (Oakville, ON)</i>	14 <i>FCM Board of Directors (Oakville, ON)</i>	15 <i>FCM Board of Directors (Oakville, ON)</i>	16 <i>FCM Board of Directors (Oakville, ON)</i>	17
18	19  <b>Economic Development Committee</b>	20  <b>Community Development and Recreation Committee</b>	21  <b>Licensing and Standards Committee</b>	22  <b>Executive Committee</b>	23  <i>Meetings end by 6:00pm</i>	24
25	26  <b>Board of Health</b>  <b>TPLB</b>	27	28	29	30  <i>Meetings end by 6:00pm</i>	

Meeting times\* for City Council:  
9:30 a.m. to 12:30 p.m.  
2:00 p.m. to 8:00 p.m.

Meeting times\* for Standing Committees and Community Councils:  
9:30 a.m. to 12:30 p.m.  
1:30 p.m. to 6:00 p.m.  
7:30 p.m. to 10:00 p.m.

\* Meetings end before sundown where noted



# Attachment 1 – Proposed 2016 Schedule

This is a proposed schedule only. To view the most up to date schedule visit [www.toronto.ca/council](http://www.toronto.ca/council)

## October 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2  <i>Rosh Hashanah at sundown</i>	3 <i>Rosh Hashanah</i>	4 <i>Rosh Hashanah</i>	5  City Council	6  City Council	7  <i>Meetings end by 5:30pm</i>	8
9	10 <i>Thanksgiving Day</i>	11  Government Management Committee  <i>Yom Kippur at sundown Meetings end by 5:30pm</i>	12 <i>Yom Kippur</i>	13  Community Councils	14  <i>Meetings end by 5:00pm</i>	15
16	17  Planning and Growth Management Committee	18  Public Works and Infrastructure Committee	19  Parks and Environment Committee	20  Community Development and Recreation Committee	21  <i>Meetings end by 5:00pm</i>	22
23	24  Economic Development Committee  <b>TPLB</b>	25  Licensing and Standards Committee	26  Executive Committee	27	28  <i>Meetings end by 5:00pm</i>	29
30 <i>Diwali</i>	31  Board of Health					

Meeting times\* for City Council:  
9:30 a.m to 12:30 p.m.  
2:00 p.m. to 8:00 p.m

Meeting times\* for Standing Committees and Community Councils:  
9:30 a.m to 12:30 p.m.  
1:30 p.m. to 6:00 p.m.  
7:30 p.m. to 10:00 p.m.

\* Meetings end before sundown where noted

# Attachment 1 – Proposed 2016 Schedule

This is a proposed schedule only. To view the most up to date schedule visit [www.toronto.ca/council](http://www.toronto.ca/council)

## November 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
					Meetings end by 4:00pm	
6	7	8 City Council	9 City Council	10	11 Remembrance Day	12
13	14 Government Management Committee	15 Community Councils	16 Planning and Growth Management Committee	17 Parks and Environment Committee	18	19
					Meetings end by 3:30pm	
20	21 Public Works and Infrastructure Committee TPLB	22 FCM Board of Directors (Ottawa, ON)	23 FCM Board of Directors (Ottawa, ON)	24 FCM Board of Directors (Ottawa, ON)	25 FCM Board of Directors (Ottawa, ON)	26
27	28 Economic Development Committee	29 Community Development and Recreation Committee	30 Licensing and Standards Committee			

Meeting times\* for City Council:  
9:30 a.m. to 12:30 p.m.  
2:00 p.m. to 8:00 p.m.

Meeting times\* for Standing Committees and Community Councils:  
9:30 a.m. to 12:30 p.m.  
1:30 p.m. to 6:00 p.m.  
7:30 p.m. to 10:00 p.m.

\* Meetings end before sundown where noted

# Attachment 1 – Proposed 2016 Schedule

This is a proposed schedule only. To view the most up to date schedule visit [www.toronto.ca/council](http://www.toronto.ca/council)

## December 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 Executive Committee	2  Meetings end by 3:30pm	3
4	5 Board of Health	6	7	8	9  Meetings end by 3:30pm	10
11  Mawlid al-Nabiy at sundown	12 Mawlid al-Nabiy	13 City Council (Includes 2017 Rate Budgets)	14 City Council (Includes 2017 Rate Budgets)	15	16  Meetings end by 3:30pm	17
18	19  TPLB	20	21	22	23  Meetings end by 3:30pm	24  Hanukah at sundown
25 Christmas Day Hanukah	26 Boxing Day Kwanzaa	27	28	29	30  Meetings end by 3:30pm	31

Meeting times\* for City Council:  
9:30 a. m to 12:30 p.m.  
2:00 p. m. to 8:00 p. m

Meeting times\* for Standing Committees and Community Councils:  
9:30 a. m to 12:30 p.m.  
1:30 p. m. to 6:00 p.m.  
7:30 p. m. to 10:00 p.m.

\* Meetings end before sundown where noted

# Canadian Public Libraries for Fair Ebook Pricing

## Ebook Advocacy Campaign

Results and Next Steps

October 27, 2015

# Agenda

- Campaign overview
- Summary of results
- Next steps – discussion

# Ebooks & Public Libraries at a Glance

- Digital content is the fastest growing area of borrowing for libraries
- Since 2009, ebook borrowing rates have increased by more than 1,200%
- Digital content borrowing has jumped from 0.5% of total circulation to 10.9% in 2014
- Significant pricing challenges are jeopardizing public libraries' ability to provide universal access to content in all its forms

# Campaign Objectives

*Canadian Public Libraries For Fair Ebook Pricing* was formed to:

- Raise awareness of the restrictive pricing models and high ebook prices that the “Big Five” multinational publishers charge public libraries among library users and the general public
- Create a national dialogue on the issue that can be referenced in government relations, as well as outreach to multinational publishers

# Campaign Recap

- Website launch on June 15, 2015
- Social media outreach, including a Twitter chat with TPL City Librarian Vickery Bowles
- Ongoing media relations
- Government outreach




# Campaign Results - [Website](#)

- 17,500 sessions since site launch
- 72% of visitors from Canada
- 9.5 % from United States
- 750 subscribers to receive updates on the issue
- Website and key messages referenced in majority of news stories

# Campaign Results – Social Media

Social media has been very active, with hundreds of mentions and an interesting dialogue among libraries, customers, industry stakeholders and the general public on Facebook and Twitter

Retweeted 32 times

 **TorontoPublicLibrary** @torontolibrary · Aug 9  
Have you visited [FairPricingForLibraries.org](http://FairPricingForLibraries.org)? Please RT and spread the word about [#FairEbookPrices](https://twitter.com/FairEbookPrices)



*The GOLDFINCH*  
DONNA TARTT

WHAT YOU PAY
<b>\$14.99</b>
WHAT LIBRARIES PAY
<b>\$114.00</b>

CanadianLibraryNews and 25 others follow

 **Cdn School Libraries** @CdnSchoolLibrar · Jun 17  
I support fair pricing for library ebooks [#FairEbookPrices](https://twitter.com/FairEbookPrices) [fairpricingforlibraries.org](http://fairpricingforlibraries.org)


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 **Fed ON Pub Libraries** @FOPLnews · Jun 19  
RT: Caps and time limits on ebook use mean fewer titles and copies for readers to discover [fairpricingforlibraries.org](http://fairpricingforlibraries.org) [#FairEbookPrices](https://twitter.com/FairEbookPrices)


← ↻ ★ ... [View summary](#)

# Campaign Results – Social Media

Here are example of social media shares by libraries and associations across the country.

**Hanover Public Library**  
June 17 · 🌐 [Like Page](#)


Fair ebook prices are long overdue for libraries. Read more about this issue and please share to show your support. #FairEbookPrices  
<http://ow.ly/OpK9F>

**Cobourg Public Library**  
June 15 · 🌐 [Like Page](#)


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1 Like


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**ABQLA - L'Association des bibliothécaires du Québec Library Association**  
June 23 · 🌐 [Like Page](#)


Fair pricing for ebooks at public #libraries: <http://bit.ly/1Nh73vv>  
#Bibliothèques #FairEbookPrices

**Saskatchewan Library Association**  
June 25 · 🌐 [Like Page](#)

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**Clinton-Essex-Franklin Library System via Huntsville Public Library**  
June 27 · 🌐 [Like Page](#)

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**NWTLA**  
July 7 · 🌐 [Like Page](#)

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<http://www.fairpricingforlibraries.org/>

# Campaign Results – Social Media

The Twitter chat with @TPLVickery was active and generated interesting dialogue

★ Can Lib Association favored



**Vickery Bowles** @vbowlestpl · Jun 17

Hi! I will be here for the next hour chatting about our [#FairEbookPrices](#) campaign. Please use the hashtag and ask me any questions.

★ OLA favored



**an Michael Powell** @mbpowell · Jun 17

Hey @vbowlestpl: What's the shift in demand from print to e-books been like? Do you think it will plateau? [#FairEbookPrices](#)



**Anthony Woodward** @library\_anthony · Jun 17

@vbowlestpl Are limited circ titles acceptable if the price is right? [#FairEbookPrices](#)



**Mike Ridley** @mridley · Jun 17

Wondering @vbowlestpl if you have heard from the publishing/aggregator industry since the launch of the [#FairEbookPrices](#) initiative?



**CalgaryPublicLibrary** @calgarylibrary · Jun 17

Public libraries require reasonable ebook pricing to promote literacy & foster reading in the digital age [#FairEbookPrices](#) @vbowlestpl



**Sean Sarjeant** @MrSarjeant · Jun 17

PSA: For-library ebook prices are ridiculous. Our school division has struggled to upgrade to [#FairEbookPrices](#) [fairpricingforlibraries.org](#)

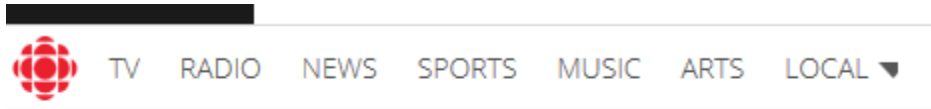
# Campaign Results – Social Media

- #FairEbookPrices shared thousands of times
- Active dialogue
- Participation by many libraries
- Social media has driven 19% of the site traffic
- Of social media referrals, Facebook led the most traffic to the website (62% of social referrals)
- 29% of social media referrals are from Twitter

# Campaign Results – Media Outreach

- Issued a news release on June 15 announcing the campaign and website
- 30+ stories across Canada and a few US publications
- Key messages clearly conveyed
- Established relationships with media who are interested in more news on this issue

# Campaign Results – Media Outreach



**CBCnews** | Technology & Science

## E-book prices marked up too high, libraries protest

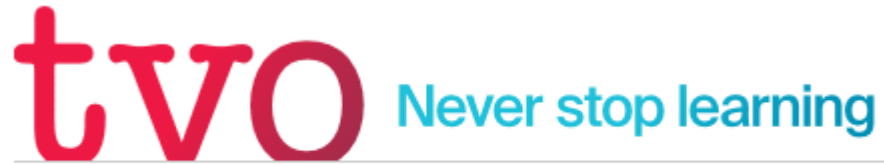
With markups of up to 8 times retail price, libraries say they can't afford a good range of content

» [thestar.com](http://thestar.com) «

### High ebook prices 'unsustainable,' says city's top librarian

Publishers charge libraries up to \$135 for an ebook, five times as much as the public would pay.

# Campaign Results – Media Outreach



Current Affairs

Documentaries

Programs

TVOKids

## Why libraries of the future carry a high price tag

**A**s e-books grow in popularity, and more people than ever own e-reading devices, libraries are struggling to keep the most popular titles available for lending.

E-books cost them far more than printed versions: the latest John Grisham e-book costs \$85 per copy even though the bulk-priced printed book is only \$20. If e-book demand starts to eclipse regular books, it's easy to see why libraries find the current model unsustainable.



# Campaign Results – Media Outreach



## Canada, oh Canada: Fighting back on ebook pricing

By [James LaRue](#) | June 18, 2015

# Campaign Results – Media Outreach



## **Ottawa Public Library fights the high price of e-books**

E-books cost nothing to print and transport. Then why do they cost so much for libraries to buy?

That's the question Ottawa Public Library board chairman Tim Tierney and librarians all across the country want answered.

# Campaign Results

## ECW supports fair ebook pricing for libraries

At ECW Press, we want library patrons to be able to read our books in whatever format they choose and to have every opportunity to discover new authors and new works by favourite Canadian writers. We've always believed that the library price should be the same price as the retail price on a single-user basis, with no expiry, but with a reasonable circulation cap before re-purchase.

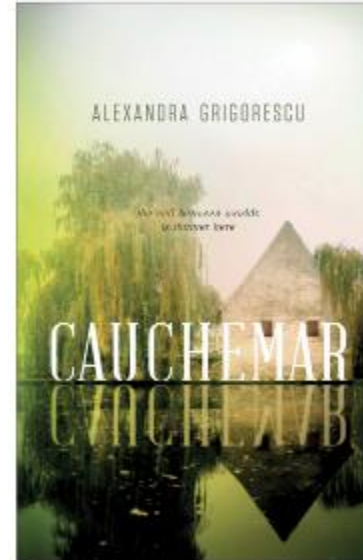
Canadian Public Libraries for Fair Ebook Pricing  
[www.fairpricingforlibraries.org](http://www.fairpricingforlibraries.org)

### A short survey

The Canadian public library coalition's [campaign](#) about fair ebook pricing has got us thinking at ECW: is there more we can do to encourage libraries to buy our ebooks? Is it most reasonable to charge libraries retail price with a circulation cap, or are there better options? [Please tell us with this 30-second survey](#). (We promise, 30 seconds!) Respondents will be entered to win a prize pack of new Canadian fiction.

Fill out our 30-second survey for a chance to win

### BRIDGING THE PRICE GAP



Cauchemar, ECW Press  
print: 978-1-77041-234-7  
ebook: 978-1-77090-719-5

WHAT SHOPPERS PAY

**\$12.99**

WHAT LIBRARIES PAY

**\$12.99**

#FairEbookPrices  
[ecwpress.com](http://ecwpress.com)

# Campaign Results – Government Outreach

- Ebook pricing for libraries was part of the agenda for the meeting of the Federal-Provincial-Territorial Ministers responsible for Culture
- Ministers have asked the Provincial and Territorial Public Libraries Council (PTPLC) to develop options for addressing the issue
- Federal election has also created an opportunity

# Campaign Results - Stakeholder Outreach

- Meetings/conference calls have taken place with Southern Ontario Library Service (SOLS), Ontario Library Service North (OLSN), Federation of Ontario Public Libraries (FOPL), Association of Rural and Urban Public Libraries of Ontario (ARUPLO), Administrators of Medium Sized Public Libraries of Ontario (AMPLO)
- OLA, NSLA, ABQLA, and APLA have indicated support for the campaign

# Campaign Results - Stakeholder Outreach

- Tim Tierney, Ottawa City Councillor and Ottawa Public Library Board Chair, is a champion for this issue and will be able to push fair pricing for ebooks onto the municipal agenda
- Held discussions with policy advisors at the Association of Municipalities of Ontario (AMO) and the Federation of Canadian Municipalities (FCM), and were encouraged to follow-up
- Draft resolution circulated to AMO members for a motion to be considered by municipal councils to support this issue
- Motion will go to FCM March 2016

# What's Next?

- Encourage more public libraries to join the campaign
  - create a letter to library CEOs and toolkit
  - OLA to host webinar for public libraries across Canada to better understand how they can participate and provide support
- Open letter to multinational publishers outlining proposed pricing model available on website
- Media outreach
- Email to subscribers outlining campaign progress to-date and next steps

# What's Next?

- Share results and next steps with ALA
- Update social media editorial calendar for members
- CULC to arrange meeting with Brad Martin, President and CEO of Penguin Random House Canada



# Thank You

- Any questions, comments or feedback?

## **Toronto Public Library Programming for Women**

<b>Date:</b>	October 26, 2015
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

### **SUMMARY**

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The purpose of this report is to respond to the Toronto Public Library Board's request at its February 17, 2015 meeting to explore the feasibility of celebrating Women's History Month at the Library, and to provide a summary of current library programming targeted to women.

Toronto Public Library (TPL) offers a broad range of literary, educational and cultural programs throughout the year that celebrate the diversity of Toronto's many cultures, audiences and areas of interests. Women in Toronto are active and enthusiastic users of Toronto Public Library services, and attend a broad range of these programs at the Library. Recognizing this, TPL has developed both ongoing year-round programming targeted and of general interest to women, as well as a package of programming to mark International Women's Day in March.

Over the past several years, there has been an increasing number of formal celebrations and official declarations related to different cultures, audiences and areas of interest, often focused around "months" or "weeks" – for example: Senior's Month, National Literacy Day, Black History Month, Aboriginal Celebrations, Small Business Month, etc. While the Library celebrates several of these months during the formally designated timeframes with related packaged programming, it is not possible to celebrate them all. These larger-scale month-long celebrations require significant dedicated resources, and are most often developed and delivered through local and/or city-wide partnerships that offer the necessary content, expertise and resources to successfully deliver such comprehensive programming and promotion.

Rather than focusing on Women's History Month in October, TPL has, and will continue to allocate resources to highlight and celebrate the history, accomplishments and interests of women through packaged programming focused around International Women's Day – through branch programming and displays, the Thought Exchange Series, and through some premier programming in the Appel Salon.

Additional work will be done to expand the scope and raise the profile of women's programming by pursuing additional programming partnerships and increasing the Library's promotion and marketing efforts.

## **FINANCIAL IMPACT**

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There is no financial impact to the 2015 operating budget resulting from this report.

The Director, Finance and Treasurer has reviewed this financial impact statement and is in agreement with it.

## **DECISION HISTORY**

At its February 17, 2015 meeting, the Board heard a presentation from a member of the public, John Wilson, regarding the feasibility of Toronto Public Library hosting Women's History Month programming, similar to the programming the Library does around Black History and Asian Heritage Month celebrations.

In response, the Board directed staff:

*“to explore the feasibility of celebrating Women's History Month and provide a summary of current programming related to women, and report back at the end of the Third Quarter 2015.”*

## **ISSUE BACKGROUND**

The Library develops and presents a broad range of programming throughout the year that celebrates the numerous and diverse cultures, audiences and interests in Toronto. The ways in which these programs are developed, delivered, packaged and promoted vary considerably, based on: the reach and relevancy of the programming related to TPL services, as well as to the community that the programming serves; the scope and scale of the programming; and the availability of library resources and expertise in developing, delivering and promoting the programming.

Over the past several years, there has been an increasing number of formal celebrations and official declarations related to different cultures, audiences and areas of interest, often focused around “months” or “weeks” – for example: Senior's Month, National Literacy Day, Black History Month, Aboriginal Celebrations, Small Business Month, etc. At different times, the Library has been approached to promote and support these and many other celebrations and commemorations – for example, Jewish Heritage, Italian Heritage, Holocaust Awareness, Islamic History, etc.

While the Library celebrates many of these months during the formally designated timeframes with related packaged programming, it is not possible to celebrate them all. These larger-scale month-long celebrations require significant dedicated resources, and are most often developed and delivered through local and/or city-wide partnerships that offer the necessary content, expertise and resources to successfully deliver such comprehensive

programming and promotion. So while the Library has not had the resources – and in many cases, the expertise – to support all of these celebrations and commemorations on an equal scale, it has strived to offer targeted, relevant programming wherever possible, and has looked for opportunities to partner to increase the quality and quantity of relevant programming and promotion for these areas of interest.

The Library also offers programming that celebrates the diversity of these cultures and interests throughout the city but that is not necessarily focused around a particular month or at a particular time of year. Because “women” is such a broad audience that the Library serves, in all neighbourhoods across the city, and spanning so many areas of interest and need, this has been TPL’s approach – to offer a very broad range of relevant library programs and services year round in branches across the city. This, in combination with the packaging and promotion of targeted programming around International Women’s Day, raises the profile of women and their interests and issues, and complements the many other library services available to this audience.

## **COMMENTS**

Women in Toronto are active and enthusiastic users of Toronto Public Library services, and attend a broad range of programming at the Library. Many of these programs are developed specifically for women, while others are more generally targeted but tend to attract predominantly female audiences.

### **International Women’s Day**

Over the past couple of years, TPL has developed a package of programming to mark International Women’s Day in March. In 2015, for two weeks around International Women’s Day, the Library delivered almost a dozen programs in ten branches across the city – programming that spanned topics as diverse as health, finance, family, missing and murdered indigenous women, and empowerment. These programs were promoted in-branch through the Library’s programming magazine, *What’s On*, and online on the Library’s website and through its social media channels. To complement this programming, branch staff were encouraged to organize book displays, show films and undertake programs about the lives of women. Attachment 1 summarizes the Library’s 2015 International Women’s Day programming and attendance.

### **Year-round Programming for Women**

Throughout the year, the Library offers programming that expressly targets women’s issues and/or women’s audiences, covering such wide-ranging topics as history, literature, fashion, parenting, financial planning, small business and art. Attachment 2 shows a snapshot of the Library’s Fall 2015 programming targeted to women, and is indicative of the types of programs delivered throughout the year.

Many library programs are more generally targeted to women, are led by high profile or influential women, and/or simply tend to attract large female audiences; in particular:

- History: Programs related to the place of women in history, their trials and accomplishments are very popular with a broad range of audiences and cultures at TPL. For example, the Library's Thought Exchange program about Portuguese garment workers in Toronto attracted generations of garment workers who were eager to share their stories and experiences.
- Book clubs and literary programs: Some are specifically targeted to women (Older Women's Network (OWN) Feminist Book Group, Ladies First Book Club) and some present topics and books of particular interest to women.
- Residency Programs: TPL's many residency programs are led by influential and successful women – for example, the first two Entrepreneurs in Residence were women; several of TPL's Innovators in Residence have been women, as have the Writers and Illustrators in Residence. In addition to providing one-on-one consultation in their areas of expertise, the Residents run many workshops, programs and seminars as part of their residencies.
- Business and Personal Finance: TPL runs many of these programs that are specifically targeted to women and their issues – e.g. investment advice for older women, getting ahead in business, women and money, etc.
- Health and wellness programs: Many of the Library's health and wellness programs are implicitly aimed at women (bone health, breast cancer, etc.), and others are more generally of interest.
- Women's programming as part of Cultural/Heritage Celebrations: The Library's Black History Month, Aboriginal Celebrations, Pride programs, etc. very often include programming targeted to women.
- Parenting programs: Many of these are of particular interest to largely female audiences.

## **Plans for 2016**

Staff continue to explore opportunities for additional year-round programming related and targeted to women and women's issues, to offer the programming more broadly across the city, and to raise the profile and awareness of this programming to an expanded audience.

In addition, TPL has allocated resources to once again highlight and celebrate International Women's Day, through branch programming and displays, the Thought Exchange Series, and through some premier programming in the Appel Salon. Additional work will be done to expand the scope and raise the profile of this programming by pursuing additional programming partnerships and increasing promotion and marketing efforts.

## **CONTACT**

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Anne Bailey, Director, Branch Libraries; Tel: 416-393-7039;  
E-mail: [abailey@torontopubliclibrary.ca](mailto:abailey@torontopubliclibrary.ca)

## **SIGNATURE**

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Vickery Bowles  
City Librarian

## International Women's Day Programming – March 2015

BRANCH/DATE	PROGRAM	ATTEND
Barbara Frum March 2	<b>Women in Sport</b>	10
Burrows Hall March 3	<b>You're Not Alone</b> In partnership with Catholic Cross Cultural Services. A social worker from the Legal Aid Dept of Family Court in Newmarket addressed the issue of domestic violence.	18
Gerrard/ Ashdale March 3	<b>A Score of Women's Voices</b> An NFB film	9
Toronto Reference Library March 3	<b>Women's Health in Prison</b> Ruth Ellwood Martin and Mo Korchinski on their new book, <i>Arresting Hope: Women Taking Action in Prison Inside Out</i> , a story about women in a provincial prison in Canada.	38
Toronto Reference Library March 3	<b>Third Annual Bluma Lecture: Louise Arbour</b>	480
Woodside Square March 4	<b>Women and Money</b> Learn the true impact of caring for children/aging parents, how to survive separation/divorce and secure lifelong independence.	16
Spadina Road March 5	<b>The Disappearance of Indigenous Women: Whose Issue?</b> Author Lee Maracle (UofT First Nations House) talks about continuing violence against indigenous women, historically and present day.	57
Barbara Frum March 9	<b>Tru Luv Project</b> Grade 8 single mum suggested theme of empowering young women. Brought 4 guest artists, motivational speakers, entrepreneurs.	40
Maria A. Shchuka March 10	<b>Get Empowered on International Women's Day</b> Sandra Whiting, Chair of Jamaican Canadian Association, talks about how self-talk and self-praise can lead to success for women.	18
Bloor/Gladstone March 11	<b>Centering the Voices of Indigenous Women</b> Artist and activist Susan Blight discussed how indigneous women are reclaiming their traditonal knowledge and leadership. Hosted by TPL Writer In Residence Cherie Dimaline	34
Davenport March 31	<b>Bangladesh. The collapse of the Rana Plaza Factory</b> Producer of CBC's Fifth Estate's Made in Bangladesh discussed the lives of the women hired by the Garment Factories, the reasons for the collapse and what the western world is doing to help the victims.	56
<b>Total</b>		<b>776</b>

**Fall 2015 Toronto Public Library Programs**

Aimed at women or on themes expressly related to women as women.

**Who Would Do That: Women Who Develop Love Relationships with Prisoners**

Come meet fellow book lovers and join author Bette Logan, in her lecture about women who write, visit, and even marry infamous serial killers such as Paul Bernardo and Ted Bundy. What motivates them? What do they get out of it? *Bendale Tue Sep 15; Leaside Wed Nov 11.*

**Toronto women and the war effort, 1914-1918**

Local Historian Joanne Doucette speaks about the local impact of World War I on the women of Toronto. *Gerrard/Ashdale Tue Nov 10.*

**WWI: The Songs of the War Mothers (ATRIUM)**

A weaving together of the experience of Canadian, French and German women whose sons fought in the Great War. *Toronto Reference Library Mon Nov 09.*

**Newcomer Women's Support Group**

Newcomer women are invited to share and learn about one another's experiences in a welcoming environment. Participants will gain knowledge and discuss important issues relevant to newcomer women. *Agincourt 1:30 pm - 4:30 pm, Saturdays, Oct 31, Nov 14, Nov 28, Dec 12, Dec 19*

**Scarborough Historical Society Meeting with Guest Speaker**

Join us for talks on historical subjects. Meetings are free and include refreshments. At this meeting Barbara Dickson presents: The Story of the Women Employed at GEICO during World War II in the Scarborough Munitions Plant. *Bendale Tue Oct 27, 7:30 pm.*

**Ten Women Who Changed Toronto**

In celebration of Women's History Month, Pat Staton presents a talk inspired by her recent book, "Toronto Women: A Walk Through History". *North York Central Library Wed Oct 14, 7:00 pm.*

**Dames Making Games**

Guest speaker Izzie Colpitts-Campbell talks about Dames Making Games a not-for-profit organization founded in Toronto in 2012. They run a wide range of programs and events for women, non-binary, gender nonconforming, queer. *Toronto Reference Library Fri Oct 09, 7:00 pm.*



### **Feminist Book Discussion Group**

The Older Women's Network invites women, midlife and older, to meet in Room 2/3 and share views and ideas about selected books. The focus is on feminist issues. *North York Central Library 1:30 pm - 3:30 pm, Wednesdays, Oct 07, Nov 04, Dec 02.*

### **Lost Girls: Sex and Death in Renaissance Florence with Nicholas Terpstra.**

Nicholas Terpstra is a professor of history at the University of Toronto author of *Lost Girls*. *Deer Park Tue Sep 22, 6:30 pm.*

### **Science of Personal Dress**

Give yourself a boost! Stylist and Image consultant, Sandi Quigley's focus is to have you look and feel your very best. Men and women alike experience life style changes and as these effects take hold, our image might require some attention. *Yorkville Tue Sep 22, 2:00 pm.*

### **Older Women's Network (OWN) Feminist Book Group**

Older Women's Network invites women, to meet and share views about selected books. The focus is on feminist issues. *Northern District, 2:00 pm, Wed Sep 16.*

### **Ladies First Book Club**

Members discuss a book by a woman author or about women read by the group. *Eglinton Square, 7:00 pm, Mondays, Sep 14, Oct 19, Nov 09, Dec 14.*

### **Parenting Skills Workshop in Urdu, Hindi & Panjabi**

Topics such as parenting skills, child safety, behavioural development, responding to your child's emotions and child development and growth will all be discussed in this workshop hosted by Rexdale Women's Centre. *Humberwood 12:45 pm, Thursdays, Sep 10, Oct 29, Dec 17.*

### **Kim Dolan - Illustrating Women**

Kim has been illustrating women-in fashion, daily life, sports-since childhood. For the last few years, she has been drawing with the Brushes app for iPad using a stylus ("It feels like pen on paper to me"). *Pape/Danforth. Tue Sep 01, Wed Sep 30.*



## STAFF REPORT INFORMATION ONLY

### Toronto Music Library Implementation – Status Report

<b>Date:</b>	October 26, 2015
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

### SUMMARY

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The purpose of this report is to provide the Toronto Public Library Board with a status report on the implementation of the recommendations concerning the Toronto Music Library approved by the Board at its meeting on June 23, 2014.

Staff developed an implementation plan and steady progress has been made on achieving its elements. With the development of Music Library web pages by year end, a significant promotion and marketing plan will be implemented to raise awareness and use of music collections and services.

New programs and service have been developed and staff continue to monitor innovations in music service delivery and public demand for music-related services.

### FINANCIAL IMPACT

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There is no financial impact arising from this information report beyond what has already been approved in the current year's budget.

The Director, Finance and Treasurer has reviewed this financial impact statement and is in agreement with it.

### DECISION HISTORY

---

At its meeting on January 20, 2014, the Board considered a Notice of Motion that asked staff to report back on the existing music collections and services at Toronto Public Library and the feasibility of establishing a Toronto Music Library. The Board adopted a motion that:

*That the Toronto Public Library Board:*

1. *requests the City Librarian to report back to the Board on the existing music collections and services at Toronto Public Library and the feasibility of creating the Toronto Music Library. This report to include a discussion of:*

- a. *the feasibility of designating an existing branch or part of a branch the “Toronto Music Library”;*
- b. *the feasibility of amalgamating some music collections, including music itself and literature on music, and programming under one roof;*
- c. *examples from other jurisdictions, and their applicability to Toronto;*
- d. *a statement on the TPL Foundation’s assessment on the potential for fundraising for this idea.*

The Board received the staff report at its meeting of June 23, 2014 recommending continuing the current service model for delivering music services embedded in all branches and communities. The report also identified opportunities to enhance services and promote them as a virtual music library linked through the development of a new website dedicated to music. <http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2014/jun23/13.pdf>; [http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2014/jun23/13\\_1.pdf](http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2014/jun23/13_1.pdf)

The Board adopted the following motion at the June 23, 2014 meeting:

*That the Toronto Public Library Board:*

1. *continues the music services centered in the Arts Department at the Toronto Reference Library to serve as a centralized reference and research collection of and about music, with related music services and music-related programs;*
2. *continues branch libraries delivering music collections, services and programs to best meet community needs and interests;*
3. *requests staff develop and implement a packaging and positioning approach to the promotion and presentation of music services as a Virtual Music Library that would reposition Toronto Reference Library as a centre of music excellence and bring together in print and online a consolidated view of TPL’s music collections, programs and services that will reflect the breadth and depth of the services available to users across the library system;*
4. *requests staff investigate options for augmenting and enhancing existing music services that could be supported through Toronto Public Library Foundation fundraising and could include, for example:*
  - a. *digitizing music collections;*
  - b. *options for developing an online local music site that would collect current local music in digital format and promote local musicians, concerts and events;*
  - c. *addition of more concert pianos in branches to support community programming;*
  - d. *music creation tools in more branches;*
5. *continues to anticipate future trends and demand for music collections, programs and services and build capacity into future branch renovation and construction projects; and,*

6. *continues to monitor innovative music library services and build on the initial music creation spaces in the Digital Innovation Hubs in order to effectively respond to the changing environment for music creation and use.*
7. *requests staff report back on a proposed implementation plan for recommendations 1 – 6 as soon as possible; and*
8. *forwards the report to the City's Music Advisory Committee for their comments and feedback.*

## COMMENTS

A staff task group with cross divisional representation was struck to develop an implementation plan and to guide the ongoing development of services and fundraising proposals. A summary of progress to date is outlined below.

### **Continue music services centered in the Arts Department at the Toronto Reference Library (TRL) and the branch libraries**

Music is ubiquitous in the Toronto Public Library. Collections are broad and deep, current and retrospective and are distributed across 100 branches. Music-related programs are extensive and popular in all branches. They range from preschool songs to Canadian Opera Company presentations.

New programs continue to be added to the Music Library offerings. For example, one of the first Innovators in Residence at Fort York featured audio and music production. A new audio/video studio will open at TRL in November. The ever popular Museum Arts Pass will see a pilot expansion of a performing arts stream with venues, including Tafelmusik and Royal Conservatory of Music later this year or early next year. The Make Some Noise local music program will celebrate its 10<sup>th</sup> anniversary in 2016 and a celebratory concert is being planned for TRL.

Digitization of the historic sheet music collection at the TRL has begun and more than 50 scores can be found online in the Digital Archive. This work is now part of the annual digitization work plan and the objective is to complete 400 scores. A plan has also been developed and the necessary equipment acquired to begin the conversion of some aboriginal language and music on cassette to digital format for preservation and online access.

Staff did investigate the creation of an online local music site that would collect current local music in digital format and promote local musicians, concerts and events. However, based on an environmental scan, consultation and lack of local demand, this initiative was abandoned. While there have been a few successful sites developed in other locations, the music industry in Toronto is so well developed and there are so many options available now for musicians to make their music available digitally, a case could not be made to proceed with a Library option.

### **Promotion and Presentation of Music Services as a Virtual Music Library**

A Toronto Music Library Program and Marketing Plan has been developed and is ready for launch. Its primary goal is to create a brand identity that packages and positions the benefits

and the value of the Library's music offerings, and differentiates them from other music offerings in the City. The Library's offerings will be brought together so they can be easily understood, accessed and discovered. The Plan will also raise awareness of music services across a broad and diverse audience and increase usage of the Library's music resources, collections, programs and spaces.

A key component of the marketing strategies is the creation of a centralized online site where all information about music services can be easily presented and accessed by a broad range of audiences and users. The Music Library web pages will present information in four major categories: Library Music & Services; Expert Staff Assistance; Attend Music Programs; and Visit In-Branch Spaces. The popular Arts and Culture blog has been expanded to include music and will be a feature on the website. The pages are currently in a development site with a launch anticipated before the end of the year. Once available, marketing initiatives will commence.

### **Augmenting Music Collections and Services supported by Toronto Public Library Foundation Fundraising**

A number of proposals have been prepared and submitted to the Foundation for potential fundraising. These include:

- a Musician in Residence program that would bring seasoned professional musicians into the Library to work with aspiring young musicians to inspire creativity and provide peer review and advice on succeeding in the music publishing industry;
- soundproofing music practise rooms at TRL and equipping new music practice rooms at North York Central Library with pianos;
- acquiring electronic pianos and peripherals to enhance music programs in a number of branches and augment the number of music practice spaces in the Library; and
- an equipment needs and budget plan for expanding the music capacity for the Digital Innovation Hubs.

The Foundation was successful in securing a gift of \$25,000 over three years from Sonja and Michael Koerner for a Performing Arts Collections Acquisitions Fund. A portion of these funds are being allocated to enhancing music collections.

### **Future Trends and Demand**

Library staff continue to monitor developments and trends in music services at libraries. As a result, new services and programs continue to emerge in the Library's offerings. For example, the Foundation and Library, with the support of a funder, are exploring offering a musical instrument lending service and testing its feasibility and the demand for such a service by conducting a one-year pilot project at a single branch. With the resurgence of interest in and production of vinyl recordings, the Library will be offering a new partner program series Vinyl 101 beginning this fall at TRL and a number of branches.

### **Monitoring Innovative Music Services and Expanding Music Creation Spaces**

Music creation tools have been incorporated in the third Digital Innovation Hub that opened in the Scarborough Civic Centre Branch. Similar music facilities will be included in

upcoming Digital Innovation Hubs to be constructed at North York Central and Albion libraries and others to follow.

### **Toronto Music Advisory Committee**

The June 23, 2014 *Toronto Music Library* report was shared with the Toronto Music Advisory Council as directed. Staff met with Mike Tanner, Music Sector Development Officer, who also visited TRL for a tour. Discussions were helpful in increasing awareness of the two initiatives and ensuring that the Music Library moves ahead in a way that supports the City's vision for the music community in Toronto. The discussions were also useful in identifying some potential partnership program ideas for future application.

### **CONTACT**

Linda Mackenzie; Director, Research and Reference Libraries; Tel: 416-393-7133;  
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### **SIGNATURE**

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Vickery Bowles  
City Librarian



## STAFF REPORT INFORMATION ONLY

# 18.

### Board Resolutions – Status Report

<b>Date:</b>	October 26, 2015
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

### **SUMMARY**

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This report lists the status of outstanding Toronto Public Library Board resolutions.

### **BACKGROUND INFORMATION**

At the April 2, 2012 meeting, the Toronto Public Library Board approved the inclusion of Board Resolutions – Status Report on future Library Board meeting agendas.

Attachment 1 summarizes all outstanding Toronto Public Library Board resolutions.

### **SIGNATURE**

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Vickery Bowles  
City Librarian

### **ATTACHMENT**

Attachment 1: Board Resolutions – Status Report – October 26, 2015



**STATUS REPORT**  
**TORONTO PUBLIC LIBRARY BOARD RESOLUTIONS**  
**AS AT SEPTEMBER 21, 2015**

<b>DATE OF MEETING</b>	<b>MOTION (Ref: Minute #)</b>	<b>STATUS</b>	<b>TARGET DATE</b>
	<b>13-181 – Perth/Dupont Branch – Potential Relocation and Expansion</b> <b>14-150 – Notice of Motion: Funding and Timing of Perth/Dupont Branch Relocation</b>		
Nov. 18, 2013	3. requests City Council that the proceeds from the sale of the current site be prioritized towards the building of the new library;	<b>IN PROGRESS</b> Staff to work with the local Councillor and City Planning staff to submit request to City Council.	Fourth Quarter 2015
Sep. 8, 2014	2. authorizes staff to work with the local councillor and developer to negotiate terms for relocating the Perth/Dupont Branch to 299 Campbell, subject to Board approval of the negotiated terms and the proposed development receiving the appropriate planning approvals and Toronto Public Library retaining the proceeds from the sale of the current property, receiving the remainder of the funding from Section 37 agreements or funding from other non-Toronto Public Library sources or the City;	<b>IN PROGRESS</b> Staff to work with the local Councillor and developer. Staff to bring the negotiated terms to the Board for approval.	Fourth Quarter 2015
	5. requests that the local City Councillor consult with the local community and make a recommendation to the Board for a new name for the relocated branch (which will no longer be located at the corner of Perth and Dupont).	Staff to bring a recommendation to the Board for a new name for the relocated branch to the Board for approval. This is subject to Board and Council approval for the project.	To be determined



<b>DATE OF MEETING</b>	<b>MOTION (Ref: Minute #)</b>	<b>STATUS</b>	<b>TARGET DATE</b>
Apr. 28, 2014	<b>14-081 – Cisco Canada – Toronto Public Library Partnership</b>		
	3. directs staff to report back on the specific initiatives resulting from the partnership;	<b>IN PROGRESS</b>	Fourth Quarter 2015
Dec. 15, 2014	<b>14-222 – Notice of Motion – Report Request: Toronto Public Library Board Code of Conduct</b>		
	1. requests staff to report back by the end of the second quarter of 2015 on the establishment of the Toronto Public Library Board Code of Conduct.	<b>IN PROGRESS</b> A TPLB Code of Conduct to be brought forward with the Notice of Amendments to the TPLB Procedural By-Law.	Fourth Quarter 2015
Feb. 17, 2015	<b>15-030 – Women’s History Month at Toronto Public Library</b>		
	2. requests staff to explore the feasibility of celebrating Women’s History Month and provide a summary of current programming related to women, and report back at the end of the Third Quarter.	<b>COMPLETED</b> Report provided at the October 26, 2015 meeting.	October 2015 TPLB meeting
Apr. 20, 2015	<b>15-076 – Achieving a Paperless Board through Technology</b>		
	1. directs staff to proceed with a pdf version of the Board meeting agenda package in lieu of paper copies for Board members, and evaluate the revised process in three months.	<b>IN PROGRESS</b> PDF version of the Board meeting agenda package provided to Board members since the June 22, 2015 meeting in lieu of paper copies. An evaluation of the revised process expected to be provided to the Board at the November 23, 2015 mtg.	November 2015 TPLB meeting

<b>DATE OF MEETING</b>	<b>MOTION (Ref: Minute #)</b>	<b>STATUS</b>	<b>TARGET DATE</b>
June 22, 2015	<b>15-124 – Presentations – Renaming of Scarborough Civic Centre Branch</b>		
	2. requests staff to report to the Board on renaming of the Scarborough Civic Centre Branch or other suitable naming opportunities in consultation with Daniel Grafton Hill III's family.	<b>IN PROGRESS</b> Library staff met in August 2015 with Samuel Getachew and Rosemary Sadlier to discuss naming opportunities.	Fourth Quarter 2015
September 21, 2015	<b>15-146 – Property Redevelopment Feasibility</b>		
	2. directs staff to report to the Board with status updates and to seek approvals as required.	<b>IN PROGRESS</b>	First Quarter 2016



## STAFF REPORT ACTION REQUIRED with Confidential Attachment

### Collective Bargaining – 2016

<b>Date:</b>	October 26, 2015
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian
<b>Reason for Confidential Information:</b>	This report is about labour relations or employee negotiations.

### SUMMARY

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The current collective agreement with the Toronto Public Library Workers Union, Local 4948 (CUPE) expires on December 31, 2015.

This report recommends that the Toronto Public Library Board approve a mandate for staff to engage in negotiations with the Union for a new collective agreement.

### RECOMMENDATIONS

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**The City Librarian recommends that the Toronto Public Library Board:**

1. receives the confidential verbal report from staff for information;
2. adopts the recommendations in Confidential Attachment 1; and
3. requests that the recommendations and information in Confidential Attachment 1 not be made public, as it is about labour relations or employee negotiations.

### FINANCIAL IMPACT

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There is no financial impact on the 2015 operating budget as a result of this report.

The Director, Finance and Treasurer has reviewed this financial impact statement and is in agreement with it.

## **BACKGROUND**

The current collective agreement with Toronto Public Library Workers Union, Local 4948 (CUPE) expires on December 31, 2015. The current collective agreement has a four-year term, from 2012 to 2015.

The negotiations for a new collective agreement in 2016 is the seventh round of collective bargaining between the Library and the Union, since the establishment of the Toronto Public Library through amalgamation in 1998. The parties negotiated a Common Seniority agreement in 1999, and five collective agreements in 2000, 2002, 2005, 2009 and 2012. There has been one labour disruption in March 2012.

Either party may give notice to the other of its desire to negotiate a new collective agreement as early as November 2, 2015.

## **COMMENTS**

The Board will receive a confidential verbal report about the collective bargaining process, which includes the following subjects: notice to bargain; exchange of proposals; conciliation; legal strike/lockout; and ratification votes.

## **CONTACT**

Dan Keon; Director, Human Resources; Tel: 416-395-5850;  
E-mail: [dkeon@torontopubliclibrary.ca](mailto:dkeon@torontopubliclibrary.ca)

## **SIGNATURE**

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Vickery Bowles  
City Librarian

## **ATTACHMENT**

Attachment 1: Confidential Attachment 1