

# Toronto Public Library Annual Report 2012

In 2012, Toronto Public Library's [Strategic Plan 2012-2015](#) was approved with four priority areas identified:

Grow a City of Readers

Develop a City of Learners

Connect a City of Creators

Deliver Excellent Library Service

A number of activities and achievements supported the four priority areas in 2012. This report highlights significant accomplishments.

## *Grow a City of Readers*

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As outlined in the 2012-2015 strategic plan, one of Toronto Public Library's priorities is to **Grow a City of Readers** by fostering literacy and a love of reading, supporting readers of all ages in improving print literacy skills and in discovering great stories and books.

Below is a summary of key 2012 accomplishments that support this priority.

### **E-titles circulation up more than 100 percent**

In 2012, circulation of e-titles was up 105 percent over 2011, topping the one million mark for the first time. Circulation of e-titles in 2012 represented 3.4 percent of total circulation.

In April 2012, Toronto Public Library acquired its first ebooks in languages other than English – about 100 titles each in French, Chinese, Spanish and Russian. Most are classic fiction with some current fiction and non-fiction in Spanish. The library will continue to expand these collections and add other languages as they become available.

### **E-titles advocacy and accessibility to increase public awareness of issues**

At its November meeting, the Toronto Public Library Board approved an advocacy strategy regarding access and the costs of e-collections for public libraries, and also decided to form a working group to provide leadership on this issue. Despite significantly increased use of and demand for e-content, public libraries face challenges in terms of being able to purchase content from publishers, as well as in making that content readily discoverable through their websites. Advocacy efforts are currently underway in Canada and internationally. Toronto Public Library is providing leadership in this area as a member of the Canadian Urban Libraries Council. In addition, the Board lent their support to the creation of a made-in-Canada ebook lending and purchasing platform and will engage the public to increase awareness of the difficulties of providing e-content for library borrowers.

Toronto Public Library staff participated on a task group of the Canadian Urban Libraries Council (CULC), which has entered into discussions with publishers in Canada in an effort to make ebooks more readily available for library customers. Public libraries throughout the world are working to resolve this issue, and the work that is going on through the CULC task group is a good example of the efforts already underway.

### **National Reading Campaign contest aims to make reading a national priority**

At the end of 2012, the library participated in the National Reading Campaign's "What did you read today?" public awareness initiative, which featured two online contests – one for children and one for the general public. The contests were intended to engage Canadians in the National Reading Campaign's broader goal of making reading a national priority.

### **Keep Toronto Reading features *Girls Fall Down* for annual city-wide read**

In 2012, we launched our annual Keep Toronto Reading month-long celebration of books and the joy of reading with "KTR Krews" popping up in unexpected places across the city, asking Torontonians, "What Are You Reading Where?" Our One Book community read selection was *Girls Fall Down* by Maggie Helwig. Helwig presided over several events, including a very moving discussion of the marginalized in society held at St. Stephen's Church. The Toronto Star also partnered with the library to run a very successful photo contest called Hidden Toronto, which highlighted little known but wonderful places across the city.

## **TD Summer Reading Club launches new improved website**

The new and improved TD Summer Reading Club website, which launched in early June, provided participating children across Canada with an exciting interactive environment. The site included fun games that helped kids build their literacy skills and an interactive booklist that allowed children to comment and recommend their favourite books to their peers. The TD Summer Reading Club website developed ties to local library systems, with booklists on the site linking directly to the sites of other library systems with compatible catalogues. The site also amalgamated content previously found in three locations on the web onto a single website, to make it easier for children, their parents, and library staff to find the content they want. In 2012, there were 82,000 virtual visits to the website, a 436 percent increase over 2011. TD Bank Group sponsors the TD Summer Reading Club through the Toronto Public Library Foundation.

## **Adult and children's literacy programs cross-pollinate**

In 2012, by adapting techniques used by the library's Ready for Reading program, Toronto Public Library's Adult Literacy program was able to provide new resources for improving the literacy skills of parents and caregivers when reading to their children. In targeting the intergenerational transfer of literacy skills to preschool children and by following a simple curriculum that breaks down emergent reading skills into segments, adults with low literacy can provide a literacy-rich environment at home. As a means of making this enhanced approach available to people across the city, the library is producing a video for its Adult Literacy webpage to allow parents to access the curriculum online. The development of this new curriculum continues the proud history of innovation within Toronto Public Library in delivering literacy support for adults and children.

## **Library celebrates 100 Years of Children's Services**

In 2012, Toronto Public Library celebrated its commitment to fostering literacy and a love of reading in children, 100 years after hiring Lillian H. Smith, "the first professionally trained children's librarian in the British Empire." By the time Miss Smith retired in 1952, children's services were offered in 16 branches, 30 schools, two settlement houses, and Boys and Girls House, the first library in the British Empire devoted exclusively to children. Many things have changed since then, but the library still focuses on the same important children's services that Smith advocated in her day: promoting the joy of reading, helping young students succeed at school, and providing children and their families with spaces in which to play, learn and thrive. The celebration included a keepsake booklist, featuring '100 Books for 100 Years', and special events during March Break, Keep Toronto Reading and Canadian Children's Book Week.

## **Seminal Clyde Gilmore Collection becomes part of library's special collections**

The CBC Music Library donated the Clyde Gilmore Collection to the Special Collections Department at Toronto Reference Library in 2012. The collection includes manuscript material and annotated books on music history, including every script (handwritten) for Clyde Gilmore's CBC radio show, "Gilmore's Albums"; 10,000 albums, many with annotations on the album covers; and 4,000 CDs, again with Gilmore's annotations. "Gilmore's Albums" ran from 1956 until 1997, when Gilmore passed away. Clyde Gilmore received the Order of Canada in 1975, and entered the Canadian News Hall of Fame in 1990. On "Gilmore's Albums", he played the records he himself enjoyed, all taken from his own collection. This collection of national cultural significance will be housed as part of Performing Arts special collections, which includes the manuscripts of more than 125 Canadian and international performers, over 10,000 playbills and programs from concerts and theatrical productions, and more than 4,000 stage designs by Canadian designers for theatre, dance, opera, musical theatre, film and television.

## **High profile author visits help champion the joy of reading**

Reading is an important part of Canadian life, not just as a source of lifelong pleasure or as a creative or cultural pastime. Reading is the foundation of learning. It increases emotional intelligence and helps people navigate diverse opinions, ideas and experiences. Championing the joy of reading and connecting readers, authors and creators has always been an important goal for Toronto Public Library, and 2012 was no exception, as we hosted a number of very high profile authors to capacity crowds, including Anne Rice, William Gibson, John Irving, Malcolm Gladwell, Martin Amis and Emma Donoghue.

## **Outreach program brings storytime visits to family shelters**

A Shelter Outreach Project during the summer of 2012 saw Toronto Public Library and the TD Summer Reading Club bringing storytime visits to eight shelters that serve families across Toronto. The project allowed shelter residents to register for library cards on site, benefit from storytime programs held in the shelters, and check out materials at the end of each program.

## *Develop a City of Learners*

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As outlined in the 2012-2015 strategic plan, one of Toronto Public Library's priorities is to **Develop a City of Learners** by supporting lifelong learning as fundamental to economic prosperity, social cohesion and civic engagement.

Below is a summary of key 2012 accomplishments that support this priority.

### **Library cultivates partnerships to meet newcomer needs**

Ongoing partnerships with local community agencies and Citizenship and Immigration Canada (CIC) continue to help the library address the needs of specific audiences, such as newcomers. In 2012, the Library Settlement Partnership served nearly 26,000 newcomers, including more than 9,000 who spoke directly with a library settlement worker to request information about living in Canada. CIC also provides funds to staff After School Newcomer Hubs that support newcomer youth in Grades 7 to 10 by offering homework help in math, science, English, French and other subjects.

Another partnership that includes CIC, and also the Institute for Canadian Citizenship, saw 40 newcomers to Canada sworn in as Canadian citizens at Parkdale Branch in June of 2012. As part of the celebration, a new element was added to the program in the form of a roundtable discussion prior to the ceremony, where new citizens came together with established citizens from the Parkdale community to discuss common experiences of immigration, settlement, citizenship and community.

### **Boomers explore and engage at Toronto Reference Library**

An estimated 450 people attended Boomers and Beyond: Explore & Engage, held on October 26, 2012 at Toronto Reference Library, demonstrating the significant role the library can play in increasing community engagement among older adults. The event, which was presented in partnership with Volunteer Toronto and Ryerson 50+ Programs, featured 28 organizations offering exhibits and information on opportunities for civic engagement by older adults. At the Toronto Public Library booth, information was provided about lifelong learning programs, computer instruction classes, career and business programs, volunteer opportunities, home library service, and collections. The event also offered networking opportunities among the participating organizations.

### **E-databases extend reach of library and support lifelong learning**

Toronto Public Library provides access to over 100 online resources, many of which are available 24/7 from home with a valid library card. Newer electronic products, such as ConsumerReports.org, Mango Language Learning, and Learning Express Library, provide enhanced online content such as blogs, videos and interactive features. Naxos Music Library is another popular online resource offering streaming audio access to classical music titles. In 2012, e-database service was expanded to include access, at all library branches and remotely from home, to Value Line Research Center, an important investment resource, and to SAMS Technical Publishing, which includes consumer electronics manuals for TV, VCR and radio repair. The library's electronic databases continue to provide reliable information supporting personal and academic research, the needs of business people and those engaged in lifelong learning.

### **High school outreach connects library with more than 20,000 students**

The high school outreach campaign supports the academic successes of children in Grades 9-12 by teaching research skills and supporting use of the library's electronic databases. In 2012, 125 schools were visited, including 33 schools in priority neighbourhoods. A total of 728 class presentations were held, 20,016 students were reached and 2,443 library cards were issued.

## **200 years later - War of 1812 events commemorate seminal event**

Beginning in 2012, and continuing on into 2014, Canadians and Americans are commemorating the War of 1812 – a seminal event in their shared histories. As part of the City of Toronto’s War of 1812 commemoration, the library ran a unique series of lectures, debates and conversations, presented in partnership with Heritage Toronto, the Royal Ontario Museum and Luminato. Heritage Toronto offered a trio of programs focussing on the impact of the war on Etobicoke, York Township and Scarborough. Luminato at the Library offerings included a standing room only appearance at the Bram and Bluma Appel Salon by Pulitzer Prize-winning historian Alan Taylor, who spoke with TVO’s Steve Paikin about his book *The Civil War of 1812*. Canadian historian James Laxer also attracted a standing room only crowd at Bloor/Gladstone Branch for a talk on the relationship between Shawnee chieftain Tecumseh and Major-General Sir Isaac Brock.

## *Catalyze and Connect a City of Innovators, Entrepreneurs and Creators*

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As outlined in the 2012-2015 strategic plan, one of Toronto Public Library's priorities is to **Catalyze and Connect a City of Innovators, Entrepreneurs and Creators** by positioning Torontonians to succeed in a global knowledge economy.

Below is a summary of key 2012 accomplishments that support this priority.

### **A place where writers, thinkers, artists and innovators come together**

Library programming in the Bram & Bluma Appel Salon continues to thrive, furthering Toronto Public Library's goal of being a cultural and creative destination that stimulates and supports creativity. More and more of the Appel Salon's free events are attracting capacity crowds. Notable 2012 examples include "noir prophet" of cyberpunk William Gibson, crime novelist Sara Paretsky, superstar vampire author Anne Rice, two-time Booker Prize nominee Martin Amis and notorious entrepreneur and author Conrad Black.

Also held in the Appel Salon in 2012 was the sixth annual June Callwood Lecture featuring Order of Canada recipient professor Stephen Lewis, who drew on his extensive international experience to illustrate the power of advocacy in the fight for social justice and equality. The annual June Callwood Lecture honours the life, work and legacy of journalist, author and social activist June Callwood (1924-2007). It provides a platform for the exploration and discussion of contemporary social justice issues.

### **Taking culture out of the private and into the public**

Presented in partnership with the Neighbourhood Arts Network and Ontario Culture Days, Culture Days at the Library, in its second year in 2012, offered artists an opportunity to take their practice out of their private studios and into the accessible spaces of library branches so that the public can discover and engage with their work. An average of more than 50 people came out to each of the nearly 45 programs at 35 branches around the city, for a total attendance of nearly 2,300. About 900 people showed up at Albion Branch over the course of the two-day festival to see Ballet Jörgen and urbanNOISE. Indigenous performers, including Red Slam Collective and Shannon Thunderbird, were very popular, as was bellydancer Evyenia Karmi.

### **Library host and exhibitor at Toronto Comic Arts Festival**

Toronto Public Library welcomed over 17,000 guests from across the city and around the world at the annual Toronto Comic Arts Festival, hosted for the fourth consecutive year at Toronto Reference Library on May 5 and 6. The international lineup featured guests from across Canada and the US, and from around the world, including artists from Australia, Brazil, Germany, Italy and Japan. Featured guests included Kate Beaton, Alison Bechdel, Bryan Lee O'Malley and Pendleton Ward. Over the two days, attendees enjoyed programming, author and artist signings, and even a video game exhibit presented by the Toronto International Film Festival's new media division, TIFF Nexus. For the first time, Toronto Public Library was also a TCAF exhibitor. Guests who visited the library table learned about relevant programs, collections and services – including the WORD OUT teen summer reading program.

## **Small Business Month highlights library resources for entrepreneurs**

Thanks to the late Norman G. Hinton and his bequest to the Toronto Public Library Foundation in support of small business programs and services at Toronto Public Library, and to RBC Royal Bank, 2012 saw the introduction of Small Business Month at Toronto Public Library. Small-business-themed programs were offered at eight library locations on a range of topics including social media, buying a franchise, legal issues, and basic bookkeeping; some of the programs were facilitated through partnerships with agencies such as Connect Legal and Youth Employment Services.

The library continues to enhance expertise and provide additional capacity through expanded use and understanding of the library's resources among existing and potential small business owners. The library's commitment to the city's entrepreneurs and small business owners helps make the city economically stronger and more sustainable.

The library is a valuable and accessible source for a broad range of business books, ebooks, electronic directories and databases, and other informational services, both online and offline. The library also offers free and low-cost spaces in which to work and meet.

## **Innovative entrepreneur in residence program offers one-on-one consultation**

Helping to kick off Small Business Month in October was the start of a brand new initiative, Toronto Public Library's first ever entrepreneur in residence, Miriam Tuerk, who conducted four programs during the month, and also met with aspiring business owners for one-on-one consultations throughout October and November. The entrepreneur in residence program was officially launched with a special event at which Miriam was interviewed by CBC Radio's Michael Hlinka in the Atrium at Toronto Reference Library. Tuerk is a 20-year veteran entrepreneur and business visionary with a proven track record of creating, selling and delivering innovative products and services that have shaped the technology landscape.

## **Business Inc. Helps entrepreneurs start up new businesses**

One hundred new businesses received support in their start-up phase through Business Inc., an eight-part series of business essentials offered in partnership with Toronto Business Development Centre and the City's Economic Development and Culture Division.

## **Library's third annual Human Library includes small business theme**

Because Toronto Public Library's third annual Human Library in 2012, took place during Small Business Month in October – at North York Central Library, Toronto Reference Library and Parkdale Branch – this year's collection had a special emphasis on entrepreneurs, featuring a half dozen energetic, creative and successful business people, including entrepreneur in residence Miriam Tuerk.

## **Four-year funding commitment to enhance Young Voices program for teens**

The *Young Voices* 2012 magazine launch at North York Central Library on October 11 featured a couple of special guests: David Daniels spoke about a generous \$100,000 donation he and his four brothers made to the Young Voices program in honour of their mother, Norine Rose, who was also present and first learned about the donation at the launch event. The launch celebration brought together many of the teen contributors and their families and friends, who were given the first opportunity to pick up copies of the magazine.

The Daniels brothers' donation, which is made through the Toronto Public Library Foundation, will allow the library to:

- increase outreach by making the magazine available more widely beyond library branches, thus opening the door to additional Toronto teen creators by making them aware of the of the opportunity to submit to the magazine
- offer additional Young Voices Writing Workshops
- increase attendance at the Young Voices Writers Conference (sponsored in 2012 by Deloitte through the Toronto Public Library Foundation)
- implement a month-long pilot electronic writer in residence program in November 2012.

### **City/library career fair provides employment and volunteer info**

A very successful partnership between the City of Toronto and the library saw 1,400 people visit Toronto Reference Library in October for the City of Toronto Career and Information Fair, which was part of the City's Workforce Development Strategy Week. Twenty divisions and two city boards were present, providing answers to questions about current and future employment opportunities with the Toronto public service, as well as about volunteer opportunities to advance career goals. Toronto Public Library participated with information about career and volunteer opportunities at the library, and displayed career and job search books for borrowing along with information about job search classes.

### **Toronto Public Library's online presence expands as YouTube video trends**

As online technology becomes more and more pervasive, the library continues to explore the milieu and expand its online presence. In 2012, Harvard Business School requested a copy of a Toronto Public Library-produced video featuring wildly popular author and trend watcher Malcolm Gladwell, who appeared at the Appel Salon in the spring as part of Jamaica 50 celebrations. Harvard discovered the video, which they were planning to use in their Executive Development Program, after it trended on YouTube, garnering 100,000 views.

### **Long history of public library service celebrated in all corners of the city**

In 2012, a number of branches celebrated significant anniversaries. Downsview, Jones and Barbara Frum branches all celebrated 50 years of service to their respective communities; Perth/Dupont Branch celebrated 35 years; and North York Central Library celebrated 25 years in its current location. Each of these locations has seen changes since they opened. Downsview was fully renovated in 1995-96 and reopened at twice the original size. Jones was originally a children's library, but was renovated in the mid-1970s when it became a full service branch. Barbara Frum was originally known as Bathurst Heights Branch, until it was demolished and rebuilt in 1992, at which point it was named in honour of the distinguished journalist and broadcaster. Perth/Dupont is a storefront branch that was refurbished in 1982, but its popularity as one of the few public spaces in the neighbourhood has resulted in a community-led campaign to raise funds to renovate and expand the branch, with the support of the Toronto Public Library Foundation. And North York Central Library was the first stand-alone facility for the North York Public Library when it was constructed on Yonge Street at Park Home Avenue in 1959; it was subsequently demolished, and reopened in its new location in 1987.

## *Deliver Excellent Library Service to Torontonians*

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As outlined in the 2012-2015 strategic plan, one of Toronto Public Library's priorities is to **Deliver Excellent Library Service to Torontonians Efficiently and Effectively** by providing responsive services and promoting a shared sense of ownership and responsibility for the efficient use of public funds and resources with staff, service partners and the public through effective stewardship and a culture of continuous improvement.

Below is a summary of key 2012 accomplishments that support this priority.

### **Board approves library's first advertising policy**

At the beginning of 2012, the library board approved an advertising policy that provides the framework necessary to support advertising as a source of revenue for the library. The new policy balances the library's primary public service role, to provide high quality library service to Toronto's diverse residents in a welcoming and supportive environment, with the potential for advertising as a source of revenue for the library.

With the new policy in place, the library embarked on a multi-phase implementation approach for an advertising program. In the first phase, beginning in March 2012, staff sought to expand the advertising program currently in place for the library's flagship publication, *What's On*, and to pursue the implementation of paid advertising on the reverse side of date due slips.

### **New fines charges and fine for holds not picked up**

Fines rates were increased and are now assessed based on the type of material borrowed, rather than the borrower status. For example, an adult paying overdue fines on children's library material will pay the children's rate and teens borrowing adult materials will incur fines at the adult rate.

The library also implemented a fine for holds not picked up. The decision to implement this fine came largely as a result of the fact that about 800,000 holds a year were not being picked up.

### **Fine forgiveness campaign brings teens back to the library**

Toronto Public Library ran a fourth campaign of the Teen Fines Forgiveness Program from October 1 to December 31, 2012, to coincide with the start of the school year. The campaign was offered to help mitigate the possible impact of the new fines structures on teens and to encourage continued use of library service. A waiver coupon in the amount of \$20 was distributed to teens through various means including library locations, through the library's high school outreach program, via the library website and social media, and through distribution in the community by library staff. For the first time, the program was expanded to include 18 and 19 year olds. Not only did the waiver coupon continue to be popular with many teens who were regular active customers, but it was also used by a greater portion of lapsed users than in previous campaigns, indicating its continued effectiveness in reaching youth and drawing them back to the Library. A total of 3,278 coupons were redeemed, half of those at library branches in priority neighbourhoods as designated by the city of Toronto. Nearly half the teens who redeemed the coupon reported that they had not been in the library for a year or more, indicating that fine forgiveness campaigns are an effective way of drawing teens back to the library. Thirty percent of those redeeming coupons also renewed their library cards, and of those renewals, half were in priority neighbourhoods.

## **Service enhancements result from Foundation fundraising enhancements**

A number of enhancements to the Toronto Public Library Foundation's fundraising efforts were implemented during 2012. A New Collection membership program offers individuals under 40 the opportunity to connect with other young urbanites while supporting one of the city's most important assets: Toronto Public Library. A Legacy for your Library campaign was run with an eye to increasing awareness of opportunities to leave a bequest to Toronto Public Library through the Foundation. And a number of online measures were implemented on the library website to leverage options for donating to the library through the Foundation, including a "Donate Now" button on the home page masthead, and a zone on the home page dedicated to promoting active Foundation campaigns.

Toronto Public Library Foundation events in 2012 included a donor recognition event in the new Cube at the Toronto Reference Library. The Foundations annual fundraising gala, the Book Lover's Ball, raised \$500,000, as over 600 book lovers joined host City TV's Tracy Moore and Red Carpet Correspondent CityNews anchor Melanie Ng for a cocktail reception, followed by dinner and a fashion show. Guests mingled with celebrity authors such as Stephen Leacock Medal winner Terry Fallis, non-fiction provocateur Peter C. Newman, CBC personality Kevin O'Leary, Governor General's Award winner Miriam Toews, and Scotiabank Giller Prize winner Vincent Lam.

Also in 2012, the Foundation announced a \$1.5 million gift from Toronto philanthropists Marilyn and Charles Baillie in support of the re:vitalize Toronto Reference Library Campaign. This gift, which will be recognized through the naming of the library's new special collections centre, put the re:vitalize Campaign over its \$10 million goal. The Baillies' donation will go toward creating an extraordinary new home for the reference library's special collections, bringing the library's exceptional 1.9 million item special collections in Canadiana, performing arts and documentary art together under a new two-storey rotunda and reading room, so that coming generations of learners will benefit from increased access and enhanced preservation of the library's remarkable collections.

## **Renovated premiere space part of revitalization of Toronto Reference Library**

The newly renovated and expanded TD Gallery, a vital exhibition space located on the main floor of the Toronto Reference Library, was reopened in June 2012. Renovated as part of a five-year, \$34 million revitalization of the Toronto Reference Library, the TD Gallery provides a means of showcasing treasures from Toronto Public Library's remarkable special collections. The gallery expansion was made possible through a major corporate gift to the Toronto Public Library Foundation's re:vitalize – Toronto Reference Library Campaign from TD Bank Group.

## **Newly renovated and expanded Brentwood opens to appreciative community**

Brentwood Branch reopened at the beginning of November, with a celebration to allow customers the opportunity to explore everything new and improved in their library. The building and service enhancements include more accessible community space, improved customer service through automated checkout and returns, a 43 percent increase in public access computers, a new KidsStop early literacy centre, a vibrant teen zone and energy efficient systems to promote sustainability.

## **Express checkout and automated sorters improve efficiency**

The ongoing roll-out of express checkout at Toronto Public Library branches moved ahead quickly in 2012, with 60 branches outfitted with express checkout technology by the end of the year. In addition, four branches were equipped with automatic sorters that improve service to customers and free up staff time by allowing for more efficient materials handling.

## Statistics

An 11-day labour disruption in March had a negative impact on Toronto Public Library use statistics, including decreases in circulation and visits to library branches. Resumption of service on March 30 went smoothly, with special provisions put in place so that customers did not have to pay late fees during the labour disruption and had two weeks to return their materials and pick up their holds.

Toronto Public Library remains one of the world's busiest urban public library systems and, in spite of the labour disruption, 2012 saw an increase in online library use on all fronts.

<b>LIBRARY USE</b>	<b>2012</b>	<b>2011</b>
Circulation	32,032,036	33,252,235
In-library use	7,141,558	7,798,010
Information requests	7,343,954	7,715,256
Visits	18,872,588	19,064,857
Individuals using public computers	6,138,170	6,380,037
<b>PROGRAM ATTENDANCE</b>	<b>2012</b>	<b>2011</b>
Preschool	219,591	236,057
Children	216,086	241,466
Teen	58,213	89,859
Adult	100,709	105,697
Older Adult	14,941	15,655
<b>WEB SERVICES</b>	<b>2012</b>	<b>2011</b>
Virtual visits*	25,951,430	23,403,526
Database queries/searches	19,643,469	18,026,863
Virtual information requests	42,955	39,655

\*Includes websites, databases, catalogue and Dial-A-Story.

## Financials

Toronto Public Library Board Statement of Revenues and Expenditures Year Ended December 31.

	<b>2012</b>	<b>2011</b>
	<b>\$</b>	<b>\$</b>
<b>REVENUES</b>		
City of Toronto	160,392,748	178,865,342
Provincial and federal grants	6,049,999	6,515,656
Fines and fees	4,832,388	4,182,068
Rental, donations and other	3,523,968	3,539,608
<b>Total Revenue</b>	<b>174,799,103</b>	<b>193,102,674</b>
<b>EXPENDITURES</b>		
Staff costs	128,589,632	148,291,828
Library materials	17,465,754	17,114,854
Maintenance and supplies	14,467,061	13,520,289
Utility costs	8,073,532	7,840,954
Administration costs	2,884,961	2,779,430
Rental costs	2,408,724	2,713,755
Transfers to City of Toronto and other	909,439	841,564
<b>Total Expenditures</b>	<b>174,799,103</b>	<b>193,102,674</b>