



AGENDA

Page 1

Toronto Public Library Board

Meeting No. 10: Monday, December 14, 2015, 6:00 p.m. to 8:00 p.m.

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

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**
2. **Declarations of Conflicts of Interest**
3. **Approval of Agenda**
4. **Confirmation of November 23, 2015 Toronto Public Library Board Meeting Minutes**
5. **Confirmation of November 23, 2015 Toronto Public Library Board Closed Meeting Minutes**
6. **Business Arising from the Minutes**
7. **Chair's Report** *10 minutes*
8. **Communications** *5 minutes*
9. **Presentations**

Toronto Public Library Board

Meeting No. 10: Monday, December 14, 2015, 6:00 p.m. to 8:00 p.m.

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

10. Strategic Planning Steering Committee:

Items for Information:

- a. **Approved Minutes of Strategic Planning Steering Committee Meeting of October 7, 2015**
- b. **Strategic Plan 2016-2019: Results of Survey of Torontonians** 45 minutes
Presentation by Dr. Lorne Bozinoff, President and CEO and William Schatten, Research Director, Forum Research Inc.

Item for Approval:

- c. **Expanding Access, Increasing Opportunity, Building Connections – Toronto Public Library’s Strategic Plan 2016-2019** 10 minutes

Items for Approval:

- 11. **Woodside Square Branch – Lease Renewal** 5 minutes
- 12. **Youth Participation in Library Board Decision Making – 2014-2015 Pilot and Future Recommendations** 10 minutes

- 13. **Revised Records Retention Schedule** 5 minutes

Items for Information:

- 14. **2016 Operating and Capital Budgets – Update – Verbal** 10 minutes
- 15. **Board Resolutions – Status Report** 5 minutes

Closed Meeting:

- 16. **Naming and Sponsorship for Musical Instrument Lending Library** 10 minutes
(Confidential as the subject matter being considered involves the security of the property of the Board)

17. Adjournment

Attendant Care Services can be made available with some notice.

**Toronto Public Library Board
Meeting No. 9: Monday, November 23, 2015, from 6:00 p.m. to 9:00 p.m.
North York Central Library, Auditorium, 5120 Yonge Street, Toronto**

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

15-192 Call to Order

Ron Carinci called the meeting to order at 6:00 p.m. He welcomed Tammy Cheng, Abraham Cheng and Angela Gong, members of the North York Central Library Youth Advisory Group in attendance at the meeting.

Linda Mackenzie, Director, Research and Reference introduced Kim Huntley, Manager, North York Central Library. Ms. Huntley provided a presentation regarding the history of the North York Central Library, including information concerning the programs and services in the branch and its engagement with the community.

15-193 Declarations of Conflict of Interest

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

Toronto Public Library Board

**Meeting No. 9: Monday, November 23, 2015, from 6:00 p.m. to 9:00 p.m.
North York Central Library, Auditorium, 5120 Yonge Street, Toronto**

15-194 Approval of Agenda

Moved by L. Colley, seconded by Councillor Doucette:

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

1. *add Communication (d) from the Jewish Genealogical Society of Toronto requesting to address the Board;*
2. *add Communication (e) from Toronto Public Library Workers, Local 4948 (CUPE) requesting to address the Board; and*
3. *add a request from Miroslav Glavic to address the Board.*

Carried

15-195 Confirmation of October 26, 2015 Toronto Public Library Board Meeting Minutes

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

That the Toronto Public Library Board:

1. *confirms the minutes of the October 26, 2015 Toronto Public Library Board meeting.*

Carried

15-196 Confirmation of October 26, 2015 Toronto Public Library Board Closed Meeting Minutes

Moved by D. LeBreton, seconded by S. McCarten:

That the Toronto Public Library Board:

1. *confirms the minutes of the October 26, 2015 Toronto Public Library Board Closed meeting.*

Carried

15-197 Business Arising from the Minutes

E-Book Advocacy (Resolution No. 15-185 from the October 26, 2015 Toronto Public Library Board meeting minutes)

Moved by R. Parry, seconded by S. McCarten:

That the Toronto Public Library Board:

1. *seeks Toronto City Council's endorsement of a motion, requesting the Department of Canadian Heritage and Industry Canada to investigate current e-book pricing practices of multinational publishers as part of any upcoming statutory review of the Copyright Act; and*
2. *authorizes and directs staff to take the necessary action to give effect thereto.*

Carried

Toronto Public Library Board**Meeting No. 9: Monday, November 23, 2015, from 6:00 p.m. to 9:00 p.m.****North York Central Library, Auditorium, 5120 Yonge Street, Toronto**

15-198 Chair's Report***Recognition for TD Bank***

Heather Rumball, President, Toronto Public Library Foundation, outlined the extraordinary support TD Bank Group has provided to the Library over the past 20 years in committed funding of \$10,000,000. Ms. Rumball introduced Alan Convery, Director, Community Relations at TD Bank Group, in attendance at the meeting. A video produced to express appreciation to TD Bank Group was shown to the Board.

Moved by Councillor Ainslie, seconded by D. LeBreton:

That the Toronto Public Library Board:

1. *expresses appreciation to TD Bank Group for their extraordinary support to the Toronto Public Library.*

Carried

Moved by S. McCarten, seconded by A. Shah:

That the Toronto Public Library Board:

1. *receives the Chair's Report for information.*

Carried

15-199 Communications

Moved by R. Parry, seconded by S. McCarten:

That the Toronto Public Library Board:

1. *receives Communication (a) 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, for information (deferred by Toronto Public Library Board at October 26, 2015 meeting).*
2. *receives Communication (b) from Todd Kyle, 2016 Ontario Library Association President-Elect to Ron Carinci, Chair, Toronto Public Library Board dated October 26, 2015 expressing appreciation for launching Ontario Public Library Week at the Scarborough Civic Centre Branch, for information.*
3. *receives Communication (c) from Richard Yearde, Chair, Toronto Branch, Ontario Genealogical Society dated November 11, 2015 requesting Alan Campbell, President, Ontario Genealogical Society to make a presentation at the November 23, 2015 Board meeting regarding the consolidation of genealogical collections at Toronto Public Library; and*

Toronto Public Library Board**Meeting No. 9: Monday, November 23, 2015, from 6:00 p.m. to 9:00 p.m.****North York Central Library, Auditorium, 5120 Yonge Street, Toronto**

Communications – continued

4. *grants the request of Richard Yeardye for Alan Campbell to address the Board at the November 23, 2015 meeting under Agenda Item No. 9 – Presentations.*
5. *receives Communication (d) from Marla Waltman, Vice-President, Jewish Genealogical Society of Toronto, dated November 20, 2015 requesting Les Kelman, President, Jewish Genealogical Society of Toronto to make a presentation at the November 23, 2015 Board meeting regarding the consolidation of genealogical collections at Toronto Public Library; and*
6. *grants the request of Marla Waltman for Les Kelman to address the Board at the November 23, 2015 meeting under Agenda Item No. 9 – Presentations.*
7. *receives Communication (e) from Maureen O'Reilly, President, Toronto Public Library Workers Union, Local 4948 (CUPE), dated November 20, 2015 requesting to make a presentation at the November 23, 2015 Board meeting regarding the Toronto Public Library's 2016-2019 Strategic Plan; and*
8. *grants the request of Maureen O'Reilly to address the Board at the November 23, 2015 meeting under Agenda Item No. 9 – Presentations.*

*Carried***Presentations****15-200 John Wilson regarding Toronto Public Library Programming for Women**

John Wilson addressed the Board requesting the Library formally celebrate Women's History Month.

Moved by R. Parry, seconded by S. McCarten:

That the Toronto Public Library Board:

1. *receives the presentation from John Wilson regarding Toronto Public Library Programming for Women for information.*

Carried

Toronto Public Library Board**Meeting No. 9: Monday, November 23, 2015, from 6:00 p.m. to 9:00 p.m.****North York Central Library, Auditorium, 5120 Yonge Street, Toronto**

15-201 Alan Campbell, President, Ontario Genealogical Society regarding Consolidation of Genealogical Collections at Toronto Public Library

Alan Campbell addressed the Board requesting the Library consider collaboration with the Ontario Genealogical Society in finalizing the plans for the consolidation of genealogical collections at Toronto Public Library.

Moved by R. Parry, seconded by D. LeBreton:

That the Toronto Public Library Board:

- 1. receives the presentation from Alan Campbell, President, Ontario Genealogical Society regarding consolidation of genealogical collections at Toronto Public Library for information.*

Carried

15-202 Les Kelman, President, Jewish Genealogical Society of Toronto regarding Consolidation of Genealogical Collections at Toronto Public Library

Les Kelman addressed the Board requesting continued consultation through the planning process and that as much of the Jewish Genealogical Society materials at the Toronto Public Library as possible remain available for research after the consolidation of genealogical collections at Toronto Public Library.

Moved by E. Svec, seconded by S. McCarten:

That the Toronto Public Library Board:

- 1. receives the presentation from Les Kelman, President, Jewish Genealogical Society of Toronto regarding consolidation of genealogical collections at Toronto Public Library for information.*

Carried

15-203 Maureen O'Reilly, President, Toronto Public Library Workers Union, Local 4948 (CUPE) regarding 2016-2019 Strategic Plan

Maureen O'Reilly addressed the Board regarding the Library's 2016-2019 Strategic Plan, including the issue of precarious work at the Library and the importance of maximizing the skills of Library staff.

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

That the Toronto Public Library Board:

- 1. receives the presentation from Maureen O'Reilly, President, Toronto Public Library Workers Union, Local 4948 (CUPE) regarding the Library's 2016-2019 Strategic Plan for information.*

Carried

Toronto Public Library Board**Meeting No. 9: Monday, November 23, 2015, from 6:00 p.m. to 9:00 p.m.****North York Central Library, Auditorium, 5120 Yonge Street, Toronto**

15-204 Miroslav Glavic regarding Agenda Item Nos. 7, 14 and 15

Mr. Glavic addressed the Board regarding cost-savings resulting from achieving a paperless board through technology.

Moved by Councillor Fragedakis, seconded by R. Parry:

That the Toronto Public Library Board:

1. *receives the presentation from Miroslav Glavic regarding Agenda Item No. 15 – Achieving a Paperless Board through Technology - Evaluation for information.*

Carried

Items for Approval:**15-205 2016 Interim Budget Estimates**

Moved by A. Shah, seconded by S. McCarten:

That the Toronto Public Library Board:

1. *adopts the 2016 interim operating budget of \$94.360 million gross and \$86.102 million net, subject to Council approval; and*
2. *adopts the 2016 interim capital budget of \$5.372 million gross and \$3.516 million debt, subject to Council approval.*

Carried

15-206 2015 Capital Budget Adjustments

Moved by Councillor Ainslie, seconded by R. Parry:

That the Toronto Public Library Board:

1. *approves the following cash flow reallocations which have no impact on annual debt levels:*
 - 1.1 *accelerate \$1.900 million gross and debt cash flow from 2016 to 2015 for the Albion Library Renovation project; and*
 - 1.2 *defer \$1.900 million gross and debt cash flow from 2015 to 2016, consisting of \$0.800 million for the Multi-Branch State of Good Repair project, \$0.800 million for the Agincourt Building Element project, and \$0.300 million for the Wychwood Library Renovation and Expansion project;*
2. *approves a \$2.016 million draw of Section 37 funds, which has been received for the Fort York Library, to be deposited to the Development Charges Reserve Fund for TPL capital projects; and*
3. *authorizes staff to forward these budget adjustments to the City for approval.*

Carried

Toronto Public Library Board**Meeting No. 9: Monday, November 23, 2015, from 6:00 p.m. to 9:00 p.m.****North York Central Library, Auditorium, 5120 Yonge Street, Toronto****15-207 Perth/Dupont Branch Relocation – Terms and Conditions***Moved by Councillor Bailão, seconded by S. McCarten:**That the Toronto Public Library Board:*

1. *approves the Terms and Conditions for the relocation of the Perth/Dupont Branch to 299 Campbell Avenue as outlined in Attachment 1, subject to Council approval; and*
2. *approves an increase of \$1.359 million gross (\$0 debt) for the Perth/Dupont Branch project in the 2016-2025 capital budget and plan, comprised of \$0.259 million of additional Section 37 funding and a \$1.100 million draw for the city Land Acquisition Reserve Fund, for total project funding of \$4.312 million gross (\$0.245 million debt).*

Carried unanimously

Recorded Vote:

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

15-208 Scarborough Civic Centre Green – Approval to Increase Award for Construction Contract – Aquicon Construction*Moved by Councillor Ainslie, seconded by S. Graham-Nutter:*

1. *approves a \$1,006,817 [excluding Harmonized Sales Tax (HST)] increase to the award to Aquicon Construction for the Scarborough Civic Centre Branch to fund the building of the Scarborough Civic Green project, funded from the City Planning Division's capital budget; and*
2. *authorizes and directs staff to take the necessary action to give effect thereto.*

Carried

Toronto Public Library Board**Meeting No. 9: Monday, November 23, 2015, from 6:00 p.m. to 9:00 p.m.****North York Central Library, Auditorium, 5120 Yonge Street, Toronto**

15-209 Board Member Consultation – Procedural By-law and Code of Conduct*Moved by Councillor Fragedakis, seconded by E. Svec:**That the Toronto Public Library Board:*

1. identifies Board Members who wish to provide their input in the development of:
 - a. amendments to the Procedural By-law;
 - b. Consent Agenda;
 - c. Board Member Code of Conduct.

Carried

Councillor Fragedakis, Dianne LeBreton and Strahan McCarten expressed interest in providing input to the process.

15-210 Achieving a Paperless Board through Technology – Evaluation*Moved by S. McCarten, seconded by A. Shah:**That the Toronto Public Library Board:*

1. continues to receive Toronto Public Library Board agenda materials in PDF form.

*Carried***Items for Information:****15-211 Audit Plan for the Year Ending December 31, 2015***Moved by L. Colley, seconded by S. Graham-Nutter:**That the Toronto Public Library Board:*

1. receives the Audit Plan for the Year Ending December 31, 2015 report for information.

*Carried***15-212 Operating Budget Monitoring Report – September 30, 2015***Moved by Councillor Fragedakis, seconded by D. LeBreton:**That the Toronto Public Library Board:*

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

Carried

Toronto Public Library Board

Meeting No. 9: Monday, November 23, 2015, from 6:00 p.m. to 9:00 p.m.

North York Central Library, Auditorium, 5120 Yonge Street, Toronto

15-213 Capital Budget Monitoring Report – September 30, 2015

Moved by Councillor Ainslie, seconded by Councillor Fragedakis:

That the Toronto Public Library Board:

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

Carried

15-214 Toronto Public Library Programming for Women

Moved by R. Parry, seconded by Councillor Ainslie:

That the Toronto Public Library Board:

1. receives the Toronto Public Library Programming for Women report for information.

Carried

Staff distributed a copy of Attachment 2 of the *Toronto Public Library Programming for Women* report.

Staff was directed to continue to explore opportunities for additional year-round programming related to 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.

15-215 Board Resolutions – Status Report

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

That the Toronto Public Library Board:

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

Carried

15-216 Closed Meeting

At 8:20 p.m., it was:

Moved by Councillor Doucette, seconded by S. McCarten:

That the Toronto Public Library Board:

1. conducts a Closed meeting as the subject matter being considered (Collective Bargaining – 2016) involves labour relations or employee negotiations.

Carried

Toronto Public Library Board

Meeting No. 9: Monday, November 23, 2015, from 6:00 p.m. to 9:00 p.m.

North York Central Library, Auditorium, 5120 Yonge Street, Toronto

At 9:00 p.m. the Board resumed its meeting in public.

Adoption of Closed Meeting Actions:

15-217 Collective Bargaining – 2016

Moved by Councillor Ainslie, seconded by S. McCarten:

That the Toronto Public Library Board:

1. *receives the confidential verbal report from staff for information;*
2. *requests that the confidential information provided in the verbal report from staff not be made public as it involves labour relations or employee negotiations.*

Carried

15-218 Adjournment

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

That the Toronto Public Library Board:

1. *adjourns the November 23, 2015 Toronto Public Library Board meeting.*

Carried

The meeting ended at 9:00 p.m.

Signed: _____

**Chair's Report
December 14, 2015**

Youth

Recently opened **afterschool youth hubs at Cedarbrae and York Woods** branches provide a warm and welcoming space where youth in these communities can gather. They create an opportunity for youth to socialize with classmates and make new friends, while playing board or video games. Youth visiting the hubs have access to volunteer tutors, many of whom are teacher candidates from York University's Faculty of Education, to get homework help and to ask advice. The hubs are both well-attended, with numbers continuing to rise, and youth report that they appreciate having a space to call their own and seeing the constant, friendly faces of hub coordinators.

Partnerships, outreach and other community initiatives

Toronto Public Library continues to work with spoken word artists to provide youth with mentorship and artistic development opportunities, while allowing them to showcase their poetic talent and develop leadership skills. A **Poetry Slam** held at Palmerston in November packed the house, as the Library partnered with BAM Youth Slam to determine who would be on the BAM team for the upcoming national poetry slam championship. Participants in the Library's poetry slam programs were given the opportunity to see a high calibre live slam and to perform for the accomplished BAM team. Poetry Slam workshop series are ongoing throughout December at seven library branches around the city, offering the city's spoken word artists a chance to come together with some of the finest young poets the city has to offer.

At the November 3 and 4, 2015 City Council meetings, Council adopted **TO Prosperity – Toronto Poverty Reduction Strategy**, which includes the Library's contribution in expanding digital access and literacy. The suite of services provided by the Toronto Public Library, including being the digital lead for the city, makes the Library a strong partner in contributing to prosperity for everyone.

Artists in the Library residencies are now wrapping up in nine library branches. Presented in partnership with the Toronto Arts Council (TAC), people of all ages acquired hands-on creative experience with art and artists in a variety of disciplines. Digital storytelling, puppetry, music, clay sculpture, and theatre programming have all animated library branches throughout the fall from September to December. The year 2015 is the second year of a three-year partnership with TAC to bring artists to branches outside the core of the city. Generously funded by TAC, each artist receives a \$20,000 grant for the term of his or her residency. The Library is deeply appreciative of this partnership and of TAC's commitment to supporting the arts in local communities.

Branches

The **upcoming renovation of Wychwood Branch** is attracting a great deal of community interest. More than 350 members of the public have provided feedback through a public meeting, two open houses, focus groups, interviews and via comment forms. There is a great deal of affection for the branch and a recognition of its important role in the community. Among a range of topics addressed, the most frequently mentioned was the importance of maintaining the historical features of the building. As well, many comments reflected a desire for more space and for designated areas for quiet study, comfortable reading and community meetings and programs.

At a presentation on December 2, 2015 at the IIDEXCanada conference, Canada's national design and architecture exposition and conference, Perkins+Will Canada Inc. and Toronto Public Library received an award of merit from *Canadian Architect* for architectural design excellence for the Albion library plans. In making the award, jurors considered response to the program, site, geographical and social context, and evaluated physical organization, structure, materials and environmental features. Award-winning projects will be featured in the December 2015 issue of *Canadian Architect*.

Innovation

Toronto Public Library hosted its first hackathon on November 14 and 15 at Toronto Reference Library in partnership with Open Data Toronto and Open Data Institute of Toronto. Over 50 participants and mentors worked together in teams to create concepts to improve library service. Participants were asked to align their concepts with the draft priorities of the new strategic plan. The youngest participant, who registered with his dad, was 12-years old and attended the event to get experience presenting to an audience. The oldest participant was a 75-year-old retired programmer who wanted to improve access to information about library programs and classes. Library user Sacha Chua won Best Idea for her "Exploring Library Neighbourhoods" concept, which proposes to add a "Visualize" link to search results pages on the Library's website to map the number of search results by branch.

On December 5, the Digital Innovation Hub at Toronto Reference Library hosted a **Hand-a-Thon**, the first of its kind in Canada, in partnership with a U.S.-based organization called Enabling the Future. The thrust of the Hand-a-Thon was to show students the social benefits of technology and innovation, with a focus on the process of creating prosthetic hands using 3D printers. Students from Jarvis Collegiate worked with local elementary school students from Jackman Avenue Public School, under the guidance of adult mentors, to create the hands. The prosthetic hands completed at the event went to Enabling the Future to be matched with recipients.

Located in the Digital Innovation Hub, the Toronto Reference Library's recently opened **Green Screen Room** provides a quiet environment to film a movie, shoot a commercial, record a song or create a podcast. Equipped with a workstation preloaded with audio production software, as well as a wide range of high-end studio equipment, such as cameras, lights and microphones, the space is meant for all things production.

Staff training, enrichment and other enhancement opportunities

The third round of the Library's **Staff Innovation Program** launched in October. Started in 2013 by the Digital Content & Innovation Steering Committee, the Staff Innovation Program aims to support and encourage Toronto Public Library staff to share and test their innovative ideas, big or small. Of the 18 ideas submitted this round, three have been selected by the committee to move forward. Two staff members, Norine Lee and Alison Harris, will be exploring geocaching, which is essentially the world's biggest treasure hunt. With millions of caches hidden around the world, geocaching encourages people to explore and "go on a quest" to find these caches. The idea of developing promotional screensavers to promote branch programs and library services on express check-out and public computer stations will be explored by staffer Angela Wong. And staff member Elsa Wong will investigate the idea of using library pop-ups to offer library services outside of branches, at busy street corners, malls, fairs and just about anywhere in the city where people congregate.

At the **2015 Staff Recognition Luncheon** in The Bram & Bluma Appel Salon at Toronto Reference Library on November 18, more than 150 staff celebrated together as they were honoured for reaching 25-, 30-, 35- and 40-year milestones as library workers. The Toronto Public Library Foundation presented the sixth annual Pauline Hinch Memorial and Peter J. Bassnett awards, both funded by donors who value the great work of librarians and staff at Toronto Public Library. The \$1,000 Peter J. Bassnett Award for Professional Development recognizes the late, former CEO of the Scarborough Public Library and was awarded this year to Mabel Ho and Hamid Printer for outstanding achievement in their studies and professional work. The \$3,500 Pauline Hinch Memorial Award for Staff Development, established by Gordon Hinch in memory of his late wife, a former North York Central Library manager, was awarded to Eunice Rodrigues, for demonstrating a strong commitment to public librarianship through her efforts at the Library and in her Masters of Information Studies.

Foundation

The Toronto Public Library Foundation ran a public thank-you campaign and produced a video showcasing children participating in the TD Summer Reading Club (TDSRC), shown to the Board at the November meeting, as a means of celebrating the Library's most generous corporate partner, **TD Bank Group**, which has reached an impressive and unprecedented milestone cumulative gift of \$10 million. TD is a long-standing supporter of the Library and has been title sponsor of the TDSRC since 1996. Through the TDSRC, almost three million children at 2,112 libraries across Canada have experienced the joy of reading and the worlds that reading opens. The Foundation is thrilled to confirm that TD has renewed their support of this program for three more years.

Toronto Public Library has launched **The Cutting Edge**, a combination of health-related programs and curated collections funded by Krembil Foundation. The inaugural Cutting Edge signature lecture was held on November 25 in The Bram and Bluma Appel Salon and featured Chris Eliasmith, the creator of Spaun, the world's largest simulation of a

functioning brain. In addition to the Cutting Edge keynote lecture, Krembil Foundation's donation of \$225,000 over three years will support health-related lectures in branches across the city. The donation will also enrich the specialized health collections at Toronto Reference and North York Central libraries, adding new works at all reading levels. Finally, it will provide for staff training in health literacy, so that Toronto's librarians can guide people to the most reliable and up-to-date sources of health information.

The Foundation is currently promoting **Tribute Giving** for the holiday season. Library lovers are encouraged to make a donation in honour of friends, family, colleagues or clients. With a \$10 donation, the sender can choose to mail or email a card to their honouree. Donations help fund programs and services that introduce children to the joy of reading, help students succeed in school, provide newcomers with employment resources, keep the elderly engaged, and much more.

tplfoundation.ca/give-in-honour-or-memory

Prepared by Toronto Public Library staff.



**COMMUNICATIONS
GENERAL CORRESPONDENCE**

TORONTO PUBLIC LIBRARY BOARD MEETING – December 14, 2015

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 Councillor Sarah Doucette, Toronto Public Library Board dated November 23, 2015, regarding a meeting with Maureen O’Reilly, President, Toronto Public Library Workers Union Local 4948, CUPE for information; and
2. receives Communication (b) from Dianne LeBreton, Toronto Public Library Board member and Board representative to the Federation of Ontario Public Libraries (FOPL) dated December 8, 2015, updating the Board on recent FOPL activities.



a.

BOARD MEMBER LOBBYING DISCLOSURE FORM

Please provide the following information:

<p>Subject of Lobbying Communication:</p> <p>The 2016 Library Budget</p>
<p>Name, Business Address, and Business Telephone Number of each Representative (retained or employed that was engaged in lobbying):</p> <p>Maureen O’Rielly President, Toronto Public Library Workers Union (416)-440-7981 ext 4800</p> <p>Brendan Haley Vice-President, Toronto Public Library Workers Union (416)-440-7981 ext 4804</p>
<p>Name and Address and Telephone Number of individual or organization on whose behalf lobbying was being conducted:</p> <p>The Toronto Public Library Workers Union 20 Eglinton Avenue West Suite 1109, PO Box 2053 Toronto, ON M4R 1K8 (416)-440-7981</p>
<p>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):</p> <p>Monday, November 16, 3:30 pm: Ms. O’Rielly and Mr. Haley discussed the 2016 Library Budget, and issues of importance to the union.</p>

This form was completed by SARAH DONOVAN / Sarah Donovan, on Nov 23/15.
 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.

Nancy Marshall

From: Dianne LeBreton <dianne@clearshift.ca>
Sent: Tuesday, December 08, 2015 9:54 AM
To: Nancy Marshall
Cc: Paul Ainslie
Subject: Report on FOPL Activities to TPL Board

On behalf of Counsellor Paul Ainslie and myself, both Directors on the Board of the Federation of Ontario Public Libraries (FOPL), I am reporting on its major activities for Fall 2015.

Promotion of Ontario's Public Libraries

Key messages and graphics have been developed to highlight the central role of Ontario's public libraries in our communities. Research shows that public libraries are visited more often than such cultural destinations as the province's museums, galleries, performing arts and professional sporting events, and popular shopping destinations, even more than hospital emergency rooms.

For the full story, and to download the related graphics for sharing on social media, please visit:
<http://stephenslighthouse.com/2015/11/05/graphics-for-social-media-the-exciting-fopl-project/>

Library Day at Queen's Park

On Wednesday, November 25, FOPL in concert with the Ontario Library Association organized a series of meetings involving more than 30 representatives of library systems from across Ontario, including Counsellor Paul Ainslie and myself, with provincial Ministers, MPPs or their designated staff, at Queen's Park . These meetings raised the profile of all libraries among our legislators, imparted information on the role and reach of libraries in Ontario, and registered issues of concern to our libraries. Among these issues were: the negative impact of the forthcoming termination to provincial government funding for library resources; the need for recognition of the public libraries as community hubs that play a central role in our province's cultural life and in the narrowing of the digital divide; and the many challenges confronting our school libraries.

For the information sheets on those issues of concern, please visit:
<http://www.accessola3.com/index.php?s=0753219024b399f3d127ce95abc96e90&showtopic=3657>

Joint Submission by FOPL the Ontario Library Association into the Provincial Government Consultations for a Culture Strategy

The major message from this submission is this: "Ontario's libraries already act as community hubs for culture and have done so for centuries. The diversity of locations, talent, technology, programming, and open hours can accomplish more for Ontario and Ontarians. We have a long history of community partnerships and working on a collaborative basis and within shared governance models. By embedding libraries into the culture planning cycle and considerations of all ministries, there is a huge opportunity to ensure improved success of government policies, programs and goals in a cost effective and more efficient way and to support the employment, innovation, creativity, and economic impact of our cultural sector."

Both Counsellor Ainslie and myself would be happy to respond to any questions or concerns about this report.

Dianne

Dianne LeBreton

clearshift inc.

24 alder road, toronto, ontario m4b 2y4

416.752.6935

Ministry of Tourism,
Culture and Sport

Ministère du Tourisme,
de la Culture et du Sport

TORONTO PUBLIC LIBRARY
City Librarian's Office



C.

Minister

9th Floor, Hearst Block
900 Bay Street
Toronto, ON M7A 2E1
Tel: (416) 326-9326
Fax: (416) 326-9338

Ministre

9^e étage, édifice Hearst
900, rue Bay
Toronto, ON M7A 2E1
Tél.: (416) 326-9326
Télec.: (416) 326-9338

DEC - 9 2015

RECEIVED

1090MC-2015-424

November 23, 2015

Mr. Ron Carinci
Chair
Toronto Public Library Board
789 Yonge Street
Toronto, ON M4W 2G8

Dear Mr. Carinci:

Thank you for your letter on behalf of the Toronto Public Library Board, regarding the funding of e-resources at Ontario's public libraries. I am pleased to respond.

Our government recognizes the valuable contributions of public libraries in serving the needs of their communities. Since 2003, we have provided more than \$475 million in support to libraries through operating grants, capital funding and a series of targeted investments.

Although the Ministry of Tourism, Culture and Sport will no longer fund e-resources through a dedicated program, we have expanded the eligibility criteria for expenses in the Ontario Libraries Capacity Fund (OLCF) grant to include e-resources. Tier 1 electronic databases will now be considered an eligible expense under the 2015-16 OLCF, which will help all Ontarians to continue to access e-resources in our public libraries.

We will continue to work with our library branches, and with our municipal and First Nations partners to strengthen the public library system. Thank you for sharing your concerns on this matter, and for your support of Ontario's libraries.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Coteau".

Michael Coteau
Minister

**Toronto Public Library Board – Strategic Planning Steering Committee
Meeting No. 2: Wednesday, October 7, 2015, from 5:40 p.m. to 7:25 p.m.
Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

Members Present:

Ms. Dianne LeBreton (Chair)
Councillor Ana Bailão
Mr. Ron Carinci
Ms. Lindsay Colley
Ms. Sue Graham-Nutter
Mr. Strahan McCarten
Ms. Archana Shah
Ms. Eva Svec

Regrets:

Councillor Paul Ainslie
Councillor Mary Fragedakis
Ms. Pam Laycock (TPL Foundation Representative)

SPSC Call to Order

15-009 Dianne LeBreton, called the meeting to order at 5:40 p.m.

SPSC Declarations of Conflict of Interest

15-010 There were no Declarations of Conflict of Interest by members of the Strategic Planning Steering Committee.

SPSC Approval of Agenda

15-011 *Moved by E. Svec:*
That the Strategic Planning Steering Committee:
1. approves the agenda.

Carried

**Toronto Public Library Board – Strategic Planning Steering Committee
Meeting No. 2: Wednesday, October 7, 2015, from 5:40 p.m. to 7:25 p.m.
Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

**SPSC Confirmation of April 21, 2015 Strategic Planning Steering Committee Meeting
15-012 Minutes**

Moved by A. Shah:

That the Strategic Planning Steering Committee:

1. *confirms the Minutes of the April 21, 2015 Strategic Planning Steering Committee meeting.*

Carried

SPSC Communications

15-013 There were no Communications items at the October 7, 2015 Strategic Planning Steering Committee meeting.

SPSC Presentations

15-014 There were no public presentations at the October 7, 2014 Strategic Planning Steering Committee meeting.

Item for Information:

**SPSC Strategic Plan 2016 – 2019: Draft Priorities and Outcomes Results of Public
15-015 Consultation to Date**

Committee Decision

Moved by S. McCarten:

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 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.*

Carried as amended

**Toronto Public Library Board – Strategic Planning Steering Committee
Meeting No. 2: Wednesday, October 7, 2015, from 5:40 p.m. to 7:25 p.m.
Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

Strategic Plan 2016 – 2019: Draft Priorities and Outcomes Results of Public Consultation to Date – continued

Motions:

See the following:

Moved by S. McCarten:

That the Strategic Planning Steering Committee:

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.*

Amended

Moved in amendment by R. Carinci:

That Recommendation 3 in the Motions moved by S. McCarten be amended to add the following words between “directs staff to prepare a final draft of the strategic plan with a communications plan, implementation plan, outcomes, KPIs and 2016 targets” and “for endorsement by the Strategic Planning Steering Committee and approval by the Library Board in December 2015”:

“in alignment with the operating and capital budgets” so that Recommendation 3 reads as follows:

“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.”

Carried

Committee members provided staff with direction on the draft priorities and outcomes for the Strategic Plan 2016 – 2019, including:

- a. considering a long-term view to 2050 to provide context for the plan;
- b. emphasizing a call to action;
- c. recognizing the importance of the website as the 101st branch (virtual);
- d. focusing on customer service excellence and fiscal sustainability
- e. aligning the plan with the operating and capital budgets, fundraising and partnership development to assist with prioritization of initiatives; and
- f. emphasizing the importance of the Library’s music collections.

**Toronto Public Library Board – Strategic Planning Steering Committee
Meeting No. 2: Wednesday, October 7, 2015, from 5:40 p.m. to 7:25 p.m.
Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

**Strategic Plan 2016 – 2019: Draft Priorities and Outcomes Results of Public
Consultation to Date – continued**

In addition, staff was directed to revise the Board report template to indicate the relationship to the Strategic Plan under the Financial Impact Statement and to indicate whether a cost is one-time or ongoing, beginning in 2016.

SPSC Adjournment

15-016 *Moved by S. Graham-Nutter:*

That the Strategic Planning Steering Committee:

- 1. adjourns the October 7, 2015 Strategic Planning Steering Committee meeting.*

Carried

The meeting ended at 7:25 p.m.

Signed: _____



Strategic Plan 2016-2019: Results of Survey of Torontonians

Date:	December 14, 2015
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to provide a summary of the results of a survey of Torontonians undertaken by Toronto Public Library (TPL) in November 2015. The survey examined awareness, usage and satisfaction with TPL's services among residents 18 years of age and older, including both users and non-users. The survey was conducted by Forum Research Inc. for TPL and included both telephone interviews and online surveys of 1,201 residents. The survey was part of the consultation strategy for the Library's new Strategic Plan 2016-2019. This is the fourth time the Library has conducted the survey, enabling comparisons over time.

Highlights of the survey results include:

- 76% of Torontonians 18+ (72% in 2012) indicated they have visited a branch, accessed the Library website, or contacted the Library by phone in the past 12 months;
- This figure rises to 80% when a new measure introduced in the 2015 survey regarding visiting the Library's social media accounts is included;
- 95% of residents are satisfied with Toronto Public Library and the quality of Library services in Toronto;
- 94% are satisfied with the knowledge and helpfulness of Library staff.

Overall awareness of library services has increased compared to 2012 results; the highest gains in awareness are around access to e-books and digital library services.

FINANCIAL IMPACT

There is no financial impact 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

A survey of Toronto residents by an external polling firm was approved by the Toronto Public Library Board as a component of Toronto Public Library's 2016-2019 Strategic Plan consultation process.

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

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

ISSUE BACKGROUND

A survey of Toronto residents by an external polling firm was approved by the Toronto Public Library Board as a component of the Toronto Public Library's 2016-2019 Strategic Plan consultation process. This research aimed to gather demographic data of Toronto Public Library users, infrequent users, and non-users; and measure awareness of, attitude toward, needs and satisfaction with Toronto Public Library's services.

Three similar public surveys of Toronto residents were conducted in 2001, 2006 and 2012. Baseline questions from the 2012 survey were repeated in the 2015 survey, with new questions developed to address new service areas and survey objectives.

COMMENTS

Forum Research Inc. was retained, through a Request for Proposal process, to conduct a statistically valid survey of Toronto residents age 18 and older.

Survey Goals:

- To gather demographic and market data about the Library's users and non-users;
- To measure awareness of, and attitudes toward, library services by users, infrequent users, and non-users;
- To determine the percentage of Torontonians who use the Library through any channel;
- To assess satisfaction with library services;
- To increase the understanding of users' and non-users' perception of the Library brand and preferences for library services in the future.

Methodology

The methodology included telephone interviews on cell phones and landlines, as well as online surveys. A total of 1,201 random samples were collected between November 12 and November 20, 2015, including 603 telephone interviews and 598 online surveys.

Key Findings

The results of the survey align with and support the six priorities of the Library's new draft Strategic Plan *Expanding Access, Increasing Opportunity, Building Connections* highlighting the importance of programming technology and space as key drivers of library use.

Usage of Library Services

The number of Toronto residents who report using the Library in the last year has increased from 72% in 2012 to 76%.

Overall library usage is increasing, however the reasons people visit library branches are changing. While browsing for books remains a prime driver of activity, the results highlight the growing importance of the Library as a space to study, use wireless and computers and connect with others through library programs and events. There is growing usage of the Library's website, e-resources and self-service functions.

- 76% of adult Torontonians, compared to 72% in 2012, have either visited a library branch, the Library's website, or contacted the Library by phone in the past 12 months;
- This figure rises to 80% when a new measure regarding visiting the Library's social media accounts is included;
- Visits to library branches remain the primary method of using the Library but have declined slightly (67% to 66%) while visits to the Library's website have proportionally increased (38% to 40%);
- Browsing for books of interest, picking up holds and getting information on a topic of personal interest are the top reasons for visiting a library branch;
- Using library space for quiet study and attending library programs are increasing reasons for using library space;
- 32% of library visitors access the Library's wireless service and 67% use library computers;
- Among wireless internet users, 72% search the internet for personal interest, 72% use it for e-mail, 62% search the internet for school or work, 51% access online research databases and learning resources.

Satisfaction with Library Services

Overall satisfaction with TPL remains high at 95%.

While overall satisfaction with library service and staff is very high, there are opportunities to improve service to increase satisfaction and address the needs and interests of non-users. There is relatively lower satisfaction with the number of computers available in library branches and the software available.

- Satisfaction with the helpfulness of library staff has increased to 94% from 92% in 2012;
- Satisfaction with the knowledge of library staff has increased to 94% from 91% in 2012;
- 90% of TPL website users are satisfied with the website, an increase from 84% in 2012;
- Satisfaction with the quality of wireless internet has decreased slightly to 85% from 87%;

- There is lower satisfaction (75%) with the number of computers available for use, and the software on the Library's computers (75%).

Awareness of Library Services

Overall awareness of library services among both users and non-users has increased across all services tracked in previous surveys, and as expected, library users are more aware of available services. For new answer options included in the 2015 survey, variation in awareness levels suggests that programs aimed at certain target groups, e.g. job seekers and entrepreneurs, could benefit from increased marketing and promotion efforts.

- Overall awareness of digital library services among users and non-users has increased in areas of strategic focus: access to e-books (increased from 42% to 77% in 2015) and access to wireless internet in all branches (increased from 55% to 77% in 2015);
- Among new answer options included in the 2015 survey, while 85% of respondents were aware that the Library offers programs for children and teens, only 63% were aware that the Library offers resources for job seekers of all ages, and only 46% were aware that the Library offers programs, resources and spaces for entrepreneurs.

Attitudes Towards and Perception of Public Libraries

There is strong agreement among adult Torontonians that libraries support literacy (98%), provide important support for students (92%) and are places of lifelong learning (91%).

Next Steps

Library staff will analyze the results of the survey and use them to inform strategic and service planning, including marketing and outreach strategies. By incorporating strategies to improve service and build usage among Toronto residents, the Library will strengthen its contribution to Toronto communities and fulfil its mission to provide *free and equitable access to services which meet the changing needs of Torontonians*.

CONTACT

Elizabeth Glass; Acting Director, Planning, Policy & E-Service Delivery;

Tel: 416-395-5602; E-mail: eglass@torontopubliclibrary.ca

Michele Melady; Acting Manager, Planning & Development; Tel: 416-395-5551;

E-mail: mmelady@torontopubliclibrary.ca

SIGNATURE

Vickery Bowles
City Librarian



TORONTO PUBLIC LIBRARY SURVEY OF TORONTO RESIDENTS

DECEMBER, 2015

prepared by
FORUM RESEARCH INC.

PRINCIPLES OF
STATISTICS
M.G. BULMER

METHODOLOGY

Methodology

Fieldwork Summary Statistics

Fieldwork Overview

Sampling Region	City of Toronto
Sampling Methods	Telephone and Online
Telephone Sample Size	n=603
Online Sample Size	n = 598
Response Rate	10.6%
Average Duration (Telephone)	20 min



KEY FINDINGS

STRENGTHS

- Increased library visits since 2012
- Increase in overall library usage
- Increased usage of the library as a space to study and work
- Increased awareness of all library services, especially digital:
 - Access to e-books
 - Access to wireless internet
- Increased awareness of programming for adults
- High satisfaction with overall service quality
- High satisfaction with knowledge and helpfulness of library staff

DECEMBER, 2015



KEY FINDINGS

OPPORTUNITIES FOR INCREASED FOCUS

- Grow usage through mobile channels
- Improve computer access and software on in branch computers
- Promote programs and services with lower awareness to targeted groups, e.g. entrepreneurs, job seekers
- Promote availability of recently published books and high-quality programs
- Non-users are interested in the free use of wireless internet
- Non-users are interested in the free use of library computers
- Grow fundraising awareness

DECEMBER, 2015

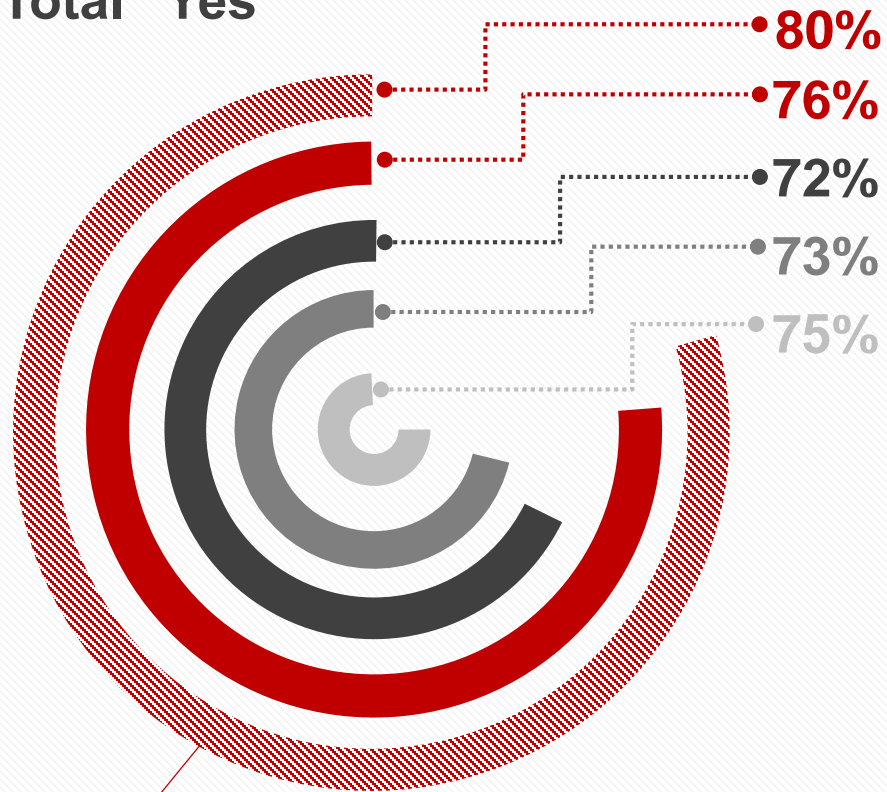


ACCESS & AWARENESS

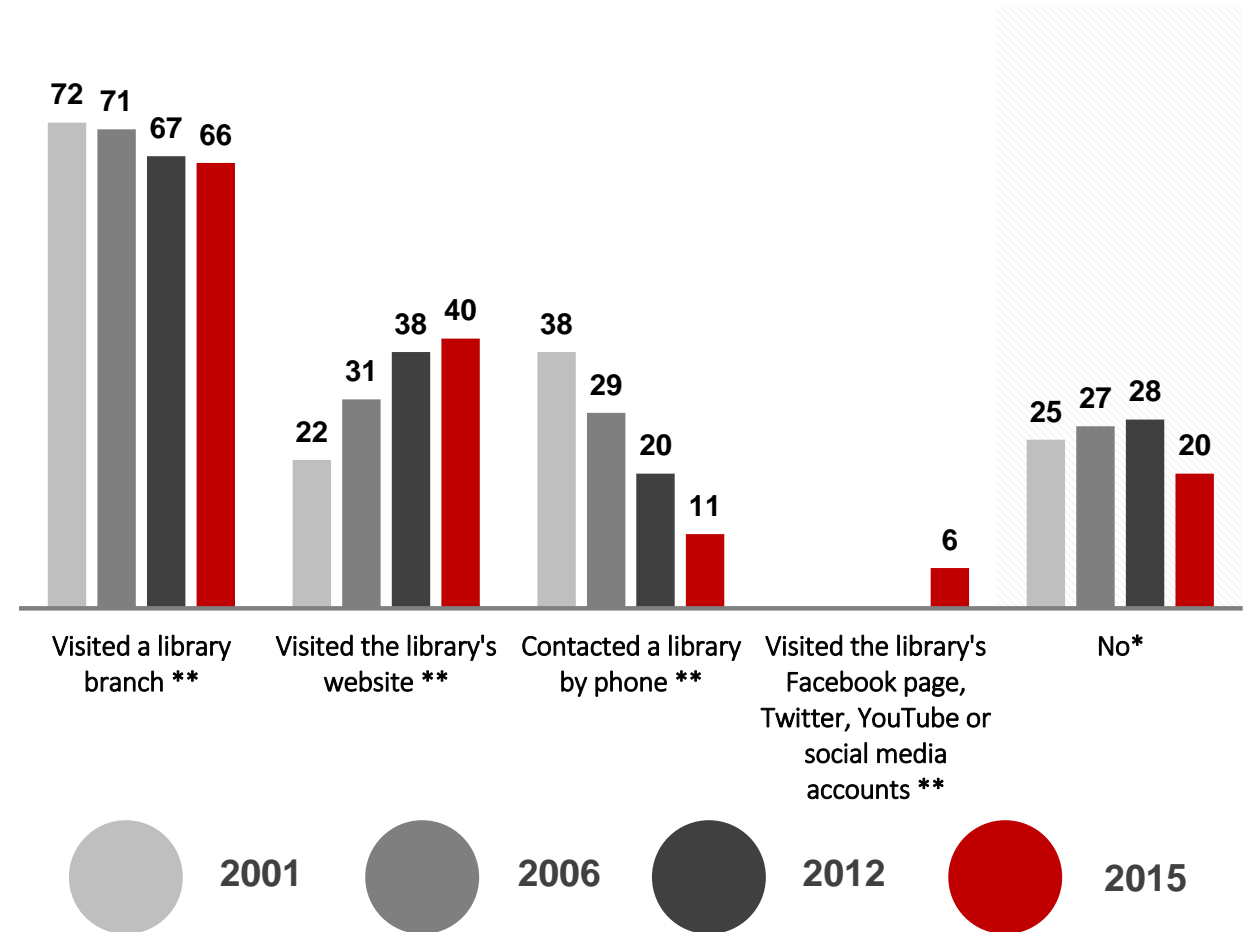
ACCESS & AWARENESS

Visiting the Toronto Public Library

Total "Yes" *



Includes the 2015 addition of "Yes, visited the library's Facebook page, Twitter, YouTube or social media accounts" answer option

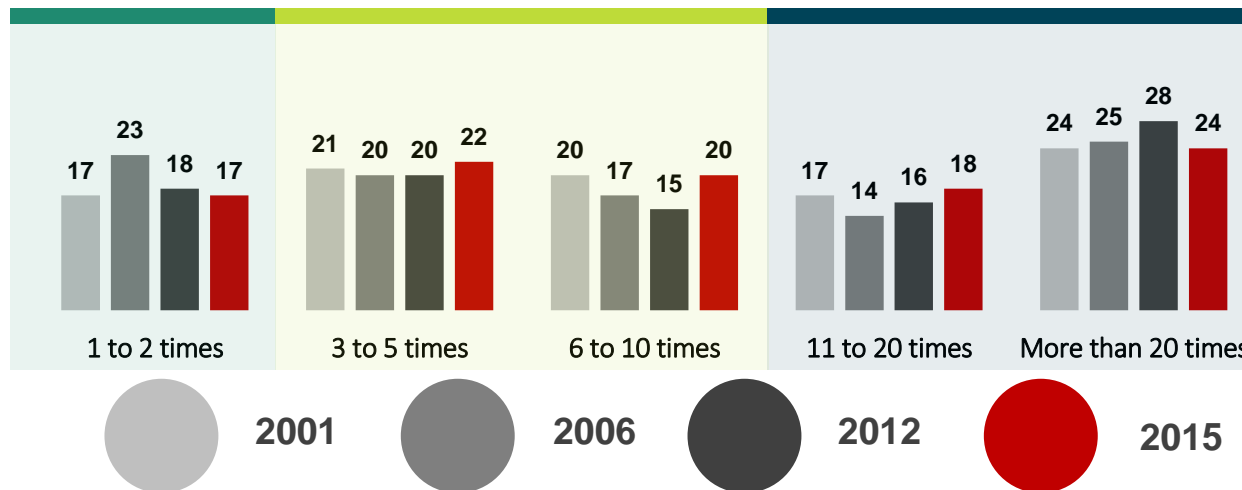
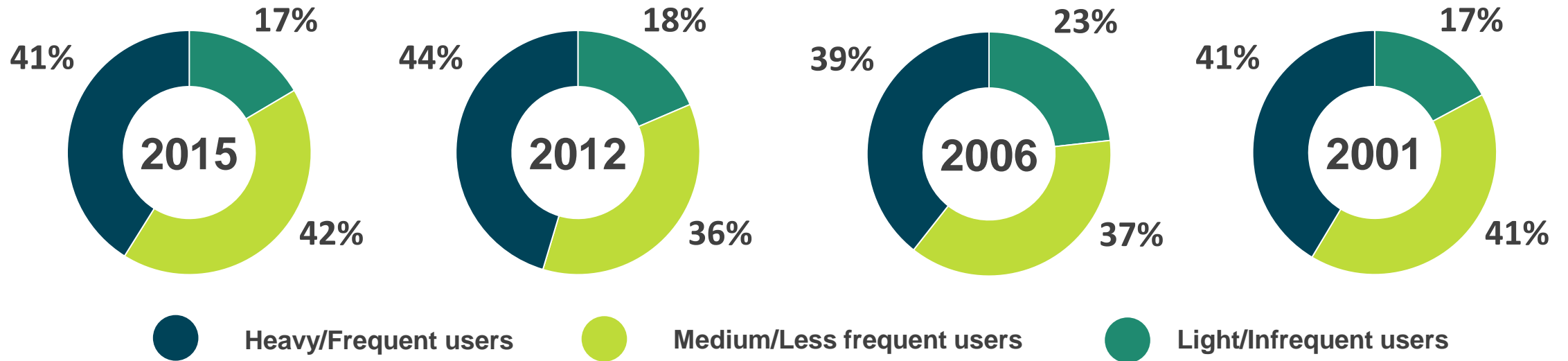


Q1 - In the past twelve months, have you visited a branch of the Toronto Public Library, accessed the library online, visited any of the library's social media sites or contacted the library by telephone? (Multiple answers accepted)

* Percentage of total responses ** Percentage of total respondents

ACCESS & AWARENESS

Branch Visit Frequency



Q2 - Do you recall, how many times you have personally visited a Toronto Public Library branch in the past twelve months?

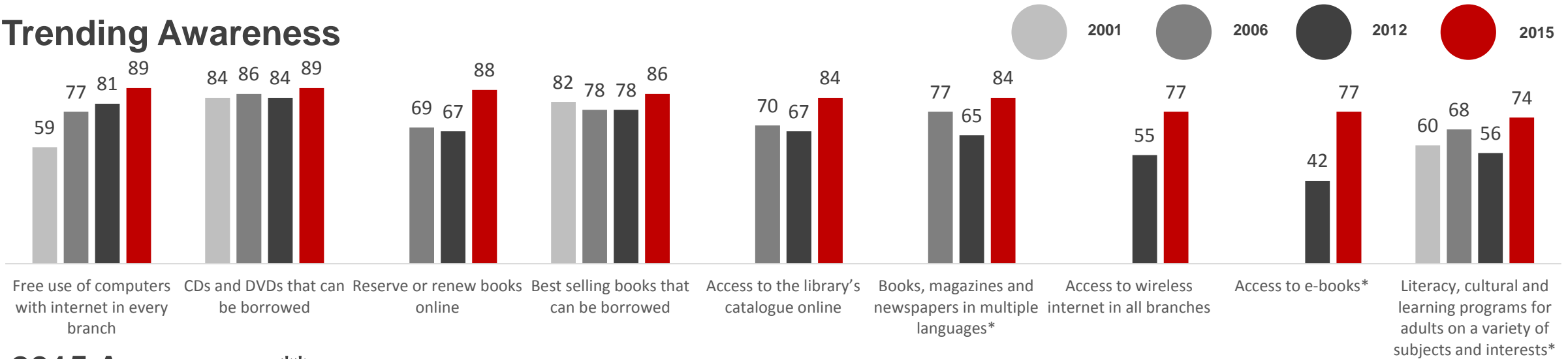
(Note: 2015 did not have an option to refuse/DK this question – instead asked for an estimate)

Sample: Branch visitors

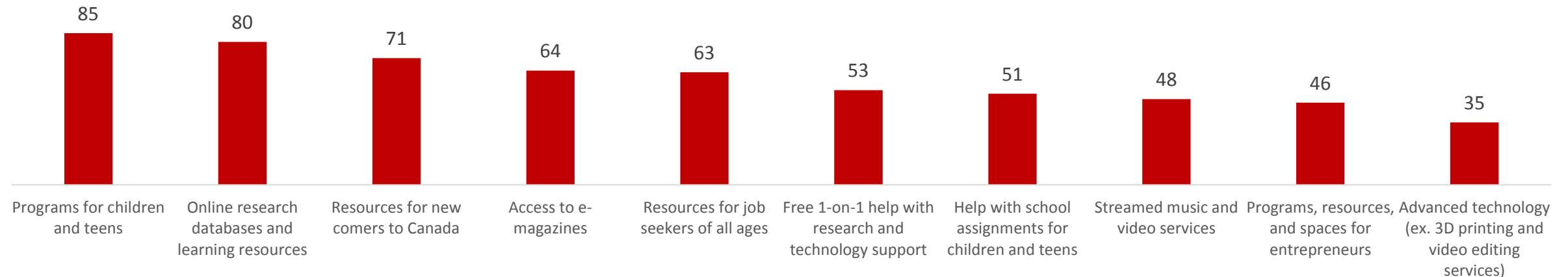
ACCESS & AWARENESS

Overall awareness of library services

Trending Awareness



2015 Awareness**



Q10 - Now I'm going to read you a list of services that a Library may offer. Can you please tell me, to the best of your knowledge, which services the public libraries in Toronto offer to residents of the city. Simply tell me Yes or No for each of the following

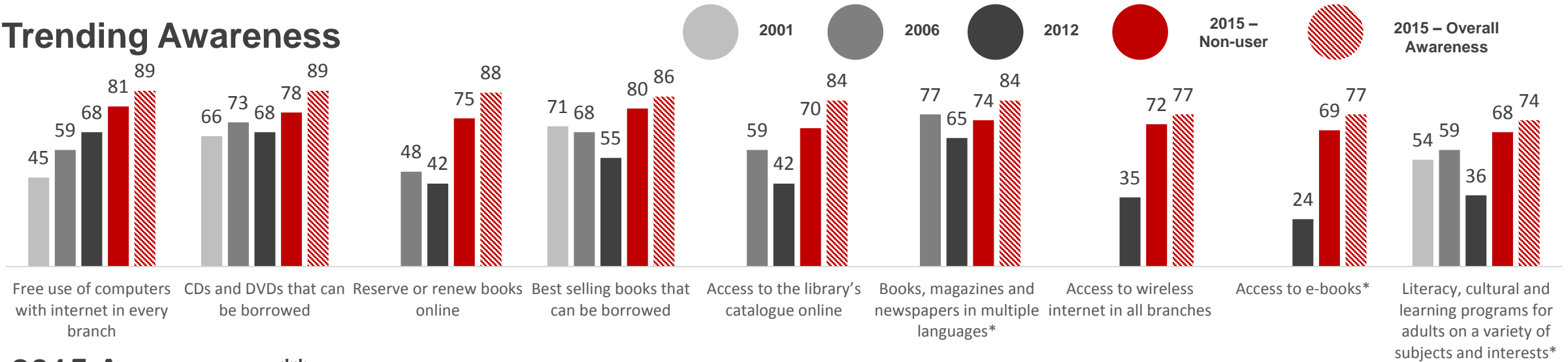
* Question wording change ** New answer options for 2015

Sample: Full Sample (Unsure answers are included in the calculations – not visualized)

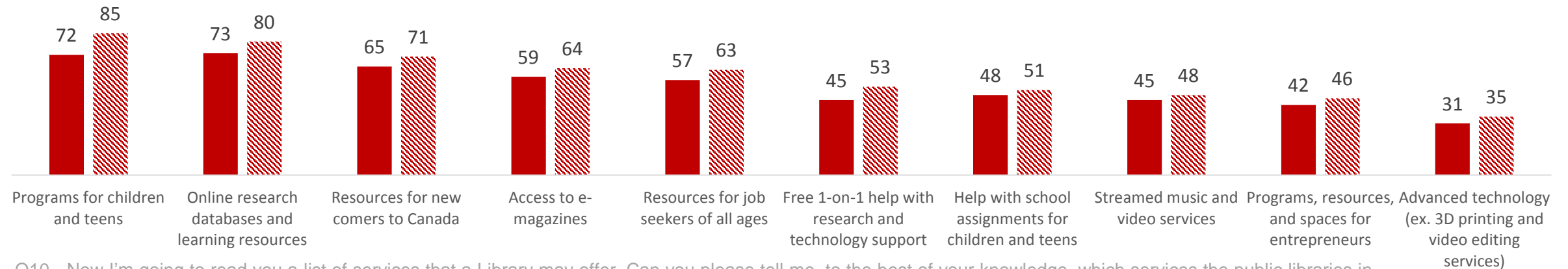
ACCESS & AWARENESS

Non-user awareness of library services

Trending Awareness



2015 Awareness**



Q10 - Now I'm going to read you a list of services that a Library may offer. Can you please tell me, to the best of your knowledge, which services the public libraries in Toronto offer to residents of the city. Simply tell me Yes or No for each of the following

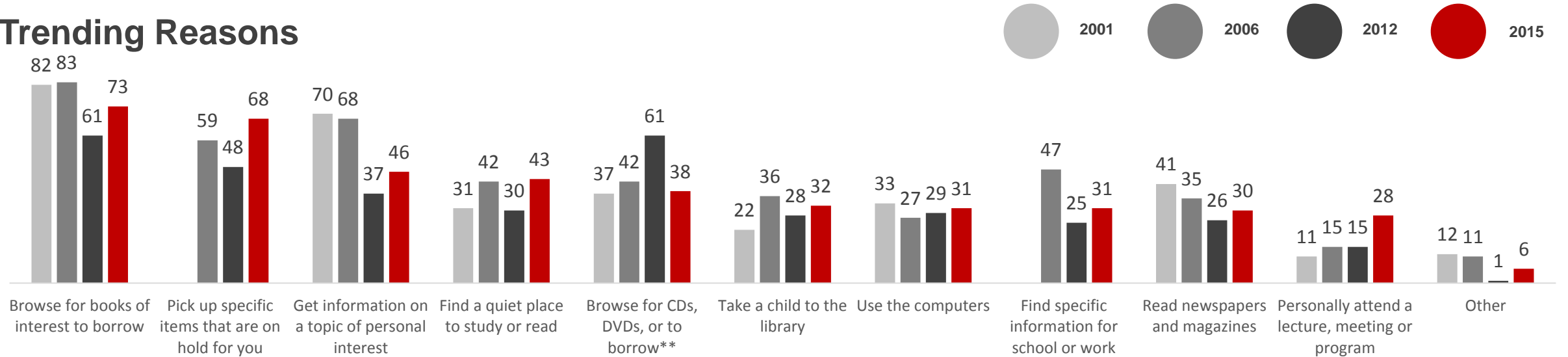
* Question wording change ** New answer options for 2015

Sample: Full sample & Non-user sample (Unsure answers are included in the calculations – not visualized)

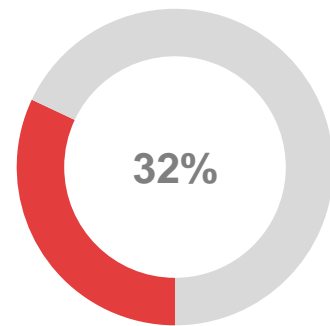
ACCESS & AWARENESS

Reason for visiting a library

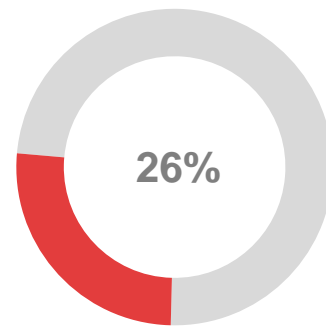
Trending Reasons



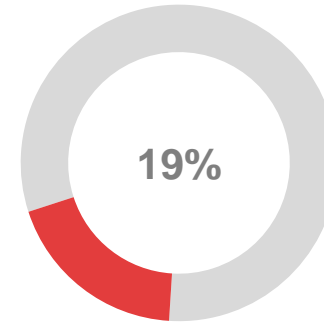
2015 Reasons*



Use the Wireless Internet



Receive advice or consult with Library Staff



Meet with a group / have a meeting

Q12 - When you visit the library is this usually to... (Multiple responses accepted)

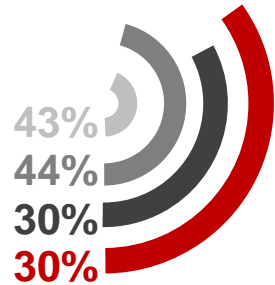
* New answer options for 2015 **Wording change from 2012

Sample: Branch visitors

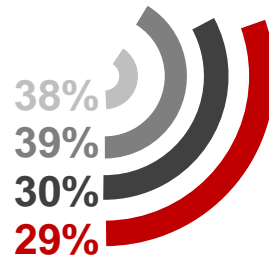
ACCESS & AWARENESS

Attitudes

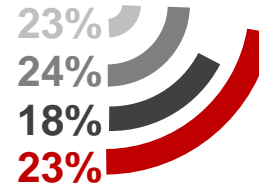
% Agree (TOP2)



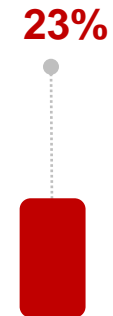
I know very little about the services that public libraries offer



I prefer to buy books rather than borrow them from a public library



The Internet has made libraries irrelevant



I expect my use of libraries to decrease as I use the Internet more (Users only)

Q38-55 For each of the following statements would you please tell me if you agree or disagree? You can do this by telling me if you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree or strongly disagree. The first is...
Sample: Full Sample (DK answers are included in the calculations – not visualized)

A close-up photograph of a person's hand pointing at a tablet. The tablet screen shows a library application interface with a 'Library' button and a list of items. The background is a blurred image of a book's pages.

DIGITAL LITERACY & INCLUSION



FORUM
RESEARCH

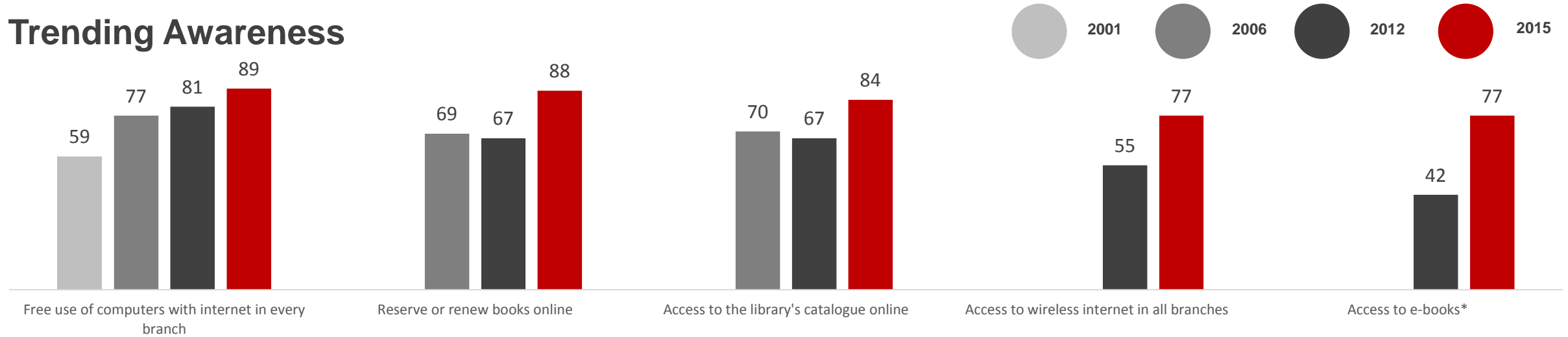


TORONTO
PUBLIC
LIBRARY

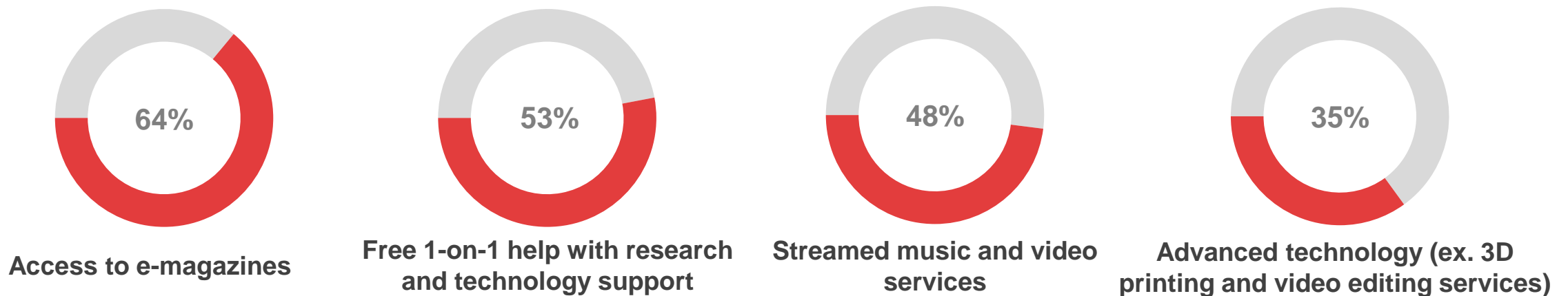
DIGITAL LITERACY & INCLUSION

Overall awareness of technology related services

Trending Awareness



2015 Awareness



Q10 - Now I'm going to read you a list of services that a Library may offer. Can you please tell me, to the best of your knowledge, which services the public libraries in Toronto offer to residents of the city. Simply tell me Yes or No for each of the following

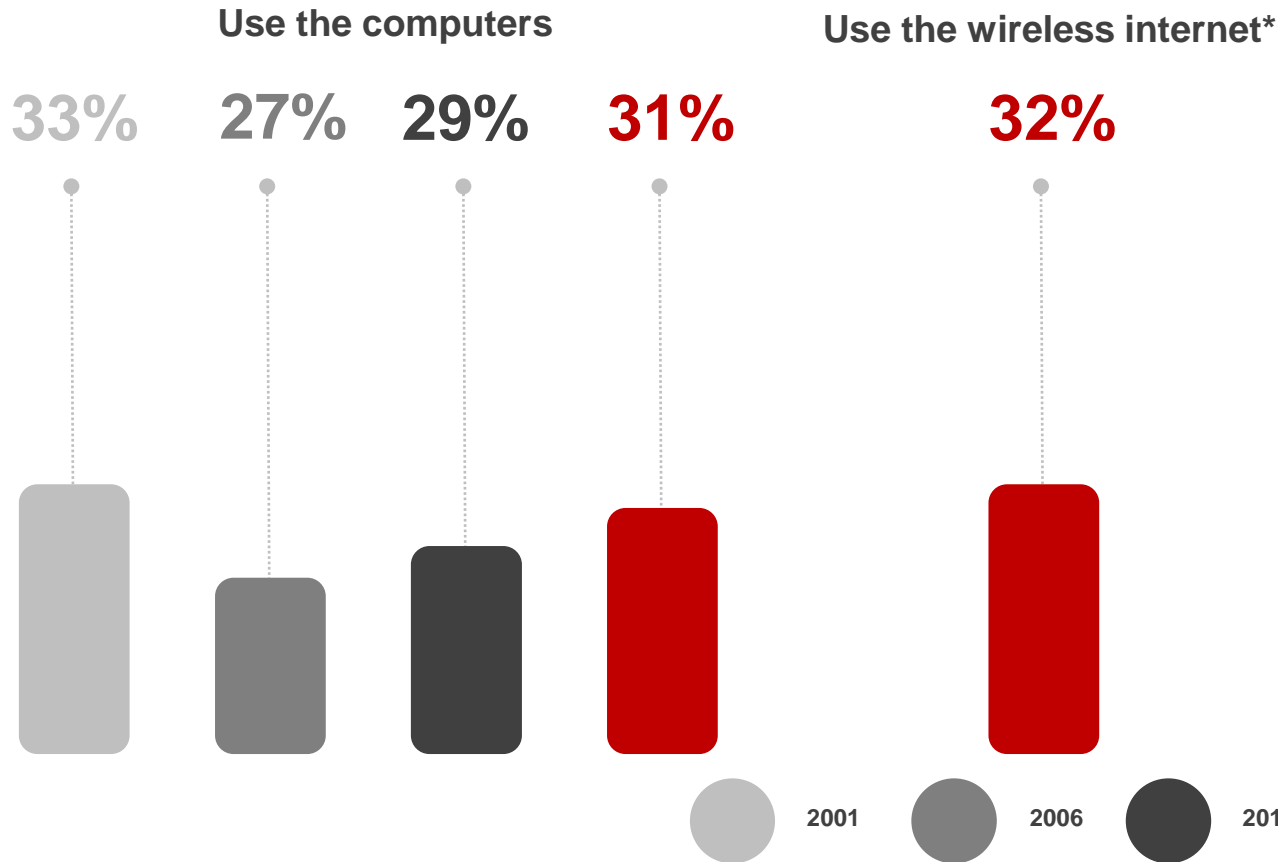
* Question wording change

Sample: Full Sample (Unsure answers are included in the calculations – not visualized)

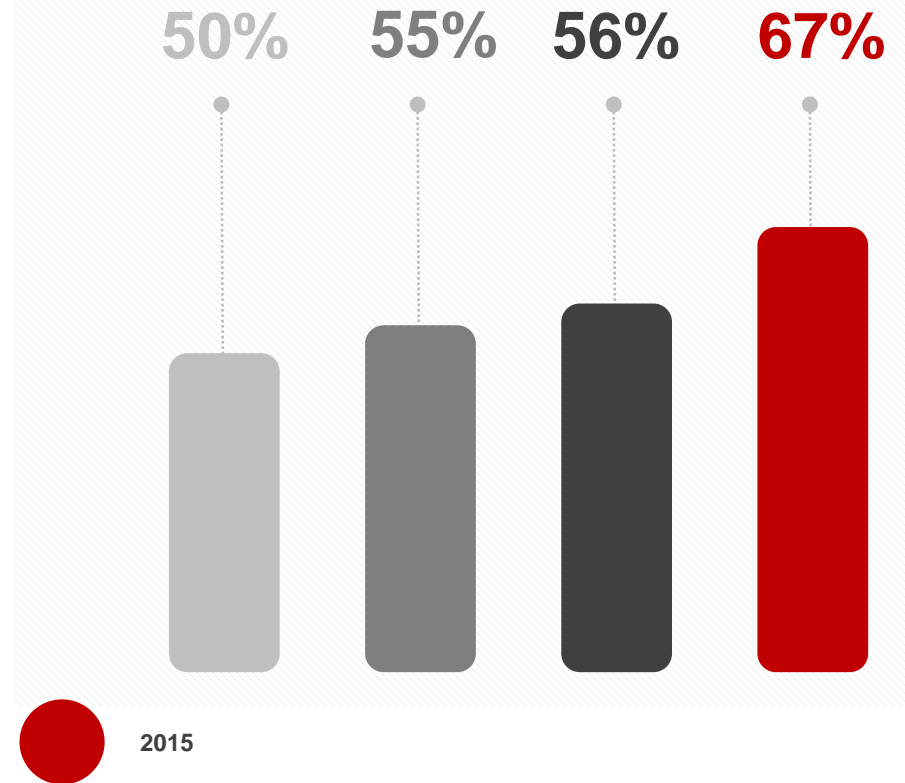
DIGITAL LITERACY & INCLUSION

Visiting the library

When you visit the library is this usually to...



When you have visited a public library have you used one of the library's computers for any purpose?



Q12 - When you visit the library is this usually to... (Multiple responses accepted)

Q13 - When you have visited a public library have you used one of the library's computers for any purpose? (DK answers are included in the calculations – not visualized)

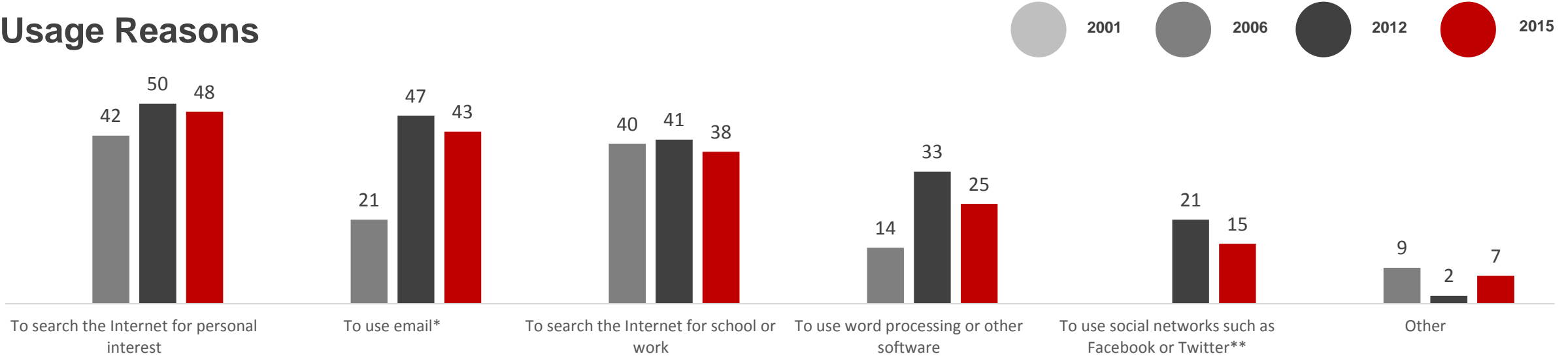
*New answer options for 2015

• Sample: Branch visitors

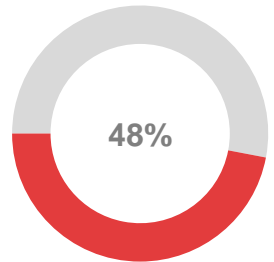
DIGITAL LITERACY & INCLUSION

Library computer usage

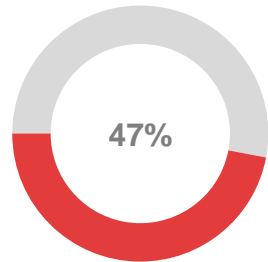
Usage Reasons



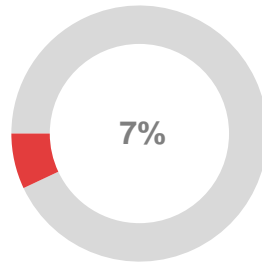
2015 Usage



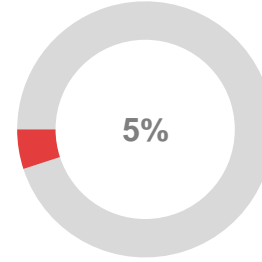
To access the library's website



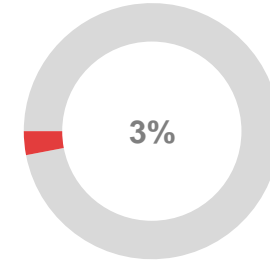
To access online research databases and learning resources



To stream or watch online videos or music



To play online games



To upload or download music or videos

Q14 - When you have used computers at the library, what did you use them for? (Multiple responses accepted)

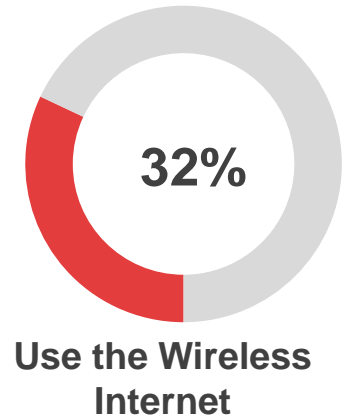
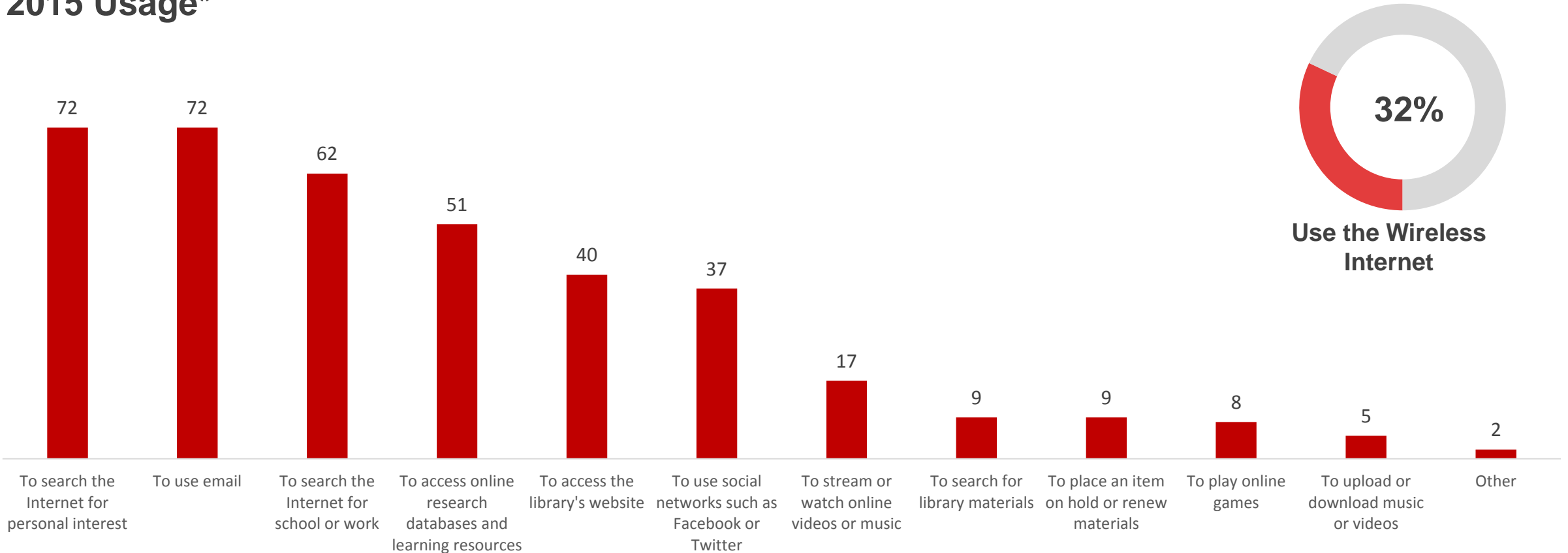
*Question wording change **Wording change from 2012

• Sample: Library computer users

DIGITAL LITERACY & INCLUSION

Wireless Internet usage

2015 Usage*



Q15 - Previously you indicated that you used the wireless internet at the library, what did you use it for? (Multiple responses accepted)

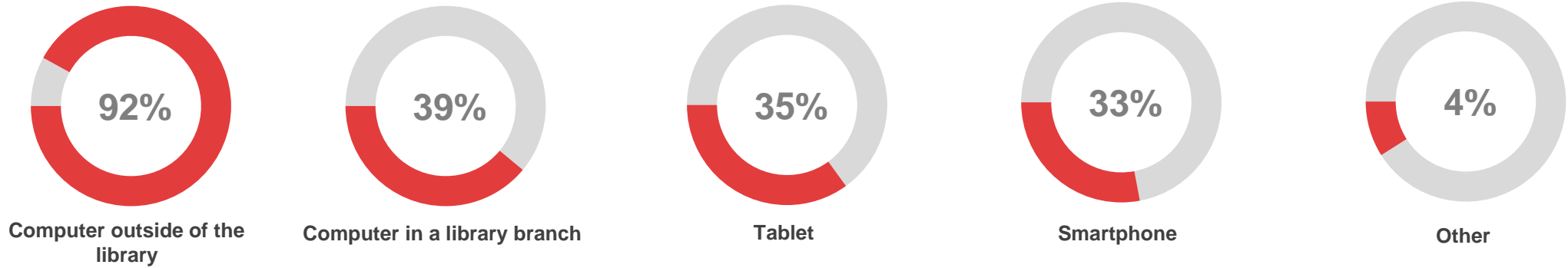
* New question for 2015

Sample: Library's wireless internet users

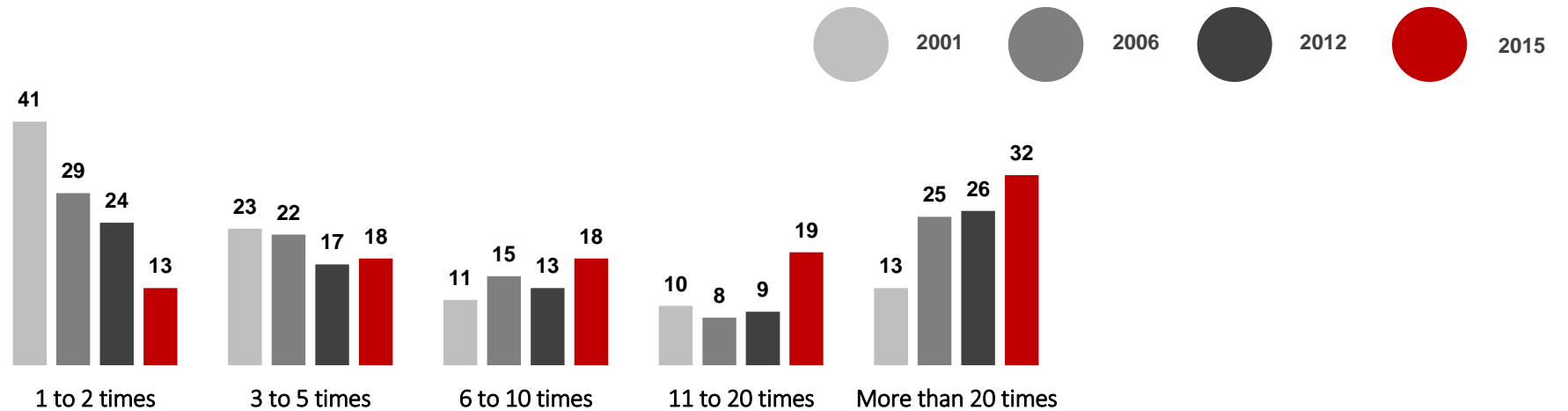
DIGITAL LITERACY & INCLUSION

TPL website access

Method



Frequency



Q16 - You mentioned earlier that in the past year you had accessed the Toronto Public Library web site. How often have you done this in the last twelve months?

• (Note: 2015 did not have an option to refuse/DK this question – instead asked for an estimate)

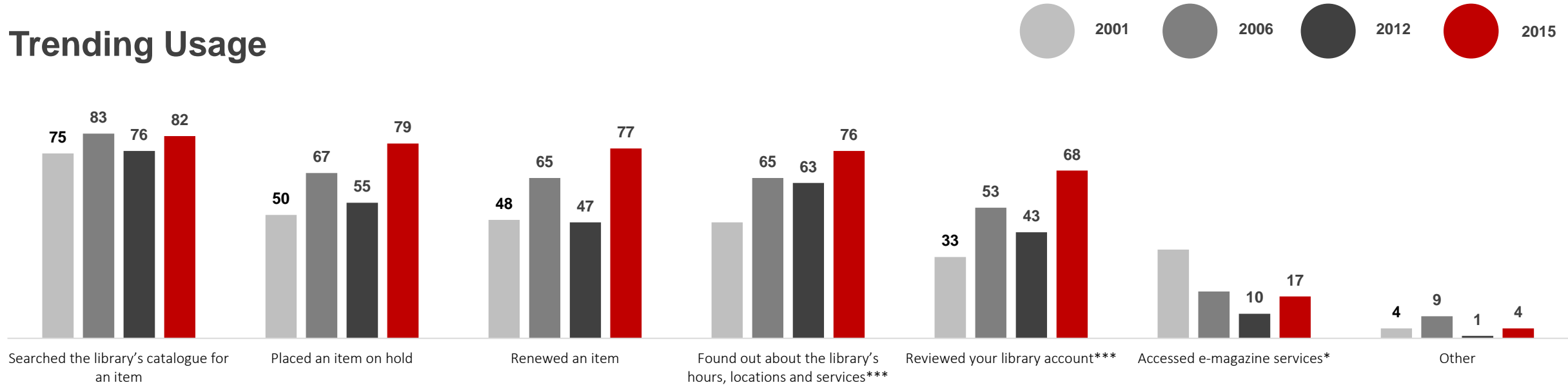
Q17 - Through which methods did you access the Toronto Library website? (Multiple responses accepted)

Sample: Toronto Public Library website users

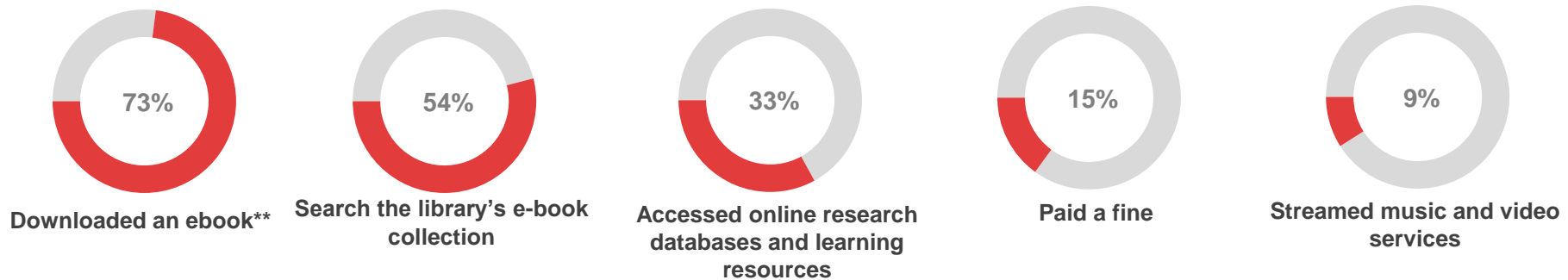
DIGITAL LITERACY & INCLUSION

TPL website usage

Trending Usage



2015 Usage*



Q18 - And what services on the library's web site have you made use of? Have you... (Multiple answers accepted) Sample: Toronto Public Library website users

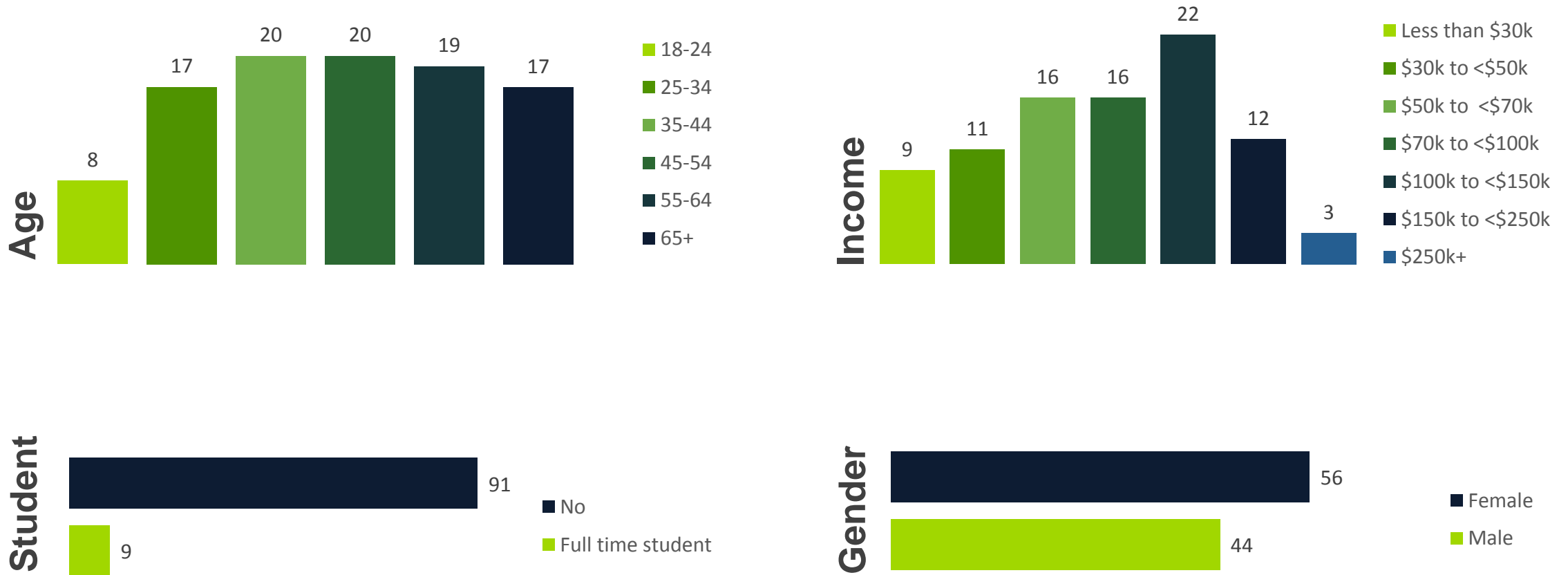
**Q19 - Have you downloaded an ebook from Toronto Public Library? Sample: Respondents who searched the library's e-book collection

* New question for 2015 ***Wording change from 2012

DIGITAL LITERACY & INCLUSION

eBook Profile

Downloaded an ebook from Toronto Public Library (%)*

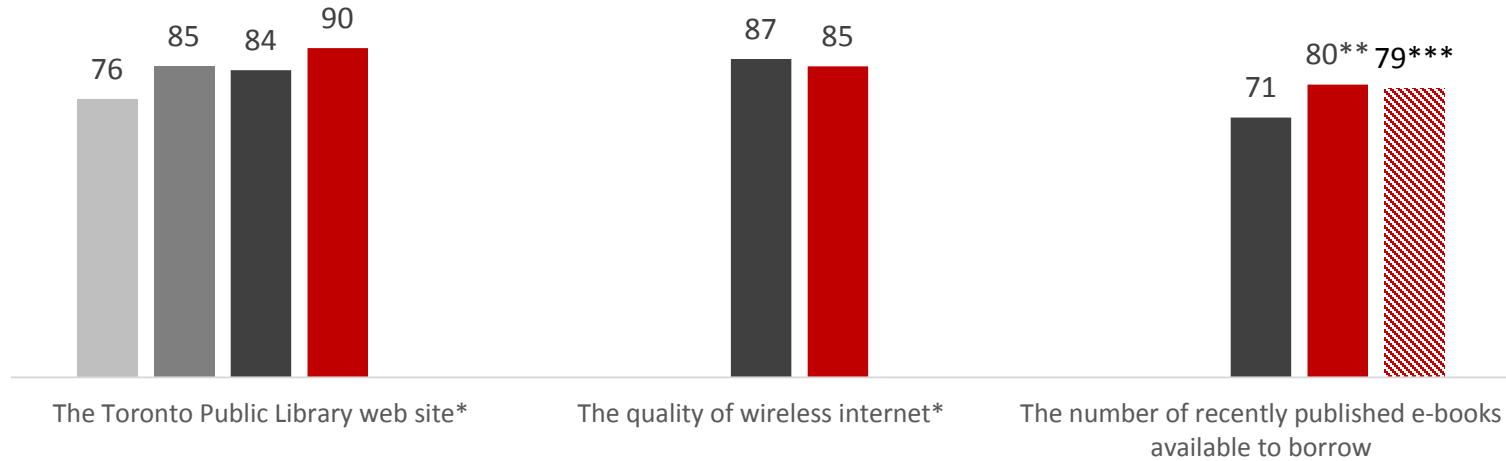


Q19 - Have you downloaded an ebook from Toronto Public Library?
Where applicable DK answers are included in the calculations – not visualized
*Sample: Respondents who searched the library's e-book collection

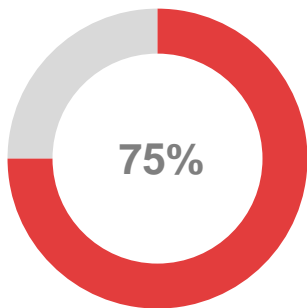
DIGITAL LITERACY & INCLUSION

Satisfaction – technology related services

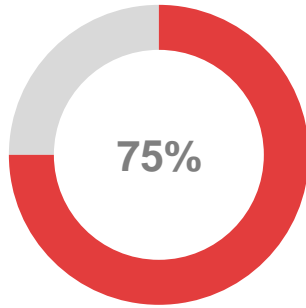
Trending Satisfaction (TOP3 %)



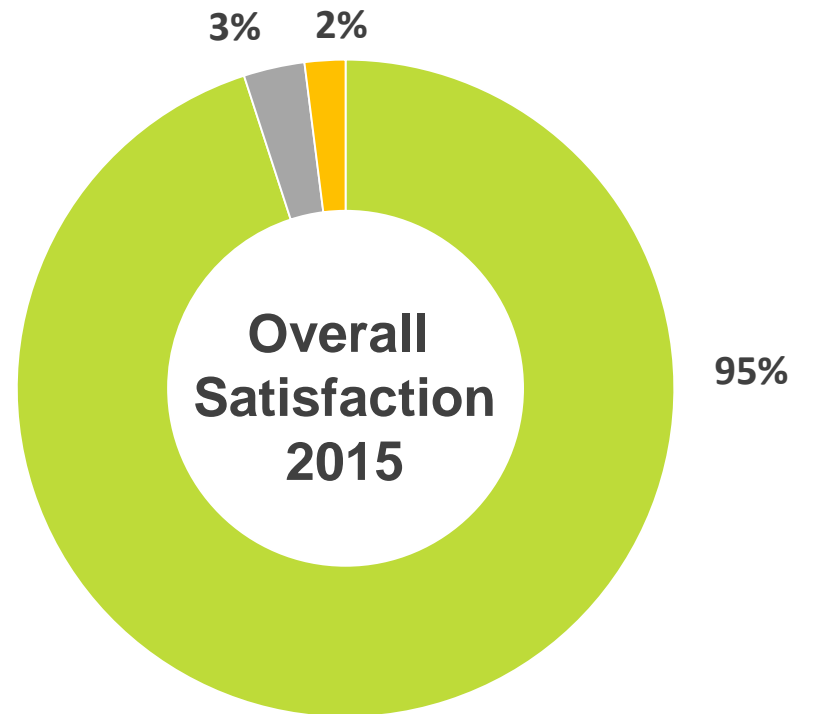
2015 Satisfaction (TOP3 %)



The number of computers available for use*



The software on the library's computers*



Q22, 24, 28, 31, 32 - Now, I'd like to ask you how satisfied you are with each of the following aspects of the Toronto Public Library and its services. You can do this by giving me a number between one and seven in which "7" means you are very satisfied and "1" means that you are not at all satisfied. The first is...

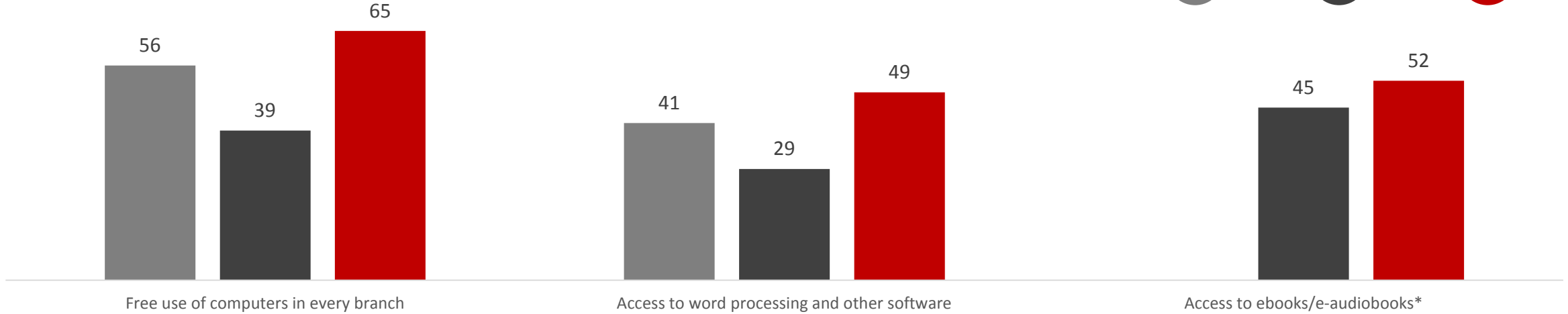
* Accessed the service ** Downloaded an e-book *** Searched for an e-book

DK answers are excluded from calculations

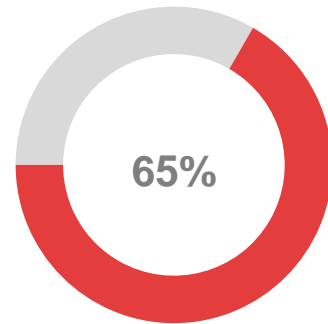
DIGITAL LITERACY & INCLUSION

Technology related services interest – non-users

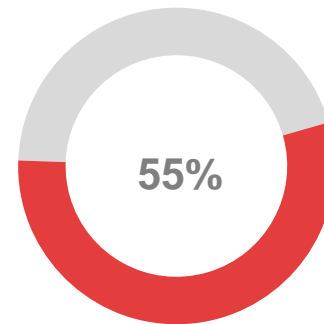
Service Interest (TOP3%)



2015 Service Interest



Free use of wireless internet



Access to advanced technologies like 3D printing and video editing software

Q57, 65, 67, 68, 69- The Toronto Public Library system provides a wide range of services. For each of the following services can you please tell me how interested you are in making use of these services personally or with your family? You can do this by giving me a number between one and seven in which "7" means you are very interested and "1" means you are not at all interested. The first is... (DK answers are included in the calculations – not visualized)

* Question wording change

Sample: Non-users



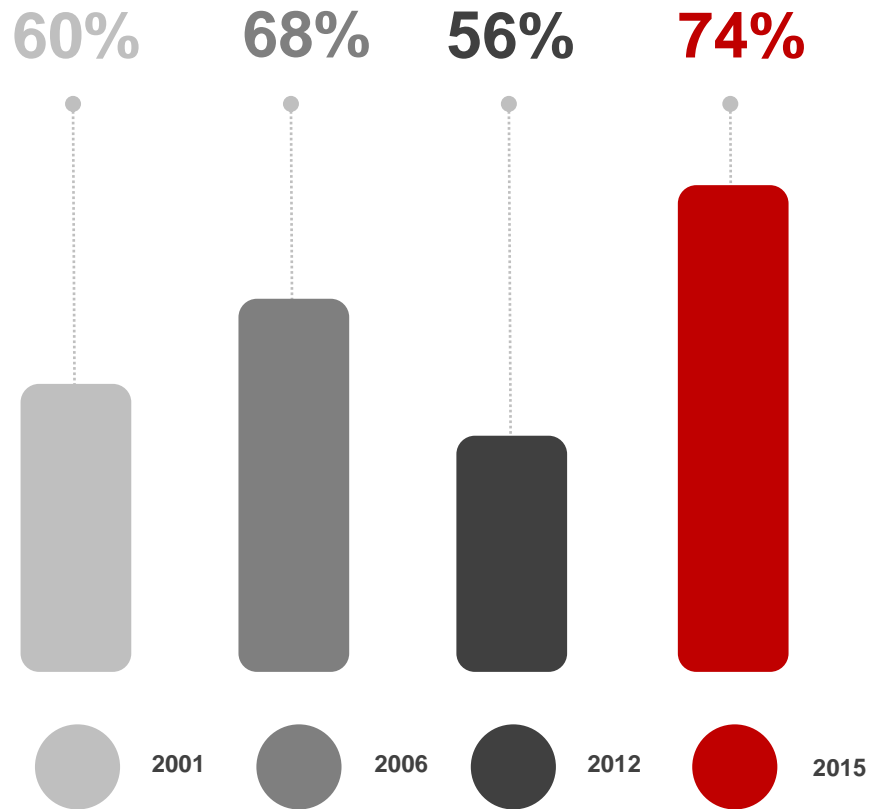
EXPANDING LEARNING OPPORTUNITIES, BUILDING SKILLS AND CAPACITY

EXPANDING LEARNING OPPORTUNITIES

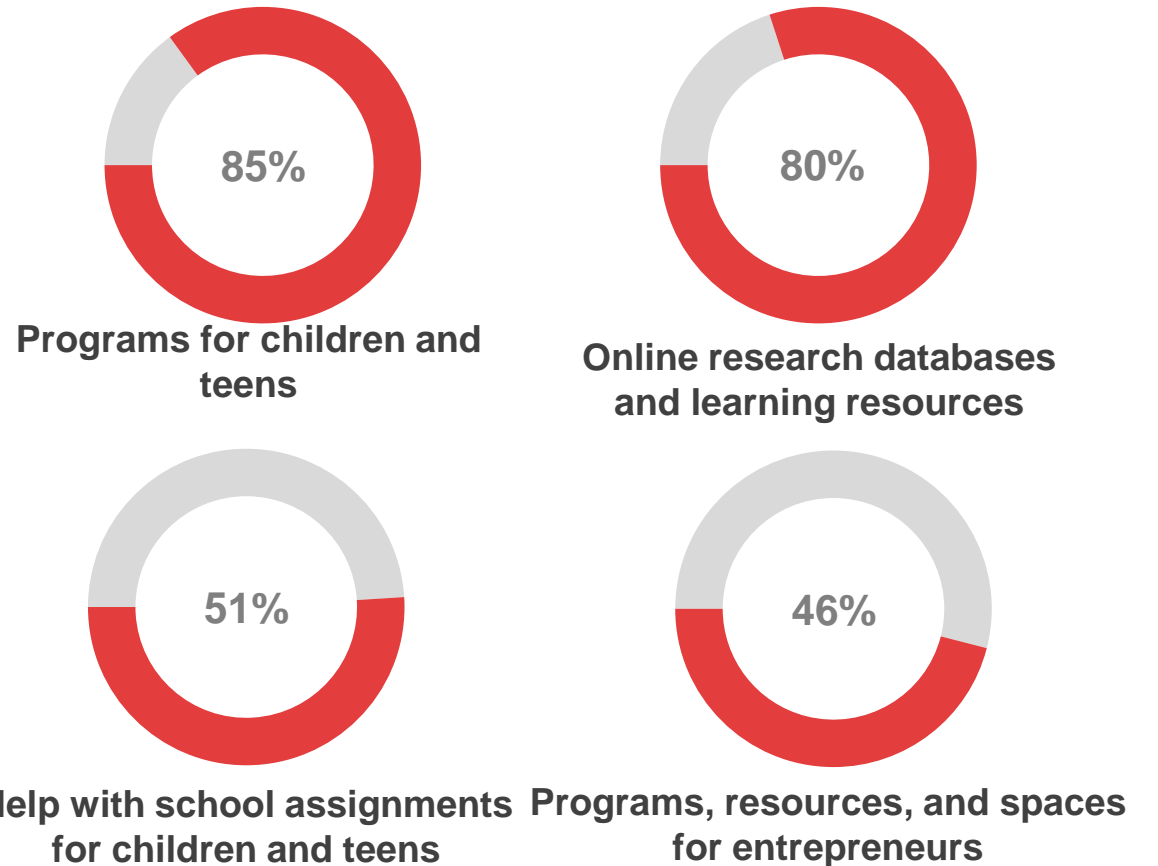
Overall awareness of learning services

Trending Awareness

Literacy, cultural and learning programs for adults on a variety of subjects and interests*



2015 Awareness



Q10 - Now I'm going to read you a list of services that a Library may offer. Can you please tell me, to the best of your knowledge, which services the public libraries in Toronto offer to residents of the city. Simply tell me Yes or No for each of the following

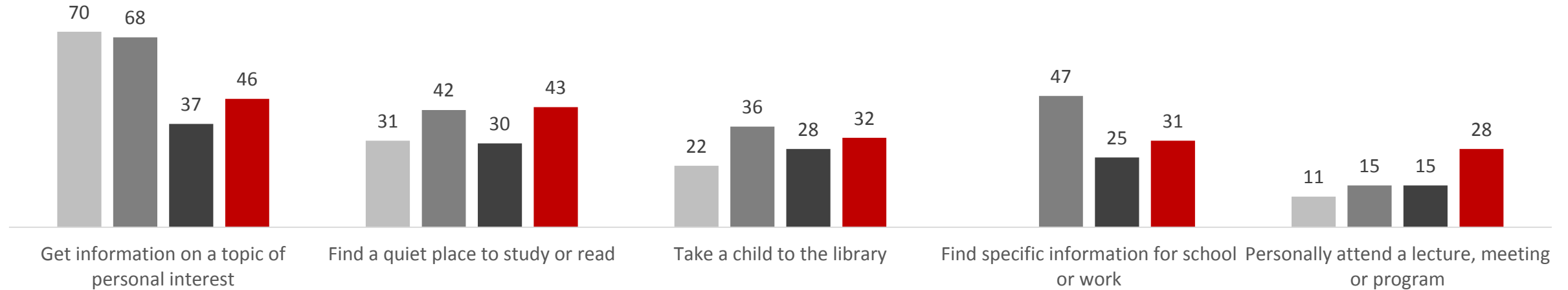
* Question wording change for 2015

Sample: Full Sample (Unsure answers are included in the calculations – not visualized)

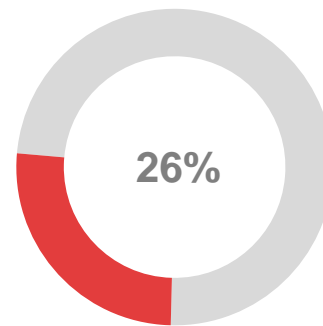
EXPANDING LEARNING OPPORTUNITIES

Reason for visiting a library

Trending Reasons



2015 Reasons*



Receive advice or consult with Library Staff

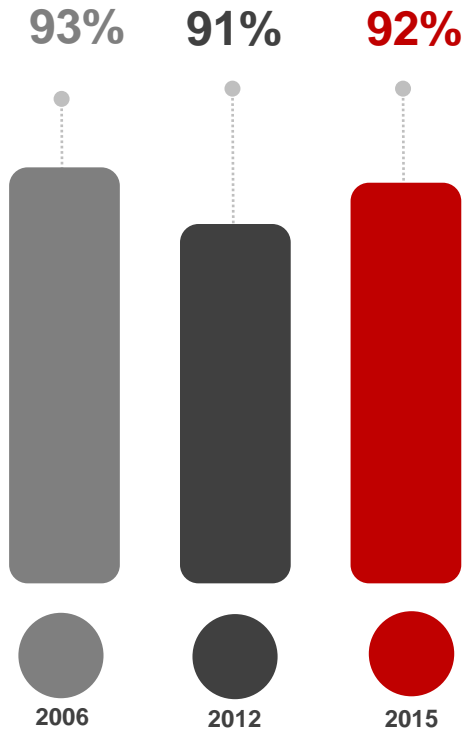
Q12 - When you visit the library is this usually to... (Multiple responses accepted)
Sample: Branch visitors

EXPANDING LEARNING OPPORTUNITIES

Attitudes

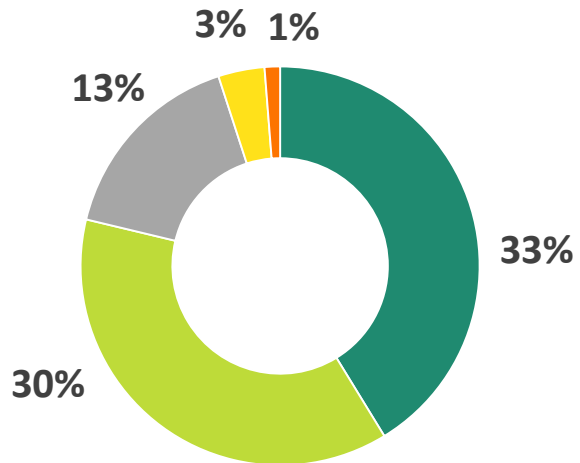
Trending Attitudes

Libraries support literacy (TOP3%)

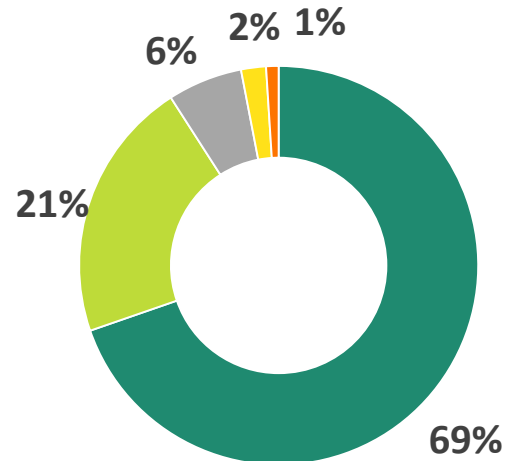


2015 Attitudes

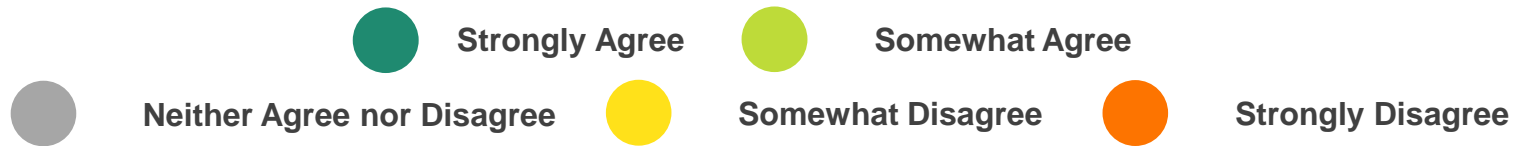
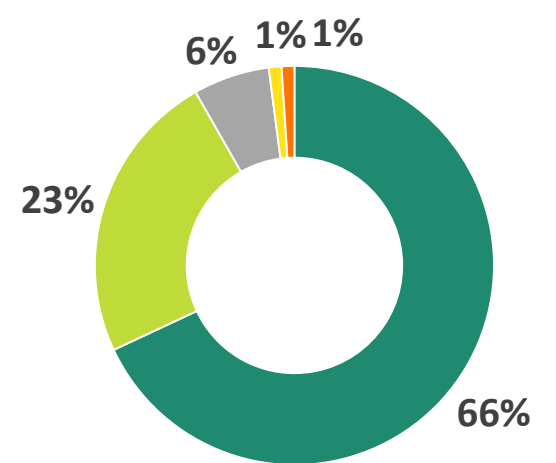
The library provides exceptional literary and cultural programs and initiatives**



Libraries are a place of lifelong learning



Libraries provide important support for students



Q36, 40, 54, 55 For each of the following statements would you please tell me if you agree or disagree? You can do this by telling me if you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree or strongly disagree. The first is... (DK answers are included in the calculations – not visualized)

** Sample: Library Users

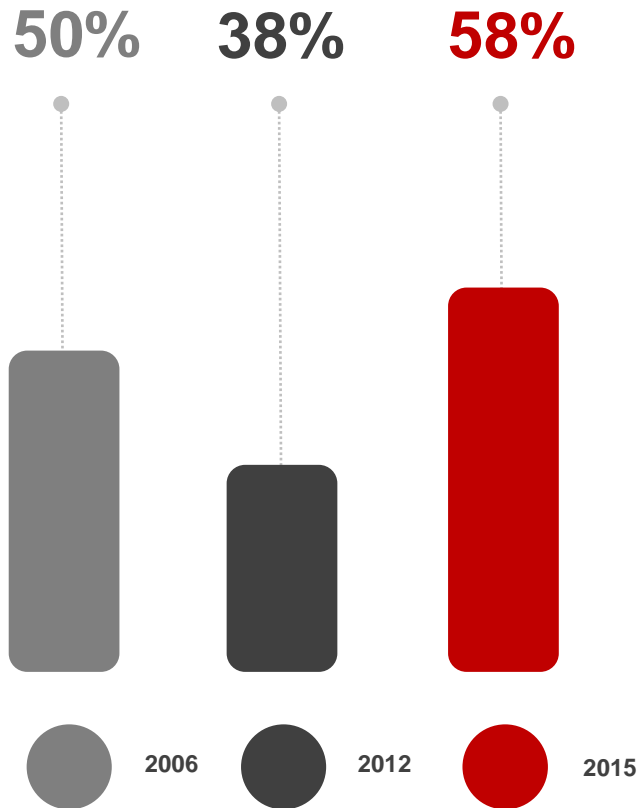
Sample: Full sample

EXPANDING LEARNING OPPORTUNITIES

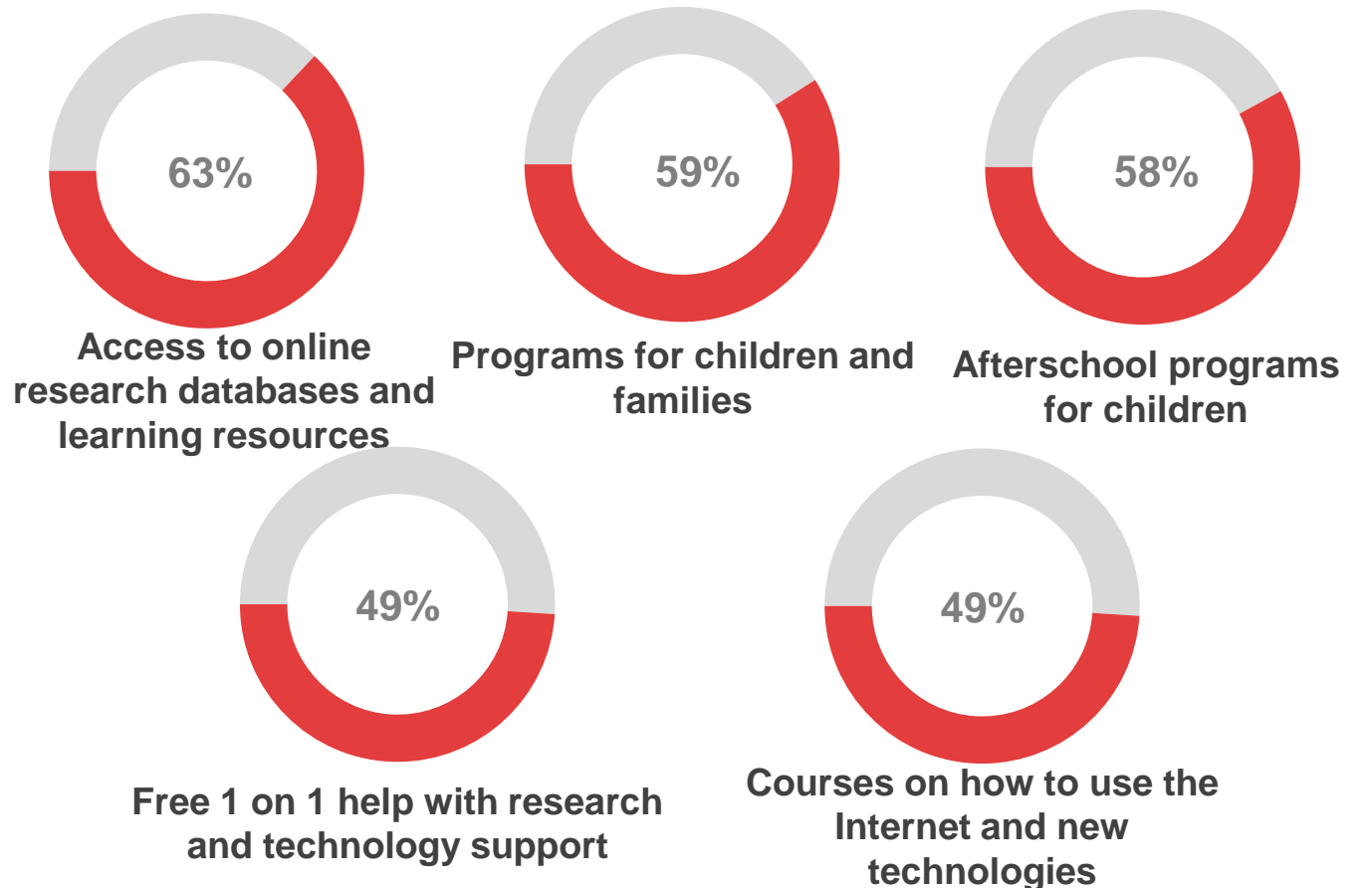
Services interest – Non-users

Trending Services Interest (TOP3%)

Literacy, cultural and learning programs for adults on a variety of subjects and interests*



2015 Service Interest



Q61, 62, 63, 64, 66, 70 The Toronto Public Library system provides a wide range of services. For each of the following services can you please tell me how interested you are in making use of these services personally or with your family? You can do this by giving me a number between one and seven in which "7" means you are very interested and "1" means you are not at all interested. The first is... (DK answers are included in the calculations – not visualized)

* Question wording change for 2015

Sample: Non-users

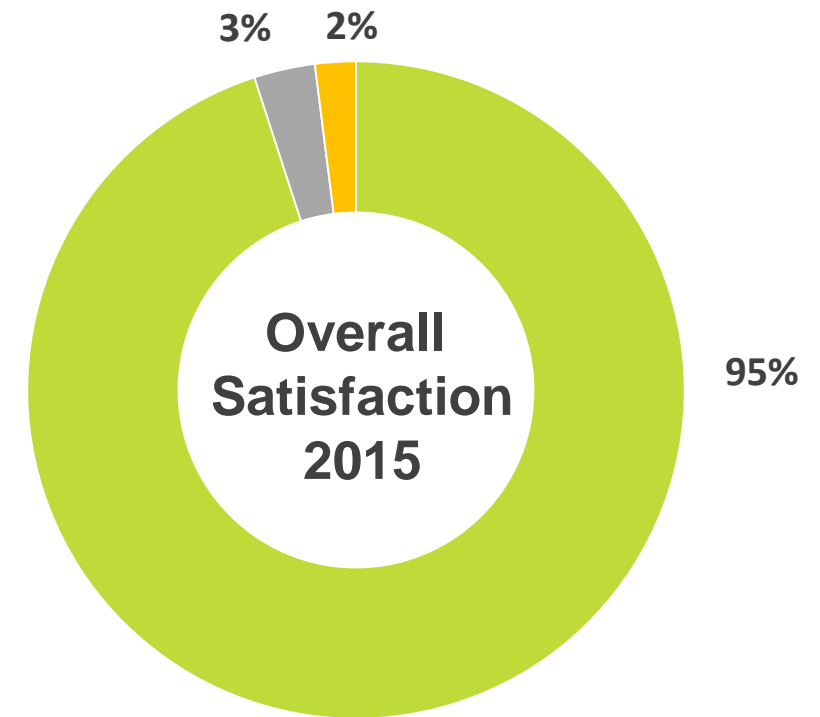
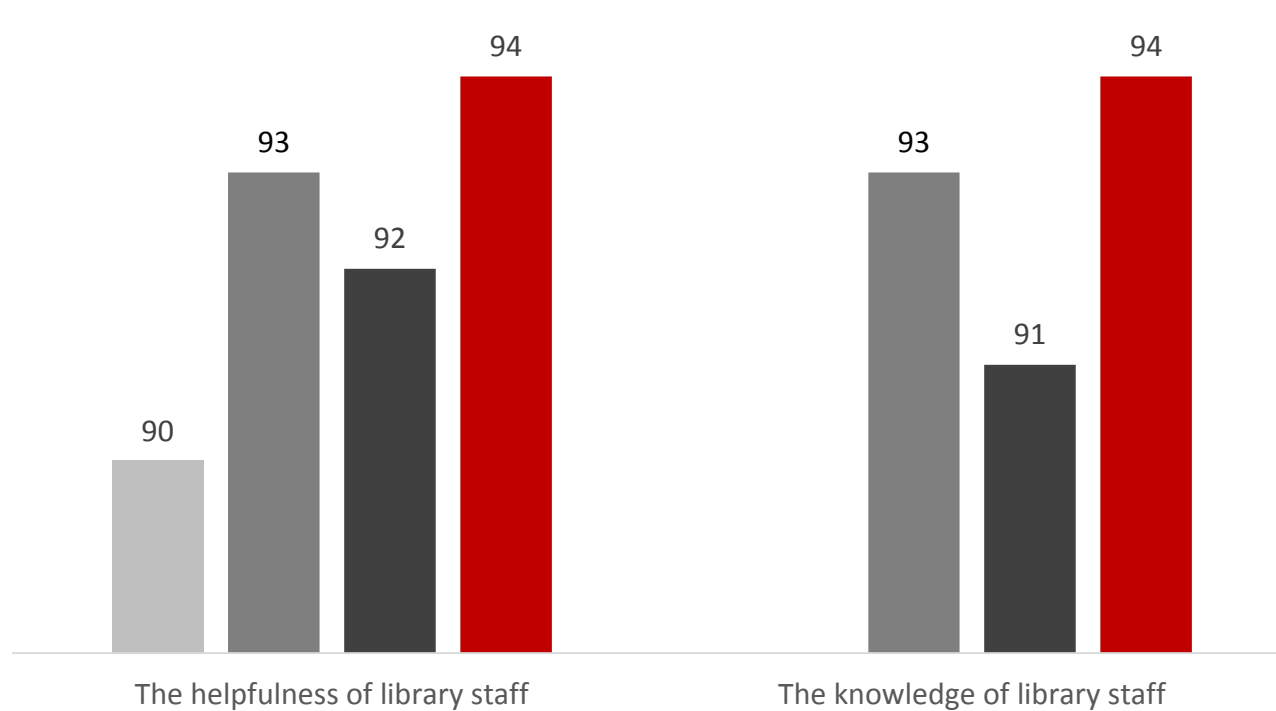
TRANSFORMING SERVICE DELIVERY



TRANSFORMING SERVICE DELIVERY

Satisfaction

Satisfaction



Q20, 27 - Now, I'd like to ask you how satisfied you are with each of the following aspects of the Toronto Public Library and its services. You can do this by giving me a number between one and seven in which "7" means you are very satisfied and "1" means that you are not at all satisfied. The first is...

DK answers are excluded from calculations

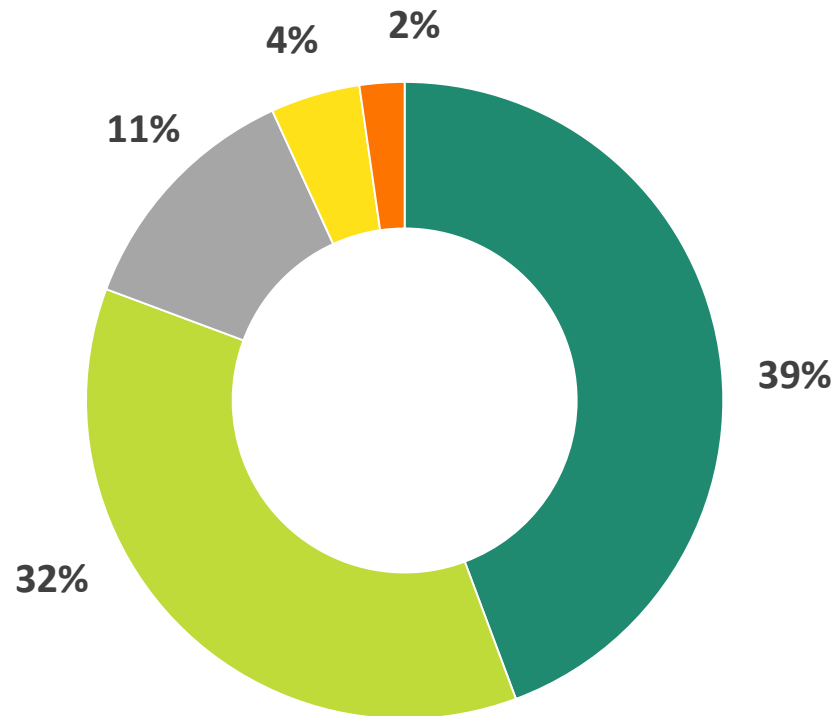
Sample: Library users

TRANSFORMING SERVICE DELIVERY

Attitudes

2015 Attitudes

I have received helpful recommendations or advice from the library



Q35 For each of the following statements would you please tell me if you agree or disagree? You can do this by telling me if you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree or strongly disagree. The first is... (DK answers are included in the calculations – not visualized)

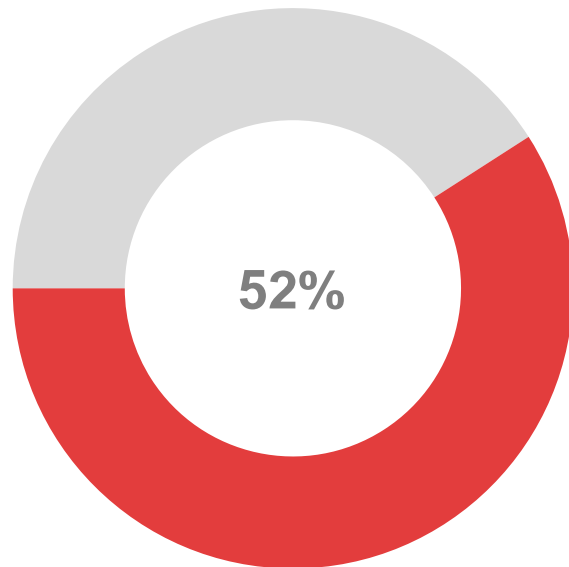
Sample: Library users

TRANSFORMING SERVICE DELIVERY

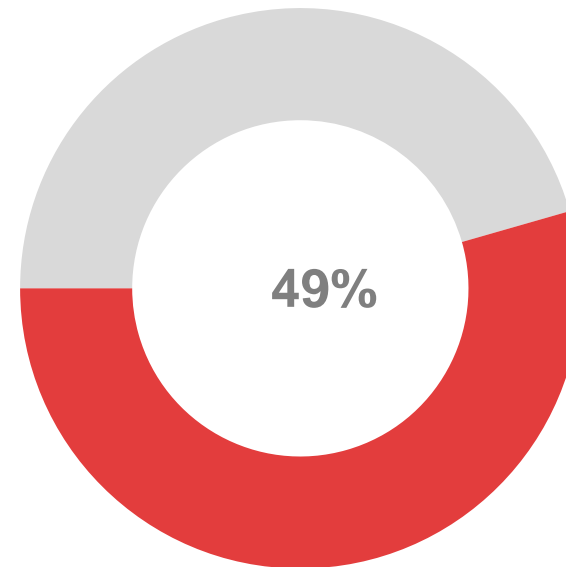
Services interest – Non-users

2015 Services Interest (TOP3%)

Personalized recommendations tailored to your interests



Free 1 on 1 help with research and technology support



Q66, 71 The Toronto Public Library system provides a wide range of services. For each of the following services can you please tell me how interested you are in making use of these services personally or with your family? You can do this by giving me a number between one and seven in which "7" means you are very interested and "1" means you are not at all interested. The first is... (DK answers are included in the calculations – not visualized)

Sample: Non-users



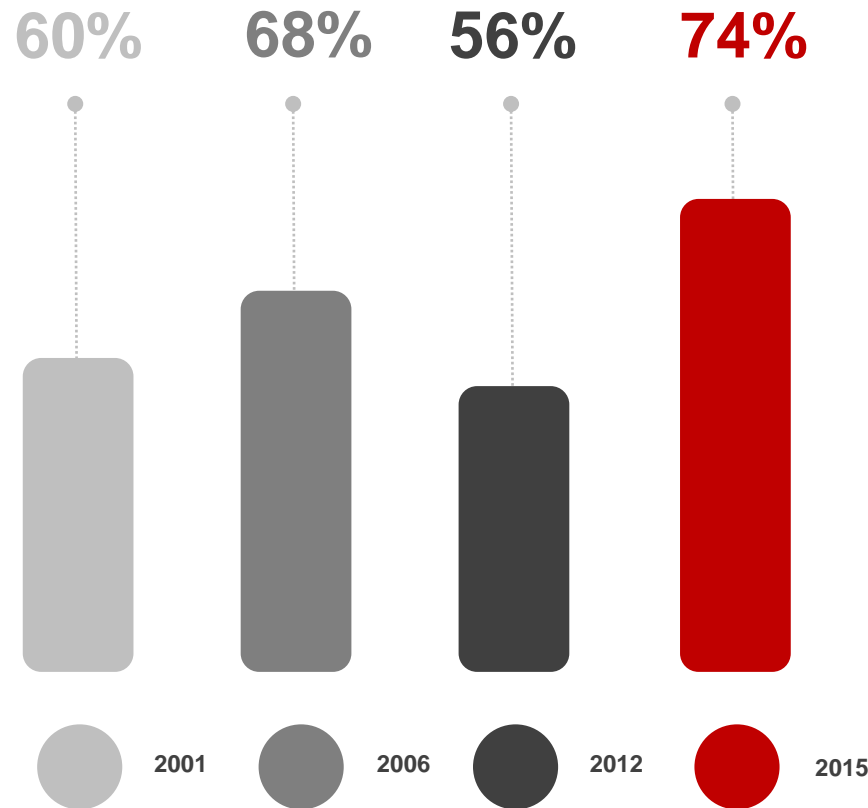
CREATING COMMUNITY CONNECTIONS THROUGH CULTURAL EXPERIENCE

CREATING COMMUNITY CONNECTIONS

Overall awareness

Trending Awareness

Literacy, cultural and learning programs for adults on a variety of subjects and interests*



Q10 - Now I'm going to read you a list of services that a Library may offer. Can you please tell me, to the best of your knowledge, which services the public libraries in Toronto offer to residents of the city. Simply tell me Yes or No for each of the following

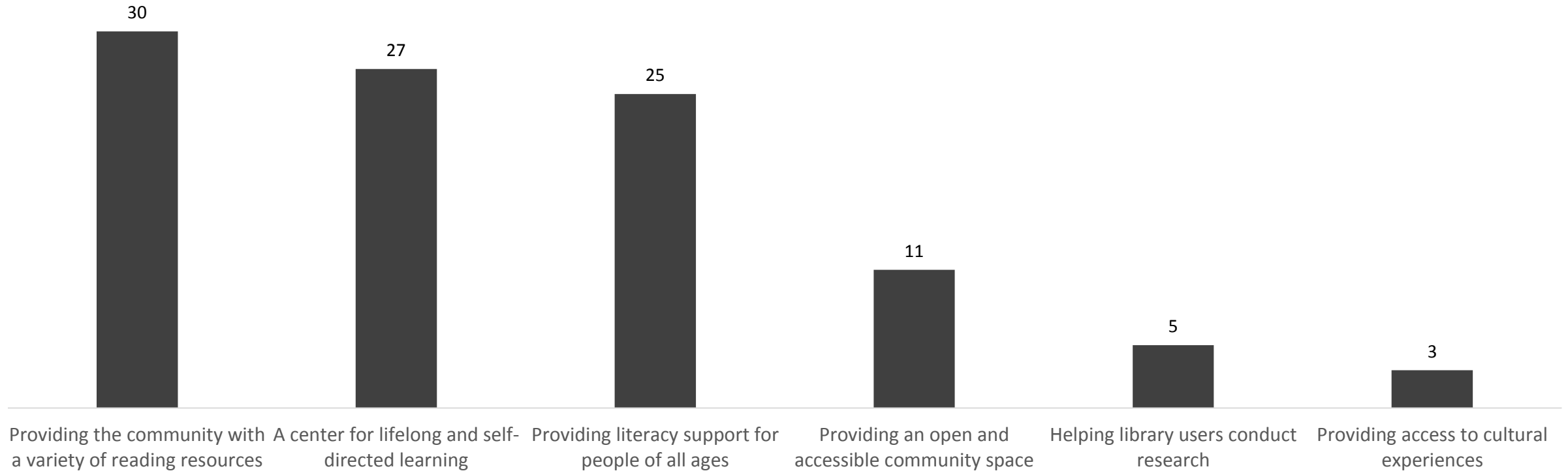
* Question wording change for 2015

Sample: Full Sample (Unsure answers are included in the calculations – not visualized)

CREATING COMMUNITY CONNECTIONS

Most important aspect

Most Important Aspect(s) of a Public Library



Q56 - Now we are going to read you a list of ways in which a public library can help serve its local community. Can you please tell us, if you have to choose only one, which of the following do you feel is the most important aspect of a public library?

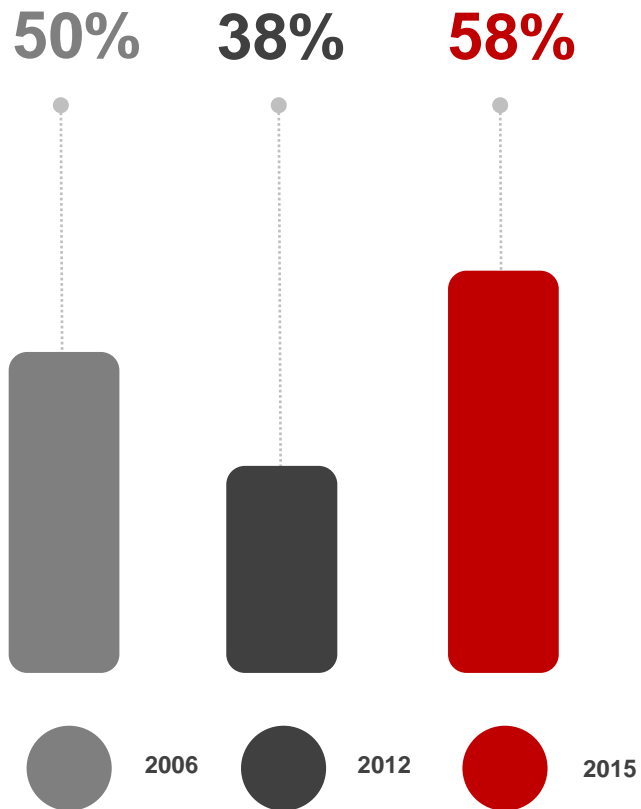
Sample: Full sample

CREATING COMMUNITY CONNECTIONS

Services interest – Non-users

Trending Services Interest

Literacy, cultural and learning programs for adults on a variety of subjects and interests*



Q62 The Toronto Public Library system provides a wide range of services. For each of the following services can you please tell me how interested you are in making use of these services personally or with your family? You can do this by giving me a number between one and seven in which “7” means you are very interested and “1” means you are not at all interested. The first is...(DK answers are included in the calculations – not visualized)

* Question wording change for 2015

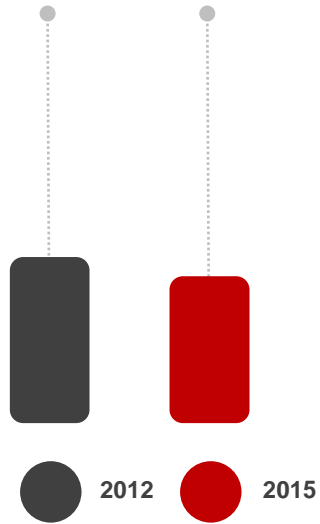
Sample: Non-users

CREATING COMMUNITY CONNECTIONS

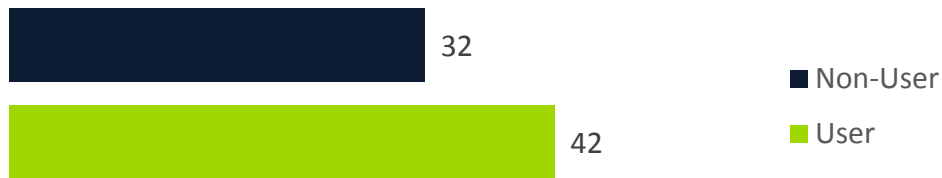
Fundraising

Fundraising Awareness (% Yes)*

40% 37%

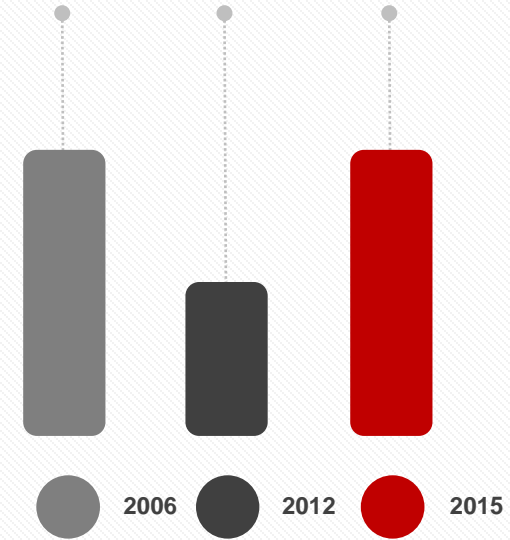


Users

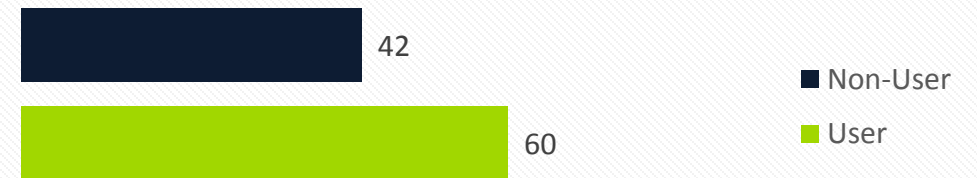


Likelihood of donating to the Toronto Public Library (TOP2%)**

53% 37% 53%



Users



Q81. To the best of your knowledge, does the Toronto Public Library fundraise and solicit donations from the public, businesses and other organizations?

Q82. In reality how likely would you be to donate money to the Toronto Public Library, would you be very likely, somewhat likely, not too, likely or not at all likely?

Sample: Full sample

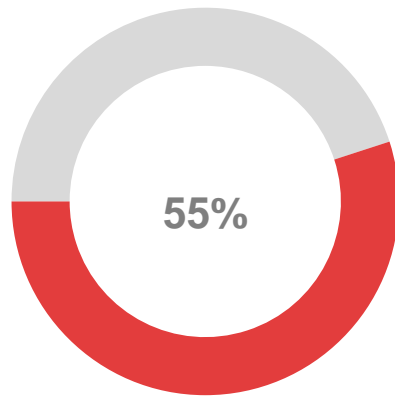
*Question answer option change from 2012. 2015 version does not include DK option.

**DK answers included in calculations - not visualized

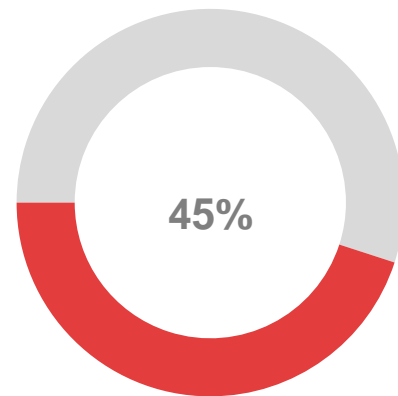
FACTORS ENCOURAGING USE

Non-Users

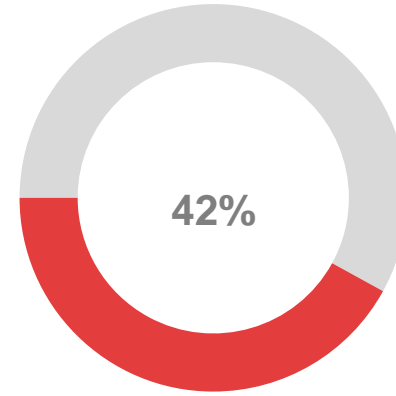
2015 (TOP3%)



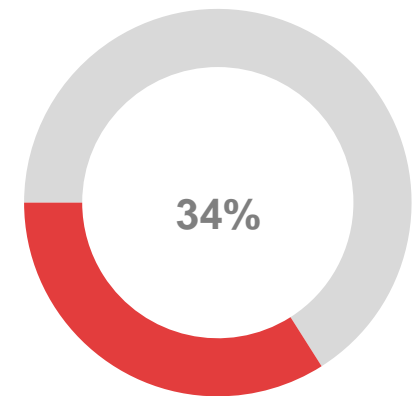
If libraries had the most recently published books



If libraries were more attractive and comfortable places



If the library had more ebooks, e-audiobooks, or other online content available to download



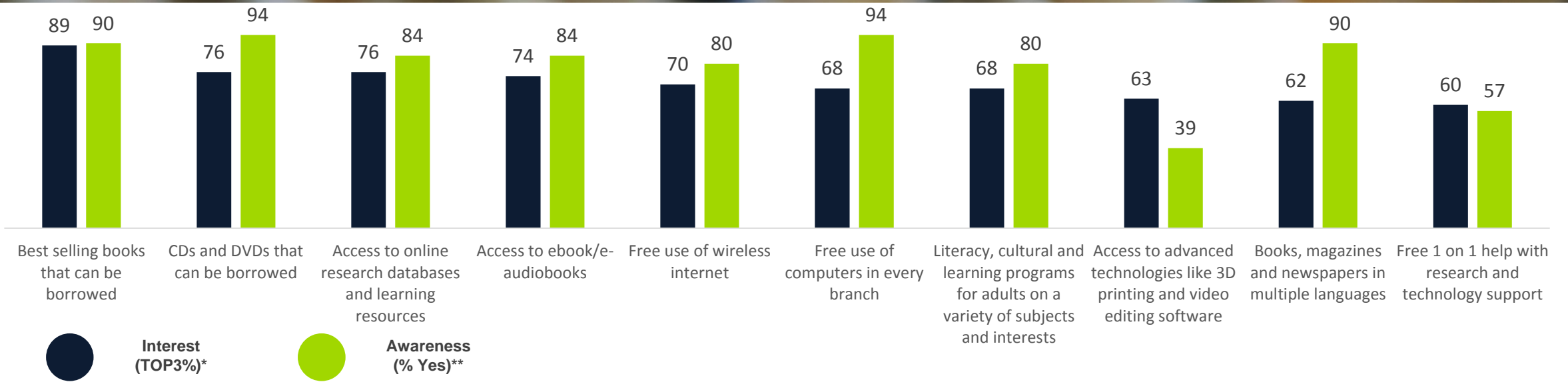
If the library had reduced or more lenient fines for overdue materials

Q75 – 80: And for the following can you please tell me how much of a factor each would be in encouraging you to use a public library more often? (DK answers are included in the calculations – not visualized)

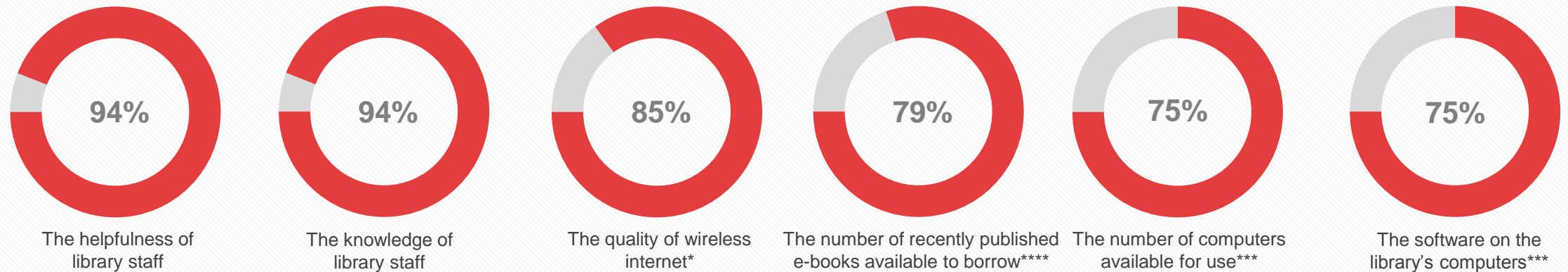
Sample: Non-users

INTEREST IN LIBRARY SERVICES

Users



Satisfaction



*DK answers are included in the calculations – not visualized

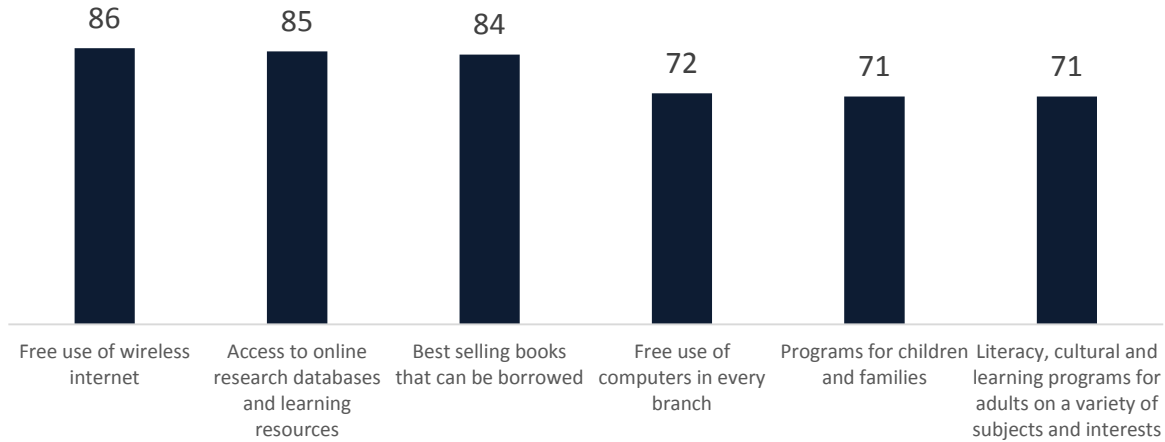
Unsure answers are included in the calculations - not visualized *Accessed the service ****Searched for an e-book

Sample: Users

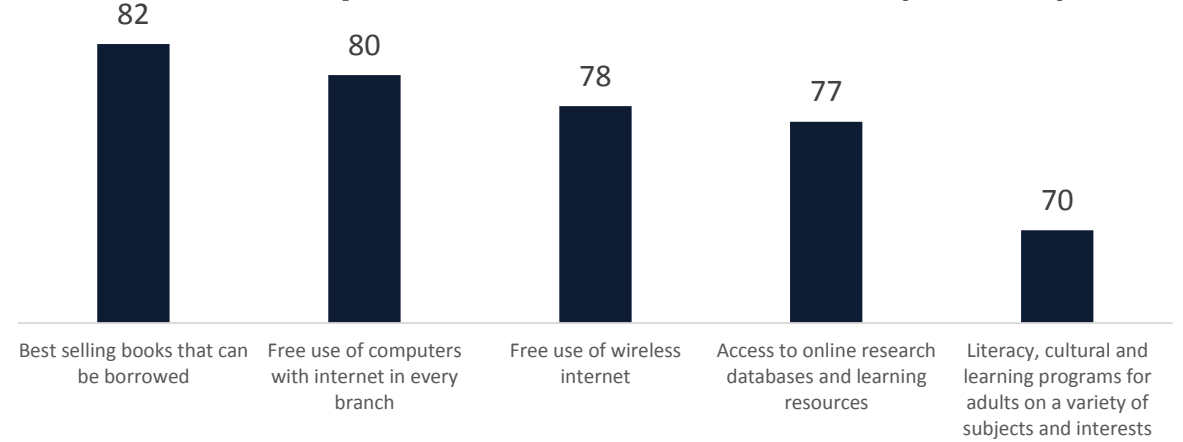
INTEREST IN LIBRARY SERVICES

Target Groups

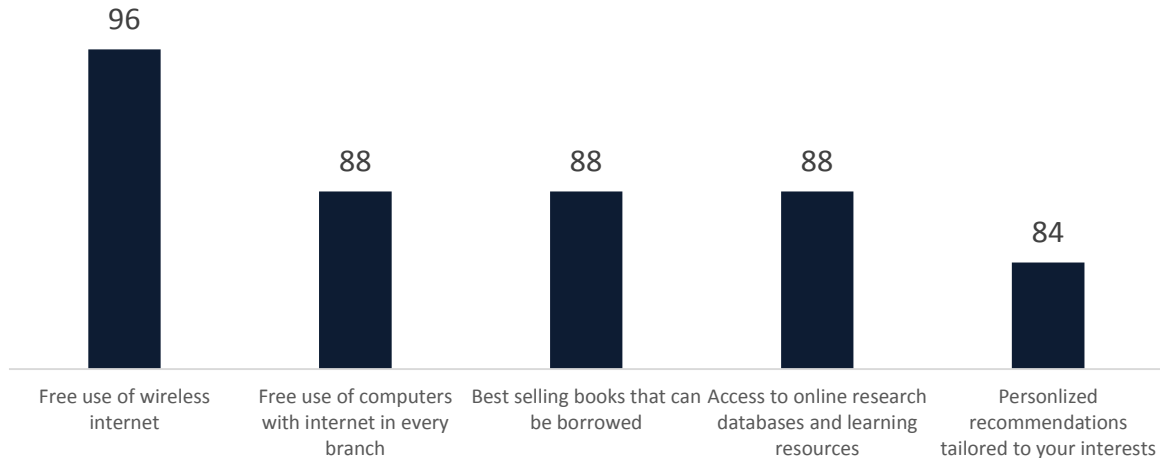
Young Respondents - 18 thru 24 (TOP3%)



Low Income Respondents - Less than \$30K (TOP3%)



Newcomers - Less than 1 year in Canada (TOP3%)*



*Respondents not born in Canada (Small sample)
DK answers are included in the calculations – not visualized
Full sample

The software on the library's computers***

DEMOGRAPHICS



Branch Visitors

Heavy

23%*

Heavy users are likely to be low to middle income with the highest percentage earning <\$30K* and \$30K to <\$50K (18%).

24%

Heavy users are likely to be older residents with the highest percentage ages 65 or older.

Users & Non-Users



32%*

Library users are more likely than non-users to be employed part-time (15%) or unemployed*.

USER CHARACTERISTICS

19%*

Library users are on both low and high ends of the income spectrum with the highest percentages earning <\$30K* and \$150K to <\$250K (9%) compared to non-users.

37%*

Library users are likely to be highly educated with the highest percentages with a graduate university degree*, an undergraduate university degree (28%), and some university (10%).

57%

of library users are female, while the remaining 43% are male.

19%*

Library users are likely to be older than the non-users with the highest percentages ages 35-44*, 45-54*, 55-64 (15%), and 65 or older*.

69%*

Library users are likely to be newer established residents and long-term residents with the highest percentages of “1 to 5 years” (16%) and “more than 10 years”*.

32%*

Library users are more likely than non-users to be employed part-time (15%) or unemployed*.

NON-USER CHARACTERISTICS

20%*

Non-users have mixed income with the highest percentages earning \$30K to <\$50K (18%) and \$70K to \$100K*.

19%*

Non-users are likely to be more diversely educated with the highest percentage who graduated college*, “graduated high school” (11%), some vocational, technical, college or CEGEP” (10%), “some high school” (4%), and “public/elementary school” (1%).

54%

of non-users are male, while the remaining 46% are female.

23%*

Non-users are likely to be younger with the highest percentages ages 18-24 (14%) and 25-34*.

14%*

Non-users are likely to be new comers and established residents with the highest percentages of “less than 1 year” (6%) and “5 to 10 years”*.

63%*

Non-users are more likely to be employed full-time*. About a quarter (26%) are unemployed.

Strategic Planning Steering Committee: Expanding Access, Increasing Opportunity, Building Connections – Toronto Public Library’s Strategic Plan 2016-2019

Date:	December 14, 2015
To:	Toronto Public Library Board
From:	Strategic Planning Steering Committee

SUMMARY

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 draft priorities and outcomes for the 2016–2019 strategic plan.

RECOMMENDATIONS

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

1. receives the update on the consultation process to date for information as outlined in Attachment 1;
2. approves the draft priorities, goals and outcomes as outlined in Attachment 2;
3. approves the draft key activities for 2016 and indicators as outlined in Attachment 3; and
4. requests staff to create a public-facing version of the strategic plan and a communications plan for Toronto Public Library Board approval in January 2016.

FINANCIAL IMPACT

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. Activities requiring additional funding have been included in the 2016 operating and capital budget submission.

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-sp-sc-strategic-plan-2016-2019-draft-priorities-and-consultation-plan.pdf>

At its October 26, 2015 meeting, the Library Board approved the draft priorities and outcomes for the Strategic Plan 2016-2019 and requested staff to prepare a final draft of the strategic plan for approval by the Library Board in December 2015.

<http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2015/oct26/10b-sp-sc-strat-plan-2016-2019-draft-priorities-outcomes-results.pdf>

At its November 30, 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 approves the draft priorities, goals and outcomes for the plan, the draft key activities in 2016 and requests staff to create a public-facing version of the strategic plan and a communications plan for Library Board approval in January 2016.

COMMENTS

The *Expanding Access, Increasing Opportunity, Building connections – Toronto Public Library’s Strategic Plan 2016-2019* report considered at the November 30, 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

SIGNATURE

Vickery Bowles
City Librarian

ATTACHMENTS

- Appendix 1: *Expanding Access, Increasing Opportunity, Building Connections - Toronto Public Library's Strategic Plan 2016-2019* – report to the November 30, 2015 Strategic Planning Steering Committee
- Appendix 2: *Expanding Access, Increasing Opportunity, Building Connections - Toronto Public Library's Strategic Plan 2016-2019* – presentation at the November 30, 2015 Strategic Planning Steering Committee meeting



STAFF REPORT ACTION REQUIRED

Expanding Access, Increasing Opportunity, Building Connections – Toronto Public Library’s Strategic Plan 2016-2019

Date:	November 30, 2015
To:	Strategic Planning Steering Committee
From:	City Librarian

SUMMARY

The purpose of this report is to provide an overview of the priority areas, outcomes and key 2016 activities for Toronto Public Library’s Strategic Plan 2016-2019 with a summary of the results of public consultation. The priority areas describe where the Library will invest in our digital platforms, public space, collections and people, to create greater impact for residents and communities in Toronto.

To develop the plan, Toronto Public Library (TPL) conducted a detailed environmental scan and extensive public consultation beginning in April and continuing throughout December. To date, over 1,900 residents, stakeholders, and community partners have participated in the process, along with over 300 staff members and Union representatives.

As a result of this research and consultation, the six priority areas of the new plan are:

1. Advancing Our Digital Platforms;
2. Breaking Down Barriers to Access, Driving Inclusion;
3. Expanding Access to Technology and Training;
4. Establishing TPL as Toronto’s Centre for Continuous and Self-Directed Learning;
5. Creating Community Connections through Cultural Experiences;
6. Transforming for 21st Century Service Excellence.

The new strategic plan builds on TPL’s service strengths. The Strategic Plan harnesses the potential of new technologies and innovation to create greater awareness, access, and use of library services at the customer’s point of need. New offerings will include mobile and personalized services that enhance the user experience online.

The priorities align and support City strategies and directions, including TO Prosperity, Toronto’s Poverty Reduction Strategy, Toronto’s Strong Neighbourhoods 2020, the Seniors Strategy, Youth Equity Strategy and the Toronto Middle Childhood Strategy.

Key activities for 2016 with sample indicators have been identified for each of the priority areas. Transparency and accountability will be supported through regular reporting of the Library's overall results as well as progress on key activities and outcomes for the strategic plan. Next steps include creating a public-facing version of the plan; developing a communication strategy to inform residents, stakeholders, partners and funders; and incorporating the plan into the operating and budget submissions and the Toronto Public Library's Fundraising Priorities for future years.

RECOMMENDATIONS

The City Librarian recommends that the Strategic Planning Steering Committee:

1. receives the update on the consultation process to date for information as outlined in Attachment 1;
2. recommends the draft priorities, goals and outcomes to the Toronto Public Library Board for approval in December 2015 as outlined in Attachment 2;
3. recommends the draft key activities for 2016 and indicators to the Toronto Public Library Board for approval in December 2015 as outlined in Attachment 3; and
4. directs staff to create a public-facing version of the strategic plan and a communication plan for Toronto Public Library Board approval in January 2016.

FINANCIAL IMPACT

The costs of creating the strategic plan have been provided for in the 2015 operating budget. Activities requiring additional funding have been included in the 2016 operating and capital budget submission.

The Director, Finance & 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 report *Creating a New Strategic Plan: 2016 – 2019*. <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 report *Strategic Plan 2016 - 2019: Draft Priorities and Consultation Plan*. <http://www.torontopubliclibrary.ca/about-the-library/board/meetings/2015-jun-22.jsp>

At its October 26, 2015 meeting, the Library Board approved the report *Strategic Plan 2016 - 2019: Draft Priorities, Outcomes and Results of Public Consultation to Date*. <http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2015/oct26/10b-spsc-strat-plan-2016-2019-draft-priorities-outcomes-results.pdf>

COMMENTS

Staff have prepared a strategic plan in accordance with the consultation process and strategy approved by the Library Board in June 2015.

Key themes of public consultation

Implementing the consultation plan, library staff conducted extensive consultation for the strategic plan as outlined in Attachment 1. Public consultation included a range of tactics and activities to ensure that residents, stakeholders, community partners, library staff and the Toronto Public Library Workers Union 4948 had opportunities to participate throughout the process. Emphasis was placed on reaching library users and non-users. Participants in the process were representative of diverse populations and age groups. In September, a survey of Toronto residents was conducted on the Toronto Public Library website, and in November, Forum Research conducted a hybrid telephone/web survey, results of which will be presented to the Library Board in December. There were numerous branch and community consultation events in TSNS 2020 neighbourhoods and library branches throughout the city.

Key ideas and themes that emerged during public consultation inform the priority areas of the strategic plan and include:

- **Enhanced digital service offerings**, with more personalized service options across traditional and new service channels
- **Equitable access to current and emerging technology**, including in-branch computers, bandwidth, WiFi, 3D printers, specialized hardware and software
- Easier and more convenient, **barrier-free access** to services and resources for branch and virtual users
- Expanded **open hours** that are responsive to the needs of users of all ages
- Taking the Library to the people, through **outreach and self-service options** in the community and online
- The Library as **community hub**, uniting neighbourhoods, offering opportunities for partnership, civic engagement, and citizen participation
- **Increased awareness of service offerings** available online and in branch, communicated on users' channel of choice
- **Diverse collections** in digital and physical formats, reflective of community needs and interests
- **Continuous lifelong learning** opportunities to support and enrich personal goals and development
- Access to programs and activities to enhance **diverse cultural experiences**, equitably available across branches and communities
- Endorsement of the Library's key role in promoting **multiple literacies** to foster inclusion and participation

These ideas and themes were expressed throughout the consultation process and were generally consistent across the various groups that participated.

Priority Areas for 2016-2019

Based on input received during the consultation process from residents and stakeholders, draft priorities were created, refined and focused. All priorities were developed to respond to issues, needs and trends identified through the environmental scan and consultation as critical to the well-being and success of Torontonians in the global knowledge economy. The priorities for the Strategic Plan 2016-2019, pending approval by the Library Board, are summarized below and included in Attachment 2.

PRIORITY #1: Advancing Our Digital Platforms

We will be a model of excellence in digital service delivery in the public sector, with digital platforms that offer a full range of services to Toronto communities and residents, and deliver exceptional customer experiences at every point of need.

PRIORITY #2: Breaking Down Barriers to Access, Driving Inclusion

We will break down barriers to access so that Torontonians from all walks of life have easy, local access to library services they want and need.

PRIORITY #3: Expanding Access to Technology and Training

We will provide access to current and emerging technology, training and expertise to promote digital literacy and inclusion.

PRIORITY #4: Establishing TPL as Toronto's Centre for Continuous and Self-Directed Learning

We will be the institution of choice for continuous, lifelong and self-directed learning, where Torontonians of all ages and at all stages can extend and enhance their education and access to information, both online and in neighbourhoods across the city.

PRIORITY #5: Creating Community Connections through Cultural Experiences

We will provide access to a range of local and city-wide cultural experiences that engage residents and help them feel connected to their community.

PRIORITY #6: Transforming for 21st Century Service Excellence

We will transform the Library's capacity and culture to deliver exceptional customer experiences how, when and where our customers want and need them. Torontonians will benefit from a vibrant, revitalized, digitally-enabled, and efficiently-managed service.

Key Activities for 2016

To ensure that the Library progresses on the Strategic Plan, work in November focused on refining the outcomes and indicators and developing prioritized activities for 2016 as outlined in Attachment 3. Performance measures for 2015, and the results of the public residents survey, which will be reported to the Library Board in December, will help establish and refine indicators and targets for 2016 and future years.

Communication for the Strategic Plan

Upon Board approval of the plan scheduled for December, it is proposed that library staff develop a public version and communication plan to engage residents, communities,

stakeholders, partners and funders in understanding the Library's priorities and in achieving results.

Supporting Transparency and Accountability

Quarterly and annual reporting on the Library's key performance measures and strategic actions and outcomes will support transparency and accountability in achieving results. Outcomes include both quantitative and qualitative measures to ensure that library services are relevant, efficient and of high quality. In addition, the capital and operating budgets for 2017-2019, policies and service proposals before the Library Board will include a statement of how they align and support the Library's strategic priorities.

CONCLUSION

The creation of a new strategic plan is a critical strategy in delivering library services that reflect the changing needs of Toronto residents. Successful implementation of the plan will transform service delivery, build support and usage, and achieve the vision of making Toronto's residents and communities *more connected and more successful*.

CONTACT

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

Linda Hazzan; Director, Communications, Programming and Customer Engagement;
Tel: 416-393-7214; E-mail: lhazzan@torontopubliclibrary.ca

Michele Melady; Acting Manager, Planning & Development;
Tel: 416-395-5551; E-mail: mmelady@torontopubliclibrary.ca

SIGNATURE

Vickery Bowles
City Librarian

ATTACHMENTS

- Attachment 1: Summary of Consultation
- Attachment 2: Vision, Mission, Draft Priority Areas, Goals and Outcomes
- Attachment 3: Draft 2016 Key Activities and Indicators

Strategic Plan 2016-2019

Summary of Consultation to November 30, 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 – Oct. 7	Completed. 1,228 surveys received
Children	"Tell Us What You Think" colouring sheet for young children and comments sheet for older children, in branches and on website	Sept. 2 – Oct. 7	Completed. 47 sheets
Residents	Survey of Toronto Residents by Forum Research – telephone/online	In field Nov. 12-20	Completed.
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: Area meeting, Northern District	Completed. 15 participants
Staff	Presentation: Environmental scan; summary of consultation to date;	July 2: Area meeting, York Woods	Completed. 20 participants

Target Participants	Event / Description	Date / Location	Status
	information about upcoming consultation events	July 21: Research & Reference Managers meeting, TRL	Completed. 11 participants
Staff	Presentation: Consultation update and consultation exercise	July 15: Community Outreach and Engagement Committee, North York Central	Completed. 10 participants
		Aug. 5: Circulation Policy Committee, Toronto Reference Library	Completed. 10 participants
		Sept. 8: Research & Reference Senior Staff meeting, Toronto Reference Library	Completed. 32 participants
		Sept. 10: Area Managers meeting, Toronto Reference Library	Completed. 8 participants
		Sept. 24: Area meeting, Barbara Frum	Completed. 10 participants
		Oct. 21: Area meeting, Morningside (update only)	Completed. 25 participants
		Nov. 12: Operations Supervisors bi-annual meeting, Scarborough Civic Centre	Completed. 30 participants
Staff	Three focus groups	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 (one in each of the six service areas and one for the R&R libraries)	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	Completed. 100 participants

Target Participants	Event / Description	Date / Location	Status
		Oct. 20: Dawes Road Oct. 22: Jane/Sheppard Oct. 28: Parkdale Oct. 29: Mount Dennis	
Youth	Youth “Branch Champion” focus group	Oct. 17: Northern District	Completed. 50 participants
Toronto Public Library Workers Union Local 4948	Focus group	Oct. 29: Northern District	Completed. 35 participants
Friends of Toronto Public Library	Background documents with request for feedback sent to North & South Chapters and Special Collections Friends	Nov. 17 by email	Completed.
Public / Private Partners	Breakfast roundtables with representatives from the Cultural and Technology sectors	Nov. 5 & 19 Toronto Reference Library	Completed. 91 participants
City Councillors / Executive Assistants	Focus Group	Dec. 8, City Hall	In progress.
Toronto Public Library Foundation	Presentation on the new Strategic Plan to the TPLF Board	Feb. 25, TRL	Scheduled.



Read. Learn. Create. Deliver

VISION Toronto Public Library will be recognized as the world’s leading library by informing and inspiring Toronto and its communities, making us all more resilient, more knowledgeable, more connected and more successful

MISSION Toronto Public Library provides free and equitable access to services which meet the changing needs of Torontonians. The Library preserves and promotes universal access to a broad range of human knowledge, experience, information and ideas in a welcoming and supportive environment.

Strategic Plan 2016–2019

Expanding Access, Increasing Opportunity, Building Connections

- | | |
|--|---|
| 1 ADVANCING OUR DIGITAL PLATFORMS | 4 ESTABLISHING TPL AS TORONTO’S CENTRE FOR CONTINUOUS AND SELF-DIRECTED LEARNING |
| 2 BREAKING DOWN BARRIERS TO ACCESS, DRIVING INCLUSION | 5 CREATING COMMUNITY CONNECTIONS THROUGH CULTURAL EXPERIENCES |
| 3 EXPANDING ACCESS TO TECHNOLOGY AND TRAINING | 6 TRANSFORMING FOR 21 ST CENTURY SERVICE EXCELLENCE |

1 ADVANCING OUR DIGITAL PLATFORMS

We will be a model of excellence in digital service delivery in the public sector, with digital platforms that offer a full range of services to Toronto communities and residents, and deliver exceptional customer experiences at every point of need.

GOALS

1. Remove policy barriers and redefine business processes to deliver more and better services online
2. Integrate our digital and branch platforms to provide a seamless user experience, with easy links to face-to-face support
3. Collaborate with public and private partners to drive innovation and improve service delivery
4. Create new digital tools and approaches to broaden public and user engagement.

OUTCOMES

- Torontonians have easy and convenient access to library service at their point of need
- Online and self-service transactions are easy to use and available when, where and how customers want and need them
- TPL is a leader in providing digital services with high public adoption and satisfaction levels

2 BREAKING DOWN BARRIERS TO ACCESS, DRIVING INCLUSION

We will break down barriers to access so that Torontonians from all walks of life have easy, local access to the library services they want and need

GOALS

5. Increase membership and use by addressing barriers related to fines and fees
6. Develop targeted marketing and outreach strategies to educate and raise awareness of relevant library services at the customer's point of need
7. Increase access to in-branch services and spaces through responsive service hours and new options to expand public and community space
8. Advance State of Good Repair projects to provide welcoming, well-maintained and efficient public space.
9. Support key City of Toronto priorities and strategies including Poverty Reduction, Youth Equity, Seniors and Middle Childhood.

OUTCOMES

- Toronto residents are more aware of library services relevant to them, at their point of need
- Policy framework removes barriers to access
- Toronto residents have easy and convenient access to services
- Library open hours are responsive to community needs and usage patterns

3 EXPANDING ACCESS TO TECHNOLOGY AND TRAINING

We will provide access to current and emerging technology, training and expertise to promote digital literacy and inclusion

GOALS

10. Meet or exceed public expectations and demand for technology to support school, work and daily life
11. Offer access to new and emerging technologies to support innovation, entrepreneurship and creativity
12. Develop new partnerships to support access to emerging technologies, software and expertise.
13. Increase access to one-on-one, group and outreach training and learning opportunities

OUTCOMES

- Torontonians have access to technology and training to support education, employment, entrepreneurship, health and wellness, government, civic engagement, and social inclusion
- TPL meets benchmarks and standards for the distribution of branch technology based on user needs
- Geographic equity of access to leading edge technology
- Public/private partnerships established to support access to emerging technologies and expertise

4 ESTABLISHING TPL AS TORONTO'S CENTRE FOR CONTINUOUS AND SELF-DIRECTED LEARNING

We will be the institution of choice for continuous, lifelong and self-directed learning, where Torontonians of all ages and at all stages can extend and enhance their education and access to information, both online and in neighbourhoods across the city

GOALS

14. Offer broad access to experiential, collaborative, mentored and networking learning opportunities in response to the different ways people learn and the unique needs of local communities
15. Build capacity to deliver elearning, and interactive distance learning services
16. Support children and youth with enriched after school and out of school environments and programs for learning and discovery
17. Help learners of all ages build competencies in multiple literacies

OUTCOMES

- Residents gain the knowledge, literacy skills and networks to enrich their education, work life and leisure experiences
- Participation in library learning opportunities reflects people of all ages including seniors
- Toronto residents have access to tools and instruments
- School age children and youth are better supported with enriched activities during after school hours

5 CREATING COMMUNITY CONNECTIONS THROUGH CULTURAL EXPERIENCES

We will provide access to a range of local and city-wide cultural experiences that engage residents and help them feel connected to their community

GOALS

18. Create online and in-branch environments that connect neighbourhoods and communities, offering opportunities for partnerships, civic engagement and resident participation
19. Connect creative communities with new technology to help them share their stories and cultures with other Torontonians
20. Facilitate new ways for Torontonians to share their love of reading
21. Build diverse collection in a variety of formats in response to changing community needs

OUTCOMES

- Toronto Public Library connects residents across the city through engaging cultural experiences
- Toronto residents have access to programs and activities to support and enhance diverse cultural experiences, especially locally and in their neighbourhoods
- TPL collections reflect the cultural interests and needs of a diverse Toronto population

6 TRANSFORMING FOR 21ST CENTURY SERVICE EXCELLENCE

We will transform the Library's capacity and culture to deliver exceptional customer experiences how, when and where our customers want and need them. Torontonians will benefit from a vibrant, revitalized, digitally-enabled, and efficiently-managed service.

GOALS

22. Align our organizational structure and resources to advance our strategic plan goals, including service innovation, continuous improvement and sustainability
23. Leverage digital infrastructures including cloud, business intelligence and social media technologies to efficiently deliver great customer service experiences
24. Empower and equip staff with the training and tools to deliver future-focused services
25. Support the Toronto Public Library Foundation in achieving ambitious fundraising goals
26. Cultivate staff engagement opportunities with a 360 approach to input and feedback

OUTCOMES

- Residents have improved access to world class library service and customer experiences online, in library branches and in community locations
- TPL has the staff and resources to deliver strategic outcomes
- TPL staff supported with training and resources to deliver high quality programs and services

DRAFT KEY PRIORITY

DRAFT KEY 2016 ACTIVITIES

DRAFT KEY INDICATORS

1 ADVANCING OUR DIGITAL PLATFORMS

1. Digital Strategy developed and endorsed by the Board to create an excellent, integrated customer service experience online and in library branches.
2. Policy review supports the delivery of digital services
3. New user-centered online services launched for 2016
 - Responsive Account
 - Borrower history and lists in response to customer demand
 - Online membership, registration & card renewal
 - Responsive mobile-friendly website
 - Children’s website for ages birth-5 launched with new features e.g. digital story time, or app
 - Content Strategy advanced to create more relevant and meaningful online experiences

- # of services available through the digital platform
- % increase in use of self-serve transactions including registration, renewal, fines payment, and self-service access to branches
- % increase in use of online services including econtent
- % utilization in accessing services from mobile devices
- % Torontonians who are highly satisfied with the usability and convenience of the Library’s online services

2 BREAKING DOWN BARRIERS TO ACCESS, DRIVING INCLUSION

4. Library’s policy on fines and fees reviewed to support equity and inclusion
5. Marketing strategy to promote children’s membership, with targeted outreach in TSNS 2020 neighbourhoods to achieve targets and outcomes
6. Refined library brand identity supports awareness, discovery and engagement across service channels
7. State of Good Repair program advanced to support accessibility, inclusion and quality of life in neighbourhoods across the city
8. Sunday service expanded to create year-round service at 6 District and 2 R&R branches, and added to 6 neighbourhood branches to provide seasonal Sunday service
9. Self-service library kiosk at Union Station and plan for self-service after hours branches ready to pilot in 2017
10. Pilot models for embedded librarianship and active resident engagement

- % increase in awareness of library services in targeted demographics and neighbourhoods
- % increase in membership in targeted demographics and neighbourhoods
- # of blocked cards reduced in priority neighbourhoods
- # of service hours added
- # of library visits increased at branches with new hours

3 EXPANDING ACCESS TO TECHNOLOGY AND TRAINING

11. Technology standards, benchmarks and performance standards established for in-branch technology user education programs including bandwidth, wireless, computer software, devices and laptops and incorporated into 2017 capital and operating budgets
12. Launch new Digital Innovation Hubs, and four pop up learning labs available in library branches and communities across the city
13. New Bookmobile extends technology, including wireless access, into communities
14. Partnerships with industry technology leaders which leverage resources, increasing service quality and accessibility
15. Digital hot spot lending pilot for targeted communities
16. Innovative projects launched through strategic partnerships, e.g. TRL Virtual Reality Tour

- % increase in technology use in library branches: computers, wireless
- % user satisfaction with technology access and training
- % of branches meeting technology benchmarks and standards
- # of residents accessing technology and training through the Digital Innovation Hubs
- Utilization rate of pop up learning labs and kiosks in the community
- New partnerships established and results

4 ESTABLISHING TPL AS TORONTO'S CENTRE FOR CONTINUOUS AND SELF-DIRECTED LEARNING

17. Pilot project launched with Chang School at Ryerson to expand access to business courses for professionals and the public as a model for future partnerships
18. Program outcomes and standards established in key areas: Job search, entrepreneurial and mentoring networks
19. Collections and resources include new online learning tools
20. Plans for construction of new e-learning lab at North York Central developed
21. Expansion of digital training capacity through Learning Centres
22. Responsive to trends including sharing economy through projects and programs such as tool, seed, kitchen and instrument lending libraries
23. After school programs offered for children and youth:
 - Youth Hubs operating at six locations: York Woods, Cedarbrae, Sanderson, Centennial, Maria A. Shchuka and Fairview
 - Camps and after school clubs for children ages 6-12 available in additional branches
24. eLearning and interactive distance learning courses developed and piloted

- # and types of learning opportunities, online and in branches, across the city and in targeted neighbourhoods
- # and types of projects e.g. tool library and instrument lending library to participate in the sharing economy
- # and types of after school programs and camps available for children and youth
- Met target for utilization rate and user satisfaction of learning opportunities, of tool library, of instrument lending library and of after school programs

KEY PRIORITY**KEY 2016 ACTIVITIES****KEY INDICATORS****5 CREATING COMMUNITY CONNECTIONS THROUGH CULTURAL EXPERIENCES**

- 25. Branch renovations create cultural assets in local communities through outstanding people-centered architecture and design, exhibit, rehearsal, performance and work space, and with an emphasis on flexible spaces. 2016 projects include: Albion, Agincourt, Wychwood, St Clair/Silverthorn, North York Central, Dawes Road
- 26. World class literary programming accessible through live streaming and interactive social media to engage new audiences and build communities of readers
- 27. Access to expert literary advice, user ratings, and lists build communities of interest
- 28. New and refreshed cultural partnerships increase exhibit and engagement opportunities
- 29. Chinese Community Archive in development with user generated content
- 30. Assist in the settlement of Syrian refugees, in partnership with government & community partners
- 31. MAP Program expanded to include enriched access for students at Ryerson and U of T, and a performing arts stream to provide free access to music and theatre experiences

- % increase in cultural programming and initiatives that increase community connections
- Reduced average wait time for print and e-books
- increase in user satisfaction with cultural programming and initiatives, selection and quality of print and e-collections, and access to collections and readers' advisory services

6 TRANSFORMING FOR 21ST CENTURY SERVICE EXCELLENCE

- 32. Organizational structure and resources realigned to support innovation and deliver on strategic plan outcomes
- 33. Updated service delivery model to reflect future-oriented requirements for digital & branch platforms
- 34. Participation in City's joint real estate redevelopment program provides increased revenue to fund state of good repair backlog
- 35. Business Intelligence strategy advanced to understand and respond to customer needs
- 36. Dedicated library resources to support the Toronto Public Library Foundation in achieving ambitious fundraising goals in support of strategic priorities
- 37. Internal computer systems updated: Human Resources, Budgeting, Room Bookings
- 38. Increase revenue with launch of new premium space rentals & promotion of community room rentals
- 39. Role of the librarian redefined to deliver on key strategic outcomes: digital service delivery, technology and user education, out of school time programs, high quality lifelong learning and cultural programs, partnership development and community engagement
- 40. Staff engagement activities including a survey are piloted
- 41. Branch service benchmarks drive program offerings

- % increase in overall satisfaction with quality of library service (Annual Survey)
- % of users who rate staff as knowledgeable and helpful
- % of staff who report high levels of engagement and have the skills and training to meet public service outcomes
- Increase in revenue from premium space and underutilized community room rentals



Appendix 2

Strategic Plan 2016-2019 Update

Strategic Plan Steering Committee
Boardroom, Toronto Reference Library

November 30, 2015



- 1. Where we are in the process**
- 2. Consultation update**
- 3. 2016-2019 Strategic Plan: Priorities, goals and outcomes**
- 4. Key 2016 activities and indicators**
- 5. 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

October to November

Complete consultation process

December

Final plan, outcomes and indicators

we are here



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

Consultation on draft priorities

Over 2,200 people have participated in the process including residents, stakeholders and staff

Completed since Oct. 7

NIA focus groups

Youth focus group

TPL Workers Union Local 4948
focus group

Public / private partners roundtables

Telephone / online survey of Toronto
residents

Consultation on draft priorities

Over 2,200 people have participated in the process including residents, stakeholders and staff

Completed since Oct. 7

NIA focus groups

Youth focus group

TPL Workers Union Local 4948
focus group

Public / private partners roundtables

Telephone / online survey of Toronto
residents

10 sessions, 100 participants

- Included residents and community partners
- Asked about community needs, barriers to accessing library services, and how the library can respond

Consultation on draft priorities

Over 2,200 people have participated in the process including residents, stakeholders and staff

Completed since Oct. 7

NIA focus groups

Youth focus group

TPL Workers Union Local 4948
focus group

Public / private partners roundtables

Telephone / online survey of Toronto
residents

Saturday afternoon session, 50 participants

- Included youth who attend our Youth Advisory Groups (YAGs) across the city, plus their non-user friends
- First time TPL has coordinated a cross-YAG meeting

Consultation on draft priorities

Over 2,200 people have participated in the process including residents, stakeholders and staff

Completed since Oct. 7

NIA focus groups

Youth focus group

**TPL Workers Union Local 4948
focus group**

Public / private partners roundtables

Telephone / online survey of Toronto residents

External facilitator, 35 participants

- Included union leadership and stewards
- Focused on draft priority relating to transforming the Library's capacity and culture

Consultation on draft priorities

Over 2,200 people have participated in the process including residents, stakeholders and staff

Completed since Oct. 7

NIA focus groups

Youth focus group

TPL Workers Union Local 4948
focus group

Public / private partners roundtables

Telephone / online survey of Toronto
residents

2 breakfast roundtables, 91 participants

- Culture sector representatives from ROM, Gardiner Museum, Toronto Arts & Culture, etc.
- Technology sector representatives from Cisco, NetDexterity, Faculty of Information, Centre for Social Innovation, etc.

Consultation on draft priorities

Over 2,200 people have participated in the process including residents, stakeholders and staff

Completed since Oct. 7

NIA focus groups

Youth focus group

TPL Workers Union Local 4948
focus group

Public / private partners roundtables

**Telephone / online survey of
Toronto residents**

**Conducted by Forum Research,
Nov. 12-20**

- Sample size of 1,200
(600 telephone / 600 online)
- Gauging awareness, use and satisfaction with Library services
- Results will be reported to the Library Board in December

Consultation on draft priorities

Over 2,200 people have participated in the process including residents, stakeholders and staff

Upcoming

City Hall Drop-In

December 9, Committee Room 3

- Feedback and awareness-raising with City Councillors and City staff
- Poster sessions and interactive information sharing
- Online and in-person survey

Toronto Public Library's Strategic Plan 2016 – 2019

Expanding **Access**

Increasing **Opportunity**

Building **Connections**

Oct. 7

- 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**

Oct. 7

- 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**

Nov. 30

- 1. Advancing Our Digital Platforms**
- 2. Breaking Down Barriers to Access, Driving Inclusion**
- 3. Expanding Access to Technology & Training**
- 4. Establishing TPL as Toronto's Centre for Continuous and Self-Directed Learning**
- 5. Creating Community Connections through Cultural Experiences**
- 6. Transforming for 21st Century Service Excellence**

Oct. 7

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



Nov. 30

1. Advancing Our Digital Platforms
2. Breaking Down Barriers to Access, Driving Inclusion
3. Expanding Access to Technology & Training
4. Establishing TPL as Toronto's Centre for Continuous and Self-Directed Learning
5. Creating Community Connections through Cultural Experiences
6. Transforming for 21st Century Service Excellence

Oct. 7

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 →

Nov. 30

1. Advancing Our Digital Platforms
2. Breaking Down Barriers to Access, Driving Inclusion
3. Expanding Access to Technology & Training
4. Establishing TPL as Toronto's Centre for Continuous and Self-Directed Learning
5. Creating Community Connections through Cultural Experiences
6. Transforming for 21st Century Service Excellence

Priorities, goals & outcomes

1. Advancing Our Digital Platforms

We will be a model of excellence in digital service delivery in the public sector, with digital platforms that offer a full range of services to Toronto communities and residents, and deliver exceptional customer experiences at every point of need.

1. Advancing Our Digital Platforms

We will be a model of excellence in digital service delivery in the public sector, with digital platforms that offer a full range of services to Toronto communities and residents, and deliver exceptional customer experiences at every point of need.

Goals

1. **Remove policy barriers** to deliver more and better services online.
2. **Integrate our digital and branch platforms.**
3. **Collaborate with partners** to drive innovation and improve service delivery.
4. **Create new digital tools** to broaden public engagement.

Priorities, goals & outcomes

1. Advancing Our Digital Platforms

We will be a model of excellence in digital service delivery in the public sector, with digital platforms that offer a full range of services to Toronto communities and residents, and deliver exceptional customer experiences at every point of need.

Goals

1. **Remove policy barriers** to deliver more and better services online.
2. **Integrate our digital and branch platforms.**
3. **Collaborate with partners** to drive innovation and improve service delivery.
4. **Create new digital tools** to broaden public engagement.

Outcomes

- Torontonians have easy and convenient access to library service
- Online and self-service transactions are easy to use
- TPL is a leader in providing digital services

Priorities, goals & outcomes

2. Breaking Down Barriers to Access, Driving Inclusion

We will break down barriers to access so that Torontonians from all walks of life have easy, local access to the library services they want and need.

2. Breaking Down Barriers to Access, Driving Inclusion

We will break down barriers to access so that Torontonians from all walks of life have easy, local access to the library services they want and need.

Goals

5. **Increase membership and use** by addressing barriers
6. **Develop targeted marketing and outreach strategies** to educate and raise awareness
7. **Increase access to services and spaces**
8. **Advance State of Good Repair projects** to provide well-maintained public space
9. **Support key City of Toronto priorities and strategies**

2. Breaking Down Barriers to Access, Driving Inclusion

We will break down barriers to access so that Torontonians from all walks of life have easy, local access to the library services they want and need.

Goals

5. **Increase membership and use** by addressing barriers
6. **Develop targeted marketing and outreach strategies** to educate and raise awareness
7. **Increase access to services and spaces**
8. **Advance State of Good Repair projects** to provide well-maintained public space
9. **Support key City of Toronto priorities and strategies**

Outcomes

- Toronto residents are more aware of library services relevant to them, at their point of need
- Policy framework removes barriers to access
- Toronto residents have easy and convenient access to services
- Library open hours are responsive to community needs and usage patterns

Priorities, goals & outcomes

3. Expanding Access to Technology and Training

We will provide access to current and emerging technology, training and expertise to promote digital literacy and inclusion.

3. Expanding Access to Technology and Training

We will provide access to current and emerging technology, training and expertise to promote digital literacy and inclusion.

Goals

10. **Meet or exceed public expectations and demand for technology** to support school, work and daily life.
11. **Offer access to new and emerging technologies** to support innovation, entrepreneurship and creativity.
12. **Develop new partnerships** to support access to emerging technologies, software and expertise.
13. **Increase access to one-on-one, group and outreach training and learning opportunities.**

3. Expanding Access to Technology and Training

We will provide access to current and emerging technology, training and expertise to promote digital literacy and inclusion.

Goals

10. **Meet or exceed public expectations and demand for technology** to support school, work and daily life.
11. **Offer access to new and emerging technologies** to support innovation, entrepreneurship and creativity.
12. **Develop new partnerships** to support access to emerging technologies, software and expertise.
13. **Increase access to one-on-one, group and outreach training and learning opportunities.**

Outcomes

Torontonians have access to technology and training to support education, employment and social inclusion

TPL meets benchmarks and standards for the distribution of branch technology based on user needs

Geographic equity of access to leading-edge technology

Partnerships established to support access to emerging technologies and expertise

4. Establishing TPL as Toronto's Centre for Continuous and Self-Directed Learning

We will be the institution of choice for continuous, lifelong and self-directed learning, where Torontonians of all ages and at all stages can extend and enhance their education and access to information, both online and in neighbourhoods across the city.

4. Establishing TPL as Toronto's Centre for Continuous and Self-Directed Learning

We will be the institution of choice for continuous, lifelong and self-directed learning, where Torontonians of all ages and at all stages can extend and enhance their education and access to information, both online and in neighbourhoods across the city.

Goals

- 14. Offer broad access to learning opportunities** based on how people learn
- 15. Build capacity to deliver e-learning and interactive distance learning services**
- 16. Support children and youth with enriched out-of-school environments and programs** for learning and discovery.
- 17. Help learners of all ages build competencies in multiple literacies.**

4. Establishing TPL as Toronto's Centre for Continuous and Self-Directed Learning

We will be the institution of choice for continuous, lifelong and self-directed learning, where Torontonians of all ages and at all stages can extend and enhance their education and access to information, both online and in neighbourhoods across the city.

Goals

14. **Offer broad access to learning opportunities** based on how people learn
15. **Build capacity to deliver e-learning and interactive distance learning services**
16. **Support children and youth with enriched out-of-school environments and programs** for learning and discovery.
17. **Help learners of all ages build competencies in multiple literacies.**

Outcomes

- Residents gain knowledge, literacy skills and networks
- Participation in library learning opportunities reflects people of all ages
- Toronto residents have access to tools and instruments
- School-age children and youth are better supported with enriched activities during after school hours

5. Creating Community Connections Through Cultural Experiences

We will provide access to a range of local and city-wide cultural experiences that engage residents and help them feel connected to their community.

5. Creating Community Connections Through Cultural Experiences

We will provide access to a range of local and city-wide cultural experiences that engage residents and help them feel connected to their community.

Goals

- 18. Create online and in-branch environments that connect communities**
- 19. Connect creative communities with new technology** to help them share their stories and cultures
- 20. Facilitate new ways for Torontonians to share their love of reading**
- 21. Build diverse collections in a variety of formats** in response to changing community needs

5. Creating Community Connections Through Cultural Experiences

We will provide access to a range of local and city-wide cultural experiences that engage residents and help them feel connected to their community.

Goals

- 18. **Create online and in-branch environments that connect communities**
- 19. **Connect creative communities with new technology** to help them share their stories and cultures
- 20. **Facilitate new ways for Torontonians to share their love of reading**
- 21. **Build diverse collections in a variety of formats** in response to changing community needs

Outcomes

- Toronto Public Library connects residents across the city through engaging cultural experiences
- Toronto residents have access to programs and activities to support and enhance diverse cultural experiences
- TPL collections reflect the cultural interests and needs of a diverse Toronto population

6. Transforming for 21st Century Service Excellence

We will transform the Library's capacity and culture to deliver exceptional customer service experiences how, when and where our customers want and need them. Torontonians will benefit from a vibrant, revitalized, digitally-enabled and efficiently managed service.

6. Transforming for 21st Century Service Excellence

We will transform the Library's capacity and culture to deliver exceptional customer service experiences how, when and where our customers want and need them. Torontonians will benefit from a vibrant, revitalized, digitally-enabled and efficiently managed service.

Goals

- 22. **Align our organizational structure and resources** to advance our strategic goals
- 23. **Leverage digital infrastructures** to deliver great customer service experiences
- 24. **Empower and equip staff** with the training and tools to deliver future-focused services
- 25. **Support the Toronto Public Library Foundation** in achieving ambitious fundraising goals
- 26. **Cultivate staff engagement opportunities** with a 360 approach to input and feedback

6. Transforming for 21st Century Service Excellence

We will transform the Library's capacity and culture to deliver exceptional customer service experiences how, when and where our customers want and need them. Torontonians will benefit from a vibrant, revitalized, digitally-enabled and efficiently managed service.

Goals

- 22. **Align our organizational structure and resources** to advance our strategic goals
- 23. **Leverage digital infrastructures** to deliver great customer service experiences
- 24. **Empower and equip staff** with the training and tools to deliver future-focused services
- 25. **Support the Toronto Public Library Foundation** in achieving ambitious fundraising goals
- 26. **Cultivate staff engagement opportunities** with a 360 approach to input and feedback

Outcomes

Residents have improved access to world-class library service, in branch and community locations

TPL has the staff and resources to deliver strategic outcomes

TPL staff are supported with training and resources to deliver high-quality programs and services

1. Advancing Our Digital Platforms

Activities

1. Digital Strategy developed and endorsed by the Board
2. Policy review supports the delivery of digital services
3. New user-centered online services launched for 2016

1. Advancing Our Digital Platforms

Activities

1. Digital Strategy developed and endorsed by the Board
2. Policy review supports the delivery of digital services
3. New user-centered online services launched for 2016

Indicators

- # of services available through the digital platform
- % increase in use of self-serve transactions
- % increase in use of online services including e-content
- % utilization in accessing services from mobile devices
- % Torontonians who are highly satisfied with online service usability & convenience

2. Breaking Down Barriers to Access, Driving Inclusion

Activities

4. Library's policy on fines and fees reviewed
5. Marketing strategy to promote children's membership
6. Refined library brand identity supports awareness, discovery and engagement
7. State of Good Repair program advanced
8. Sunday service expanded to create year-round service at 8 branches, and seasonal service at 6 branches
9. Self-service library kiosk at Union Station and plan for self-service after hours branches pilot in 2017
10. Pilot models for embedded librarianship and active resident engagement.

2. Breaking Down Barriers to Access, Driving Inclusion

Activities

4. Library's policy on fines and fees reviewed
5. Marketing strategy to promote children's membership
6. Refined library brand identity supports awareness, discovery and engagement
7. State of Good Repair program advanced
8. Sunday service expanded to create year-round service at 8 branches, and seasonal service at 6 branches
9. Self-service library kiosk at Union Station and plan for self-service after hours branches pilot in 2017
10. Pilot models for embedded librarianship and active resident engagement.

Indicators

- % increase in awareness of library services
- % increase in membership
- # of blocked cards reduced in priority neighbourhoods
- # of service hours added
- # of library visits increased at branches with new hours

3. Expanding Access to Technology and Training

Activities

11. Technology standards, benchmarks and performance standards established and incorporated into 2017 budgets
12. New Digital Innovation Hubs and four pop-up learning labs available
13. New Bookmobile extends technology, including wireless access, into communities
14. Partnerships with industry technology leaders
15. Digital hot spot lending pilot for targeted communities
16. Innovative projects launched through strategic partnerships

3. Expanding Access to Technology and Training

Activities

11. Technology standards, benchmarks and performance standards established and incorporated into 2017 budgets
12. New Digital Innovation Hubs and four pop-up learning labs available
13. New Bookmobile extends technology, including wireless access, into communities
14. Partnerships with industry technology leaders
15. Digital hot spot lending pilot for targeted communities
16. Innovative projects launched through strategic partnerships

Indicators

- # increase in technology use in library branches: computers, wireless
- % user satisfaction with technology access and training
- % of branches meeting technology benchmarks and standards
- # of residents accessing technology and training through the Digital Innovation Hubs
- Utilization rate of pop-up learning labs and kiosks in the community
- New partnerships established

4. Establishing TPL as Toronto's Centre for Continuous and Self-Directed Learning

Activities

17. Pilot project launched with Chang School to expand access to business courses
18. Program outcomes and standards established in key areas
19. Collections and resources include new online learning tools
20. Plans for construction of new e-learning lab at North York Central developed
21. Expansion of digital training capacity through Learning Centres
22. Responsive to sharing economy through projects and programs
23. After school programs, camps and clubs offered for children and youth
24. eLearning and interactive distance learning courses developed and piloted

4. Establishing TPL as Toronto's Centre for Continuous and Self-Directed Learning

Activities

17. Pilot project launched with Chang School to expand access to business courses
18. Program outcomes and standards established in key areas
19. Collections and resources include new online learning tools
20. Plans for construction of new e-learning lab at North York Central developed
21. Expansion of digital training capacity through Learning Centres
22. Responsive to sharing economy through projects and programs

23. After school programs, camps and clubs offered for children and youth
24. eLearning and interactive distance learning courses developed and piloted

Indicators

- # and types of learning opportunities
- # and types of projects
- # and types of after school programs and camps
- Met target for utilization rate and user satisfaction of learning opportunities

5. Creating Community Connections Through Cultural Experiences

Activities

25. Branch renovations create cultural assets in local communities
26. World-class literary programming accessible through live streaming and interactive social media
27. Access to expert literary advice, user ratings and lists
28. New and refreshed cultural partnerships
29. Chinese Community Archive in development with user-generated content
30. Assist in the settlement of Syrian refugees
31. MAP Program expanded

5. Creating Community Connections Through Cultural Experiences

Activities

25. Branch renovations create cultural assets in local communities
26. World-class literary programming accessible through live streaming and interactive social media
27. Access to expert literary advice, user ratings and lists
28. New and refreshed cultural partnerships
29. Chinese Community Archive in development with user-generated content
30. Assist in the settlement of Syrian refugees
31. MAP Program expanded

Indicators

- % increase in cultural programming and initiatives that increase community connections
- reduced average wait time for print and e-books
- increase in user satisfaction with cultural programming and initiatives, selection and quality of print and e-collections, and access to collections and readers' advisory

6. Transforming for 21st Century Service Excellence

Activities

- 32. Organizational structure and resources realigned
- 33. Updated service delivery model to reflect future-oriented requirements
- 34. Participation in City's joint real estate redevelopment program
- 35. Business Intelligence strategy advanced
- 36. Support the TPL Foundation in achieving fundraising goals
- 37. Internal computer systems updated
- 38. Increase revenue with new premium space rentals & promotion
- 39. Role of the librarian redefined to deliver on key strategic outcomes
- 40. Staff engagement activities piloted
- 41. Branch service benchmarks drive programs

6. Transforming for 21st Century Service Excellence

Activities

- 32. Organizational structure and resources realigned
- 33. Updated service delivery model to reflect future-oriented requirements
- 34. Participation in City's joint real estate redevelopment program
- 35. Business Intelligence strategy advanced
- 36. Support the TPL Foundation in achieving fundraising goals
- 37. Internal computer systems updated
- 38. Increase revenue with new premium space rentals & promotion

- 39. Role of the librarian redefined to deliver on key strategic outcomes
- 40. Staff engagement activities piloted
- 41. Branch service benchmarks drive programs

Indicators

- % increase in overall satisfaction with quality of library service (Annual Survey)
- % of users who rate staff as helpful and knowledgeable
- % of staff with high levels of engagement, skills and training
- increase in revenue from premium space and underutilized community room rentals

- 1. Finalize plan with Strategic Planning Steering Committee and Board** *(Dec.)*
- 2. Develop 2016 workplans and targets** *(Dec.)*
- 3. Develop communication strategy** *(Dec.)*
- 4. Create public-facing version of the plan, conveying our unique value proposition and what's at stake** *(Jan.)*
- 5. Communicate widely** *(Jan - June)*



Thank You

Elizabeth Glass

Director, Policy, Planning & E-Service Delivery

eglass@torontopubliclibrary.ca





Strategic Plan 2016-2019

Resource Allocations

Toronto Public Library Board Meeting

December 14, 2015



Allocation of TPL 2016 Operating Budget

TPL	
2016 Budget (\$ million)	
Base	192.504
New/Enh	0.958
Total	193.462

Library Collections & Borrowing	
Base	72.885
New/Enh	0.330
Total	73.215

Branch and eServices	
Base	112.609
New/Enh	0.591
Total	113.200

Partnerships, Outreach & Customer Engagement	
Base	7.010
New/Enh	0.036
Total	7.047

Resource Allocation for Strategic Plan Activities

Funding Strategies

- 1. Base Budget (Capital & Operating)**
- 2. Budget Enhancements – Operating**
- 3. Budget Enhancements – Capital**
- 4. Partnerships and Grants**
- 5. Foundation Funding**
- 6. Library Revenues**

Resource Allocation for Strategic Plan Activities

1. Base Budget (Capital & Operating) – Strategies & Opportunities

- **Focus and prioritize resources** through annual work plan development and oversight
- **Reallocate resources**, including staff, to respond to changing usage patterns and customer need
- **Build skills and capacities** in areas of strategic focus
- **Create efficiencies** through the implementation of technology and business process reengineering

Resource Allocation for Strategic Plan Activities

1. Base Budget (Capital & Operating) – Example 2016 Key Activities

3. New user centered services launched in 2016 (Capital)
19. Collections and resources include new online learning tools (Operating)
20. Plans for construction of new e-learning lab at NYCL developed (Capital)
25. Branch renovations create cultural assets in local communities. 2016 projects include: Albion, Agincourt, Wychwood, St. Clair/Silverthorn, NYCL, Dawes Road (Capital)
37. Internal computer systems updated: Human Resources, Budgeting and Room Bookings (Capital)

Resource Allocation for Strategic Plan Activities

1. Base Budget (Capital & Operating) – Example 2016 Key Activities

Focus, prioritize and reallocate resources

1. Digital Strategy developed and endorsed by the Board
18. Program outcomes and standards established in key areas
41. Branch service benchmarks drive program offerings

Build skills and capacities, create efficiencies

32. Organizational structure realigned to support innovation and deliver on strategic plan outcomes
39. Role of the librarian redefined to deliver on key strategic outcomes
40. Staff engagement activities, including a survey, are piloted

Resource Allocation for Strategic Plan Activities

2. Budget Enhancements (Operating) – Strategies & Opportunities

- Priorities align with and support the City's service priorities
 - TO Prosperity
 - Seniors Strategy
 - Poverty Reduction Strategy
 - Middle Childhood Strategy
- Leverage City's investment and increase impact for Toronto residents and communities.

Resource Allocation for Strategic Plan Activities

2. Budget Enhancements (Operating) – Example 2016 Key Activities

TPL's 2016 operating budget submission includes \$957,000 funding request for service enhancements to advance City's Poverty Reduction Strategy:

- 8. Sunday service expansion
- 15. Wireless Hot Spot Lending for targeted communities
- 23. Two additional Youth Hubs at Fairview and Maria Shchuka

Resource Allocation for Strategic Plan Activities

3. Budget Enhancements (Capital) – Strategies & Opportunities

- One-time capital investments in new technologies create opportunities for efficiencies and service expansion
- Past examples include:
 - Self-service checkout enabled expansion of open hours
 - Automated sorters resulted in operating budget savings

Resource Allocation for Strategic Plan Activities

3. Budget Enhancements (Capital) – Example 2016 Key Activities

9. Plan for self-service after hours branches ready to pilot in 2017

Resource Allocation for Strategic Plan Activities

4. Partnerships & Grants – Strategies & Opportunities

- New partnerships provide expertise in strategic areas, leverage resources, increase service quality, and advance shared outcomes

Resource Allocation for Strategic Plan Activities

4. Partnership & Grants – Example 2016 Key Activities

- 14. Partnership with industry technology leaders
- 17. Pilot project launched with Chang School at Ryerson to expand access to business courses
- 28. New and refreshed cultural partnerships increase exhibit and engagement opportunities
- 30. Assist in the settlement of Syrian refugees in partnership with government and community partners
- 31. Map Program expanded to include enriched access for post-secondary students, and new performing arts stream

Resource Allocation for Strategic Plan Activities

5. Foundation Funding – Strategies & Opportunities

- Refine annual Fundraising Priorities to target key strategic priority areas
- Foundation funding supports enhanced service delivery in strategic areas

Resource Allocation for Strategic Plan Activities

5. Foundation Funded – Example 2016 Key Activities

- 12. Four pop-up learning labs available in library branches and communities across the city (partially funded by TPLF)
- 15. Digital Hot Spot lending pilot for targeted communities
- 22. Musical Instrument lending library
- 23. Youth Hubs: support for technology and equipment
- 26. World class literary programming accessible through live streaming (partially funded by TPLF)
- 31. MAP program expansion

Resource Allocation for Strategic Plan Activities

6. Library Revenues – Strategies & Opportunities

- Increase self-generated revenues to support delivery of strategic objectives

Resource Allocation for Strategic Plan Activities

6. Library Revenues – Example 2016 Key Activities

- 34. Participation in City's joint real estate redevelopment program provides increased revenue to fund SOGR backlog
- 38. Increase revenue with launch of new premium space rentals and promotion of community room rentals



Thank You





**STAFF REPORT
ACTION REQUIRED**

11.

Woodside Square Branch – Lease Renewal

Date:	December 14, 2015
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to obtain Toronto Public Library Board approval for a five-year lease renewal for the term commencing on December 1, 2016 and ending on November 30, 2021, for the premises occupied by Woodside Square Branch.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves a lease renewal agreement with Triovest Realty Advisors Inc. for:
 - a. a five (5) year term commencing on December 1, 2016; and
 - b. base rent at \$12.00 per square foot for an annual base rent of \$119,328.00, excluding Harmonized Sales Tax;
2. authorizes and directs staff to take appropriate action to give effect thereto.

FINANCIAL IMPACT

Under the terms of the proposed lease agreement, a base rent of \$12.00 per square foot for 9,944 square feet will amount to an annual base rent of \$119,328.00, excluding Harmonized Sales Tax (HST), for the five years, which represents a \$1 per square foot or \$9,944.00 increase from the current lease rate. The current lease rate has been in effect since December 2011. When combined with the estimated annual common area cost and utilities of \$6.00 per square foot or \$59,664.00, this results in a total operating budget cost in the first full year of \$178,992.00, or an increase of \$29,832.00, which will be included in the 2017 operating budget submission.

	Area (sq. ft.)	Rent Rate (per sq. ft.)			Annual Rent		
		Base	Additional	Total	Base	Additional	Total
Current Lease	9,944	11	4	15	109,384	39,776	149,160
Proposed Lease	9,944	12	6	18	119,328	59,664	178,992
Annual Cost Increase		1	2	3	9,944	19,888	29,832
2016 Impact (1 month)					829	1,657	2,486

Although the proposed lease agreement shows an overall increase in costs, the additional rent is fixed at \$6.00 per square foot over the term of the lease representing approximately one-half the rate charged in comparable malls.

BACKGROUND

Woodside Square Branch has occupied rental space in the Woodside Square Shopping Centre in Ward 41 at 1571 Sandhurst Circle, main intersection of Finch Ave. E. and McCowan Rd., since May 1989. The branch was expanded from 4,256 square feet to 9,944 square feet in 2006 when the lease rate was lowered significantly and the landlord contributed \$450,000 towards the expansion.

Woodside Square is a neighbourhood branch serving a catchment population of 27,413. It is open 62 hours a week. The branch provides neighbourhood level services with a focus on programs for children and seniors. In 2014, it had the highest number of visits amongst neighbourhood branches, with a total of 439,963.

Woodside's collections include approximately 57,000 items. Its circulation of 457,886 items was the second highest amongst neighbourhood branches in 2014.

This well-used branch also hosted 355 programs attended by 10,106 people in 2014.

The current location in the mall is excellent and the branch is a popular community focal point. With the larger and flexible space introduced in 2006, there have been opportunities to improve services, including the increased marketing of library collections, a separate zone for children, reading areas for adults, improved study space both in the branch and through use of the program room when it is not in use for programs, and the installation of a materials sorter to assist in the management of the high volume of returns coming into the branch.

COMMENTS

With regards to the proposed lease, City staff assisted with the negotiations and have confirmed that the proposed lease rates are still very favourable and represent fair market value or lower.

All leases for branches located on privately-owned property require Board approval.

CONTACT

Larry Hughsam; Director, Finance and Treasurer; Tel: 416-397-5946;

E-mail: lhughsam@torontopubliclibrary.ca

Anne Bailey; Director, Branch Libraries; Tel: 416-397-5944;

E-mail: abailey@torontopubliclibrary.ca

SIGNATURE

Vickery Bowles
City Librarian

Youth Participation in Library Board Decision Making – 2014-2015 Pilot and Future Recommendations

Date:	December 14, 2015
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

In 2013, the Toronto Public Library Board approved appointing two Youth Advisors to work with a designated Board member liaison and provide feedback from youth to the Board. This report reviews the 2014-2015 pilot project and recommends a model for providing future feedback from youth.

Following the experiences with this pilot, where two Youth Advisors learned about and connected with the Library Board, the value of expanding this opportunity is recognized. Direct engagement of a broader range of youth through the strategic planning process suggests that many teens are interested in participating in the Library's decision-making process. It will benefit both the Library and the teens themselves to continue these kinds of conversations.

Rather than engage a limited number of teens and place a burden on a select few to speak on behalf of a diverse many, the recommendation is to more meaningfully engage the Library's network of youth advisory groups, as well as other youth library users and non-users, in conversations of interest and relevance to both them and the Library Board, through focus groups and scheduled attendance at Board meetings to learn about governance.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. directs staff to work with the appointed Board Liaison to arrange one to two focus group consultations per year with Youth Advisory Group (YAG) members and other teen library users and non-users, on topics that would be of interest to teens, or issues that the Board would like to hear from teens about, and report the findings back to the Board in 2017 after a full year's implementation; and

- invites Youth Advisory Group members to attend Board meetings to learn about Board Governance.

FINANCIAL IMPACT

An annual budget of \$1,000 will be allocated to support the initiative.

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

DECISION HISTORY

At its March 27, 2013 meeting, the Toronto Public Library Board requested that staff report back on the feasibility of appointing two youth Board members between 15-17 years old to the TPL Board to attend and participate in Board meetings as non-voting members.

At the September 23, 2013 meeting, the Toronto Public Library Board received the [Youth Participation in Library Board Decision Making](#) report that determined it was not feasible to appoint youth Board members, since the *Public Libraries Act* and the *City Appointments Policy* require that all Board members be at least 18 years of age. The Board approved a pilot project to appoint two Youth Advisors, between 15-17 years old. These advisers were to work with staff and an appointed Board Liaison to provide feedback from youth directly to the Board, and report back to the Board at the end of the pilot. This pilot ended in June 2015.

ISSUE BACKGROUND

A youth perspective at the Board level provides an additional opportunity for youth to influence the strategic directions and policies of the Library by creating a more direct relationship between the TPL Board and Toronto's youth population. As maturing adults with a wide array of interests and needs, these youth are in the early stages of developing their own voice and sense of civic engagement. The Library can play a role in this development by providing opportunities for youth to learn about and be part of decision-making processes, and know that their voice is being heard in a meaningful way.

Pilot Project

Two youth advisors were recruited in the fall of 2013 and began their role in February 2014. The advisors were introduced to the Board at the March 24, 2014 meeting, and made a presentation at the September 8, 2014 meeting. The presentation described what they heard in their consultations with five of the Library's YAGs, and what they saw in the results of an online survey asking Toronto teens how they used, or didn't use, library services. The survey was developed, administered and evaluated with the assistance of library staff. In early 2015, with staff assistance, they wrote two posts to TPL's teen website, reporting back on what they saw in the findings from the spring survey. The main message of their presentation was the need to raise awareness about what the Library offers through more engaging social media and in-branch experiences for teens. In May, they were asked to help with public

consultations for the development of the 2016-2019 strategic plan, by collecting answers to pre-set questions from current teen library users through their personal networks.

Through this pilot, the two youth advisors gained a better understanding of the Library and how its services fit into the City's goals and commitments to citizens. They saw firsthand how volunteer boards function, and had opportunities to meet with other youth to discuss a service that they are passionate about. The TPL Board had an opportunity to hear directly from young teens.

However, the two advisors, while interested in their role, were challenged by time commitments such as school work and other extracurricular interests to effectively take on a broad consultation and survey process. At the same time, we want to expand the understanding that our current YAG members have about the library system and its role in civic life, and create more opportunities for all youth to learn about, and engage with the Library and the Board.

Youth Advisory Groups

There are currently 47 Youth Advisory Groups with 1,186 (2014) members across the library system. YAGs are branch-based volunteer groups open to youth ages 13-19 that engage youth in local branch activities, and give them opportunities to provide feedback on program and service planning for teens. YAG members are also consulted on initiatives such as capital projects and the strategic plan.

COMMENTS

After the pilot ended, Archana Shah, the new Board Liaison was appointed. Staff met with the Board Liaison to review the pilot. At the same time, the strategic planning process was underway and the opportunity to meet with YAGs presented itself.

The Youth Strategic Plan consultation focus group was held on October 17, 2015. Each YAG was invited to send one representative. To help capture the views of non-users, the YAG members were asked to bring along a friend who is not a regular library user. Forty-seven teens took part with lively discussions at eight tables. The Board Liaison was introduced to the teens and observed the discussions. When the attendees were polled at the end of the afternoon, many indicated that they would be interested in coming to another event like this. They enjoyed the opportunity to meet other teens from around the city and present their views and know that they will be taken seriously as part of the strategic planning process. Many good ideas were generated.

The Library's YAGs could be better informed about the role of the Board, and invited to attend Board meetings. The Board could consult these groups on issues that would be of interest to teens, or issues that the Board would like to hear from teens about. In this way, more youth would have opportunities to learn about, and engage with the Library and the Board. As well, offering an orientation to Board governance at YAG meetings, inviting YAG members to attend Board meetings and getting their feedback after Board meetings would provide further engagement opportunities.

A second meeting of staff and the Board Liaison was held after the youth strategic plan consultation to discuss options. Two options were identified.

Option 1 – Maintain Status Quo

The first option is to maintain the status quo and appoint only two Youth Advisors. However, this option limits the opportunity, and is a lot of work for two young teens whose ability to participate at that level is limited by time constraints. As well, this approach does not leverage the network of YAGs.

Option 2 – Focus Groups for Youth

The second option is to work with the Library's YAGs, other teen library users and non-users, to hold annual focus groups and discuss identified topics. One or two themes could be set for the discussions based on current issues facing the Board, such as the library budget or circulation policy, and topics generated by teens, such as the issues raised by the two youth advisors during the pilot project: raising awareness about library resources and services, and making better use of the Library's social media channels. This also complements the Library's plans to engage teens where they are, online, and encourage them to shape their own digital community, making and sharing content. Opportunities for YAG members to address the Board from time-to-time would be provided as there is interest.

Consideration was also given to having a formal YAG executive group, but at this point in time, it was felt the best option was to build on the strategic planning experience. In addition, an orientation to Board governance would be offered at YAG meetings and YAG members would be invited to attend Board meetings and provide feedback after Board meetings.

CONCLUSION

The second option is recommended for implementation in 2016, with a report back on this process in 2017. Offering focus group events open to all youth, and introducing more youth to the Board and its role through contact with the Board Liaison gives a variety of youth the opportunity for direct and meaningful engagement with the Library.

Organizing focus groups attended by the Board Liaison and staff, where teens can come together with other teens from around the city to discuss issues of importance to them, and bringing their voice to the Board's attention, provides an opportunity for meaningful engagement. Orientating YAG members to Board governance and inviting them to attend Board meetings provides opportunities for YAG members to see how the Board functions, to learn about public governance and how issues and ideas get considered and acted upon.

CONTACT

Anne Bailey; Director, Branch Libraries, Tel: 416-397-5944;
E-mail: abailey@torontopubliclibrary.ca

SIGNATURE

Vickery Bowles
City Librarian

Revised Records Retention Schedule

Date:	December 14, 2015
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report requests approval from the Toronto Public Library Board for a revised records retention schedule for records in the custody and control of the Board, and requests that the Board forward the schedules to City Council for enactment of the necessary by-law. The revisions to the Board's Records Retention Schedule incorporate recommendations made in PricewaterhouseCoopers' audit of the Library's proposed changes to the records retention schedules, and align with the City of Toronto's revised records retention schedules.

Highlights of the changes include alterations to the formatting to be consistent with the City of Toronto's records retention schedule layout, changes to administrative responsibilities for retention to more accurately reflect the Library's organizational structure, and new series and changes to existing series to align with the Library's legal and operational requirements. Some records series were eliminated where they were no longer relevant or where they had been superseded by other series.

The Library's Records Retention Schedules have not been updated since their development and approval in 2006.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves the revised records retention schedules as reflected in Attachment 1; and
2. presents the revised records retention schedules to the Toronto City Council, through the Executive Committee, for approval.

FINANCIAL IMPACT

The ongoing implementation of the revised records retention schedules has no financial impact beyond what has already been approved in the Library's operating budget.

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

DECISION HISTORY

The Toronto Public Library Board approved a new records retention schedule for records in the custody and control of the Board at its January 16, 2006 meeting.

The Library's records retention schedules were approved by City Council as a City of Toronto By-Law 260-2006 on April 27, 2006 and have been integrated into the City of Toronto Municipal Code section 219, Article III (Attachment 2), following a review by the City of Toronto's Administration Committee at its meeting on March 6, 2006. As part of the approval process, the schedules were reviewed by City Legal and by the City Auditor (then referred to as the City's external/municipal auditor).

The City of Toronto has consistently reviewed and updated its schedules since 2005, and other agencies are currently in the review process, as best practices require that an institution review and update its records retention schedules for compatibility with ongoing and anticipated operational and administrative requirements.

The Library has completed its own comprehensive review. Library staff revised the schedules in consultation with subject matter experts from across the Library and individual Directors who are the Offices of Record. Library staff consulted with staff from the City of Toronto's Division of Corporate Information Management, and with City Legal, who provided input on specific series with respect to the retention of personal information, and on the legal requirements of the by-law and other applicable legislation.

The City of Toronto Act, S.O. 2006, C.11, s.201(3) obliges the Library to seek the review of its auditor regarding the review of any proposed changes to the Library's records retention schedules:

The City may, subject to the approval of the City auditor, establish retention periods during which the records of the City and its local boards must be retained and preserved in accordance with section 200.

In accordance with its obligations under the City of Toronto Act, the Library engaged its auditor (engaging the Library's auditor satisfies the Library's obligations under s.201(3)) to compare the Library's proposed changes to its retention schedules to the similar schedules at the City of Toronto. After the initial review process, the City of Toronto amended its records retention schedules, approved by City Council on October 2, 2015 as the City of Toronto By-Law No.1048-2015. Following the audit by PricewaterhouseCoopers, Toronto Public

Library made minor adjustments to its records retention schedules to align more closely with the City's.

ISSUE BACKGROUND

Records retention schedules are necessary for establishing the duration of retention of records, the location and owner of the master copies of records, and the final disposition of records once they reach the end of their lifecycle – destruction or permanent archival retention.

Proper records retention has implications for institutional administration and operations, legal discovery, Freedom of Information, and facilities/systems management.

As a local board of the City of Toronto, certain aspects of the Library's administration and accountability are governed by the City of Toronto Act, S.O. 2006, C.11. This includes the development of records retention schedules, as described in sections 200 and 201 of the City of Toronto Act.

Following approval by the Board, the revised retention schedules will then be presented to City Council for approval. Once approved, a comprehensive staff training plan will be rolled out to ensure full and complete understanding of the changes to the retention schedules.

COMMENTS

Retention scheduling is the process of identifying and describing record series (unique categories of records that reflect the organization's business needs) and then using a timetable to specify the length of time that each record series must be kept prior to disposition, either destruction or archival storage. The length of time that record series are retained is based on legal requirements (where such requirements exist), and also on the basis of their value in supporting operational, administrative, legal, financial, or archival functions. Unmanaged information is a liability for the Library as a whole. Establishing retention schedules is necessary to reduce risk, support effective and efficient records and information management, promote transparency and accountability, and facilitate access to records.

The changes are summarized as follows:

- in the current version of the retention schedules, there are 188 records series; in the revised version, there are 207;
- 22 of the previous series were either discarded or consolidated (Attachment 4);
- 41 new series were added (Attachment 5).

Series were discarded or consolidated based on revisions to business practices or where there was redundancy or ambiguity between series. Series were added in response to legislative obligations, as well as to update the series to comprehensively reflect current and future Library services and organizational functions.

Legal Review

The Library consulted with City Legal and requested a review of the proposed changes to the records retention schedules. The context of the review was to establish if any proposed changes or revisions to the Library's records retention schedules appeared to violate or conflict with any legislation, and to ensure that the Library's retention periods were lawful and practical. City Legal identified several points requiring clarification, several discrepancies between the Library and the City of Toronto, and one instance wherein the Library's proposed retention period was less than the legal requirement. These changes were incorporated in this revised draft.

Auditor's Review

The Library engaged PricewaterhouseCoopers in order to fulfill its obligations under the City of Toronto Act, s.201(3). In consultation with the City of Toronto and City Legal, the Library established that the auditor's mandate would be to compare the proposed revisions to the Library's records retention schedules to similar retention schedules at the City of Toronto, and identify any discrepancies in retention between the Library and the City. This included overall retention period, disposition, and active/inactive retention.

Where any discrepancies between the Library and City were identified with respect to active/inactive retention, the Library adopted the City's retention period. The Library does not have inactive retention for the majority of its physical files; as such, changing this retention period does not have a substantive impact on Library retention practices. Finance currently stores records inactive; however, records series for Finance were already mostly compatible with the City of Toronto.

Consistency with the City of Toronto

The retention schedules were formatted to be consistent with the approach taken by the City of Toronto. Where similar series exist between the Library and the City and where it was feasible to do so, the Library's records series were modified to align with those used at the City.

Further, the layout of the Library's retention schedules now include a section for notes, mirroring the format used at the city. This is useful for including supplementary details about records series, adding expanded definitions of termination based on specific criteria or expanded definitions on what does or does not fit into the records series, and including references where retention is governed by legislation.

The Library adopted several series that are identical or substantially similar, and modified existing series to match the retention periods established at the City of Toronto. There are some instances where the Library chose not to adopt the City's retention periods for some records series, for reasons outlined below:

- Library operational requirements demanded a longer retention period than the City of Toronto
- The Library lacks the physical storage infrastructure of the City of Toronto.

The Library identified several series with a different disposition than the City of Toronto. The majority of these differences have either no practical implications, or commit the Library to a theoretically longer retention period than the City for operational or historical reasons.

Organizational Structure and Operations

The Library's existing records retention schedules were approved in 2006 and reflected the needs and functions of the Library at the time. As the Library has evolved, both structurally and in terms of services, functions, and strategic priorities, changes to the records retention schedules are required to reflect these changes. Attachment 1 highlights the changes to the organizational structure and to the functional categories of the records retention schedules. The Office of Record, the individual with corporate and administrative responsibility for the records as described in each records series, has been updated not to reflect a specific title, but rather to reflect the key functions of the Library.

Major highlights and changes

While the records retention schedule review covered all of the Library's functions and services, several key areas were identified as opportunities for substantial improvement.

- a) Library Services and Programs
 - a. Ambiguous and/or conflicting records series clarified
 - b. Reasonable retention periods for smaller-scope Library programs
 - c. Full spate of Library programs and services now covered
- b) Information Technology
 - a. Library database log files now covered
 - b. References to obsolete technological concepts (i.e. Y2K) removed
- c) Administration and Governance
 - a. New records series covering major gaps identified during review process (i.e. video surveillance records, emergency planning)
 - b. Adopted existing series from City of Toronto to supplement Library's current records series (i.e. Access to Information and Protection of Privacy functions)
- d) Social Media
 - a. Included several new series to capture Library's use of Social Media (i.e. Facebook, YouTube, etc.).

Other records series required revision as the retention period was not appropriate for the legal or operational requirements of the Library, and new series were developed to capture records that were not otherwise captured by existing series.

Next Steps

Following approval by the Library Board, the revised retention schedules will be presented to City Council (through the Executive Committee) for approval.

Once approved by City Council, training will be developed and delivered, and Library staff will be oriented to the new schedule, and retention and records destruction practices and processes will be reviewed to ensure staff have the tools and knowledge to ensure compliance with the new schedule. Supplementary file planning guides will be developed as requested by staff and management. The Toronto Public Library will continue to monitor the City's retention schedule and rollout to ensure consistency and adherence to best practices.

CONTACT

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

SIGNATURE

Vickery Bowles
City Librarian

ATTACHMENTS

- Attachment 1: Revised Toronto Public Library Records Retention Schedules
- Attachment 2: Toronto Municipal Code, section 219 Article III
- Attachment 3: Summary list of records series deleted/consolidated
- Attachment 4: Summary list of records series added



**TORONTO PUBLIC LIBRARY
RECORDS RETENTION SCHEDULES**

ATTACHMENT 1

Code	Records Title	Originating Office	Retention				Disposition	Comments/Legislation
			A	I	Total	Disposition		
<p>Functional Category: Administration and Governance</p> <p>Description: Records relating to the ways in which the Library is governed and regulated to ensure efficiency, effectiveness, and compliance with statutory requirements; and Library general administrative matters. Also includes Freedom of Information, protection of privacy, security precautions, and records management</p>								
<u>A0001</u>	<p>Access to Information and Personal Information Protection (MFIPPA) – Access Requests</p> <p><u>Records relating to requests for information, appeals to the Information & Privacy Commissioner, and subsequent responses to these requests and appeals under the Municipal Freedom of Information and Protection of Privacy Act. Includes requests for disclosure of personal information to law enforcement. –</u></p> <p>Records relating to requests and subsequent responses under the Municipal Freedom of Information and Protection of Privacy legislation</p>	City Librarian	T	<u>152</u>	T+ <u>152</u>	AR	<p><u>T = completion of request</u></p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation: Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, ss.17, 18, 19, 20, 21, 22, 32, 43, 45 - Request, notice of forwarding or transfer, notice of decision, notice of extension, notice to affected person, notice of refusal, where disclosure permitted, notice of order, estimate of costs</u></p> <p><u>Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u></p>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>A0002</u>	<p>Access to Information and Personal Information Protection (MFIPPA) – Compliance</p> <p><u>Records relating to strategies and initiatives undertaken to ensure the Library's compliance with the public's right of access to Library records and the protection of personal information resources. Documents may include impact assessments, copies of policies and guidelines, data-sharing checklists, and supporting correspondence.</u></p>	City Librarian	<u>T+2</u>	275	<u>T+27</u>	DAR	<p>T = completion of case/investigation</p> <p><u>Legislation/Regulation: Municipal Freedom of Information and Protection of Privacy Act, (General) R.R.O. 1990, Reg. 823, am. to O. Reg. 93/07. Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, PART II Protection of Individual Privacy</u></p>
<u>A0003</u>	<p><u>Access to Information and Personal Information Protection (MFIPPA) – Annual Reporting</u></p> <p><u>Year-end statistical report for the Information and Privacy Commissioner.</u></p>	<u>City Librarian</u>	<u>C+1</u>	<u>4</u>	<u>C+5</u>	<u>D</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>A0004</u>	Administrative Correspondence – Short Term Chronological <u>Office Administration</u> Includes information of short-term value such as notifications of new <u>administrative or corporate procedures or instructions, project initiatives, memos, or general records relating to the management/administration of departments/divisions. Records are of general administrative interest and are not captured by other records series.</u>	City Librarian/ Directors	<u>C+1</u>	12	C+2	D	
<u>A0005</u>	Annual Reports Reports made annually including those sent to various Ministries and City of Toronto departments. Reports include Library materials annual budget report, annual plan for the Ministry of Culture and the published Library annual report	Directors	<u>C+2</u>	5	<u>C+7</u>	P/AR	
<u>A0006</u>	Archives Records relating to the administration and operation of the Library's archives. Documents may include copies of transfer authorizations for archival custody, archives usage reports and statistics, as well as correspondence.	Director, Research & Reference <u>responsible for research and reference</u>	<u>C+27</u>	05	<u>C+7</u>	PAR	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
A0007	Branch Profiles Descriptive information with respect to branches, including: location (address), hours of operation, population served, collection and services. Includes historical information on the branch and building, room rentals, programs, and performance measures.	Director, Policy, Planning, and City-Wide Services Planning, Policy, and E-Service Delivery responsible for planning	SC+1	0	SC+1	DP/AR	
A0008	Branch/Department/ Committee Reports Annual, monthly and periodic reports that outline the activities, such as work achieved, programs provided, community involvement, public service activities, staff training, displays, services, and general operations of the branch/department/ committee .	Directors	C + 2	3	C + 5	AR	
A0009	By-Laws By-laws including by-law respecting the size and composition of the Library Board, and the procedural by-law.	City Librarian	S	OP	S	DP/AR	<u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, s. 3(1), Establishment of public library</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>A0010</u>	City of Toronto Records relating to Community and Neighbourhood Services and other City of Toronto departments and services whose functions may impact on, or be involved with the Library's administration and operations. Subjects may include exchange of information, routine notifications and inquiries and offers of service. Does not include records relating to financial reporting.	City Librarian	C + 2	4	C + 6	AR	Official communications from the city, decrees from the city, notifications of official city decisions that impact Library operations. Does not include correspondence between Library/city on specific topics covered by other records series.
<u>A0011</u>	<u>Customer Consultation and Feedback</u> <u>Records relating to solicited customer consultation and feedback, including but not limited to building renovation or strategic planning. Does not include feedback for specific Library programs or customer service issues.</u>	<u>Directors responsible for customer consultation</u>	<u>T</u>	<u>5</u>	<u>T+5</u>	<u>AR</u>	<u>T = resolution of matter for which customer consultation/feedback sought.</u>
<u>A0012</u>	Customer Compliments and Complaints <u>Service</u> Records relating to compliments, complaints, suggestions for improvements, <u>and</u> queries from members of the public including follow-up correspondence. Documents contain names, phone number, e-mail addresses, <u>and details of customer service issue. Does not include information service questions resolved through Answerline or similar services.</u>	City Librarian/ Directors	ET +1	4	ET +5	D	<u>T = resolution of customer service issue</u> <u>Personal Information Bank</u> <u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>A0013</u>	Directors' Committee Records of proceedings of the Library Directors' Committee including agendas, approved minutes, as well as related documentation	City Librarian	C+2	4	C+6	P/AR	
<u>A0014</u>	<u>Emergencies</u> <u>Records related to Library response to emergencies. Includes Library Operations Centre records, correspondence, damage reports, analysis reports, and clean-up activity reports.</u>	<u>Directors</u>	<u>T</u>	<u>30</u>	<u>T + 30</u>	<u>AR</u>	<u>T = resolution of actions related to emergency</u> <u>Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u>
<u>A0015</u>	<u>Emergency Planning</u> <u>Records relating to emergency planning, emergency services, and the Library's established Emergency Plan. Documents include official disaster plans for the Library. These plans discuss the services and resources necessary in the event of a disaster. May also include documents relating to contingency planning (i.e., plans made for the potential loss of services during foreseeable events, such as strikes, parades, and royal visits).</u>	<u>Directors</u>	<u>S</u>	<u>0</u>	<u>S</u>	<u>D</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>A0016</u>	<p>Exclusions</p> <p>Records related to the exclusion of members of the public from the Library for a one year period under the Library's Rules of Conduct. Includes as well as associated incident reports, warning letters, and requests, appeals, and correspondence relating to reinstatement.</p> <p><u>When an exclusion of six months or longer is appealed, custody of the exclusion file and all associated records is transferred to the City Librarian's Office</u></p>	<p>City Librarian Directors responsible for public service branches , research and reference, and City-wide services</p> <p><u>City Librarian</u></p>	T+1	4	T+5	D	<p>T = Termination of exclusion/reinstatement processperiod</p> <p><u>Personal Information Bank</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p>Exclusions—Short Term</p> <p>Records related to the exclusion of members of the public from the Library for less than one year period (usually eight weeks) under the Library's Rules of Conduct. Includes associated incident reports, requests, appeals, and correspondence relating to reinstatement.</p>	<p>Director, North/East; Director, South/West; Director, Planning, Policy and City Wide Services and Director, Reference and Research; Director, Branch Libraries; Director, Collections Management City Wide Services</p>	T+1	4	T+5	D	T= Termination of exclusion/reinstatement process
<u>A0017</u>	<p><u>External Associations</u></p> <p><u>Records related to corporate memberships and Library staff involvement in any external associations as sanctioned by the Library, including, but not limited to, OLA, CLA, ALA. Records may include membership documentation, correspondence, and supporting materials sent to and received from the external association.</u></p>	<u>City Librarian/ Directors</u>	<u>C+1</u>	<u>1</u>	<u>C+2</u>	<u>DAR</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>A0018</u>	<u>Forms and Templates</u> <u>Blanks forms and templates used by the Library</u>	<u>City Librarian/ Directors</u>	<u>S</u>	<u>0</u>	<u>S</u>	<u>D</u>	<u>Series pertains only to master copy of form/template. Copies of blank forms and templates are considered supplies, not records.</u>
<u>A0019</u>	<u>Human Rights Complaints and Investigations</u> <u>Records relating to receiving, investigating, and resolving complaints from Library staff, residents and recipients of Library services concerning discrimination and/or harassment based on human rights protected grounds, as listed in the Library's Human Rights and Harassment Policy. May include information on both informal and formal complaints, as well as advice and consultation on human rights-related subject matters such as policy development, communication tools and training. Documents may include statements of complaint and completed complaint forms, investigation reports and recommendations, copies of incident reports, witness interview notes, copies of policies, research, and all supporting documentation and correspondence regarding the exploration and resolution of complaints and consultations</u>	<u>City Librarian/ Directors</u>	<u>T</u>	<u>10</u>	<u>T + 10</u>	<u>AR</u>	<u>T = resolution of case.</u> <u>Personal Information Bank</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>A0020</u>	<p>Incident Reports</p> <p>Records relating the Library's reporting of incidents that have occurred on Library properties including reports of destruction of property, vandalism, damaged or stolen equipment, <u>injury to or by members of the public or violence. Includes warning letters and extracted security video surveillance images accessed as part of an investigation of an incident</u></p>	<p><u>Director, Finance and Treasurer;</u> <u>Director, North/East;</u> <u>Director, South/West;</u> <u>Director, Planning, Policy and City-Wide Services and</u> <u>Director, Reference and Research;</u> <u>Director, Branches;</u> <u>Director, Collections Management</u> <u>City Wide Services</u> <u>Directors responsible for public service</u></p>	T+2	0	T+2	D	<p>T = Resolution of case</p> <p><u>When an incident involves a repeat violator of the Library's Rules of Conduct, a case is considered resolved when one year has passed from the date of the most recent incident.</u></p> <p><u>Personal Information Bank</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>A0021</u>	<p><u>Incident Reports – Personal Injury</u></p> <p><u>Records relating the Library’s reporting of incidents that have occurred on Library properties that resulted in personal injury.</u></p>	<u>Director responsible for finance</u>	<u>T</u>	<u>15</u>	<u>T+15</u>	<u>D</u>	<p><u>T = date of incident</u></p> <p><u>Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u></p>
<u>A0022</u>	<p>Library Amalgamation</p> <p>Records relating to the process and initiatives concerned with amalgamating the former Library systems of East York, York, Etobicoke, North York, Scarborough, Toronto and Metropolitan Toronto into the current Library system. Includes plans for post amalgamation Library operations and working group files, including task group and working group files. These records are housed in the Special Collections Department of the Toronto Reference Library.</p>	<u>Director, Research and Reference City Librarian and Director responsible for human resources issues</u>	T	<u>0</u>	T	P/AR	T = completion of the amalgamation process

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
A0023	Library Board Records of proceedings of the Library Board; complete Board package including closed meetings, agendas, approved minutes, as well as related documentation.	City Librarian	C+5	P	P	P	Also-May include records on microfiche, possibly video recordings <u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(e) – A board shall fix the times and places for board meetings and the mode of calling and conducting them, and ensure that full and correct minutes are kept.</u>
A0024	Library Organization and Organizational Charts Records relating to the development and ongoing maintenance of the Library's organizational framework and structure. Documents include departmental function statements, mission statements, organizational charts, reorganization plans, lists of who does what within the organization and related correspondence.	Director, Human Resources <u>responsible for human resource issues</u>	S	5	S+5	PAR	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>A0025</u>	Meetings and Committees Records related to formally sanctioned internal and external meetings and committees, work and task groups including <u>but not limited to terms of reference, agendas, minutes, newsletters, action decision decision action records, and reports</u> for all branch, department, service committee meetings except Library Board and Directors' Committee.	City Librarian/ Directors	C+2	4	C+6	<u>P/AR</u>	
A0026	Meetings and Committees - Committee Lists Records relating to various internal and external committees and task groups, including names of chairs and committee members.	City Librarian Direct or, Planning, Policy, and E-Service Delivery responsible for <u>planning</u>	S	0	S	D	
	Office Administration Records relating to general office administration functions and subjects not covered elsewhere. This may include monthly and annual planning calendars, information on word processing, and day timers.	City Librarian/ Directors	C+1	1	C+2	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
A0027	Office Supplies Records relating to the tracking and provision of office supplies and consumables, including photocopy and printer papers, envelopes. Documents include copies of purchase orders, copies of supplies catalogues and correspondence.	City Librarian/ Directors	C+1	1	C+2	D	
A0028	Partnerships Records relating to the Library's development of partnerships for community or Library initiated projects, which involve the Library and other organizations and which address identified community needs. This involves partnership efforts and funding for programs and products such as gateways and other digitization projects, produced and promoted by the Library. Documents include copies of procedures and guidelines, forms, top sheets. May also include research information, correspondence, copies of promotional information designed for the procurement of partnership. <u>Does not include records related to the delivery of programs offered in partnership or in co-sponsorship.</u>	City Librarian/ Directors	C+2	4	C+6	P	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
A0029	<p>Performance Measures</p> <p>Records relating to <u>all statistics collected by the Library for the purpose of measuring performance, measuring the performance of various services provided by the Library including, but not limited to documents, for bibliographic services and public services. Includes performance time for activities within the Library system such as downtime, solving of known problems and average turn around time, number of overdue notices, number of work orders, number of visits, books borrowed as well as compilations of user logs to determine use of library materials and visits by members of the public.</u> Includes <u>all statistics, including but not limited to circulation, information requests, in-Library use, holds, workstation users, new card registration, website usage, bibliographic services, research and reference, and public service.</u></p>	Directors	C+3	7	C+10	P/AR	
A0030	<p>Policies, Procedures, Guidelines and Standards</p> <p>Records relating to the production and formal approval of official corporate and departmental policy statements, procedures, standards, guidelines, and manuals. <u>Does not include tip sheets associated with products such as computer software.</u></p>	City Librarian/ Directors	S	7	S+7	P/ARAR	<u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
A0031	<p>Postal and Courier Services</p> <p>Records relating to the Library's use of hard copy mail and courier services. Includes postal and mail functions with Canada Post, courier services, freight services and customs information. Documents may include logbooks, shipment permits, copies of post office regulations, and reports on lost or damaged mail/courier packages.</p>	City Librarian/ Directors	C	2	C+2	D	
A0032	<p>Professional Literature</p> <p>Records relating to office subscriptions, books and digital publications purchased by Library staff and Library departments. This includes subscriptions for professional newsletters, printed and electronic journals, business and news periodicals, and book orders. Subscriptions may be used for reference and research. Documents may include completed subscription order forms, copies of financial invoices, correspondence and memberships.</p>	City Librarian/ Directors	C+1	1	C+2	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
A0033	<p>Projects and Project Management</p> <p>Records relating to the collection, usage and maintenance of documents concerned with the management and control of all <u>formally sanctioned/approved</u> projects conducted by and/or for the Library, <u>with a formal budget or where financial/staff resources are allocated</u>. May include information related to project status reporting, planning and estimated, progress tracking, quality assurance and contingencies. Documents may include <u>project charters</u>, copies of requests for proposals and purchase orders, copies of staffing allocations, copies of vendor catalogues, copies of presentations, memorandums, and all supporting correspondence.</p>	City Librarian/ Directors	T	10	T+10	D	T = completion of project
A0034	<p>Receptions, Anniversaries, Special Events, and Awards Ceremonies</p> <p>Records relating to the preparation and delivery of presentations for receptions, anniversaries, special events and awards ceremonies. These events may include employee recognition, volunteer recognition, Library anniversaries, branch openings/reopening, Summer Reading Club year end parties. Includes arrangement correspondence. May include copies of purchase order requisitions, publicity, copies of speeches, presentation notes, <u>photographs of events</u>.</p>	City Librarian/ Directors	C+1	5	C+6	P AR	<u>Personal Information Bank</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
A0035	Records Destruction Records relating to records destruction, which authorize the destruction of Library-owned records in accordance with the records retention schedule. Includes authorization forms, list of dates of record destruction, destruction notices and correspondence.	City Librarian/ Directors	C+2	5	C+7	P/AR	Legislation/Regulation: City of Toronto Act, S.O. 2006, c.11, Sched. A (last amendment: 2009, c.33, Sched. 26, s.1), s.201(2)(a), (b)
A0036	Records Management Records related to initiatives and projects concerning Library records throughout all phases of the records' life cycle. Documents include information inventory strategies and processes, classification schemes, and record retention authorization process, and retention schedules.	Director responsible for records management administration, Information Technology and Bibliographic Services Planning, Policy, and E-Service Delivery	SC +2	0 64	SC +6	D AR	
A0037	Schedules – Branch and Department Work schedules for branches and departments including points of service, for all types of staff including pages and security guards. May include routine responsibilities at specific points of service. May include meeting times, vacation and other planned activities. Does not include r Records relating to specific employee vacation or hours of work are retained under Employee Scheduling.	Directors	C+1	0	C+1	D	

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
A0038	Strategic Plan Multi-year plan with recommendations for future service direction. Includes strategic plan, annual work plans, and environmental scan and related materials.	Director <u>responsible for</u> <u>planning,</u> <u>Policy,</u> <u>Planning and</u> <u>City Wide</u> <u>Services</u> <u>Plannin</u> <u>g,</u> <u>Policy,</u> <u>and</u> <u>E-Service</u> <u>Delivery</u>	S	102	S+ 2 10	P	
A0039	<u>Video Surveillance</u> <u>Video surveillance records relating to the physical security of Toronto Public Library-controlled buildings, properties, and facilities. Video recordings are used to guard against damage, unauthorized intrusion, and to ensure personal safety. This class of records includes only the video recordings (regardless of medium) themselves.</u>	<u>Director,</u> <u>Information</u> <u>Technology</u> <u>Facilities</u> <u>responsible for</u> <u>facilities</u> <u>management</u>	<u>Up to</u> <u>30 DY</u>	<u>0</u>	<u>Up to</u> <u>30 DY</u>	<u>D</u>	<u>Minimum retention 72 hours</u> <u>Personal Information Bank</u>
A0040	<u>Video Surveillance – Access logs</u> <u>Log files documenting access to the video surveillance system for any purpose.</u>	<u>Director,</u> <u>Information</u> <u>Technology</u> <u>Facilities</u> <u>responsible for</u> <u>facilities</u> <u>management</u>	<u>C+2</u>	<u>3</u>	<u>C+5</u>	<u>D</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
A0041	Work Plans Records related to various department, branch, committee action/work plans. May include names and description of projects, staffing, budget and other requirements, timelines, deadlines and status information.	Directors	S	2	S+2	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p>Functional Category: Circulation</p> <p>Description: Records relating to the function of checking libraryLibrary materials in and out of the LibraryLibrary. Also includes renewing materials, holding materials, paying fines and managing customer records.</p>						
<u>C0001</u>	<p>Circulation Transactions</p> <p>Records of items borrowed or returned using the Integrated Library Systemwhere there are no fines/fees owed on the items.</p>	<p>Director, Information Technology and Bibliographic ServicesFaciliti es responsible for information technology</p>	T	0	T	D	<p>T = midnight of the day returned</p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation:</u> <u>Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>C0002</u>	<p>Circulation Transactions – Home Library Service Customers</p> <p>Records of items borrowed and returned using the Integrated Library System by Home Library Services customs who have authorized the retention of this information.</p>	<p>Director, Policy, Planning and City Wide Services Collecti ons Management City Wide Services responsible for City-Wide Services</p>	T	2	T+2	D	<p>T = until service is no longer required by customer</p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u></p>
<u>C0003</u>	<p>Customer Notifications</p> <p>Information including name, phone number <u>and/or e-mail address, Library card number, address and details of specific notification</u> for members of the public. Notifications may include who are to be notified regarding items available (i.e. holds), overdue, or requiring payment.</p>	<p>Director, Information Technology and Bibliographic Services Faciliti es responsible for information technology</p>	T + 6M	0	T + 6M	D	<p>T = completion of activity for which notification is given (e.g. holds of Library materials available for pick up)</p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>C0004</u>	Customer Records <u>Current</u> information including name, address, phone number, Library card number for members of the public who are registered in the Integrated Library System to use Library services. <u>May also include borrowing history, for customers who have opted to retain this information (when service is available), and collection agency status, for customers who have been sent to the Library's authorized collection agency for fine payment collection.</u>	Director, Information Technology and Bibliographic Services <u>Facilities responsible for information technology</u>	T	03	T+3	D	T = inactive customer records (customers who have not used their library with no Library card activity in the previous 3 years) <u>Personal Information Bank</u> <u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community's unique needs</u>
<u>C0005</u>	Customer Records – Deposit Collection Service Profiles Information including name, address, phone number, Library card number for members of the public who institutions that are registered to <u>as Deposit Collections to receive</u> Library services <u>and collections</u> , as well as a profile of <u>customer institution preferences</u> .	Director, Policy, Planning and City Wide Services <u>Collections Management City Wide Services</u> responsible for <u>City-Wide Services</u>	T	2	T+2	D	T = until <u>customer institution</u> no longer requires the services <u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community's unique needs</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>C0006</u>	Customer Records – Home Library Service Profiles Information include name, address, phone number, Library card number, <u>special delivery instructions, and contact information for contact persons as required/listed</u> for members of the public who are registered to use Home Library Services as well as a profile of customer preferences.	Director, <u>Policy, Planning and City-Wide Services/Collecti ons Management City-Wide Services responsible for City-Wide Services</u>	T	2	T+2	D	T = until customer no longer requires the service <u>Personal Information Bank</u> <u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>C0007</u>	<p>Customer Records – Manual Registration</p> <p>Records include completed manual registration forms including name, address, phone number, Library card number for members of the public who are eligible to use the Library's materials and services. <u>Includes manual registration forms for e-mail marketing</u></p>	<p><u>Director, responsible for, North/East; Director, South/West; Director, Planning, Policy and City-Wide Services and Branches, Director, Reference and Research, and Director, Collections Management City-Wide Services responsible for research and reference, and City-Wide Services</u></p>	T	0	T	D	<p>T = when customer registration has been input into the Integrated Library System</p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community's unique needs</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>C0008</u>	Customer Records – Special Needs Status Information including name, address, phone number, Library card number and special needs information for members of the public who wish to receive a special needs status when registered in the Integrated Library System to use Library services. Includes both approved and declined requests.	Director, North/East; Director, South/West;Dir ector, Planning, Policy and City Wide Services andBranch Libraries Director, Reference and Research <u>responsible for branch libraries</u>	T	3	T+ 3	D	T = inactive customer records (customers who have not used their Library card in the previous 3 years) <u>Personal Information Bank</u> <u>Legislation/Regulation:</u> <u>Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
C0009	Customer Records – Supplementary Cards Information including name, address, phone number, Library card number for members of the public who are registered in the Integrated Library System to use Library services and who have requested a supplementary card.	Director, North/East, Director South/West, Branches, Director Research and Reference Libraries, and Director Planning, Policy and Collections Management City-Wide Services responsible for public service	T	0	T	D	T = until customer no longer requires the supplementary card Personal Information Bank Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs
C0010	Customer Records – Talking Book Service Records relating to customers registered for the Talking Book service. Includes completed application form, approval notification.	Director, Policy, Planning and City-Wide Services Collections Management City-Wide Services responsible for City-Wide Services	T	2	T + 2	D	T = until customer no longer requires services Personal Information Bank Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>C0011</u>	Intra-Library and Inter-Library Loans Records related to requests to borrow Library materials from participating libraries or branches, institutions, external resources. Status include pending, received, or completed. Fees are required to handle external resources.	Director, Research and Reference Libraries responsible for <u>research and reference</u>	C + 1	0	C + 1	D	<u>Personal Information Bank</u> <u>Legislation/Regulation:</u> <u>Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u>
	Statistics—Circulation—Annual Records relating to the annual circulation statistical report gathered within the Library: reports include detailed circulation data.	Director, Policy, Planning and City Wide Services	C+3	4	C+7	P/AR	
	Statistics—Circulation—Monthly Records relating to the monthly circulation statistical reports gathered within the Library. Reports include detailed circulation data.	Director, Policy, Planning and City Wide Services	C	0	C	D	
	Statistics—Circulation—Quarterly Records relating to quarterly circulation statistics reports gathered within the Library: checkouts, renewals by materials format, by customer type, by collection code.	Director, Policy, Planning and City Wide Services	C+3	4	C+7	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p>Functional Category: Collections and Bibliographic Services</p> <p>Description: Records relating to the functions of selection, acquisition, cataloguing, material processing, collection maintenance, collection evaluation, and collection management.</p>						
CB001	<p>Bibliographic Records</p> <p>Records of all catalogued Library materials owned <u>or ordered</u> by the Library from point of order entry into the Integrated Library System.</p>	<p>Director, Information Technology and Bibliographic Services Collections Management City Wide Services responsible for collections management</p>	T	0	T	D	<p>T=until the last copy of the title has been discarded <u>or until purchase order has been cancelled.</u></p> <p><u>If purchase order cancelled, record is retained until end of fiscal year.</u></p>
CB002	<p>Cataloguing</p> <p>Records relating to the administration and maintenance of the cataloguing function, includes forms, coding information, copies of manuals, standards, procedures developed in-house.</p>	<p>Director, Information Technology and Bibliographic Services Collections Management City Wide Services responsible for collections management</p>	S	0	S	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>CB003</u>	<u>Electronic Products Administration - Collections</u> <u>Records related to subscriptions for e-journals, databases, and other materials. Includes licenses for databases, journals, software, downloadable content.</u>	<u>Director responsible for collections management; Collections Management City Wide Services</u>	<u>S</u>	<u>10</u>	<u>S + 10</u>	<u>D</u>	
<u>CB004</u>	Library Artifacts – Reproduction Collection Records relating to the processes and initiatives associated with ensuring the reproduction of the Library’s artifacts. May include information on the transfer to alternative records media formats.	Director <u>responsible for research and reference; Research and Reference Libraries</u>	S	<u>0</u>	S	P/AR	
<u>CB005</u>	Library Materials – Budget Records relating to the allocation and management of the annual Library materials budget. Includes annual budget reports and allocations to central and local accounts, and information on donations and development charges. <u>Includes annual collection development plans and detailed expenditure reports.</u>	Director <u>responsible for collections management; Policy, Planning, and City Wide Services; Collections Management City Wide Services</u>	C + 4	5	C + 9	<u>DARP</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>CB006</u>	Library Materials – Collection Development Records relating to the development of Library collections owned and/or licensed by the Library. Includes information on all materials in all languages and formats, assessments of these materials, collection profiles and statements and annual collection development plans. <u>Does not include licenses for electronic products</u>	Director, Policy, Planning, and City Wide Services <u>Collecti ons Management City Wide Services responsible for collections management</u>	C + 2	5	C + 7	D	
<u>CB007</u>	Library Materials – Complaints <u>Requests for Reconsideration</u> Records relating to complaints <u>requests for reconsideration</u> from the public about items in the Library's collection including procedures, details of complaints <u>requests for reconsideration</u> and their disposition, and information on intellectual freedom and challenged material in the wider community.	Director, Policy, Planning, and City Wide Services <u>Collecti ons Management City Wide Services responsible for collections management</u>	C + 1	9	C + 10	P	<u>Personal Information Bank</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>CB008</u>	Library Materials – Selection Records related to the management of Library materials selection including policies and procedures covering all formats and languages , and information on selectors. <u>May include internal selection procedures not associated with Materials Selection Policy, and vendor catalogues used by staff to order Library materials.</u>	Director, <u>Policy, Planning and City Wide Services/ Collections Management City Wide Services responsible for collections management</u>	<u>S</u>	<u>100</u>	<u>C+ 10S</u>	<u>DAR</u>	Does not include master copies of policies. May include internal procedures
<u>CB009</u>	Library Materials – Statistics Records related to statistical information on the Library's collections in all formats and languages. Includes annual stock statistics, turnover and inventory results.	Director, <u>Policy, Planning and City Wide Services/ Collections Management City Wide Services responsible for collections management</u>	C + 3	7	C + 10	P	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>CB010</u>	Library Materials Acquisitions Records related to the administration and acquisition of Library materials. Includes unique order data/information in the Integrated Library System, budget coding and reporting requirements, correspondence with vendors and suppliers, copies of procedures, forms.	Director, Information Technology and Bibliographic Services Collections Management City Wide Services responsible for collections management	T	0	T	D	T = order completed <u>end of following fiscal year</u>
	Order Catalogues Vendor catalogues used by staff to order library materials. Includes locations which have requested the items. Includes initials of Collection Development Department staff who have authorized the order.	Director, Information Technology and Bibliographic Services	C	+	C++	D	Library
<u>CB011</u>	<u>Preservation and Conservation</u> Records relating to the administration and maintenance of the <u>preservation and conservation function of Library materials.</u>	Director, Research and Reference Libraries responsible for <u>research and reference</u>	S	0	S	D <u>AR</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>CB012</u>	Processing Records relating to the administration and maintenance of the processing function (i.e. labelling, covering, protecting materials). May include copies of supply orders and requisitions, copies of vendor information and correspondence.	Director, <u>Information Technology and Bibliographic Services/Collecti ons Management City Wide Services responsible for collections management</u>	C + <u>34</u>	0	C + <u>34</u>	D	
<u>CB013</u>	Serials Records related to the administration and maintenance of serials records such as magazines, newspapers, annual travel guides, government documents.	Director, <u>Information Technology and Bibliographic Services/Collecti ons Management City Wide Services responsible for collections management</u>	S	0	S	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p>Functional Category: Electronic Services</p> <p>Description: Records relating to the function of providing libraryLibrary services through LibraryLibrary websites, gateways, electronic applications, digital collections, and electronic products which the LibraryLibrary licenses.</p>						
<u>E0001</u>	<p>Digitization</p> <p>Records related to the administration and maintenance of the digitization function.</p>	<p>Director, Research and Reference Libraries responsible for <u>research and reference</u></p>	S	0	S	D	
<u>E0002</u>	<p>Electronic Products Administration - <u>Services</u></p> <p>Records relating to the administration of electronic products<u>services and hosted software</u> licensed by the Library. Documents include information sheets, product location sheets, tip sheets, training materials and other licensing information.</p>	<p>Director, Policy, Planning and City-Wide Services<u>Plannin</u> g, Policy, and E-Service Delivery responsible for <u>electronic services</u></p>	S	0	S	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>E0003</u>	<u>Image Order Requests</u> <u>Records relating to requests for digitization, including completed request form and correspondence.</u>	<u>Director, Research Reference Libraries</u> <u>responsible for research and reference</u>	<u>T</u>	<u>7</u>	<u>T+7</u>	<u>D</u>	<u>T = completion of digitization process</u> <u>Personal Information Bank</u>
<u>E0004</u>	Uniform Resource Locators (URLs) – Registered Records relating to all Uniform Resource Locators (URLs) for gateways, pages, images registered to the Library. <u>Includes records relating to the resolution of disputes regarding the registration of URLs.</u>	<u>Director, Information Technology and Bibliographic Services Planning, Policy, and E-Service Deliverys</u> <u>responsible for information technology and electronic services</u>	T	7	T + 7	D	T = termination of registration period

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>E0005</u>	<p>Web Pages<u>Content - Duplicated</u></p> <p>Electronic pages <u>that have been duplicated from other sources</u> that comprise the content of the various Library internet and intranet sites, including but not limited to the F<u>V</u>RL, the Library's website, Ontario History Quest, Canadian Theatre</p>	<p>Director, Planning, Policy and City-Wide Services, Director, Reference and Research, Director, Information Technology and Bibliographic Services<u>Plannin</u> <u>g, Policy, and</u> <u>E-Service</u> <u>Delivery</u> <u>responsible for</u> <u>electronic</u> <u>services</u></p>	S	6M0	S + 6M0	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>E0006</u>	<p>Web <u>Administration and Development sites</u></p> <p>Records relating to the initial creation, development, maintenance, and eventual disposition of the Library's Internet and Intranet websites. Internet resources are made available to the public at large, whereas Intranet resources are for internal employee access. May include information relating to condensing and approving proposed website content, updating and removing websites, website navigability, general topical reference materials concerning website development and maintenance, computer resources, technical design, systems development, user requirements, project definitions, and database management.</p>	<p>Director, <u>responsible for information technology and electronic services,</u> <u>Planning, Policy and City Wide Services,</u> <u>Director,</u> <u>Reference and Research,</u> <u>Director,</u> <u>Information Technology and Bibliographic Services,</u> <u>Planning, Policy, and E-Service Delivery, and</u> <u>Director,</u> <u>Information Technology and Facilities</u></p>	S	7	S + 7	PAR	
<u>E0007</u>	<p><u>Web Content</u></p> <p><u>Original electronic pages that comprise the content of the various Library internet sites,</u></p>	<p>Director</p>	S	0	S	AR	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p>Functional Category: Facilities Management</p> <p>Description: Records relating to construction, operation and maintenance of the LibraryLibrary's physical assets and property, which it owns or leases. This may include buildings, facilities, lands, vehicles and equipment.</p>						
FA001	<p>Artifacts</p> <p>Records relating to the collection of artifacts with historical, heritage, or symbolic value, which may include plaques, photographs and tools. Documents may include artefact historical statements, accession lists, historical artefact appraisals, and memoranda. These records are housed in the Special Collections Department of the Toronto Reference Library</p>	<p>Director, Research and Reference Libraries responsible for research and reference</p>	P	0	P	P	<p><u>Legislation/Regulation:</u> <u>Ontario Heritage Act, R.S.O. 1990, c. O.18, s. 27 - Register of designated properties</u></p>
FA002	<p>Building Access and Security – <u>Controlled Access</u></p> <p>Records related to controlled access to Library buildings including requests from staff / tenants for keys, and card access. Also includes status reports for building security systems.</p>	<p>Director, Finance and Treasurer Information Technology Facilities responsible for facilities management</p>	C+2T	40	C+6T	D	<p>T = completion of request<u>termination of access</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FA003	Building Access and Security – Controlled Access Log Files Records related to the use of FOBs or other methods of controlled access by Library staff members at Library facilities.	Director responsible for facilities management	8M	0	8M	D	
FA004	Building Access and Security – Video Surveillance Systems Includes security video surveillance needs assessment reports, status reports for building security systems, inventory lists, diagrams, and cost reports.	Director, Information Technology and Facilities responsible for facilities management	S	0	S	D	
FA005	Building Maintenance Records relating to the ongoing and scheduled maintenance of Library owned controlled buildings. May include information on lawn-mowing, building and elevator inspections, and janitorial services. Documents may include inspection reports, preventative maintenance reports, maintenance logs, copies of work orders related to building maintenance , departmental purchase orders , copies of contracts and agreements not routinely retained by Purchasing , and correspondence.	Director, Finance and Treasurer Information Technology Facilities responsible for facilities management	T	7	T + 7	D	T = expiration of contract for maintenance Small contracts may be retained by Facilities, not purchasing Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>FA006</u>	<p>Building Management – Library Owned</p> <p>Records relating to the overall management of Library owned properties and buildings. Documents may include floor plans. <u>Includes, but is not limited to, records relating to construction and renovation programs, and projects regardless of funding source, records which provide environmental assessments, architectural and engineering drawing (prints), information on the current state of branch buildings to determine whether or not to include them in the annual state of good repair program, design specifications, environmental reports, any information regarding new facilities and historical information on each building, copies of minutes, correspondence, budget, schedules, technical, legal, financial information, contracts and agreements not retained by Purchasing, tenders, easement negotiations, construction information, warranty certificates on major equipment for Library buildings.</u></p>	<p>Director, Finance and Treasurer Information Technology Facilities, Director, Branch Libraries, Director, Research & References responsible for facilities management and public service</p>	T	20	T + 20	P/AR	<p><u>T = termination of ownership of building/property</u></p> <p><u>Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>FA007</u>	<u>Building Management – Library Leased</u> <u>Records relating to the overall facilities management of Library-leased properties and buildings. Documents may include floor plans and other contract documents such as drawings and specifications</u>	<u>Director, Information Technology Facilities, Director, Branch Libraries responsible for facilities management and branch libraries</u>	<u>T+2</u>	<u>210</u>	<u>T+23</u>	<u>DAR</u>	<u>T = termination of lease</u> <u>Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u>
	Construction and Renovation Records relating to construction and renovation programs, and projects regardless of funding source. Includes records which provide environmental assessments, architectural and engineering drawing (prints), information on the current state of branch buildings to determine whether or not to include them in the annual state of good repair program. Design specifications, environmental reports, any information regarding new facilities and historical information on each building. Documents may include copies of minutes, correspondence, budget, schedules, technical, legal, financial information. Tenders, easement negotiations, construction information, warranty certificates on major equipment for Library buildings.	Director, Finance and Treasurer	T	20	T+20	P/Ar	T = completion of construction and/or renovation

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FA008	Development Applications and Surplus Lands Records relating to circulated development applications from the City of Toronto if development is greater than 100 units or if adjacent to Library property (in the case of requests for comments circulated by the Committee of Adjustment). Includes copy of official Library response (signed comment letter).	Director, Policy, Planning and City Wide Services Plannin g, Policy, and E-Service Delivery responsible for planning	C + 3	2	C+ 5	D	
FA009	Operation and Maintenance Manuals Records relating to instructions on the operation and maintenance of the Library Library's facilities and equipment.	Director, Finance and Treasurer Infor mation Technology Facilities responsible for facilities management	S	0	S	D	
FA010	Pest Management Records related to the Library's pest management function, including pest management tracking reports.	Director, Information Technology and Facilities responsible for facilities management	C + 5	0	C + 5	AR	Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FA011	<p>Vehicle and Equipment Management</p> <p>Records relating to the management and operation of vehicles, and light and heavy equipment that the Library leases, owns, and operates. Also includes information on the acquisition and disposition of vehicles and light and heavy equipment. Documents may include permit registration, asset inventories, tracking logs, preventative maintenance reports, copies of agreements, maintenance services history files, and equipment inspection reports.</p>	Director, Finance and Treasurer Information Technology Facilities responsible for facilities management	T	2	T + 2	D	T = termination of ownership of vehicle or equipment
FA012	<p>Vehicle Pre-Trip Inspections</p> <p>Records relating to the regular and ongoing automotive inspections of the Library's licensed commercial motor vehicles over 4,500 kilograms. Inspection results and recommendations are recorded in inspection reports.</p>	Director, Information Technology Facilities Finance and Treasurer responsible for facilities management	6 M	0	6 M	D	Legislation/Regulation: Highway Traffic Act, (Commercial Motor Vehicle Inspections) R.R.O. 1990, Reg. 575, ss 11(b) - Keep inspection report that does not show a defect(s) for three months after report is completed.
FA013	<p>Work Orders – Facilities Building Maintenance</p> <p>Records relating to the creation and processing of work orders issued to Library employees indicating required tasks to be performed on Library facilities. Includes service requests for repairs to the building, both internal and external repairs, Day book memos (logged daily), replacement of items that are covered by facilities department, such as installing weather stripping, light bulbs, and correspondence/service requests for pest control.</p>	Director, Information Technology Facilities Finance and Treasurer responsible for facilities management	C + 262	04	C + 62	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	Functional Category: Financial and Legal Management						
	Description: Records relating to the Library's finances, accounting and purchasing processes, including the receipt, control, and expenditure of funds. Also includes legal matters involving the Library.						
FI001	Accounting and Finance Administration Records relating to the general administration of the financial and accounting systems. May include information on accounting systems, workflow reports and diagrams, financial signing authority, copies of federal and provincial guidelines and compliance requirements, and correspondence.	Director, Finance and Treasurer <u>responsible for finance</u>	C + 2	5	C + 7	D	
FI002	Accounts Payable Records relating to the processing payments made to external suppliers of goods and services. Includes suppliers' invoices for goods/services obtained by the Library with cheque statement and payment, receipts received.	Director, Finance and Treasurer <u>responsible for finance</u>	C + 1	5	C + 7	D	<u>Legislation/Regulation:</u> <u>Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 –Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate.</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI003	<p>Agreements and Contracts</p> <p>Records relating to the negotiation, formation, and use of all official contracts and agreements, which are typically used to establish a legal relationship governing goods and services, the use or transfer of property, and the performance of obligations. Contracts and agreements between the Library and external organizations, consultants, and performers. Does not include contracts for room bookings <u>or local agreements at branch levels, or day-to-day administration of contracts.</u></p>	<p>Director, Finance and Treasurer <u>Directors</u></p>	T	20	T + 20	DAR	<p>T = termination of agreement/contract</p> <p><u>Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u></p>
FI004	<p>Agreements and Contracts – Room Bookings</p> <p>Records relating to the agreements between the Library and organizations, individuals to use the Library's theatres, auditoriums and meeting rooms, including correspondence. <u>Includes records relating to the booking of the Bram & Bluma Appel Salon</u></p>	<p>Director, Branch Libraries <u>Libraries</u> <u>responsible for branch libraries and research and reference</u></p>	T	6	T + 6	D	<p><u>Personal Information Bank</u></p> <p><u>T = termination of room booking</u></p> <p><u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u></p>
FI005	<p>Artifacts – Donations</p> <p>Financial records relating to the donation valuation of artifacts <u>providing to Special Collections, or from the Art Exhibits Committee.</u></p>	<p>Director, Finance and Treasurer <u>responsible for branch libraries and research and reference</u></p>	C + 2	5	C + 7	P/AR	<p><u>Legislation/Regulation: Ontario Heritage Act, R.S.O. 1990, c. O.18, s. 27 - Register of designated properties</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI006	Artifacts – Financial Statements Financial statements and information related to the Library’s artifacts, including monetary artefact appraisals.	Director, Finance and Treasurer <u>responsible for finance</u>	P	0	P	P/AR	<u>Legislation/Regulation: Ontario Heritage Act, R.S.O. 1990, c. O.18, s. 27 - Register of designated properties</u>
FI007	Audited Financial Statements and Reports Records relating to the production and use of financial statements and reports. Documents may include balance sheets, income statements, funding statements, liability statements, net assets sheets, and expense statements, <u>and records related to grants.</u>	Director, Finance and Treasurer <u>responsible for finance</u>	C + 2	5	C + 7	P	<u>Legislation/Regulation: City of Toronto Act, S.O. 2006, c.11, Sched. A (last amendment: 2009, c.33, Sched. 26, s.1), s.233, Auditing of financial statements.</u>
FI008	Audited Financial Statements and Reports – Working Papers Working papers for audited financial statements and reports.	Director, Finance and Treasurer <u>responsible for finance</u>	C + 2	5	C + 7	D	
FI009	Bank Deposit Books Records relating to the tracking monies received by the branches for deposit, including bank deposit slips	Director, Finance and Treasurer <u>responsible for finance</u>	C	6	C + 6	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI010	Bank Statements and Reconciliations Records relating to the receipt and use of bank statements and reconciliations including printed account balances of the Library, U.S. account, trust accounts balance and detail transaction listing, capital account, operating account, bank reconciliations. <u>Includes mini till branch-level receipts from branches and grants.</u>	Director, Finance and Treasurer <u>responsible for finance</u>	<u>C+2</u>	<u>576</u>	<u>C + 76</u>	D	<u>Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 -Records and books of account to determine tax payable accounts and vouchers to verify information to be kept six years from end of last tax year to which they relate.</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>FI011</u>	<p>Capital Assets</p> <p>Records relating to the Library's capital and fixed assets, which are long-term assets that are not purchased or sold during the normal course of business. May include information on capital assets such as machinery, land and land improvements, equipment, works of art and historical treasures, infrastructure, and vehicles, capital assets inventories, capital depreciation statements, and capital assets reports.</p>	<p>Director, Finance and Treasurer responsible for <u>finance</u></p>	T	7	T + 7	D	<p>T = until capital asset is no longer owned</p> <p><u>Legislation/Regulation: Municipal Affairs Act, R.S.O. 1990, c. M.46, s. 3 (c) - Municipal Audit of accounts, registers, records, vouchers, receipts and other books and documents relating to the assets, liabilities, revenues, expenditures, funds and money of municipalities and the reports, returns, statements and information to be made and furnished by municipal auditors and otherwise with respect to the performance of their duties. Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 -Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from the end of last tax year to which they relate.</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI012	<p>Capital Budget</p> <p>Records relating to the management of the capital budget. Documents include budget process procedures, City reports, internal charge back costs directives, and approved budget.</p>	Director, Finance and Treasurer responsible for <u>finance</u>	T	7	T + 7	DAR	<u>Legislation/Regulation: City of Toronto Act, S.O. 2006 c.11, Sched. A (last amendment: 2009, c.33, Sched. 26, s.1), s. 228 -The City shall in the year or the immediately preceding year prepare and adopt a budget including estimates of all sums required during the year for the purposes of the City</u>
FI013	<p>Cheque Register</p> <p>Records relating to the administration and use of the Library's cheque register. Includes information on cheque dates, purpose of payment, amount paid, and running balance. Documents may include void cheques, cheque run reconciliation reports, cheque summary reports, lists of cheques issued.</p>	Director, Finance and Treasurer responsible for <u>finance</u>	C + 2	5	C + 7	D	<u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 -Records and books of account to determine tax payable accounts and vouchers to verify information to be kept six years from end of last tax year to which they relate.</u>
FI014	<p>Cheques</p> <p>Records relating to the management and processing of Library and other cheques. Also includes information relating to external cheques that are returned to the Library after they have been cashed by banking and financial institutions, or if they have been dishonoured.</p>	Director, Finance and Treasurer responsible for <u>finance</u>	C + 2	5	C + 7	D	<u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 -Records and books of account to determine tax payable accounts and vouchers to verify information to be kept six years from end of last tax year to which they relate.</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI015	<p>Claims – Insurance</p> <p>Claims that are reimbursed for loss, vandalism within a Library facility. Copies of incident reports, copy of paid invoices, quotes. Copy of claim transmittal form, copy of cheque. Claims for stolen, vandalized objects or property.</p>	<p>Director, Finance and Treasurer <u>responsible for finance</u></p>	T	7 <u>15</u>	T + <u>715</u>	D	<p><u>T = resolution of claim</u></p> <p><u>Legislation/Regulation:</u></p> <p><u>Limitations Act, S.O. 2002, c. 24, Sched. B. s.14. (1), (2)</u></p> <p><u>Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u></p>
FI016	<p>Copyright</p> <p>Records relating to copyright privileges issued to the Library, including information on the permission to use copyright material, such as obtaining permission to publish items on the web from the author or creator and copyright logs to meet reporting requirements of Access Copyright contract.</p>	<p>Director, Planning, Policy and City-Wide Services <u>responsible for City-Wide Services</u></p>	ET	9	ET + 9	P/AR	<p><u>Legislation/Regulation:</u></p> <p><u>Copyright Act (Canada), R.S.C. 1985, c. C-42, s 56 - Application for registration of copyright.</u></p>

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI017	Expense Claims Records relating to employees' claim for reimbursement for financial expenses, including completed expense claim forms.	Director responsible for finance, Finance and Treasurer	C + 2	5	C + 7	D	<u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 -Records and books of account to determine tax payable accounts and vouchers to verify information to be kept six years from end of last tax year to which they relate.</u>
FI018	General Journal – Posted Reconciliation of Bank Accounts, and General Ledger Accounts	Director, Finance and Treasurer <u>responsible for finance</u>	C + 2	5	C + 7	D	
FI019	General Ledger Accounts Records relating to the administration and accounting control of general ledger account. Includes copies of accounting entries and back-up working papers.	Director, Finance and Treasurer <u>responsible for finance</u>	C + 2	5	C + 7	DP/AR	<u>Legislation/Regulation: Income Tax Regulations (Canada), C.R.C. 1978, c. 945, s. 5800 - General ledger or other book of final entry to be kept two years after dissolution of corporation.</u>
FI020	Goods and Services Tax Returns Returns, adjustments, and re-assessment of amounts to be paid to Canada Customs and Revenue Agency.	Director, Finance and Treasurer <u>responsible for finance</u>	C	6	C + 6	D	<u>Personal Information Bank</u> <u>Legislation/Regulation: Excise Tax Act (Canada), R.S.C. 1985, c. E-15, ss 286(3) Keep records until the expiration of six years after the end of the year to which they relate.</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Disposition	Comments/Legislation
			A	I	Total			
<u>FI021</u>	Grants Records relating to grants received and administered by the Library. <u>Administrative</u> correspondence and reports for tracking and managing the grant process. Applications to external organizations, government, business, foundations for funding of Virtual Reference Library program initiatives, Writers in Residence, Adult Literacy as well as all other grants.	<u>Director, Finance and Treasurer</u> <u>Direct ors</u>	C + 2	5	C + 7	<u>DAR</u>	<u>Legislation/Regulation: Income Tax Act, (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of the last tax year to which they relate. Audit Act, R.S.O. 1990, c. A.35, s. 13 - Financial statement of disposition of grant payment.</u>	
<u>FI022</u>	Income Tax Statements of Remuneration (T4s) – Employees Statement of employee earning for income tax purposes	<u>Director, Finance and Treasurer</u> <u>responsible for finance</u>	C + <u>276</u>	<u>05</u>	C + <u>67</u>	D	<u>Personal Information Bank</u> <u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), clause 230(4)(b) Records and books of account to determine tax payable accounts and vouchers to verify information to be kept six years from end of last tax year to which they relate. Employment Insurance Act (Canada), 1996, c.23, s.87 Employment Standards Act, S.O. 2000, c.41, s.15(5)</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI023	Journal Entries Records relating to the production and use of journal entries. May include completed journal entry forms, transaction journals, copies of invoices and receipts, and correspondence.	Director, Finance and Treasurer <u>responsible for finance</u>	C + 2	5	C + 7	D	<u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate</u>
FI024	Leased Properties Library leasing agreements for use of space with property owners. Contains correspondence/faxes, statement of charges, branch information, current lease agreement, lease proposal with signatures, payment schedule, legal lease with initials. Property assessments for facilities leased by the Library, lease renewal, discussions, standard lease agreement, operating costs, chronology of leased space.	Director, Finance and Treasurer <u>responsible for finance</u>	T	20	T + 20	D AR	T = Termination of lease <u>Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u>
FI025	Leases – Equipment Records relating to obtaining and issuing leases, which convey the right to use, possess, or control property belonging to another party in exchange for financial compensation. Includes lease agreements, vendor, information for billing purposes, loan amortization.	Director, Finance and Treasurer <u>responsible for finance</u>	T	7	T + 7	D AR	T = Termination of lease <u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI026	<p>Leases – Tenants</p> <p>Records relating to the overall management of Library owned properties and buildings which includes renting or leasing Library space to tenants, administering the landlord/tenant relationship, and arranging to conduct repairs and upgrades as required for the benefit of the tenants. May include information on evictions, terminations of leases, available parking spaces, fire and safety code compliance, and negotiating rental payments and lease conditions with prospective and current tenants. Documents may include lease reports, leases, copies of insurance certificates, rental agreements, copies of deeds and all supporting correspondence.</p>	<p>Director, Finance and Treasurer responsible for <u>finance</u></p>	T	20	T + 20	DAR	<p>T = Termination of lease</p> <p><u>Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u></p>
FI027	<p>Legal Opinions</p> <p>Professional advice from counsel with respect to any matter.</p>	City Librarian/ Directors	S	0	S	D	

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI028	Litigation Record of legal action(s) involving the Library	City Librarian/ Directors	T	715	T + 157	DAR	<u>T = termination of litigation proceedings</u> <u>Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u>
FI029	Month End Reports (Operating and Capital) Records relating to the management of month end reports. May include copies of quarterly operating and capital variance submission instructions from City, monthly and quarterly operating variance reports, expenditure forecasts, salary analysis, and reports tracking expenditures for the capital budget.	Director, Finance and Treasurer <u>responsible for finance</u>	C + 2	0	C + 2	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI030	Operating Budget Records relating to the management of the operating budget account. May include copies of budget process procedures, directives, City reports, and approved budget.	Director, Finance and Treasurer responsible for <u>finance</u>	C + 2	5	C + 7	D	<u>Legislation/Regulation:</u> <u>City of Toronto Act, S.O. 2006 c.11, Sched. A (last amendment:</u> <u>2009, c.33, Sched. 26, s.1), s. 228 The City shall in the year or the immediately preceding year prepare and adopt a budget including estimates of all sums required during the year for the purposes of the City.</u>
FI031	Payable Registers Payable paper invoices related to documents in financial system.	Director, Finance and Treasurer responsible for <u>finance</u>	C + 1	6	C + 7	D	<u>Legislation/Regulation:</u> <u>Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI032	<p>Payroll – Pay Period Processing</p> <p>Records related to the administration and processing of employee salary and expense payments during regularly scheduled pay periods. Includes documentation used to generate payroll and override deductions. Documents may include payroll registers, detailed payroll journal vouchers, employee expense reports and payroll adjustment reports.</p>	<p>Director, Finance and Treasurer responsible for <u>finance</u></p>	<u>C+2</u>	675	<u>C + 67</u>	D	<p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation:</u> <u>Employment Insurance Act (Canada), 1996, c. 23, s. 87 - Records, books of account to determine premiums, accounts and voucher to verify information to be kept six years from which records kept.</u> <u>Employment Standards Act, S.O. 2000, c.41, s. 15(5) - records to be kept three years after the employee ceased to be employed.</u></p>
FI033	<p>Petty Cash</p> <p>Records relating to the management of petty cash. May include petty cash account reconciliation for reimbursement, receipts.</p>	<p>Director, Finance and Treasurer responsible for <u>finance</u></p>	C + 2	5	C + 7	D	<p><u>Legislation/Regulation:</u> <u>Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI034	<p>Purchase Orders – Confirmation of Library Materials Orders</p> <p>Electronic records that confirm that orders for Library materials have been placed.</p>	<p>Director, Information Technology and Services Collections Management City Wide Services responsible for <u>collections management</u></p>	T	T+3	T +3	D	T = receipt or cancellation of order
FI035	<p>Purchasing of Goods and Services</p> <p>Records relating to the procurement and acquisition of goods and services from external contractors and vendors. Includes purchase orders and purchase requisitions</p>	<p>Director, Finance and Treasurer responsible for <u>finance</u></p>	C + 12	35	C + 457	D	<p><u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI036	Request for Proposal (RFP), Information (RFI), Quotation (RFQ) Records related to request for proposals, information or quotation that are made to the business community to bid on contract work for the Library. May include pre-qualification application form, RFP, proposals from consultants, tender, security. Also includes successful responses to RFPs, RFIs and RFQs made from the business community.	Director, Finance and Treasurer <u>responsible for finance</u>	T	7	T + 7	D	T = completion of work requested <u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate</u>
FI037	Requests for proposal (RFP, Information (RFI), Quotation (RFQ – Unsuccessful Responses) Unsuccessful responses to requests for proposal (RFP), information (RFI), quotation (RFQ)	Director, Finance and Treasurer <u>responsible for finance</u>	C	02	<u>C+2</u>	D	<u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI038	<p>Trademarks and Official Marks</p> <p>Records relating to the Library's trademarks and official marks, which are words and/or symbols that identify, and are associated with the Library's services. The Library's trademarks are unique from those belonging to any other organization and may include the Library's logos and other visual identifiers. May include information on trademark availability, registration and infringement. Documents may include completed applications for trademark registration, lists and indexes, descriptions of trademarks, trademark uses criteria and supporting correspondence as well as copies of documents relating to trademarks held by the City on the Library's behalf.</p>	Director, Finance and Treasurer City Librarian/Directors	T	3	T + 3	DP/AR	<p><u>T = expiration of trademark</u></p> <p><u>Legislation/Regulation: Trade-marks Act (Canada), R.S.C. 1985, c.T-13, s.30</u></p>
FI039	<p>Trial Balance Reports</p> <p>Records related to general ledger accounts, both accounts receivable and accounts payable.</p>	Director, Finance and Treasurer responsible for finance	C + 2	5	C + 7	D	<p><u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI040	Vendors and Consultants Records relating to product information from external vendors, including software vendors. Documents may include brochures, catalogues, announcements, price lists and supporting correspondence.	Directors	C ++	+ 0	C ++	D	
FI041	Write-Offs Records relating to the dismissal of unpaid debts owed to the Library as uncollectable. May include invoices and correspondence	Director, Finance and Treasurer <u>responsible for</u> <u>finance</u>	T	7	T + 7	D	T = termination of collection process Personal Information Bank

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	Functional Category: Human Resources						
	Description: Records relating to the function of managing employees within the Library Library						
HR001	<p>Benefits – Administration</p> <p>General benefit administrative records including benefit announcements regarding various benefits available to various types of staff such as dental, medical, group life insurance, retirement (OMERS), educational leave, employee funded leave plan, parental leave, unpaid general leave. Includes correspondence with benefit providers. Does not include any individual employee benefit information</p>	Director, Human Resources responsible for <u>human resources</u>	C+2S	≥18	S+ ≥C+20	DP	
HR002	<p>Benefits -- Enrolment</p> <p>Records related to the various benefits selected by staff such as dental, medical, group life insurance, retirement (OMERS), educational leave, employee funded leave plan, parental leave, unpaid general leave. Includes completed enrolment forms.</p>	Director, Human Resources responsible for <u>human resources</u>	T	72	T + 72	D	<p>T = death of employee <u>or surviving spouse (if spousal benefits available)</u></p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation: Canada Pension Plan, R.S.C. 1985, c. C-8, s. 24 – Records, books of account to determine contributions, accounts and vouchers to verify information to be kept six years from end of year for which records kept.</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Disposition	Comments/Legislation
			A	I	Total			
<u>HR003</u>	<p>Claims – Long Term Disability</p> <p>Original long term disability application, payment record, Life/OMERS waive claim, correspondence.</p>	<p>Director, Human Resources responsible for <u>human</u> <u>resources</u></p>	T + 67	70	T + 67	DAR	<p>T = settlement of claim<u>death of employee</u></p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation: Workplace Safety and Insurance Act, 1997, R.R.O. 1990, Reg. 1101, First Aid Requirements, s. 5 Every employer shall keep a record of all circumstances respecting an accident as described by the injured worker, the date and time of its occurrence, the names of witnesses, the nature and exact location of the injuries to the worker and the date, time and nature of each first aid treatment given</u></p>	
<u>HR004</u>	<p>Competitions</p> <p>Records relating to all types of competitions. Includes job posting, internal application form, external application form, staff request form, Library rating levels, interview questions, summer interview packages, applicant assessment form, reference check form.</p>	<p>Director, Human Resources responsible for <u>human</u> <u>resources</u></p>	T+1	156	T+26	D	<p><u>Personal Information Bank</u></p> <p><u>Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, s. 30(4) (last amendment: 2007, c. 13), s. 45 -Dispose of personal information under the control of the institution in accordance with the regulations.</u></p>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR005	<p>Contact Lists</p> <p>Records relating to contact information for employees including personal information such as home phone numbers and addresses, in case of emergency. Includes documents indicating part-time staff who are willing to work unscheduled hours as well as printed telephone directories.</p>	City Librarian/ Directors	S	0	S	D	Personal Information Bank
HR006	<p>Employee Files</p> <p>Includes attendance report, payroll information, performance evaluations, employee action plans, job applications, personal information, correspondence.</p>	Director, Human Resources responsible for human resources	T	7	T + 7	D	T = termination of employment Personal Information Bank

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR007	Employee Files – Medical Information about an employee’s work-related medical conditions (e.g. injuries sustained, whether he/she can return to regular work duties, physician’s notes). <u>Includes accommodation plans.</u>	Director, Human Resources <u>responsible for human resources</u>	T+ 720	200	T + 720	D	T = termination of employment <u>Personal Information Bank</u> <u>Legislation/Regulation: Occupational Health and Safety Act, R.S.O. 1990, c. O.1, clause 26(1)(d)(h) – (d) accurately keep and maintain and make available to the worker affected such records of the exposure of a worker to biological, chemical or physical agents - (h) establish a medical surveillance program for the benefit of workers. Occupational Health and Safety Act Regulation (Designated Substances) R.R.O. 1990, Regs. 835, 836, 837, 839, 840, 841, 842, 843, 844, 845, 846, ss15(1)(a)(b) – (a) the period of forty years from the time such records were first made; (b) the period of twenty years from the time the last of such records were made.</u>

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Disposition	Comments/Legislation
			A	I	Total			
<u>HR008</u>	<p>Employee Payroll Files</p> <p>Records relating to individual employees' pay history profiles. Includes information on rates of pay, hours of work, pay rate changes, and elected and mandatory deductions for each employee. Documents include payroll notifications of newly hired staff, completed federal record of employment forms, pension quotes, tax credit returns and employee separation notifications.</p>	<p>Director, Finance and Treasurer responsible for <u>finance</u></p>	<u>€T</u>	<u>67</u>	<u>€+6T</u> <u>+7</u>	D	<p><u>T = death of employee</u></p> <p><u>Personal Information Bank</u></p> <p><u>Employer Health Tax Act, R.S.O. 1990, c. E.11 ss 12(4) - records, books of account shall, until permission for their disposal is given by the Minister, retain each such record and book of account and every primary source document required to support and verify the entries and information in records and books of account.</u></p> <p><u>Employment Insurance Act (Canada), 1996, c. 23, s 87 - Records, books of account to determine premiums, accounts and voucher to verify information to be kept six years from which records kept.</u></p> <p><u>Employment Standards Act, S.O. 2000, c.41, ss 15(5) - records to be kept three years after the employee ceased to be employed.</u></p>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR009	Employee Uniforms Records relating to the purchase of special, safety, protective, and required clothing and footwear for Library employees. Documents may include clothing specification sheets, order tracking reports, complaints, copies of purchase orders, copies of invoices and correspondence.	Director, Finance and Treasurer <u>responsible for facilities management</u>	C + 1	1	C + 2	D	
HR010	Employees – Inactive – Sunday Hires Employee files of inactive Sunday hires includes resume, application form, tax information, employee status form, pay adjustments.	Director, Human Resources <u>responsible for human resources</u>	C + 1	65	C + 76	D	Personal Information Bank
HR011	Employees- Performance Appraisals – Administration Records relating to the administration of employee performance appraisals including annual and monthly reports of when the appraisals will take place.	Director <u>responsible for human resources</u> ; Human Resources	C + 3	0	C + 3	D	
HR012	Employee Scheduling Records related to specific employee scheduling, such as vacation requests, lieu time, sick days and other allotments. Does not include hours of work forms.	City Librarian/ Directors	<u>C</u>	<u>10</u>	<u>C+1</u>	<u>D</u>	

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>HR013</u>	Grievances Records relating to grievances including decisions rendered.	Director, Human Resources <u>responsible for human resources</u>	T	621	T + 621	PAR	T = settlement-resolution of grievance <u>Personal Information Bank</u> <u>Legislation/Regulation:</u> <u>Occupational Health and Safety Act, R.S.O. 1990, c. O.1 (last amendment: 2009, c. 33, Sched. 20, s. 3), s. 49(2) A complaint must be filed not later than 30 days after the event to which the complaint relates.</u> <u>Limitations Act, S.O. 2002, c. 24, Sched. B, s. 15(2) No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place.</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>HR014</u>	<u>Health and Safety – Operational Issues</u> <u>Includes information on the receipt and processing of complaints and associated topical issues concerning occupational health and safety. Documents include completed workplace inspection forms, complaint and investigative notices, health and safety reference materials, workplace hazards corrective reports, workplace violence hazard assessments, and all supporting correspondence..</u>	<u>Director,</u> <u>Human</u> <u>Resources</u> <u>responsible for</u> <u>human</u> <u>resources</u>	<u>SC+9</u>	<u>67</u>	<u>SC+</u> <u>16</u>	<u>AR</u>	<u>Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s. 9</u> <u>Joint health and safety committee, certifications, recommendations, responses, minutes, scheduled, inspections, inspection reports. s.26 Records of handling, storage, use and disposal of agents, records of exposure of workers; records of monitoring levels in workplace.</u> <u>Workplace Safety and Insurance Act, 1997 Every employer shall keep a record of all circumstances respecting an accident as described by the injured worker, the date and time of its occurrence, the names of witnesses, the nature and exact location of the injuries to the worker and the date, time and nature of each first aid treatment given</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>HR015</u>	<p>Health and Safety – <u>Physical Plant</u></p> <p>Records relating to issues including workplace ventilation, temperature control, lighting, equipment, protective clothing, chemicals, hygiene, maintenance and inspection processes, samples testing and analysis, and smoking in the workplace. <u>Includes</u> Includes information on the receipt and processing of complaints; associated topical issues concerned occupational health and safety; and workplace inspection reporting concerning the identification of chemical, physical, and biological hazards and the necessary corrective actions. <u>Documents include</u> Workplace Hazardous Material Information System (WHMIS) Material Safety Data Sheets (MSDS), completed workplace inspection forms, complaint and investigative notices, health and safety reference materials, workplace hazards corrective reports, and all supporting correspondence, fire drills, fire safety plans, air quality reports, needle disposal instructions, water quality testing.</p>	<p>Director, Finance and Treasurer<u>Information Technology Facilities</u> <u>responsible for facilities management</u></p>	C + 12	5	C + 76	<u>DAR</u>	
<u>HR016</u>	<p>Hours of Work</p> <p>Records relating to the administration of hours of work. Includes directives, standards, guidelines and forms on work schedules, flex time, overtime, early closing, time off for special occasions (e.g. voting).</p>	<p>Director, <u>Human Resources</u> <u>responsible for human resources</u></p>	S + 2	0	S + 2	<u>DAR</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR017	Job Applications – Unsolicited Completed job applications from external candidates for all job classes excluding pages.	Director, Human Resources	6M	0	6M	D	Personal Information Bank Legislation/Regulation: Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, s. 30 -Dispose of personal information under the control of the institution accordance with the regulations.
	Job Applications – Unsolicited – Page Completed job applications from external candidates for the position of page.	Directors	6M	0	6M	D	
HR018	Job Descriptions Position descriptions.	Director, Human Resources responsible for <u>human resources</u>	S + 6	0	S + 6	D AR	
HR019	Job Evaluation Records relating to job evaluation, including review questionnaires from the City.	Director, Human Resources responsible for <u>human resources</u>	S + 2	0	S + 2	D AR	

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR020	<p>Job Postings</p> <p>Job descriptions for job advertised, internally and externally for all job categories including temporary, full time, part time, plus location pay rate, job summaries, duties.</p>	Director, Human Resources responsible for <u>human resources</u>	C	2	C + 2	D	
HR021	<p>Labour Relations Administration</p> <p>Records relating to the relationship between management and employees' union. Includes the use of employer's facilities for union meetings, union dues, appointments of shop stewards, provision and use of union bulletin boards.</p>	Director, Human Resources responsible for <u>human resources</u>	C+2	518	C+720	PAR	
HR022	<p>Pay Equity</p> <p>Records relating to the evaluation of job postings by comparing duties, skills, and responsibilities of similar positions. The objective is to ensure equal pay for work of equal value. Documents may include background information, meetings, reports, rulings, history of previous rulings, classification ratings, job evaluation information action plans, and information about designated worker groups.</p>	Director, Human Resources responsible for <u>human resources</u>	S	7	S + 7	PAR	<u>Legislation/Regulation: Pay Equity Act, R.S.O. 1990, c. P.7, s. 13 - Pay equity plans be prepared to provide equity in each establishment and for job classes to which the plan applies.</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>HR023</u>	<u>Record of Training</u> <u>Records relating to the registration of employee training, including training, certification and qualifications for equipment operation, hazardous material handling and emergency procedures, technical and machine training, and all other related documentation and correspondence.</u>	<u>Directors responsible for human resources and for training administration</u>	<u>T</u>	<u>7</u>	<u>T+7</u>	<u>D</u>	<u>T = termination of employment</u> <u>Legislation/Regulation: Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s 25. Maintain record of participant (employee) training on technical and hard skills. Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s 54 (materials concerning content, frequency and manner of instruction of any training program). Current (for employment duration of employee) + 1 active + 4 inactive</u>
<u>HR024</u>	Salaries and Pay Rates Records relating to salaries and pay rates administration including directives and guidelines on rates of pay, deductions, salary groups and steps.	Director, Human Resources <u>responsible for human resources</u>	S-C + <u>762</u>	<u>40</u>	S-C + <u>76</u>	<u>ARP</u>	
<u>HR025</u>	Seniority Lists List of all employees by seniority as well as list that reflect the status of union staff.	Director, Human Resources <u>responsible for human resources</u>	S	0	S	<u>PAR</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR026	Staff Complement Lists Records of staffing establishments.	Director, Human Resources responsible for human resources	C + 2	25	C + 427	DAR	
HR027	Training Records relating to the administration of training programs offered within the Library including plans, reports, budget requirements, schedules of training taken internally such as Children's and Youth Services, electronic services, e-mail, circulation, cataloguing, acquisitions system/module use. May include lists of available or previously offered training, presentation material.	Director, Policy, Planning, Policy and City Wide Services Service Delivery responsible for training administration	SC+2	264	S+2C +6	DAR	
HR028	Training – Participants' Lists Records of completed training courses by employees for internal and external courses including conferences, seminars and workshops. <u>Includes completed request form to attend external conference/training.</u>	Director, Policy, Planning, Policy and City Wide Services Service Delivery responsible for training administration	C	5	C + 5	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>HR029</u>	<p>Union Collective Agreement</p> <p>Records relating to collective agreement. Includes collective agreement, letters of understanding, interpretations, bargaining proposals, negotiation proceedings and correspondence.</p>	<p>Director, <u>Human Resources</u> responsible for <u>human resources</u></p>	<u>S-T</u>	<u>2105</u>	<u>S-T+2105</u>	<u>PAR</u>	<p>T = resolution or settlement of <u>easement ratification</u></p> <p><u>Legislation/Regulations:</u> <u>Labour Relations Act, 1995, c. 1, Sched. A, amended as 2006, c. 35, Sched. C, s. 57, s90,91 - Collective agreements to be filed.</u> <u>Labour Relations Act Regulation (General), O. Reg. 94/7 amended as O. Reg. 259/07, ss1(2) - A record of all awards filed shall be maintained</u></p>
<u>HR030</u>	<p>Volunteers</p> <p>Records relating to information about volunteers involved in various programs including but not limited to Friends of the Arthur Conan Doyle, Merril, Osborne and Lillian H. Smith Collections, Friends of the Toronto Public Library and its chapters, Adult Literacy, Reading and Homework Help for Teens, Mobile Library Services deposit collections, Youth Homework Club, Kids@Computers, <u>RAMP, Reading Buddies - Leading to Reading,</u> and Youth Advisory Groups. Records include Police Records Check-</p>	<p>Director, <u>Policy, Planning and City-Wide Services</u> <u>Collecti ons</u> <u>Management</u> <u>City-Wide Services</u> responsible for <u>City-Wide Services</u></p>	T	3	T + 3	D	<p>T = end of volunteer work</p> <p><u>Personal Information Bank</u></p>
<u>HR031</u>	<p><u>Volunteers – Police Reference Check</u></p> <p><u>Police reference checks of Library volunteers. Includes reference checks for unsuccessful applicants.</u></p>	<p>Director responsible for <u>City-Wide Services</u></p>	<u>C+31</u>	<u>43</u>	<u>C+4</u>	<u>D</u>	<u>Personal Information Bank</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR032	<p><u>Volunteer Applications – Unsuccessful</u></p> <p><u>Records related to unsuccessful completed applications for volunteer positions at the Library. Note: successful volunteer application records are retained under the records series <i>Volunteers</i></u></p>	<p><u>Director responsible for City-Wide Services</u></p>	<u>6M</u>	<u>0</u>	<u>6M</u>	<u>D</u>	<u>Personal Information Bank</u>
HR033	<p>Wage Harmonization</p> <p>Records related to the wage harmonization administration process. May include copies of formulas, forms, presentations. Does not include individual employee information.</p>	<p>Director, Human Resources <u>responsible for human resources</u></p>	S	0	S	P	
HR034	<p>Workplace Hazardous Materials Information System (WHMIS) Examinations)</p> <p>Completed WHMIS examinations.</p>	<p>City Librarian/ Directors</p>	C	0	C	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>HR035</u>	<p>Workplace Safety and Insurance – Appeals – Activity Logs</p> <p>Includes records used to track the status of appeals to Workplace Safety and Insurance Board (WSIB) and Workplace Safety and Insurance Appeals Tribunal (WSIAT).</p>	<p>Director, <u>Human Resources</u> <u>responsible for human resources</u></p>	<u>ST</u>	<u>07</u>	<u>ST + 7</u>	D	<p><u>T = death of employee</u></p> <p><u>Legislation/Regulation: Workplace Safety and Insurance Act, 1997, R.R.O. 1990, Reg. 1101, First Aid Requirements, s. 5 Every employer shall keep a record of all circumstances respecting an accident as described by the injured worker, the date and time of its occurrence, the names of witnesses, the nature and exact location of the injuries to the worker and the date, time and nature of each first aid treatment given.</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR036	<p>Workplace Safety and Insurance Board (WSIB) – Appeals</p> <p>Tribunal case records which include all documents related to the person who is appealing, such as doctors’ notes, telephone conversations, return to work information, Form 6, 7, 9; letters between all parties, union or lawyer correspondence as well as final decisions made by the Workers Safety and Insurance Board and appeals to the Tribunal.</p>	<p>Director, Human Resources responsible for <u>human resources</u></p>	T	67	T + 67	D	<p>T = termination of appeal<u>death of employee</u></p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation: Workplace Safety and Insurance Act, 1997, R.R.O. 1990, Reg. 1101, First Aid Requirements, s. 5 Every employer shall keep a record of all circumstances respecting an accident as described by the injured worker, the date and time of its occurrence, the names of witnesses, the nature and exact location of the injuries to the worker and the date, time and nature of each first aid treatment given.</u></p>

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>HR037</u>	<p>Workplace Safety and Insurance board (WSIB) – Claims</p> <p>Records relate to staff claims for injury. Includes doctor’s certification, WSIB form, witness report – account of witness in support for a WSIB claim. Includes records used to monitor and track progress of claims and medical condition throughout the claim lifespan.</p>	<p>Director, Human Resources responsible for <u>human</u> <u>resources</u></p>	S + <u>I</u> <u>T</u>	5 <u>7</u>	S + 6 <u>T</u> + <u>7</u>	D	<p><u>T = death of employee</u></p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation:</u> <u>Workplace Safety and</u> <u>Insurance Act, 1997, R.R.O.</u> <u>1990, Reg. 1101, First Aid</u> <u>Requirements, s. 5 Every</u> <u>employer shall keep a record of</u> <u>all circumstances respecting an</u> <u>accident as described by the</u> <u>injured worker, the date and</u> <u>time of its occurrence, the</u> <u>names of witnesses, the nature</u> <u>and exact location of the</u> <u>injuries to the worker and the</u> <u>date, time and nature of each</u> <u>first aid treatment given.</u></p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Disposition	Comments/Legislation
			A	I	Total			
<u>HR038</u>	Workplace Safety and Insurance Board (WSIB) – Claims – Cost Statements List of Employees Workplace Safety and Insurance Board (WSIB) recipients/claims, cost statements.	Director, Human Resources responsible for <u>human resources</u>	C + <u>2T</u>	<u>57</u>	C <u>T</u> + 7	D	<u>T = death of employee</u> <u>Personal Information Bank</u> <u>Legislation/Regulation: Workplace Safety and Insurance Act, 1997, R.R.O. 1990, Reg. 1101, First Aid Requirements, s. 5 Every employer shall keep a record of all circumstances respecting an accident as described by the injured worker, the date and time of its occurrence, the names of witnesses, the nature and exact location of the injuries to the worker and the date, time and nature of each first aid treatment given.</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p>Functional Category: Information Technology</p> <p>Description: Records relating to the function of providing information technology support. Includes the design, development, installation, implementation, maintenance, and control of Library information systems, applications, hardware (including peripherals) and networks. Also includes internal Information Technology training.</p>						
IT001	<p>Bookings – Personal Computers</p> <p>Records relating to the booking of personal computers (PCs).</p>	<p>Director, <u>Information Technology and Bibliographic Services Facilities</u> responsible for information technology</p>	C + 1	1	C + 2	D	Personal Information Bank
IT002	<p>Computer Application Software</p> <p>Records related to the implementation, administration and operations of computer application software, <u>including contract administration.</u></p>	<p>Director, <u>Information Technology and Facilities Bibliographic Services</u> responsible for information technology</p>	S	7	S + 7	D	

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>IT003</u>	Computer Databases Records related to the implementation, administration and operations of computer databases.	Director, Information Technology and Facilities Bibliographic Services responsible for <u>information technology</u>	S	7	S + 7	D	
	Computer Hardware Records relating to the installation and maintenance of computer hardware including laptop computers, personal computers, network hardware and peripheral hardware. May include information on hardware replacements, specifications, and capacity planning. Documents include copies of purchase orders, copies of license agreements, hardware manuals, requests for installation and maintenance and hardware inventories.	Director, Information Technology and Facilities Bibliographic Services	S	3	S + 3	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>IT004</u>	<p>Computer Infrastructure</p> <p>Records relating to the <u>installation, implementation, administration and maintenance of computer hardware and infrastructure including laptop computers, personal computers, telecommunications equipment and systems, network hardware, servers, wireless services, backup and storage, operating systems, peripheral hardware, and infrastructure management software. May include information on hardware replacements, specifications, and capacity planning. Includes information on telephone, voice mail, fax, pager, cell phone systems and process, and statistics for rationalizing or viability of service. Documents include copies of purchase orders, copies of license agreements, hardware manuals, requests for installation and maintenance and hardware inventories.</u>implementation, administration, maintenance and operations of computer infrastructure, including telecommunications equipment and systems, networks, servers, desktop equipment, wireless services, backup and storage, related operating systems, and the software used to manage this. Includes information on telephone, voice mail, fax, pager, cell phone systems and process, and statistics for rationalizing or viability of service.</p>	<p>Director, <u>Information Technology and Facilities</u> <u>Bibliographic Services</u> responsible for <u>information technology</u></p>	S	7	S + 7	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>IT005</u>	Computer Systems Security Records relating to the security and confidentiality of the Library's online information resources. Includes information about computer security practices and tools. Documents may include access requests, computer monitoring reports, user identification and authorization lists.	Director, Information Technology and Facilities Bibliographic Services responsible for <u>information technology</u>	S	<u>27</u>	S + <u>27</u>	D	
	Information Technology Records relating to the administration and operations of the information technology function.	Director, Information Technology and Facilities Bibliographic Services	S	0	S	D	
<u>IT006</u>	<u>Log files – data extracts</u> <u>Reports drafted/created using information from the Library's Integrated Library System log files.</u>	Director, Information Technology and Facilities responsible for <u>information technology</u>	<u>7M</u>	<u>0</u>	<u>7M</u>	<u>D</u>	<u>Personal Information Bank</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>IT007</u>	<p><u>Log files – depersonalized</u></p> <p><u>Aggregate records of transactions and activities within the Library’s Integrated Library System, and within other databases and software that are related to the Integrated Library System. Data is extracted from the log files for reporting purposes. These log files cannot be used to identify any customers.</u></p>	<p><u>Director responsible for information technology. Information Technology Facilities</u></p>	<u>C+2</u>	<u>0</u>	<u>C+2</u>	<u>D</u>	
<u>IT008</u>	<p><u>Log files – Integrated Library System</u></p> <p><u>Records of transactions and activities within the Library’s Integrated Library System, and within other databases and software that are related to the Integrated Library System. Data is extracted from the log files for reporting purposes.</u></p>	<p><u>Director, Information Technology Facilities responsible for information technology</u></p>	<u>C+2</u>	<u>0</u>	<u>C+2</u>	<u>D</u>	<u>Personal Information Bank</u>
<u>IT009</u>	<p><u>Statistics – Production/Activity/Service – Information Technology and Facilities and Bibliographic Services</u></p> <p><u>Records relating to statistics gathered from different activities and services of the Information Technology and Bibliographic Services Departments <u>Facilities Department.</u></u></p>	<p><u>Director, Information Technology and Facilities <u>Bibliographic Services</u> responsible for information technology</u></p>	<u>C + 1</u>	<u>1</u>	<u>C + 2</u>	<u>D</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p>Telecommunications and Electronic Communications Systems</p> <p>Records relating to the installation, maintenance operation, and use of telecommunications equipment and systems. Includes information on telephone, voice mail, fax pager, cell phone systems and process. May also include statistics for rationalizing or viability of service. Does not include documents related to computer networks/services.</p>	<p>Director, Finance and Treasurer</p>	<p>C</p>	<p>7</p>	<p>C+7</p>	<p>D</p>	
<u>IT010</u>	<p>Work Orders – Information Technology</p> <p>Records relating to the creation and processing of work orders issued to Library employees indicating required tasks to be performed on Library – Information Technology systems. Includes requests for equipment.</p>	<p>Director, Information Technology and Facilities <u>Bibliographic Services</u> responsible for <u>information technology</u></p>	<p>C<u>T</u>+ 2</p>	<p><u>45</u></p>	<p>C<u>T</u>+ <u>67</u></p>	<p>D</p>	<p>T = <u>completion of work order</u></p>
	<p>Year 2000 (Y2K)</p> <p>Information Technology Risk management, contingency plans, Certifications regarding Year 2000. Does not include Y2K rollout forms – see Computer Hardware.</p>	<p>Director, Information Technology and Bibliographic Services</p>	<p>T</p>	<p>6</p>	<p>T+6</p>	<p>D</p>	<p>T = termination of event, that is the year 2000</p>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p>Functional Category: Library Services and Programs</p> <p>Description: Records relating to the function of offering a variety of Library programs, events, and special services (other than special reference services) to Library users. Also include programs conducted with the assistance of or in partnership with the Library (e.g. ESL class, TD summer reading club), as well as the function of providing personal assistance to answer Library user's reference and research enquiries, helping them conduct research, searching for Library materials, and finding other related information.</p>						
LS001	<p>Art Exhibit Applications – Unsuccessful</p> <p>Records related to unsuccessful submissions for art exhibits.</p>	<p>Directors responsible for branch libraries and research and reference</p>	C+1	0	C+1	D	Personal Information Bank
LS002	<p>Bookings – Rooms</p> <p>Records relating to selecting and reserving the Library's facilities or rooms for meetings, instructional seminars, and other professional purposes. Includes facility, room and equipment availability schedules, facility, room, and equipment booking schedules, and customer information.</p>	<p>Director, Branch Libraries responsible for branch libraries</p>	C + 1	1	C + 2	D	<p>Personal Information Bank</p> <p>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</p>
	<p>Children and Youth Services</p> <p>Records related to the administration of the Children and Youth Services. May include reports, contact lists, and correspondence. Includes Leading to Reading, Ontario Works projects, Summer Reading Club.</p>	<p>Director, Branches</p>	C+2	0	C+2	D	

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>LS003</u>	Conservation Records – Library Collection Artifacts Records that document the condition, provenance of the artifacts as well as the physical and chemical treatment of the Library’s special collection artifacts (i.e. books, maps, paintings, watercolours). <u>Includes preservation and conservation orders and relevant correspondence.</u>	Director, Research and Reference Libraries responsible for research and reference	P	0	P	P/AR	<u>Ontario Heritage Act, R.S.O. 1990, c. O.18, s. 27 - Register of designated properties</u>
<u>LS004</u>	Contests <u>and Competitions</u> Records relating to the administration of Library initiated contests including copies of publicity forms, purchase orders, <u>and entries</u> . Includes contests to promote reading and literacy such as bookmark contests, Young Voices, poetry.	Directors	T	1	T + 1	D	T = end of contest <u>Personal Information Bank</u>
	Contests—Entries Records relating to contest entries for Library all contests to promote reading and literacy such as bookmark contests, Young Voices, Summer Reading Club Writing	Directors	C	0	C	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>LS005</u>	<u>Customer Photography Consent Forms</u> Completed consent forms for customers to take photographs or have their photographs taken at Library facilities. Does not include photography consent forms for specific Library programs/services/events or by TPL photographers.	<u>Director, Branch Libraries and Director, Research Reference Libraries</u> responsible for branch libraries and research and reference	<u>C</u>	<u>1</u>	<u>C+1</u>	<u>D</u>	<u>Personal Information Bank</u>
<u>LS006</u>	External Events Support Records relating to the support provided by the Library for externally produced special events. Includes City of Toronto events as well as events of various Library associations (e.g. ALA/CLA conference, and vendor user group meetings). Support provided may include provision of meeting room space, speakers, information and consultation. Documents may include information packages, events lists and schedules, contact lists and supporting correspondence.	Directors	C + 2	184	C + 206	DAR	<u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>
<u>LS007</u>	<u>Information Service Enquiries</u> <u>Records related to customer service enquiries addressed through Answerline or similar services</u>	<u>Director, Research Reference</u> responsible for research and reference	<u>T</u>	<u>1</u>	<u>T+1</u>	<u>D</u>	<u>T = resolution of customer service enquiry</u> <u>Personal Information Bank</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>LS008</u>	<p>Library Program Registration</p> <p>Records relating to individuals, including both adults and children, registering for various Library programs and services including in-house and off-site Library programs such as visits to schools. Documents include completed registration forms, copies of program descriptions, program attendance statistics.</p>	Directors	C + <u>12</u>	0	C+ <u>12</u>	D	<u>Personal Information Bank</u>
	<p>Library Services and Programs</p> <p>Records relating to the administration and development of system wide Library programs and services offered throughout the Library for children and adults including English Can Be Fun, SEPT (Settlement and Education Partnerships in Toronto), kindergarten outreach.</p>	Director, Policy, Planning and City Wide Services	C+2	4	C+6	P	
<u>LS009</u>	<p><u>Library Services and Programs – Centrally Coordinated</u></p> <p><u>Records related to the administration, operation, and management of Library services and programs that are centrally coordinated or offered in partnership or co-sponsorship.</u></p>	<u>Directors</u>	<u>C+2</u>	<u>4</u>	<u>C+6</u>	<u>AR</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>LS010</u>	<u>Library Services and Programs – Locally Coordinated</u> <u>Records related to the administration, operation, and management of Library services and programs that are locally coordinated (i.e. offered at specific branches or not offered or promoted system-wide), including proctoring.</u>	<u>Director, Branch Libraries, Director, Research Reference Libraries, Director, Collections Management City-Wide Services responsible for branch libraries, research and reference, and City-Wide Services</u>	<u>T+1</u>	<u>0</u>	<u>T+1</u>	<u>D</u>	<u>T = termination of program or service</u>
<u>LS011</u>	Loans and Exhibits Records relating to the incoming/outgoing monitoring, and documenting of items loaned to organizations for a specific amount of time.	Director, <u>Research and Reference Libraries responsible for research and reference</u>	T	6	T + 6	<u>DP</u>	T = end of loan /exhibit <u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>LS012</u>	<u>Local Agreements</u> <u>Records related to agreements at branch levels, including those between performers, art exhibitors, and community groups</u>	<u>Director, Branch Libraries and Director, Research Reference Libraries</u> <u>responsible for branch libraries and research and reference</u>	<u>T</u>	<u>1</u>	<u>T + 1</u>	<u>AR</u>	<u>T = termination/fulfilment of agreement</u>
<u>LS013</u>	Mobile Library Services – Trips and Vehicles Records relating to the provision of Mobile Library Services. Include trip report, delivery schedule, and trip inspection report for vehicle circle checks. <u>Includes route list, including customer names and telephone numbers.</u>	<u>Director, Policy, Planning and City-Wide Services</u> <u>Collecti ons</u> <u>Management</u> <u>City-Wide Services</u> <u>responsible for City-Wide Services</u>	C	0	C	D	<u>Personal Information Bank-</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	Programs—Partnership Records relating to programs conducted with the assistance of or in partnership with the Library. Assistance may include staff involvement in the schedule, registering and tracking of programs such as legal aid clinics, proctoring, citizenship. Includes City of Toronto initiated programs such as City Watch, waste reduction program, United Way. May include copies of agreements and contracts, correspondence.	City Librarian/ Directors	C+2	4	C+6	D	Propose eliminating series. See below for proposed changes
	Reference, Research, and Information Services— Administration Records relating to the administration and maintenance of the reference and research function.	Director, Research and Reference Libraries	S	0	S	D	
<u>LS014</u>	Reference/Research Enquiries Records relating to the answering—provision of research services, including methodology and results of questions and/or in depth research for the public in person, by phone, or by e-mail, or through Intellisearch or similar services.	Director, Research and Reference Libraries responsible for research and reference	C + 1	0	C+ 5	D	<u>Personal Information Bank</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>LS015</u>	Statistics – Adult Literacy Records of mandated statistics submitted to the Ministry of Training, Colleges, and Universities (MTCU).	Director, Policy, Planning <u>Collect ions Management, and City-Wide Services responsible for City-Wide Services</u>	C	2	C + 2	D	
	Statistics—Production/Activity/Service—Research and Reference Records relating to research and reference statistics gathered from public service activities, including use of Canadian Health Information Services, Answerline statistics gathered from e-mail and phone logs, and items exhibited.	Director, Research and Reference Libraries	C+1	1	C+2	D	
	Statistics—Production/Activity/Service/Survey Weeks—Public Service Records relating to non-circulation statistics gathered from public service activities, including use of electronic services. Includes number of visits, information requests, in library use of materials and workstation users, gathered from branch surveys.	Director, Policy, Planning and City-Wide Services	C+2	5	C+7	P/AR	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>LS016</u>	<p>Surveys – Customer (User and Non-users)</p> <p>Records relating to the system-wide <u>and local branch</u> surveys designed for Library users and non-users. Used to determine the satisfaction with services and areas for improvement. Documents include survey instruments and findings, <u>and include observation studies and seating sweep studies (manual counts of occupied seats)</u>.</p>	<p>Director, <u>Planning, Policy, and E- Service Delivery, Director, Branch Libraries, Director, Research & Reference Policy, Planning and City Wide Services</u> responsible for planning, branch libraries, and research and reference</p>	C + 2	10	C + 12	P	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
LS017	Surveys – External Records relating to completed survey submissions for external organizations/Library systems containing Library specific data. Includes Ministry of Culture’s Annual Survey of Public Libraries, and Public Library Data Survey (PLDS).	City Librarian’s Office and Director, Planning, Policy, E-Service Delivery Policy, Planning, and City Wide Services City Librarian and Director responsible for planning	C + 10	0	C + 10	P	
LS018	Surveys – Internal Records relating to surveys conducted for internal assessment of the services the Library provides. Includes subjects such as content of collection, preservation needs, services and programs online resources, training needs.	Director, Planning, Policy, E-Service Delivery Director responsible for planning	C + 2	0	C + 2	D	
LS019	Surveys – Raw Data Detailed statistics related, but not limited to Library visits, information requests, electronic users and in-Library use of materials gathered for surveys, including weekly surveys conducted quarterly.	Director, Planning, Policy, E-Service Delivery Director responsible for planning	C	2	C + 2	D	Personal Information Bank

[TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES](#)

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>LS020</u>	<u>Volunteer Manual</u> <u>Records comprising the manual of information for volunteer services</u>	<u>Director,</u> <u>Collections</u> <u>Management</u> <u>City-Wide</u> <u>Services</u> <u>responsible for</u> <u>City-Wide</u> <u>Services</u>	<u>S</u>	<u>0</u>	<u>S</u>	<u>D</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p>Functional Category: Marketing and Communications Communications, Programming, and Customer Engagement</p> <p>Description: Records relating to the management of the Library marketing and formal communications, including press releases, media releases, promotional advertising and events, speeches, and internal/external publications.</p>						
<u>CE001</u>	<u>Co-Created Content</u> <u>Content and media that is created in partnership between the Library and an external body.</u>	<u>Directors</u>	<u>T</u>	<u>3</u>	<u>T+3</u>	<u>AR</u>	<u>T = completion of project</u>
<u>CE002</u>	<u>Customer Contributed Content</u> <u>Online content created by customers and hosted by the Library</u>	<u>Directors</u>	<u>T</u>	<u>0</u>	<u>T</u>	<u>AR</u>	<u>T = content no longer relevant or superseded by new content</u> <u>Personal Information Bank</u>
<u>CE003</u>	Promotion, Advertising, Collateral and Merchandise <u>Customer Engagement</u> Records relating to advertising and promotional work, and other customer engagement services used to foster education and awareness of Library programs and services. <u>Includes collateral, advertisements, publications, and completed design projects.</u> Documents may include action plans, marketing statistics, and correspondence.	Director, Communications, Programming, and Customer Engagement <u>responsible for customer engagement</u> Director, Marketing and Communication	<u>C + 2</u>	<u>0</u>	<u>C + 2</u>	<u>PAR</u>	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>CE004</u>	<u>Customer Submissions and Testimonials</u> <u>Submissions of materials for promotional or engagement purposes, and testimonials received from customers</u>	<u>Directors</u>	<u>T</u>	<u>1</u>	<u>T+1</u>	<u>D</u>	<u>T = use of submission/testimonial, or withdrawal of customer consent to retain/use submission/testimonial</u> <u>Personal Information Bank</u>
<u>CE005</u>	<u>Display and Distribution of Materials</u> <u>Records related to the display and distribution of materials in Library facilities. May include appeals from individuals who wish to display/distribute materials.</u>	<u>Director,</u> <u>Communications,</u> <u>Programming,</u> <u>and Customer</u> <u>Engagement</u> <u>responsible for</u> <u>customer</u> <u>engagementcom</u> <u>munications</u>	<u>T</u>	<u>2</u>	<u>T+2</u>	<u>D</u>	<u>T = termination of agreement or appeal</u>
<u>CE006</u>	<u>Dockets – Artwork – Non-recurring</u> <u>Non-recurring pRecords related to artwork project information, including records related to design of products, distribution instructions, design briefs, publications, brochures, newsletter, ads, sample of letter size, fonts, paper types. Does not include finished products.</u>	<u>Director,</u> <u>Communications</u> <u>, Programming,</u> <u>and Customer</u> <u>Engagement</u> <u>responsible for</u> <u>communications</u> <u>Director,</u> <u>Marketing and</u> <u>Communication</u>	<u>C++T</u>	<u>0</u>	<u>C++T</u>	<u>ÐAR</u>	<u>T = completion of project</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	Dockets—Artwork—Recurring Recurring—project—information,—distribution instructions, design briefs, publications, brochures; newsletter, ads, business cards, sample of letter size, fonts, paper types.	Director, Marketing and Communication	S	0	S	D	
<u>CE007</u>	<u>Dockets – Artwork – Administration</u> <u>Records relating to the administration and management of docket, both recurring and non-recurring.</u>	<u>Director, Communications Programming, and Customer Engagement responsible for communications</u>	<u>C</u>	<u>2</u>	<u>C+2</u>	<u>D</u>	
<u>CE008</u>	<u>Hosted Online Content</u> <u>Online content hosted by external third parties</u>	<u>Directors</u>	<u>T</u>	<u>0</u>	<u>T</u>	<u>D</u>	<u>T = service no longer available or record can no longer be retrieved by the service</u>
<u>CE009</u>	<u>Image Library</u> <u>Images and photographs used by the Library in preparation of other records such as reports, presentations, publications, etc. Does not include images created as Image Orders by Digitization Department, except where image is to be used by staff in the preparation of other records, as described above.</u>	<u>Directors</u>	<u>T</u>	<u>0</u>	<u>T</u>	<u>AR</u>	<u>T = termination of useful life of image.</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>CE010</u>	Media (Press) Clippings – General Interest Clippings as well as daily listings from newspapers of general interest to the Library.	<u>Director, Communications , Programming, and Customer Engagement Director, Marketing and Communication responsible for communications</u>	C + 2	0	C + 2	D AR	
<u>CE011</u>	Media (Press) Clippings – <u>Library-focused</u> Clippings from media as well as daily listing from newspapers that have any references to the <u>Library</u> and its programs.	<u>Director, Communications , Programming, and Customer Engagement responsible for communications Director, Marketing and Communication</u>	C + 2	0	C + 2	P AR	
	Media Relations Records relating to media pitches, including media contact lists. May also include correspondence with media.	Director, Marketing and Communication	C + 2	0	C + 2	D	

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	Press Releases and Official Statements Records of media releases, official statements, backgrounders and announcements by the Library.	Director, Communications, Programming, and Customer Engagement Director, Marketing and Communication	C+2	0	C+2	P	
<u>CE012</u>	<u>Photography Consent/Release Forms</u> <u>Completed consent/release forms that allow the Library to take and use photographs/recordings of identifiable individuals.</u>	<u>Directors responsible for customer engagement, branch libraries, and research and reference</u>	<u>T</u>	<u>2</u>	<u>T+2</u>	<u>D</u>	<u>T = retention of the image</u> <u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>
<u>CE013</u>	<u>Stakeholder Relations</u> <u>Records related to official Library communications with internal and external stakeholders. Includes records related to media pitches, including media contact lists. May also include correspondence with media and other stakeholders. Includes briefing notes, media releases, official statements, backgrounders, announcements, FAQs on specific issues and presentations.</u>	<u>City Librarian/ Directors</u>	<u>T+2</u>	<u>64</u>	<u>T+6</u>	<u>AR</u>	<u>T = resolution of matter/issue requiring communication</u>

TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

Retention Legend: A = Active; I = Inactive; AR = Archival Review; C = Current Year; DY = Days; D = Destroy; M = Month(s); P = Permanent; P/AR = Permanent/Archival Review; S = Superseded; T = Termination – based on specific criteria;

TORONTO MUNICIPAL CODE
RECORDS, CORPORATE (LOCAL BOARDS)

§ 219-4

ARTICLE II
Toronto Transit Commission
[Adopted 1998-11-26 by By-law No. 867-1998³]

§ 219-4. Records to be maintained; time periods.

The Commission shall retain the receipts, vouchers, instruments, rolls or other documents, records and papers classified in Column 1 and described under Column 2 of Schedule D to this article, at the end of this chapter, for the period set out in Column 3 opposite such description, and may thereafter destroy them.

§ 219-5. Destruction of certain records.

The Commission's receipts, vouchers, instruments, rolls and all other documents, records and papers described in Schedule D may be destroyed within the scheduled retention period if they are copied and retained in microfilm form. Thereafter, such microfilm shall be retained for the balance of the scheduled retention period and shall be deemed to be the original record.

ARTICLE III⁴
Toronto Public Library Board
[Adopted 2006-04-27 by By-law No. 260-2006⁵]

§ 219-6. Definitions.

- A. As used in this article and in Schedule F to this article at the end of this chapter, the following terms shall have the meanings indicated:

ARCHIVAL REVIEW PERIOD — The period of time during which a qualified archivist conducts a systematic appraisal of records having potential archival value.

ARCHIVAL VALUE — The evidential and informational value of records, which is determined during appraisal and justifies the records' preservation as archives.

COMPUTER SYSTEM — A device or a group of interconnected or related devices, one or more of which:

³ Editor's Note: This by-law was passed under the authority of subsection 116(1) of the *Municipal Act*, R.S.O. 1990, c. M.45. Pursuant to this by-law, Schedule "A" to Municipality of Metropolitan Toronto By-law No. 2696, as amended, is amended by repealing By-law No. 73-89.

⁴ Editor's Note: Former Art. III, Acquisition of Non-Government Records, adopted 1999-07-29 by By-law No. 458-1999, as amended, was repealed 2004-10-28 by By-law No. 989-2004; see now Ch. 217, Records, Corporate (City). Section 3 of said By-law No. 989-2004 provided that it comes into force upon approval by the City's external auditor; approval was given by the City's external auditor 2004-10-28.

⁵ Editor's Note: This by-law was passed under the authority of section 255 of the *Municipal Act*, 2001, S.O 2001, c. 25.

- (1) Contains computer programs or other data; and
- (2) Pursuant to computer programs, performs logic and control, and may perform any other function.

CONTENT, CONTEXT or STRUCTURE:

- (1) That which conveys information, including text, data, symbols, numerals, images and sound;
- (2) The appearance and arrangement of the content, including relationships between fields, entities, language, style, fonts, page and paragraph breaks, links and other editorial devices;
- (3) Fields, entities, language, style, fonts, page and paragraph breaks, links and other editorial devices; or
- (4) Background information that enhances understanding of technical and business environments to which the data relates, such as metadata, application software, logical business models and the origin, such as address, title, link to function or activity, agency, program or section.

COUNCIL — The Council of the City of Toronto.

DATA — Representations of information or of concepts, in any form, that are recorded or stored on any medium in or by a computer system or other similar device and that can be read or perceived by a person or a computer system or other similar device, including a display of that data.

DISPOSE — To destroy a record or to transfer a record to the Library Archives.

LIBRARY ARCHIVES — The Toronto Public Library Archives.

ORPHAN DATA:

- (1) Data that is not machine readable by any of the Library's computer systems because the data exists with no identifiable computer application that can retrieve the data; or
- (2) Data that is machine readable but does not have sufficient content, context or structure to render it understandable by an experienced Library employee who is knowledgeable about the business function or functions to which the data relates.

RECORD — The same meaning as in subsection 1(1) of the *Municipal Act, 2001*.⁶
[This meaning is noted as follows for reference purposes only:

⁶ Editor's Note: See S.O. 2001, c. 25.

“record” means information however recorded or stored, whether in printed form, on film, by electronic means or otherwise, and includes documents, financial statements, minutes, accounts, correspondence, memoranda, plans, maps, drawings, photographs and films;]

RECORDS SERIES — A group of records that support a particular Library program or operation, that are filed together, and need to be retained for the same period of time.

RETENTION PERIOD — The period of time during which a specific records series must be kept by the Library before records in that records series may be disposed of.

RETENTION SCHEDULE — The schedule prescribing how long a specific records series must be retained before they may be disposed of.

TRANSITORY RECORD — A record that is:

- (1) Retained solely for convenience of reference;
- (2) Required solely for the completion of a routine action, or the preparation of another record;
- (3) Of insignificant or no value in documenting Library business transactions;
- (4) Not an integral part of a Library record;
- (5) Not filed regularly with records or filing systems;
- (6) Not required to meet statutory obligations or to sustain administrative or operational functions;
- (7) About social events that are not special Library events;
- (8) Not related to Library business; or
- (9) A voice mail message.

B. As used in the retention schedule in Schedule F to this article at the end of this chapter, the following abbreviations and terms shall have the meanings indicated:

A or ACTIVE — The period of time in years, unless otherwise stated, that the records must be kept in the active records office area.

C or CURRENT YEAR — The calendar year in which the records were created.

DISPOSITION — The destruction of a record or transfer of a record to the Library Archives, as indicated in a retention schedule by one of the following designations which have the meanings indicated:

- (1) AR or ARCHIVAL REVIEW — Destroy the records after review by an archivist, except for selected records that are transferred for permanent retention in the Library Archives, based on appraisal criteria.
- (2) D or DESTROY — The records are destroyed once the total retention period has expired.
- (3) P or PERMANENT — As defined below in the definition of “P or Permanent,” the records are never destroyed, and for purposes of the definition of “disposition” only, are stored in the Library Archives for preservation purposes.
- (4) P/AR or PERMANENT/ARCHIVAL REVIEW — The records will be held indefinitely in the Library Archives for preservation purposes or, if Council changes the retention period total from “permanent” in the future, the records will only be destroyed after archival review.

I or INACTIVE — The period of time in years, unless otherwise stated, that the records must be kept following the active period, other than in the active records office area.

M or MONTHS — The period of months that a record must be retained.

MEDIA:

- (1) The physical format of the records series, for example, paper, electronic, microfilm.
- (2) If the retention schedule indicates “all media,” records in any format are included.

OFFICE OF RECORD — The Library department or unit responsible for maintaining the records series.

P or PERMANENT — A record that is never destroyed.

RECORDS SERIES TITLE — The title and detailed description of the types of records included in each records series.

S or SUPERSEDED — A record that is replaced by an updated record.

T or TERMINATED — A retention period that is calculated from a specific type of event, as explained under each records series.

TOTAL RETENTION — The total retention period, including active and inactive retention periods.

§ 219-7. Responsibility for records.

Responsibility for records that are not destroyed after the inactive retention period is based on the disposition set out in the retention schedule as follows:

A. Archival review.

- (1) This disposition is used if preliminary archival analysis indicates that the records have considerable historical and research significance and should be retained, either in their entirety or subject to selection to preserve only those records that possess enduring value.
- (2) After the inactive retention period, responsibility for the records is transferred from the business unit to the custody and control of the Archives.
- (3) After the transfer, the Library Archives is solely responsible for providing access to the records under any provincial or federal access and privacy legislation, including the listing of personal information banks and general classes of records, and for compliance with other legislation.
- (4) The records will be reviewed and processed to archival standards.
- (5) Records culled by the archivists may be destroyed, with the approval of the City Librarian or designate, without further notice to the business unit that created these records.

B. Permanent.

- (1) This disposition is used if there are operational or legal requirements to retain the records for an indefinite period.
- (2) Despite the storage of the records in the Library Archives for preservation purposes, the records remain under the full custody and control of the business unit that created them.
- (3) The business unit is solely responsible for providing access to the records under any provincial or federal access and privacy legislation, including the listing of personal information banks and general classes of records, and for compliance with other legislation.

C. Permanent/archival review.

- (1) This disposition is used if there are operational or legal requirements to retain the records for an indefinite period and if the records have also been identified as records that should only be destroyed after archival review if Council changes the retention period total from “permanent” in the future.

TORONTO MUNICIPAL CODE
RECORDS, CORPORATE (LOCAL BOARDS)

§ 219-8

- (2) Despite the storage of the records in the Library Archives for preservation purposes, the records remain under the full custody and control of the business unit that created them.
- (3) The business unit is solely responsible for providing access to the records under any provincial or federal access and privacy legislation, including the listing of personal information banks and general classes of records, and for compliance with other legislation.
- (4) If, as a result of changes in operational needs or statutory requirements, the inactive, “permanent” retention period is reduced by Council, then the records will be transferred to the custody and control of the Library Archives at the end of the retention period and Subsection A applies with necessary changes.

§ 219-8. Retention schedule.

- A. The records of the Library shall be retained and may only be destroyed as set out in the retention schedule in Schedule F to this article, at the end of this chapter.
- B. The City Librarian or designate shall develop and administer the retention schedule.
- C. In determining the retention period for a records series, the City Librarian or designate shall consult with other Library staff as appropriate, the City Solicitor and the City’s municipal auditor.
- D. The City Librarian or designate shall:
 - (1) Review and recommend amendments and additions to the retention schedule, for approval by the Library Board and Council; and
 - (2) Ensure that the retention schedule complies with all relevant legislative, financial and historical requirements for records retention.
- E. A retention period for a records series shall be based on the following:
 - (1) The administrative value of the records based on the period of time during which the Library uses a record to perform its functions;
 - (2) The legal value of the records, based on the period of time necessary to meet statutory or other regulatory requirements, requirements imposed by an agreement, permit or similar document, or to ensure that records are available in case of litigation or investigation;
 - (3) The audit value of the records, based on the period of time required for audit or tax purposes; and
 - (4) The archival value of the records, based on the long-term value of the records to document past events or the origins and history of the Library.

§ 219-8.1. Responsibility of Library staff, volunteers and members.

All Library staff, volunteers and Board members who work with, create or manage records shall:

- A. Manage and maintain records in their custody or control as corporate assets that belong to the Library, and not to individual staff, Library business units or departments that have custody of those records;
- B. Comply with the retention periods in the retention schedule;
- C. Apply retention periods and dispose of records only in accordance with the retention schedule;
- D. Ensure preservation and security of records as directed under this chapter;
- E. Ensure that records in their custody or control are protected from inadvertent destruction or damage, and ensure that records, other than transitory records or duplicate records, are destroyed only with the authorization of designated staff in the department that has custody or control of the records;
- F. Retain and preserve records in an accessible manner so that the records can be retrieved within a reasonable time and are in a format that allows the content of the records to be readily ascertained by a person inspecting the records; and
- G. Ensure that transitory and duplicate records in their custody or control are destroyed when they are no longer needed for short-term reference.

§ 219-8.2. Principles of records destruction.

The following principles govern the destruction of records:

- A. When there are no further legal or business reasons for retaining records, the records shall be destroyed as a class rather than selectively.
- B. Records pertaining to pending or actual litigation or investigation shall not be destroyed with the class of records to which they relate.
- C. Records shall be destroyed in a way that preserves the confidentiality of any information they contain.

§ 219-8.3. Destruction of orphan data.

Orphan data in the custody or control of the Library may be destroyed.

§ 219-8.4. Documentation prior to destruction of orphan data.

Prior to the destruction of any orphan data, the following documents are required:

TORONTO MUNICIPAL CODE
§ 219-8.5 RECORDS, CORPORATE (LOCAL BOARDS)

- A. A written description of the data containing, to the extent that such information is obtainable, the following:
 - (1) The title of the system.
 - (2) The identification of the business unit that is responsible for the creation or use of the data.
 - (3) A brief description of the system's purpose.
 - (4) A brief description of any subsystems, their purpose and relationship to the main system or other subsystems.
 - (5) The name of the technical contact person who is responsible for documenting the system.
- B. The written approval of the department head or designate who is responsible for the business function to which the data relates.
- C. Where applicable to satisfy the provisions of the *Income Tax Act* (Canada), the *Employment Insurance Act* (Canada) or the *Canada Pension Plan*, an exemption from the requirement to keep records in an electronically readable format from the Minister of National Revenue, on such terms and conditions as are acceptable to the Minister.

§ 219-8.5. Retention of documentation.

The documents described in §§ 219-8.4A and B shall be submitted to, and kept by, the City Librarian or designate, as required by this article.

§ 219-8.6. Transitory and duplicate records.

- A. Despite the remainder of this article, but subject to the *Municipal Freedom of Information and Protection of Privacy Act*,⁷ this section applies to the retention of all records created or received by Library staff, volunteers, and Board members.
- B. A transitory record may be deleted or otherwise destroyed on the same day that the record was created or received.
- C. A copy of a record may be destroyed at any time if the original is subject to a retention period established by this article.
- D. A micrographic copy of a record shall be deemed to be the original for the purposes of this article.

⁷ Editor's Note: See 1990 R.S.O. c. F.31.

§ 219-8.7. Archival review period.

- A. At the end of the archival review period, a record, other than a copy of the record or a transitory record:
- (1) Shall be transferred to the Library Archives if it possesses archival value; or
 - (2) Shall be destroyed if it does not possess archival value and if there is no further business or legal requirement to retain the record.
- B. The archival review period shall be deemed to end on the date that the City Librarian or designate certifies that the archival review is complete and the record has no archival value.

ARTICLE IV⁸

**The Board of Governors of Exhibition Place
[Adopted 2006-07-27 by By-law No. 688-2006]**

§ 219-9. Definitions.

- A. As used in this article and in Schedule G to this article, at the end of this chapter, the following terms shall have the meanings indicated: **[Amended 2008-12-03 by By-law No. 1303-2008⁹]**

ARCHIVAL REVIEW PERIOD — The period of time during which a qualified archivist working under the direction of the Manager, Records and Archives, Exhibition Place conducts a systematic appraisal of records having potential archival value.

ARCHIVAL VALUE — The evidential and informational value of records, which is determined during appraisal and justifies the records preservation as archives.

ARCHIVES — The Board of Governors of Exhibition Place's Archives.

BOARD — The Board of Governors of Exhibition Place.

DISPOSE — To destroy a record or to transfer a record to the Archives.

RECORD — The same meaning as in subsection 1(1) of the *Municipal Act, 2001*.¹⁰
[This meaning is noted as follows for reference purposes only:

⁸ Editor's Note: Former Art. IV, Destruction of Certain Computer Data; Transitory and Duplicate Records, adopted 1999-11-25 by By-law No. 780-1999, as amended, was repealed 2004-10-28 by By-law No. 989-2004; see now Ch. 217, Records, Corporate (City). Section 3 of said By-law No. 989-2004 provided that it comes into force upon approval by the City's external auditor; approval was given by the City's external auditor 2004-10-28.

⁹ Editor's Note: This by-law came into force 2006-07-27.

¹⁰ Editor's Note: See S.O. 2001, c. 25.

Records series deleted/consolidated

1. Exclusions – Short Term
2. Office Administration
3. Statistics – Circulation – Annual
4. Statistics – Circulation – Monthly
5. Statistics – Circulation – Quarterly
6. Order Catalogues
7. Construction and Renovation
8. Job Applications – Unsolicited - Page
9. Information Technology
10. Computer Hardware
11. Telecommunications and Electronic Communications Systems
12. Year 2000
13. Children and Youth Services
14. Contests – Entries
15. Library Services and Programs
16. Programs – Partnerships
17. Reference, Research, and Information Services – Administration
18. Statistics – Production/Activity/Service – Research and Reference
19. Statistics – Production/Activity/Service – Public Service
20. Dockets – Artwork – Recurring
21. Media Relations
22. Press Releases and Official Statements

New records series created

1. Access to Information and Protection of Privacy (MFIPPA) – Annual Reporting
2. Customer Consultation and Feedback
3. Emergencies
4. Emergency Planning
5. External Associations
6. Forms and Templates
7. Human Rights Complaints and Investigations
8. Incident Reports – Personal Injury
9. Video Surveillance
10. Video Surveillance Access Logs
11. Electronic Products Administration – Collections
12. Image Order Requests
13. Web Content
14. Building Access and Security – Controlled Access Log Files
15. Building Access and Security – Video Surveillance Systems
16. Building Management – Library Leased
17. Pest Management
18. Employee Scheduling
19. Health and Safety – Operational Issues
20. Record of Training
21. Volunteers – Police Reference Checks
22. Volunteer Applications - Unsuccessful
23. Log Files – Integrated Library System
24. Log Files – Depersonalized
25. Log Files – Data Extracts
26. Art Exhibit Applications – Unsuccessful
27. Customer Photography Consent Forms
28. Information Service Enquiries
29. Library Services and Programs – Centrally Coordinated
30. Library Services and Programs – Locally Coordinated
31. Local Agreements
32. Volunteer Manual
33. Co-created Content
34. Customer Contributed Content
35. Customer Submissions and Testimonials
36. Display and Distribution of Materials
37. Dockets – Artwork – Administration
38. Hosted Online Content
39. Image Library
40. Photography Consent/Release Forms
41. Stakeholder Relations

Board Resolutions – Status Report

Date:	December 14, 2015
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

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

Vickery Bowles
City Librarian

ATTACHMENT

Attachment 1: Board Resolutions – Status Report – December 14, 2015

**STATUS REPORT
TORONTO PUBLIC LIBRARY BOARD RESOLUTIONS
AS AT DECEMBER 14, 2015**

DATE OF MEETING	MOTION (Ref: Minute #)	STATUS	TARGET DATE
	14-150 – Notice of Motion: Funding and Timing of Perth/Dupont Branch Relocation		
Sep. 8, 2014	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).	IN PROGRESS 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
Apr. 28, 2014	14-081 – Cisco Canada – Toronto Public Library Partnership		
	3. directs staff to report back on the specific initiatives resulting from the partnership;	IN PROGRESS	First Quarter 2016
Dec. 15, 2014	14-222 – Notice of Motion – Report Request: Toronto Public Library Board Code of Conduct		
	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.	IN PROGRESS A draft Code of Conduct has been prepared for consultation with Board members. Final version to be provided for Board approval in March 2016	March 2016 TPLB meeting

DATE OF MEETING	MOTION (Ref: Minute #)	STATUS	TARGET DATE
June 22, 2015	15-124 – Presentations – Renaming of Scarborough Civic Centre Branch		
	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.	IN PROGRESS Library staff met in August 2015 with Samuel Getachew and Rosemary Sadlier to discuss naming opportunities.	January 2016 TPLB meeting
September 21, 2015	15-146 – Property Redevelopment Feasibility		
	2. directs staff to report to the Board with status updates and to seek approvals as required.	IN PROGRESS	First Quarter 2016
October 26, 2015	15-180 – Strategic Plan 2016-2019: Draft Priorities, Outcomes and Results of Public Consultation to Date		
	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.	COMPLETE Report provided at the December 14, 2015 meeting.	December 2015 TPLB meeting



**STAFF REPORT
ACTION REQUIRED
with Confidential
Attachment**

Naming and Sponsorship for Musical Instrument Lending Library

Date:	December 14, 2015
To:	Toronto Public Library Board
From:	City Librarian
Reason for Confidential Information:	This report involves the security of the property of the Board – <i>Public Libraries Act</i> , R.S.O. 1990, Chapter P.44, 16.1 (4) (a).

SUMMARY

This report informs the Toronto Public Library Board of the new Musical Instrument Lending Library to be introduced at Toronto Public Library in 2016 and seeks approval for the sponsorship and naming. With Board approval of naming and sponsorship, the Foundation will proceed with final negotiations, including recognition, timelines and agreement.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. adopts the confidential instructions to staff in Attachment 1; and
2. authorizes the release of the name and general terms of the sponsorship arrangement, in a subsequent Board report, once negotiations are complete, appropriate approvals have been received and the public announcement planned for 2016 has been made.

FINANCIAL IMPACT

The proposed sponsorship agreement will provide the necessary funding to deliver the Musical Instrument Lending Library in a cost-neutral manner.

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

ISSUE BACKGROUND

In early 2015, the Toronto Public Library Foundation was approached by Sun Life Financial to explore the innovative idea of establishing a musical instrument lending library in public library systems across Canada. Since then, Toronto Public Library (TPL) has been investigating the feasibility, scope and cost of this project.

Several American public libraries lend musical instruments with programs ranging from lending a few ukuleles to circulating large collections of various instruments. Other Canadian public library systems are investigating options for introducing an instrument lending service. In Kingston, Ontario Joe's Musical Instrument Lending Library is a non-profit organization that operates a very popular library circulating over 500 instruments.

The investigation also determined that an instrument lending program would be an exciting and popular value-added service for TPL customers, requiring careful planning for successful implementation and an appropriate commitment of space, staff, and funding.

COMMENTS

A two-year pilot program is proposed. At TPL, the pilot project will target adults, youth and children. The initial collection will be housed at Parkdale Branch, an easily accessible branch with suitable space, located within one of the City's identified Neighbourhood Improvement Areas. The service will be offered at TPL, Vancouver Public Library and Montreal Public Library. The TPL Foundation is involved as there is a corporate donor and the possibility of a partnership for instrument evaluation, refurbishment, and on-going maintenance and repair. Generally, instruments will be acquired through donation.

A Musical Instrument Lending Library at Toronto Public Library supports TPL's goals of engaging residents in innovation and creativity and supporting lifelong and self-directed learning. The project also complements TPL's Music Library initiative.

A wealth of scientific research demonstrates that music education is a powerful tool for attaining a child's full intellectual, social and creative potential. Studies have shown that music can help with language skills, develop fine motor skills and improve one's overall Intelligence Quotient.

The high cost of purchasing or renting musical instruments can be a barrier to access, however. The ability to borrow instruments from the public library makes them readily available to a wider audience.

Through this sponsorship, the Musical Instrument Lending Library broadens the opportunity for Library customers to have access to music instruments and will also achieve the following:

- provide a learning opportunity for people who might not have access to music classes;

- at the branch level, encouraging use of Library collections and attendance at programs focused on cultural activities, e.g. Artist in the Library;
- serves the needs of music students; recreational musicians; professionals needing short-term use of a specific instrument; and those considering a purchase in the future;
- leverages other resources at the Library.

The proposed naming and sponsorship opportunities meets the criteria for naming and sponsorship as outlined in the Naming and Sponsorship policies. The details of the naming and sponsorship opportunities are provided in Confidential Attachment 1 of this report for consideration by the Library Board.

This material is confidential as it involves the security of the property of the Board.

CONTACT

Anne Bailey; Director, Branch Libraries; Tel: 416-397-5944;
E-mail: abailey@torontopubliclibrary.ca

SIGNATURE

Vickery Bowles
City Librarian

ATTACHMENTS

- Attachment 1: Confidential Information
Attachment 2: Confidential Information – Naming and Sponsorship for Musical Instrument Lending Library – TPL Foundation Memo dated November 30, 2015

As all negotiations are complete, appropriate approvals have been finalized and the public announcement has been made (see December 14, 2015 – Agenda Item No. 16 – Naming and Sponsorship for Musical Instrument Lending Library report – Rec. No. 2), Confidential Attachment No. 1 is now public in its entirety.

Naming and Sponsorship for Musical Instrument Lending Library

Date:	December 14, 2015
To:	Toronto Public Library Board
From:	City Librarian

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves the naming of the Sun Life Financial Musical Instrument Lending Library; and
2. approves the sponsorship of the Musical Instrument Lending Library for 2016 and 2017 at the giving level of \$160,000 cash support with additional in-kind support for a two-year pilot program at Toronto Public Library, and under the terms and conditions as described in this report.

CONFIDENTIAL INFORMATION

In early 2015, the Toronto Public Library Foundation was approached by Sun Life Financial to explore the innovative idea of establishing a musical instrument lending library in public library systems across Canada.

Following an investigation and assessment by TPL staff, in July 2015, a proposal was submitted to Sun Life Financial in support of a two-year pilot program.

This report recommends that the Toronto Public Library Board approve the naming of the Sun Life Financial Musical Instrument Lending Library and approve the sponsorship of this program for 2016 and 2017 at the giving level of \$160,000 cash support with additional in-kind support over a two-year period.

Toronto Public Library will provide:

- adequate secure storage space for the instruments;
- an effective service delivery model;
- promotion of the project throughout its communications vehicles;
- staff lead and ongoing staff support.

Working with Sun Life’s Project Consultant, Toronto Public Library will:

- assist with the instrument drive;
- assist with the media launch.

As all negotiations are complete, appropriate approvals have been finalized and the public announcement has been made (see December 14, 2015 – Agenda Item No. 16 – Naming and Sponsorship for Musical Instrument Lending Library report – Rec. No. 2), Confidential Attachment No. 1 is now public in its entirety.

Throughout the first year pilot project, TPL will collect and analyse feedback from users and staff in order to make recommendations for future directions, including the desired collection size and content and complementary programming opportunities.

The Library's Naming and Sponsorship policies require that the Library Board approve the naming of programs.

The sponsorship meets criteria set out in the Library's Naming and Sponsorship policies as follows. The Board's Naming Policy provides for the naming of a program where the gift constitutes a significant portion of the total cost of the program named – either funding the total cost of the project, or providing a substantial proportion of the required funding for the project. In reviewing a request for naming, consideration is given to whether the initiative could proceed without the gift; the distinction, reputation and integrity of the individual or corporation whose name will be associated with the program; and the relationship of the corporation to the Library.

The Board's Sponsorship Policy provides for mutually beneficial sponsorships based on: the merits of the sponsorship, whether it meets Library priorities, considering the best interest of the public, appropriateness to children, appropriateness of the sponsor, appropriateness of the benefits to the sponsor, and consideration as to whether it may compromise Library principles and policies.

The Musical Instrument Lending Library meets the conditions and criteria as outlined in both these policies.

This is a new sponsorship. An amount of \$160,000 cash support with additional in-kind support is being presented for the 2016-2017 pilot program.

Appropriateness of the Sponsor

The sponsorship is being recommended based on its benefits for the Library, its monetary value, the reputation of Sun Life Financial for corporate and social responsibility and the eight-year successful partnership with Sun Life Financial through its support of the MAP program (totalling \$1,800,300 since 2007) and The Book Lover's Ball (\$165,000 since 2011).

Sun Life Financial (SLF) has a long-standing history of support of arts, culture and community initiatives all across Canada. Its "Making the Arts More Accessible" program, launched in 2005, grew in reach and scope during 2006, as it increased the number of arts organizations included in the program, enabling them to offer free admission, or admission at discounted rates. Through "Making the Arts More Accessible", the experience of performing and visual arts is made available to thousands of individuals, children and families who might not otherwise be able to afford to attend.

As all negotiations are complete, appropriate approvals have been finalized and the public announcement has been made (see December 14, 2015 – Agenda Item No. 16 – Naming and Sponsorship for Musical Instrument Lending Library report – Rec. No. 2), Confidential Attachment No. 1 is now public in its entirety.

General Terms of the Agreement

Recognition benefits for the proposed 2016-2017 Musical Instrument Lending Library include the following:

Naming:

- naming of the program as the Sun Life Financial Musical Instrument Lending Library; all collateral, including on-line will use the approved name;

In Branch:

- logo recognition on on-site promotional signage at Parkdale Branch;
- logo recognition on all Musical Instrument Lending Library-related promotion;
- music instrument display case will feature signage with the approved name (SLF to provide);
- logo recognition in the form of stickers on all instrument cases (SLF to provide);
- recognition of Sun Life's support of Musical Instrument Lending Library in association with the Music Library page in What's On – the Library's program guide (distribution of approx. 50,000 to all 100 branches); spring and fall issues;

Online:

- name recognition on Musical Instrument Lending Library in association with the Music Library page on the Library website (26 million visits in 2014);
- presence on the TPL website via program ads and spotlights;

Public Relations:

- program and gift announcement featuring Sun Life Financial's support;
- launch event; will be presented by Sun Life Financial;
- instrument drive will be in association with Sun Life Financial;

Donor Recognition via the Foundation:

- annual and cumulative recognition on Donor Wall at the Toronto Reference Library;
- corporate name recognition on the Foundation website, in What's On and the Foundation's Annual Report;
- editorial recognition on TPLF website, annual report and newsletter;
- annual stewardship report;
- invitation to annual Foundation donor and special events;

Business & Rights Benefits

- The right of first refusal for all sponsorship opportunities pertaining to the Musical Instrument Lending Library program during the term of this agreement and for renewal of the agreement.

The Library would like to recognize the work of the TPL Foundation in their success in providing such a strong partner for this program.

As all negotiations are complete, appropriate approvals have been finalized and the public announcement has been made (see December 14, 2015 – Agenda Item No. 16 –Naming and Sponsorship for Musical Instrument Lending Library report – Rec. No. 2), Confidential Attachment No. 1 is now public in its entirety.

CONTACT

Anne Bailey; Director, Branch Libraries; Tel: 416-397-5944;
E-mail: abailey@torontopubliclibrary.ca

SIGNATURE

Vickery Bowles
City Librarian

As all negotiations are complete, appropriate approvals have been finalized and the public announcement has been made (see December 14, 2015 – Agenda Item No. 16 – Naming and Sponsorship for Musical Instrument Lending Library report – Rec. No. 2), Confidential Attachment No. 2 is now public in its entirety.



MEMO

Date: November 30, 2015

To: Vickery Bowles, City Librarian

From: Heather Rumball, President, Toronto Public Library Foundation

RE: **Naming Recognition and Sponsorship in association with Musical Instrument Lending Library at Toronto Public Library**

SUMMARY

This Memo recommends that Toronto Public Library authorize release of the name and general terms of the sponsorship arrangement for the Sun Life Financial Musical Instrument Lending Library.

RECOMMENDATION

It is recommended that Toronto Public Library:

1. approves naming and sponsorship of the Sun Life Financial Musical Instrument Lending Library. The naming will be based on a giving level of \$160,000 cash support with additional in kind support over a two-year period and will be recognized through program related donor recognition.

BACKGROUND

In early 2015, Toronto Public Library Foundation was approached by Sun Life Financial to explore the innovative idea of establishing a musical instrument lending library in public library systems across Canada.

Recognition in Association with the Musical Instrument Lending Library

Recognition benefits for the proposed 2016-2017 Musical Instrument Lending Library will include naming and logo recognition on in branch materials, online, and via public relations.

TERMS OF ANNOUNCEMENT:

The Toronto Public Library Foundation requests that this matter be held in confidence by Toronto Public Library board until the public announcement planned for 2016.

SIGNATURE:

A handwritten signature in black ink, appearing to read "H Rumball". The signature is written in a cursive, flowing style.

Heather Rumball, President, Toronto Public Library Foundation
416-393-7134; hrumball@torontopubliclibrary.ca