**TORONTO PUBLIC LIBRARY**

# SERVICE DELIVERY MODEL

MODES AND LEVELS OF SERVICE DELIVERY

**BRANCH SERVICES**

Toronto Public Library provides a network of 99 branches throughout the city with branches planned for the waterfront and Scarborough city centre area.
There are:

- 79 Neighbourhood Libraries
- 17 District Libraries
- 3 Research and Reference Libraries

Toronto Public Library branches are located in prominent and convenient community gathering places accessible by transit. They provide community groups and individuals with access to high quality, safe, flexible and functional public space.  Branches are community hubs and meeting places.  They provide seating and meeting room space for individual and group study, relaxed reading, library programs and community events.

Library branches are architecturally beautiful, comfortable, and well maintained buildings, designed to reflect the needs and character of local neighbourhoods and the city as a whole. Exterior space extends access to library service, enhances the library street presence in the neighbourhood and furthers the Library's role as community gathering space with services such as external seating, attractive landscaping, reading or community gardens and wireless access. Older branches, such as Yorkville, provide a unique opportunity to experience Toronto's past and demonstrate the Library's commitment to preserving heritage buildings.  Library branches will continue to incorporate evolving principles of green design and energy efficiency.

In addition to featuring print materials, branches offer access to audiovisual and e-content, computers and the Internet through in-branch computers and wireless service.

Library branches contribute to the economic and social vitality of the city and its neighbourhoods. They are strong contributors to community development.  Branches work in partnership with City departments, community agencies and residents to form a network which connects people to their local neighbourhoods and the city as a whole.

**Overview: Four Tiers of Service**

**Branch Services**
- The First Tier: **Neighbourhood Libraries** provide collections and information services which meet many of the needs of the immediate community.
- The Second Tier: **District Libraries** offer extensive informational and recreational collections and services.
- The Third Tier: **Research and Reference Libraries** provide comprehensive and specialized collections and services with an emphasis on access and preservation for current and future generations of users.

**Non-Branch Services**
- The Fourth Tier: **Electronic** and **City-wide** services are not branch or location dependent, but are offered through remote access or alternate modes of service delivery.

**THE FIRST TIER**

Neighbourhood Libraries

| Location | - central in the neighbourhood or in proximity to other services<br>- well served by public transit |
|---|---|
| Facility Size | - 10,000 – 15,000 square feet (existing branches may be smaller)<br>- appropriate to the collection size and ancillary services |
| Catchment Area | - minimum of 25,000 people<br>- residents within a 1.6 km radius |
| Hours<br>Current:<br><br>Future: | - 40 – 69 hours per week Monday to Sunday<br><br>- Additional weekday service<br>- Additional Sunday service and additional locations |

**Role**
Neighbourhood libraries provide informational and recreational collections and services in local neighbourhoods. This tier serves as an entry point to the library system for many local residents, introducing community members to broader system resources and services, which promote cultural enrichment and lifelong learning in local communities. Neighbourhood libraries are local destinations which reflect the history and diversity of the communities they serve. Neighbourhood libraries enhance community building and development through outreach activities to schools, community groups, employment and newcomer settlement agencies and partnerships with local organizations.

**Collections**
Neighbourhood branches offer collections which reflect community needs, including popular, recreational and children's collections, and French and multilingual collections.  Popular collections are actively marketed through attractive shelving and flexible display options.  Neighbourhood branches also provide access to electronic collections and local history collections.

**Services and Programs**
Services available at the neighbourhood branches include public access to computers and wireless service, reference and readers' services, and services designed to meet the needs of specific groups such as children, youth and seniors.  Neighbourhood libraries offer programs that reflect community interests.  Programs and services at this level include multilingual and newcomer programs and services, book clubs, art exhibit space, quiet study space and computer courses and KidsStop interactive centres for children.

**Administrative Structure**
Administrative and service support for neighbourhood libraries is provided by the services and staff in other tiers of the service delivery model.  Staff configurations and levels at this tier vary in response to the particular needs of local neighbourhoods.

**THE SECOND TIER**

District Libraries

| Location | • locations with maximum access and user convenience, strategically located in the community<br>• well served by public transit |
|---|---|
| **Facility Size** | • minimum of 25,000 square feet<br>• appropriate to the collection size and ancillary services |
| **Catchment Area** | • minimum of 100,000 people<br>• residents within a 2.5 km radius |
| **Hours**<br>**Current:**<br><br>**Future:** | • 63-69  hours  per week Monday to Sunday<br><br><br>• additional weekday service<br>• additional late night service<br>• additional  Sunday service |

**Role**
The role of the District libraries tier is to provide extensive recreational and informational collections, reference and a broad range of services to diverse populations, to support the cultural enrichment and lifelong learning of community members by offering more in-depth resources than neighbourhood libraries.  Branches offer user education to support access to technology and the Internet engaging residents in the online world.   District branches offer specialized collections, services and programs which reflect the needs of their communities.  They offer outreach activities and partnerships with local organizations, and serve as destinations for residents from beyond the immediate neighbourhood.

**Collections**
District libraries provide a wide range of collections, including reference, electronic resources, Best Bets, browsable materials, French, Multilingual, local history and special collections which reflect community needs. Popular collections are actively marketed through browsable displays and attractive, flexible shelving.

**Services and Programs**
District branches offer services for people of all ages. Services include public access to computers and wireless service, extensive electronic resources, equipment and software, computers, labs and wired classrooms. Branches provide public meeting rooms, literacy tutorial space, user education centres, newcomer services and multicultural programming, youth space, auditoriums, theatres and art exhibit space. Work space allows for quiet, individual and group study, including technology-enabled collaborative workspace. Specialized services at the district level include KidsStop interactive centres for children. District libraries provide cultural programs which reflect the need of their communities.

**Administrative Structure**
Staff members at district branches include librarians with subject expertise in children's and other service areas. District library staff provide management and leadership to support to the planning and delivery of services at the branch, area and system level. Each district branch serves as a reference and administrative centre for a group of neighbourhood branches. District libraries also offer support to neighbourhood branches to assist with outreach and community development.

**THE THIRD TIER**

Research and Reference Libraries

| Location | • central locations on public transit |
|---|---|
| Facility Size | • minimum of 150,000 square feet<br>• appropriate to the collection size, exhibits and ancillary services |
| Catchment Area | • entire city |
| Hours<br>Current:<br><br>Future: | • 63.5 per week Monday to Sunday<br><br>• Additional late night service<br>• Additional Sunday service |

**Role**
The role of the Research and Reference tier is to provide the most extensive range and depth of services and collections to all people living in the city of Toronto. It offers collections that meet the research, informational and recreational needs of all types of users throughout the city and in the immediate community. In addition, this tier provides leadership through the development and delivery of user education training for the public. Its branches are cultural destinations that enhance access to the civic, cultural, social and intellectual life of the city. Research and

Reference libraries archive, digitize and preserve collections to expand access to current and future generations of users.  This tier provides library services and programs in a broader context to the people of Ontario and provides staff leadership and support in information services to the public library community throughout the province.

**Collections**
The Research and Reference tier offers:
- extensive reference, research and circulating collections that provide people with information in a range of formats that allow them to conduct in-depth investigation and study; these collections range from comprehensive to research level;
- special collections of rare and valuable materials that are of historic importance, maintained in original state and format, and are collected at a comprehensive level, such as the Osborne Collection Early Children's Books, the Arthur Conan Doyle Collection, Baldwin Room collection of Canadiana, Gladys Allison Canadiana Collection and the Merril Collection of Science Fiction, Speculation and Fantasy;
- an urban affairs collection with a focus on Toronto and municipal governance
- showcases and displays of special collections;
- extensive collections of electronic resources, significant numbers of computer workstations and relevant applications software;
- development of digital collections and web based portals;
- unique and specialized French and Multilingual collections that supplement and complement branch multicultural collections;
- circulating adult, youth and children's leisure and informational materials in all formats and that range from the basic to research level; and
- popular collections, including Browseries, which are actively marketed through browsable displays and attractive, flexible shelving.

**Services and Programs**
Research and Reference provides extensive space for individual and group study, tutoring, user education, exhibits, art galleries, the preservation and secure storage of special collections, and large event space available for library and community programs.  It also offers specialized services for the entire library system, including a telephone information service,  on-line programming, interlibrary loans, audio visual learning and listening technology, specialized technology for people with disabilities, digital reproduction and collection development, preservation and restoration services, virtual information services, and in-depth or specialized information services that may be fee based (online and print). Research and Reference provides programs, exhibitions and events featuring high profile speakers to attract participants from across the city, and a comprehensive platform of user education instruction programs that focus on developing electronic and print research skills.

**Administrative Structure**
The Research and Reference tier enhances and supports virtual, district and neighbourhood services and collections through staff subject expertise, leadership in service development and committees, selection and access to materials and information.

**NON-BRANCH SERVICES**

**THE FOURTH TIER**

The fourth tier provides leadership and management of the strategic planning process, system level service planning and staff development in partnership with branch services and support departments.

Services delivered by the fourth tier are widely available and are designed with particular attention to community needs, customer convenience, and ease of access.  The technology and community based services which comprise this tier ensure that every resident, even in the most remote corners of the city, has access to public library service regardless of locations.  Services at the fourth tier complement, support, and enhance the services in the other tiers through the provision of alternate service options and ease of access to sophisticated electronic resources in branch and from home, school or work.

Virtual Branch

The Virtual Branch is designed to offer a wide spectrum of services traditionally available in library branches through the Internet.  The design focus for the Web site is on the organized integration of all types of resources and the development of interfaces which are efficient, user friendly and effective for remote users.  Users can access the online library catalogue, specialized websites for specific groups such as children (KidsSpace) and teens (Ramp), borrower account services including renewals, holds and self registration, extensive electronic databases, e-content from TPL collections, and reference services.  Users can participate in online programs and discussions.  Virtual services are accessible 24 hours a day, 7 days a week from home, school or office.

Toronto Public Library offers quick telephone reference services, self-service access to TPL circulation functions such as renewals, overdues and reserve notification, and specialized telephone-based reader services, such as "Dial-A-Story" for children.

Community-based City-wide Services

The role of Community-based city-wide services is to bring library service to every corner of the city. Community-based services break down barriers, related to geography, physical disability or low literacy.  Alternate service options respond to the diverse needs of residents including persons with disabilities and those living in isolated service areas.  Community-based services address social isolation, provide outreach through programs and services, and enable residents to engage in their communities.

Services include:
- Bookmobile Service – bringing library service to underserved communities, stopping at community gathering places: locations such as community centres, apartment complexes and shopping centres across the city;
- Home Library Services including Talking Books Service – selects and delivers library materials to Toronto residents who are homebound due to age, illness or disability;
- Deposit Collections – collections provided at several locations, such as hospitals;
- Adult Literacy Program – offers one-on-one tutoring, support for community-based literacy agencies, and strong literacy collections in all branches.