



**Toronto Public Library Board**

**Meeting No. 3: Monday, March 20, 2017, 6:00 p.m. to 7:30 p.m.**

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

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**The Chair and members gratefully acknowledge that the Toronto Public Library Board meets on the traditional territory of the Mississaugas of New Credit First Nation, the Haudenasaunee, the Huron-Wendat and home to many diverse Indigenous peoples.**

**Members:**

Mr. Ron Carinci (Chair)

Ms. Dianne LeBreton

Ms. Lindsay Colley (Vice Chair)

Mr. Strahan McCarten

Councillor Paul Ainslie

Mr. Ross Parry

Councillor Sarah Doucette

Ms. Archana Shah

Councillor Mary Fragedakis

Ms. Eva Svec

Ms. Sue Graham-Nutter

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 February 21, 2017 Toronto Public Library Board Meeting Minutes**

**5. Approval of Consent Agenda Items**

All Consent Agenda Items (\*) are considered to be routine and are recommended for approval by the Chair. They may be enacted in one motion or any item may be held for discussion.

**6. Business Arising from the Minutes**

**\*7. City Librarian's Report**

**8. Communications**

*5 minutes*

**9. Presentations**

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10. **Toronto Public Library Board Education – Trends in Collection Use** *15 minutes*

*Items for Action:*

11. **Expense Claim Policy** *10 minutes*

12. **Toronto Public Library Board – Education Sessions Update** *15 minutes*

- \*13. **Woodview Park Branch – Lease Renewal**

*Items for Information:*

14. **Toronto Public Library Foundation – 2017-2020 Strategic Plan – Verbal** *30 minutes*

15. **Follow-up to: Youth Participation in Library Decision-Making – 2014-2015 Pilot and Future Recommendations** *5 minutes*

- \*16. **Requests for Reconsideration of Library Materials – 2016 Annual Report**

- \*17. **Operating Budget Monitoring Report – December 31, 2016**

- \*18. **Capital Budget Monitoring Report – December 31, 2016**

- \*19. **Board Resolutions – Status Report**

20. **Adjournment**

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

**Toronto Public Library Board**

**Meeting No. 2: Tuesday, February 21, 2017, from 6:00 p.m. to 6:50 p.m.**

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**Members Present:**

Mr. Ron Carinci (Chair)  
Ms. Lindsay Colley (Vice Chair)  
Councillor Paul Ainslie  
Councillor Sarah Doucette  
Councillor Mary Fragedakis  
Mr. Strahan McCarten  
Mr. Ross Parry  
Ms. Eva Svec

**Regrets:**

Ms. Sue Graham-Nutter  
Ms. Dianne LeBreton  
Ms. Archana Shah

**17-022 Call to Order**

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

Mr. Carinci gratefully acknowledged that the Toronto Public Library Board was meeting on the traditional territory of the Mississaugas of New Credit First Nation, the Haudenasaunee, the Huron-Wendat and home to many diverse Indigenous peoples.

**17-023 Declarations of Conflicts of Interest**

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

**17-024 Approval of Agenda**

*Moved by E. Svec, seconded by S. McCarten:*  
*That the Toronto Public Library Board:*  
1. *approves the agenda.*

*Carried*

**Toronto Public Library Board**

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**17-025 Confirmation of January 30, 2017 Toronto Public Library Board Meeting Minutes**

*Moved by E. Svec, seconded by Councillor Doucette:*

*That the Toronto Public Library Board:*

- 1. confirms the Minutes of the January 30, 2017 Toronto Public Library Board meeting.*

*Carried*

**17-026 Approval of Consent Agenda Items**

*Moved by Councillor Doucette, seconded by Councillor Ainslie:*

*That the Toronto Public Library Board:*

- 1. approves the consent agenda.*

*Carried*

**Business Arising from the Minutes**

**17-027 Selection of Committee Members, Board Representatives and Association Members – 2017 – Appointment of a Board Member to the Federation of Ontario Public Libraries’ Board of Directors (Resolution No. 17-004 from the January 30, 2017 Toronto Public Library Board meeting minutes)**

At the January 30, 2017 meeting, Councillor Paul Ainslie was appointed to the first of two Board member positions on the Federation of Ontario Public Libraries’ Board of Directors. The appointment of the second position was deferred until the February Board meeting.

In response to a request from the Chair, Ross Parry indicated his interest in representing the Library Board on the Federation of Ontario Public Libraries’ Board of Directors.

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

*That the Toronto Public Library Board:*

- 1. appoints Ross Parry to the Federation of Ontario Public Libraries’ Board of Directors in 2017.*

*Carried*

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**17-028 City Librarian's Report (*Received for information by Consent*)**

*That the Toronto Public Library Board:*

1. receives the City Librarian's Report for information.

*Carried*

**17-029 Communications**

There were no Communications items at the February 21, 2017 meeting.

**17-030 Presentations**

There were no Presentations at the February 21, 2017 meeting.

**17-031 Toronto Public Library Board Education – Venue Rentals and Private Events**

Pam Ryan, Director, Service Development & Innovation introduced Beth Kawecky, Manager, Venue and Community Space Rentals. The Board was provided with a presentation on the Library's newly consolidated space rentals department and the expansion of the suite of premium event venues beyond the Appel Salon. The expansion is expected to provide additional revenue to support the Library's services and programs.

*Moved by E. Svec, seconded by L. Colley:*

*That the Toronto Public Library Board:*

1. receives the Toronto Public Library Board Education – Venue Rentals and Private Events verbal report for information.

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***Items for Action:***

**17-032 2017 Operating Budget Adoption – Revised**

Larry Hughsam, Director, Finance and Treasurer provided the following information to update the Board regarding the 2017 operating budget:

- a. at its February 15, 2017 meeting, Council approved the Library’s 2017 operating budget of \$179.052 million net (\$199.047 million gross) which includes additional enhancement funding of zero net (\$0.387 million gross), representing a net budget increase of 1.1% over 2016;
- b. the additional enhancement funding will be used for two new Youth Hub locations (Albion and Barbara Frum branches) and Youth Hub programming costs.
- c. the additional enhancement funding is a one-time contribution from the City’s Tax Stabilization Reserve and will therefore result in a budget pressure for the Library in 2018;

A revised report including these changes was distributed at the meeting.

The Board expressed appreciation to Councillor Pam McConnell for all her efforts to obtain additional enhancement funding for the Library through the City’s Poverty Reduction Strategy.

***Moved by Councillor Doucette, seconded by Councillor Fragedakis:***

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

- 1. *adopts the Council-approved 2017 operating budget of \$179.052 million net (\$199.047 million gross), which represents a \$1.877 million net, or 1.1%, increase over 2016, comprised of the following services:*

<u>Service</u>	<u>Gross (\$Ms)</u>	<u>Net (\$Ms)</u>
Library Collections & Borrowing	75.123	68.661
Branch and E-Services	116.695	103.471
Partnerships, Outreach & Customer Engagement	7.229	6.920
	<u>199.047</u>	<u>179.052</u>

***Carried***

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**17-033 2017-2026 Capital Budget and Plan Adoption****Library Board Decision**

The Toronto Public Library Board on February 21, 2017 adopted the following:

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

**That the Toronto Public Library Board:**

1. *adopts the 2017-2026 capital budget and plan of \$182.312 million debt (\$275.367 million gross) for projects listed in Attachment 1, and comprised of:*
  - a. *2017 cash flow of \$19.967 million debt (\$29.525 million gross) with future year commitments of \$16.933 million debt (\$25.963 million gross) for 2018; \$7.045 million debt (\$17.533 million gross) for 2019 and \$2.248 million debt (\$3.594 million gross) for 2020; and*
  - b. *2018-2026 uncommitted capital plan totalling \$136.119 million debt (\$198.752 million gross); and*
2. *adopts two previously approved sub-projects with carry-forward funding from 2016 into 2017 totalling \$0.476 million.*

***Carried as amended***

**Motions:**

See the following:

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

**That the Toronto Public Library Board:**

1. *adopts, subject to Council approval, the 2017-2026 capital budget and plan of \$182.312 million debt (\$275.367 million gross) for projects listed in Attachment 1, and comprised of:*
  - a. *2017 cash flow of \$19.967 million debt (\$29.525 million gross) with future year commitments of \$16.933 million debt (\$25.963 million gross) for 2018; \$7.045 million debt (\$17.533 million gross) for 2019 and \$2.248 million debt (\$3.594 million gross) for 2020; and*
  - b. *2018-2026 uncommitted capital plan totalling \$136.119 million debt (\$198.752 million gross); and*
2. *adopts, subject to Council approval, two previously approved sub-projects with carry-forward funding from 2016 into 2017 totalling \$0.476 million.*

***Amended***

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**2017-2026 Capital Budget and Plan Adoption – continued**

*Moved in amendment by Councillor Fragedakis, seconded by Councillor Doucette:*

*That the recommendations moved by S. McCarten and seconded by Councillor Ainslie be amended to remove the words “subject to Council approval” in Recommendation Nos. 1 and 2 so that they read as follows :*

1. *adopts the 2017-2026 capital budget and plan of \$182.312 million debt (\$275.367 million gross) for projects listed in Attachment 1, and comprised of:*
  - a. *2017 cash flow of \$19.967 million debt (\$29.525 million gross) with future year commitments of \$16.933 million debt (\$25.963 million gross) for 2018; \$7.045 million debt (\$17.533 million gross) for 2019 and \$2.248 million debt (\$3.594 million gross) for 2020; and*
  - b. *2018-2026 uncommitted capital plan totalling \$136.119 million debt (\$198.752 million gross); and*
2. *adopts two previously approved sub-projects with carry-forward funding from 2016 into 2017 totalling \$0.476 million*

***Carried***

**17-034 Toronto Public Library Board – Education Sessions**

Discussion ensued regarding the information to be provided in education sessions at Board meetings as well as specific topics. Interested Board members were requested to provide their ideas to Nancy Marshall, Library Board Officer in advance of the March Board meeting agenda deadline.

**Library Board Decision**

The Toronto Public Library Board on February 21, 2017 adopted the following:

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

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

1. *proceeds with the Trends in Collection Use and Update on Online Learning Tools education topic at the March 20, 2017 meeting;*
2. *defers the remainder of the education topics provided at the February 21, 2017 meeting and*
3. *requests staff to provide a revised list of education topics at the March 20, 2017 meeting.*

***Carried as amended***



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**Toronto Public Library Board – Education Sessions – continued****Motions:**

See the following:

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

1. *approves the topics for Board education sessions and directs staff to schedule the sessions.*

*Amended**Moved in amendment by Councillor Fragedakis, seconded by S. McCarten:**That the recommendation moved by S. McCarten and seconded by E. Svec be replaced with the following recommendations:**That the Toronto Public Library Board:*

1. *proceeds with the Trends in Collection Use and Update on Online Learning Tools education topic at the March 20, 2017 meeting;*
2. *defers the remainder of the education topics provided at the February 21, 2017 meeting and*
3. *requests staff to provide a revised list of education topics at the March 20, 2017 meeting.*

*Carried***17-035 Black Creek Branch – Lease Renewal (Approved by Consent)***That the Toronto Public Library Board:*

1. *approves a lease renewal agreement with Westdale Properties for 5,782 square feet of space in the North York Sheridan Mall at 1700 Wilson Avenue, with the following terms and conditions:*
  - a. *a five-year term commencing on September 1, 2017 and terminating on August 31, 2022; and*
  - b. *annual base rent as follows:*
    - i) *for years one and two at \$13.00 per square foot for annual base rent of \$75,166.00, excluding Harmonized Sales Tax;*
    - ii) *for years three to five at \$14.00 per square foot for annual base rent of \$80,948.00, excluding Harmonized Sales Tax.*

*Carried*

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**17-036 Cliffcrest Branch – Lease Renewal (Approved by Consent)***That the Toronto Public Library Board:*

1. *approves a lease renewal agreement with First Capital Holdings Inc. for 4,859 square feet of space in the Cliffcrest Plaza at 2965-3049 Kingston Road, with the following terms and conditions:*
  - a. *a five-year term commencing on January 1, 2018 and terminating on December 31, 2022; and*
  - b. *an annual base rent as follows:*
    - i) *for years one and two at \$17.00 per square foot for an annual base rent of \$82,603, excluding Harmonized Sales Tax (HST); and*
    - ii) *for years three, four and five at \$18.50 per square foot for an annual base rent of \$89,891.50, excluding HST.*

*Carried***17-037 Comprehensive Heating, Ventilation, Air-Conditioning (HVAC) and Chiller Maintenance Service – Contract Extension (Approved by Consent)***That the Toronto Public Library Board:*

1. *extends the contract for Comprehensive HVAC and Chiller Maintenance Services with Dunlis for one year, March 1, 2017 to February 28, 2018, at a total cost of \$764,675, excluding Harmonized Sales Tax (HST);*
2. *grants authority to the City Librarian to exercise the option to extend the contract for Comprehensive HVAC and Chiller Maintenance Services with Dunlis for an additional year, March 1, 2018 to February 28, 2019, at a total cost of \$764,675, excluding HST, subject to satisfactory vendor performance.*

*Carried***Items for Information:****17-038 Annual Statistical Report to the Office of the Information and Privacy Commissioner (IPC) of Ontario (Received for Information by Consent)***That the Toronto Public Library Board:*

1. *receives the Annual Statistical Report to the Office of the Information and Privacy Commissioner (IPC) of Ontario report for information.*

*Carried*

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**17-039 Toronto Public Library Board – Expenses Paid for 2016 (*Received for Information by Consent*)**

*That the Toronto Public Library Board:*

1. receives the Toronto Public Library Board – Expenses Paid for 2016 report for information.

***Carried***

**17-040 Board Resolutions – Status Report (*Received for Information by Consent*)**

*That the Toronto Public Library Board:*

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

***Carried***

**17-041 Adjournment**

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

*That the Toronto Public Library Board:*

1. adjourns the February 21, 2017 Toronto Public Library Board meeting.

***Carried***

The meeting ended at 6:50 p.m.

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

**City Librarian's Report**  
**March 20, 2017**

**Advancing Our Digital Platforms**

As part of the latest exhibit in the TD Gallery at Toronto Reference Library, the Library's Special Collections, and Preservation and Digitization departments have incorporated some **augmented reality (AR) elements into Vice & Virtue**, which opened February 11. Through tabloids, photographs, manuscripts, posters and pamphlets from the Library's Baldwin Collection of Canadiana, Vice & Virtue looks at moral reform in Toronto as it faced rapid growth and industrialization at the turn of the century. Hidden AR elements are incorporated throughout the space to enhance customer experience, using advanced image recognition to blend the real world artifacts with rich interactive content, such as videos and animations. The AR content includes video created by Toronto Public Library (TPL), as well as video provided by Queerstory, an award-winning interactive locative documentary app that maps over a century of LGBTQ history in 37 sites across Toronto. The app used to display these elements is called Aurasma, which is free for iOS and Android devices.

**[tpl.ca/tdgallery](http://tpl.ca/tdgallery)**

**Breaking Down Barriers to Access, Driving Inclusion**

A second installment of generous funding from the Rotary Club of Toronto will allow TPL to extend the **Planning for Retirement on a Low Income** workshop to inner suburb library branches, in addition to those in the downtown core. The program is scheduled for nine locations this year, with the goal of providing low-income attendees, in plain language, with a complete picture of benefits available to them; explaining how these benefits interact; and outlining best strategies for long-term retirement planning on a very limited income. Presented by Metcalf Foundation Fellow and social policy expert John Stapleton, this much-needed workshop has attracted the attention of street nurse Cathy Crowe, as well as financial experts like *Globe & Mail* personal finance columnist Rob Carrick. The 2016 workshops attracted more than 520 participants – mostly disadvantaged persons in need of any available assistance.

TPL's commitment to inclusion and diversity was front and centre at the **Project Welcome: Libraries Serving Refugees and Asylum Seekers Summit** in Chicago on February 6 and 7. Organized by The Mortenson Center for International Library Programs and the American Library Association, the multi-day summit focussed on sharing best practices in the design, development and delivery of responsive and reflective library services. TPL Multicultural Services Committee chair Sulekha Sathi highlighted TPL's cohesive and successful plan to serve refugees arriving in Toronto. Fifty participants, including US and international librarians, international and US governmental agency representatives, and resettlement and social services, shared best practices and challenges around the settlement needs of refugees and asylum seekers. Sathi's presentation included strategies and examples of library advocacy and collaboration with city and community stakeholders in designing and delivering innovative programs and services for refugees within a local and national context, along

with a range of TPL resources. TPL continues to promote access to and awareness of library resources to meet the needs of diverse communities through a number of channels. [tpl.ca/newtocanada](http://tpl.ca/newtocanada)

In its ongoing efforts to reach out to the community and provide equitable access to everyone in the city, TPL partnered with the Centre for Equitable Library Access (CELA) to have a presence at the **White Cane Week Experience Expo** on February 4. Accessible services library staff promoted library collections and services to more than 60 blind individuals, whose comments included:

- “The library is awesome!”
- “Home Library Services staff are wonderful,”
- “My library card is my most prized possession,” and
- “Talking books are my best friends.”

Library staff registered a number of people for library cards and provided tutorials on accessing the CELA collection. The Library’s Accessible Services Committee will again partner with CELA for the People in Motion Career Fair on May 26 and 27.

### **Establishing TPL as Toronto’s Centre for Continuous and Self-Directed Learning**

Award-winning **graphic novelist and literacy advocate Gene Luen Yang** will appear in a series of events at TPL on April 5, beginning with a morning talk to high school students about Reading Without Walls – Yang’s campaign to encourage readers to explore books about characters who look or live differently than them, about topics they haven’t discovered, or in formats they haven’t tried. Following this, Yang will present to library staff in the afternoon, and then be featured in a public event, co-presented with the Toronto Comic Arts Festival, at Toronto Reference Library in the evening. Yang is the fifth National Ambassador for Young People’s Literature (2016-2017), appointed by the Library of Congress, Every Child a Reader, and The Children’s Book Council. Throughout his career, Yang has advocated for the role of comics and graphic novels in promoting literacy and learning.

**Toronto Master Gardeners**, a group of more than 130 trained horticulturalists who volunteer their time to provide advice to home gardeners in the Toronto area, are offering 32 workshops at library branches this spring. Their workshops have been eagerly anticipated each year since TPL began partnering with them seven years ago.

The April-June edition of the program series **Our Fragile Planet** will include talks from professors, researchers, storm-chasers and organizations such as Environmental Defence, Live Green Toronto, and other local environmental groups. Topics include: freshwater ecosystems and water literacy, learning about toxins in everyday products, pollutants in aquatic environments, climate change and its effect on the Arctic, urban agriculture and pollinator-friendly gardening, the benefits of buying local food, the importance of wildlife conservation efforts, and more.

[tpl.ca/fragileplanet](http://tpl.ca/fragileplanet)

## Creating Community Connections through Cultural Experiences

The **Toronto Storytelling Festival**, which was founded in 1979 and has grown into one of the world's biggest celebrations of the arts of voice and story, runs this year from March 24 to April 2. As part of the festival, librarian-storytellers will gather at four branches – Yorkville, Dufferin/St. Clair, Morningside and Richview – to entertain and delight audiences of all ages. We will share the Richview event with York Woods Branch customers via telepresence technology. Also as part of the festival, the Storytellers from Away series will feature seven renowned storytellers from across Canada and around the world, performing their magic at library branches around the city.

To celebrate **Canada's sesquicentennial**, TPL will offer programs that engage, highlight and reflect on the stories of Canada's past and present, and inspire the future. Programs include: Lieutenant Ashley Beattie from the Royal Canadian Navy Reserve talking about his experiences as a younger member of the Canadian Forces; author and historian Gregory Klages talking about *The Many Deaths of Tom Thomson: Separating Fact from Fiction*; camping workshops offered by Parks Canada as they open their parks for free this year; and lots more! Coming soon: a dedicated Canada 150 page on the TPL website that will capture all the programs, collections and other related library content.

## Transforming for 21st Century Service Excellence

TPL librarian Jorge Rivera will be travelling to Guatemala as a volunteer at the end of April to co-lead the **Librarians Without Borders (LWB)** project at the Miguel Angel Asturias Academy in Quetzaltenango (a.k.a. Xela) in Guatemala. Rivera is looking forward to this exciting opportunity to leverage his leadership skills and support social activism in his ancestral lands. Over the last few months, Rivera has been working with LWB to recruit volunteers, facilitate online communications, and coordinate the service trip. Rivera will lead volunteers in developing program services for children from kindergarten to grade twelve and he will also work with volunteers in developing communication plans to share successes with the world. The group's service plans focus on LWB's mission to foster the love of reading and build capacity, while supporting the school curriculum. "I'm grateful for the praiseworthy values that we all embrace at TPL," says Rivera. "Our beliefs in equity, inclusion, diversity, intellectual freedom and innovation are the ingredients of a progressive society. I look forward to channeling my deep love of librarianship with something that is so dear to my heart."

On February 22 and March 1, TPL librarians attended a two-part **Software Carpentry workshop** at Northern District Branch. Software Carpentry is a non-profit volunteer-based organization whose members teach coding and data science skills to researchers. The Library's Learning, Innovation and Resource Planning team coordinated with volunteer instructors to plan lessons that impart a basic understanding of computer science and teach librarians how to efficiently work with large data sets such as statistics and collection records. Participants learned to extract relevant information using scripts and lines of code they wrote themselves. In addition to building digital literacy competency in staff, this is a first step toward delivering coding workshops to the public, augmenting TPL's open data initiatives.

**A new enhanced intranet for TPL staff** was unveiled in February. ShareTPL, as it's called, has been redesigned to better reflect the needs of all library staff, making it the place to go for staff news, and to connect and engage with other staff. The new homepage features up-to-date content, a better user experience and a fresh look. Besides being easier to browse, the newly-designed site is highly interactive and much more print-friendly. It offers opportunities for staff to collaborate on projects and share ideas via Yammer, a social networking tool used for private communication within organizations.

**Taylor Memorial Branch** recently closed for four weeks to receive a state of good repair upgrade, improving public facilities, including enhancements to the programming room. It reopened to the public on March 7<sup>th</sup>.

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**COMMUNICATIONS  
GENERAL CORRESPONDENCE**

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**TORONTO PUBLIC LIBRARY BOARD MEETING – March 20, 2017**

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It is recommended that the Toronto Public Library Board:

1. receives Communication (a) from Kathleen Wynne, Premier of Ontario, to Ron Carinci, Chair, Toronto Public Library Board dated February 21, 2017 expressing appreciation for receiving a copy of the Toronto Public Library's Strategic Plan 2016-2019; and
2. receives Communication (b) from Archana Shah, Member, Toronto Public Library Board to Board members dated March 8, 2017 reporting on her recent attendance at the Ontario Library Association Superconference.



The Premier of Ontario  
Legislative Building, Queen's Park  
Toronto, Ontario M7A 1A1



La première ministre de l'Ontario

Édifice de l'Assemblée législative, Queen's Park  
Toronto (Ontario) M7A 1A1

a.

February 21, 2017

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

Dear Mr. Carinci:

Thank you for your letter on behalf of the Toronto Public Library's board and providing me with a copy of your *Strategic Plan 2016-2019: expanding access, increasing opportunity, building connections*. I appreciate your keeping me apprised of the library's activities.

Our government recognizes the important role that public libraries play in fostering pride within communities. By making information and knowledge accessible to all, Ontario public libraries are one of the focal points of their communities and enrich the lives of all Ontarians.

As your correspondence will also interest my colleague the Honourable Eleanor McMahon, Minister of Tourism, Culture and Sport, I have forwarded a copy to her for her information.

Once again, thank you for sharing this information with me. Please accept my best wishes.

Sincerely,

A handwritten signature in black ink that reads "Kathleen Wynne".

Kathleen Wynne  
Premier

c: The Honourable Eleanor McMahon

OLA 2017 Superconference  
Report from: Archana Shah, TPL Board Member & Board Liaison to Youth

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March 8, 2017

Fellow TPL Board members,

I attended the Ontario Library Association (OLA) Superconference this past February 1-3, 2017. Here were some of my favourite sessions and my thoughts:

**1. Public Libraries - All Are Welcome?**

- Mandate to serve all, but sometimes libraries deal with challenging social issues
- Libraries = neighbourhood champion, connector in community, community space
- Some ideas - Staff wear headsets in large branches with 2 floors, inner city walks (staff), housing, public health nurses in branches, counselling on demand, elder in residence to help other patrons, computer training for homeless, newcomer bus tours (Brampton) - transit system, rec centre, get library card
- Library is not safe haven from the law, communicating expectations of appropriate behaviour in public spaces

**2. Perception is Reality: Critical Challenges and Opportunities of the Library Brand**

- Public perception of libraries often come out above other municipal services
- Libraries have the power to transform communities - important that others know this, understand our essential value
- Libraries have a strong brand, goodwill, nostalgia but need to continue to stay relevant,
- Difficulty - library is many things to many people at many times
- Even if library is an enduring brand, do people think about it? People often don't think about the library until they need it. However, once people enter the library, they 'get it'
- Why are libraries important/essential? Is there a common understanding? We provide access, central hub within community and connections, unite, bring together groups to debate/discuss/challenge
- In 1938, libraries designed to be a 'people's university'
- What you decide to focus on depends on your community
- Don't be afraid to ask for pro bono PR work
- Social media - generated awareness, be timely, related to what's in the news now
- Good campaign was Toronto Symphony - You think you know the symphony
  - i. Libraries do all these things- Who knew?
- Focus on pain points for people, start with the problem, not the solution

**3. OSLA Spotlight: Shannon Miller – Let Them Be Heard – Giving our Students a Voice**

- Some ideas for successful school library, programs for students:
  - 1) Be connected
    - a) Authors skype with students, Skype with creator of Halo
    - b) Work on projects over skype with students from other schools (skype between library systems? Interlibrary competitions?)
  - 2) Create
    - a) Skype with author of I Spy books, create their own ebooks

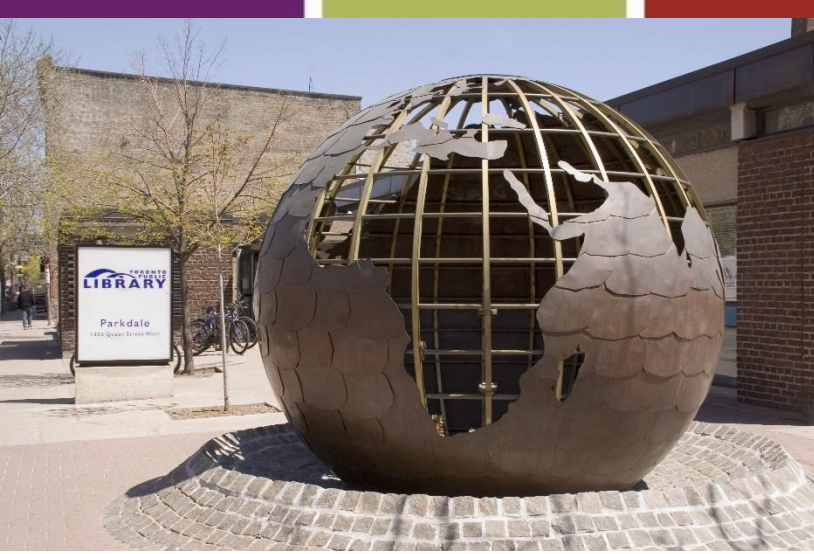
- b) Archive projects in Destiny – book shows up in school library
- 3) Access
  - a) Provide access to social media in a safe way
    - i. Instagram - Students use the library Instagram and take photos, learn what is appropriate to post/write on social media
  - b) Bring skills home and teach parents
  - c) Asked for and received grant from MakerBot (3D printer) - student started Youtube channel

#### 4. Build a Real Campaign. Create a Richer Experience. Make an Impact.

- How to express brand, change perception
- How to effectively get the message out that we've changed
  - i. "Libraries outperform Amazon – putting 2B books into the hands of people.."
  - ii. FOPL stats – more people in libraries than in Walmarts
- Stats don't move people, can't convince people, numbers are forgotten
  - i. Act based on passion, justify based on reason
  - ii. Have to move people to action with emotion, justify based on numbers
- Most important part of social media is that people have heard your message
- There's a difference between sharing (posting online, broadcasting) vs. people sharing, resharing your posts – this happens when you present something so interesting, something so inherently thought/curiosity provoking, something fearless and unexpected
- Brand can be glasses through which we view opportunities and make choices
- Library is a castle surrounded by a moat
  - i. Problem is - we preach to the choir, so people who know us love us
  - ii. However, this doesn't bridge the gap (the moat)
- Who shares our values? Who else wants what we have?
- Take advantage of timely, relevant things (top of mind awareness)
- Link our effort to what's top of mind to our community

#### 5. Building the Collection Your Customers Want


- Markham Public Library
- Analyze collection use data, deep dive over many years
- Look at circulation, turnover, age of items (branch by branch)
- Sociodemographic data (age, income)
- Community consultation - satisfaction survey comments, gap lists, track all questions librarians are asked for 1 week and review them, patrons meet the manager sessions, small focus groups re: multilingual collections
- 3 surveys - 1200 responses
- Were patrons successful in finding items they were looking for, and if not, why?
- MPL starting toy lending program in a particular branch
- Asked whether adults prefer browsing by genre or author
- Helping people find audience for products printed on 3D printer, help local authors with loading content to ebook vendor, help people host and share content



# Circulation Trends

**Presentation to the  
Toronto Public Library Board  
March 20, 2017**

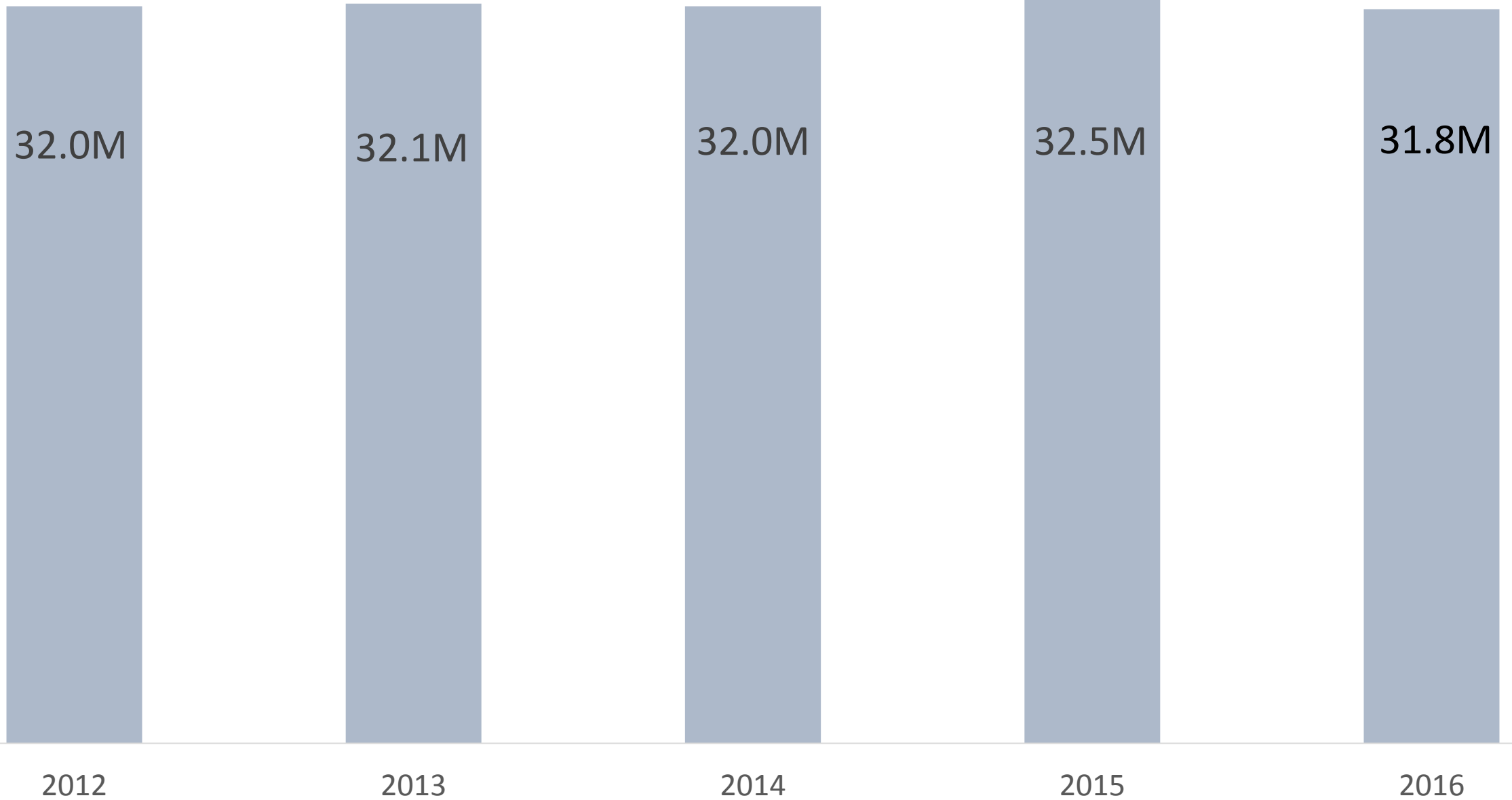




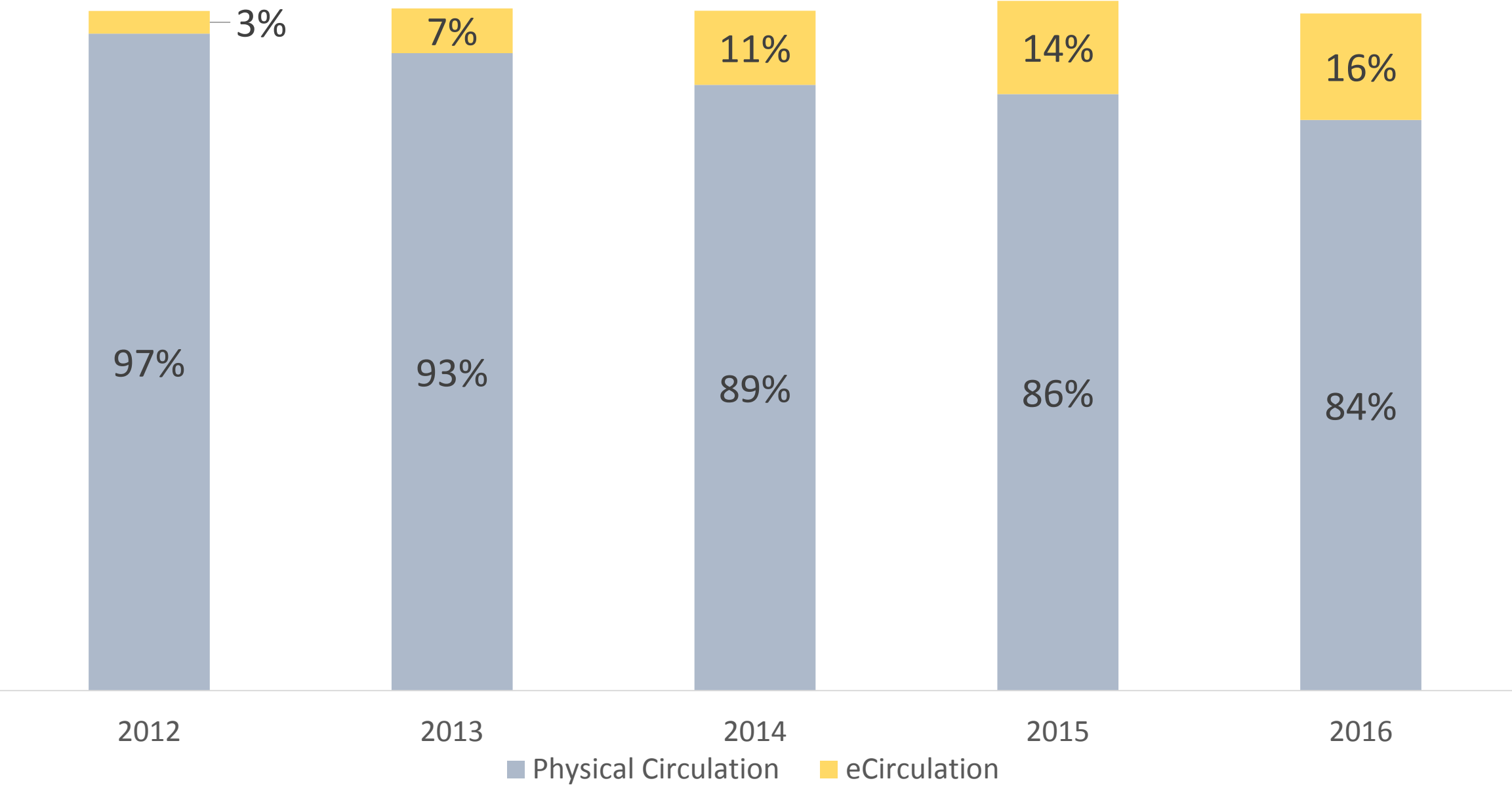
**To build up a library is to create a  
life. It's never just a random  
collection of books.**

–Carlos María Domínguez

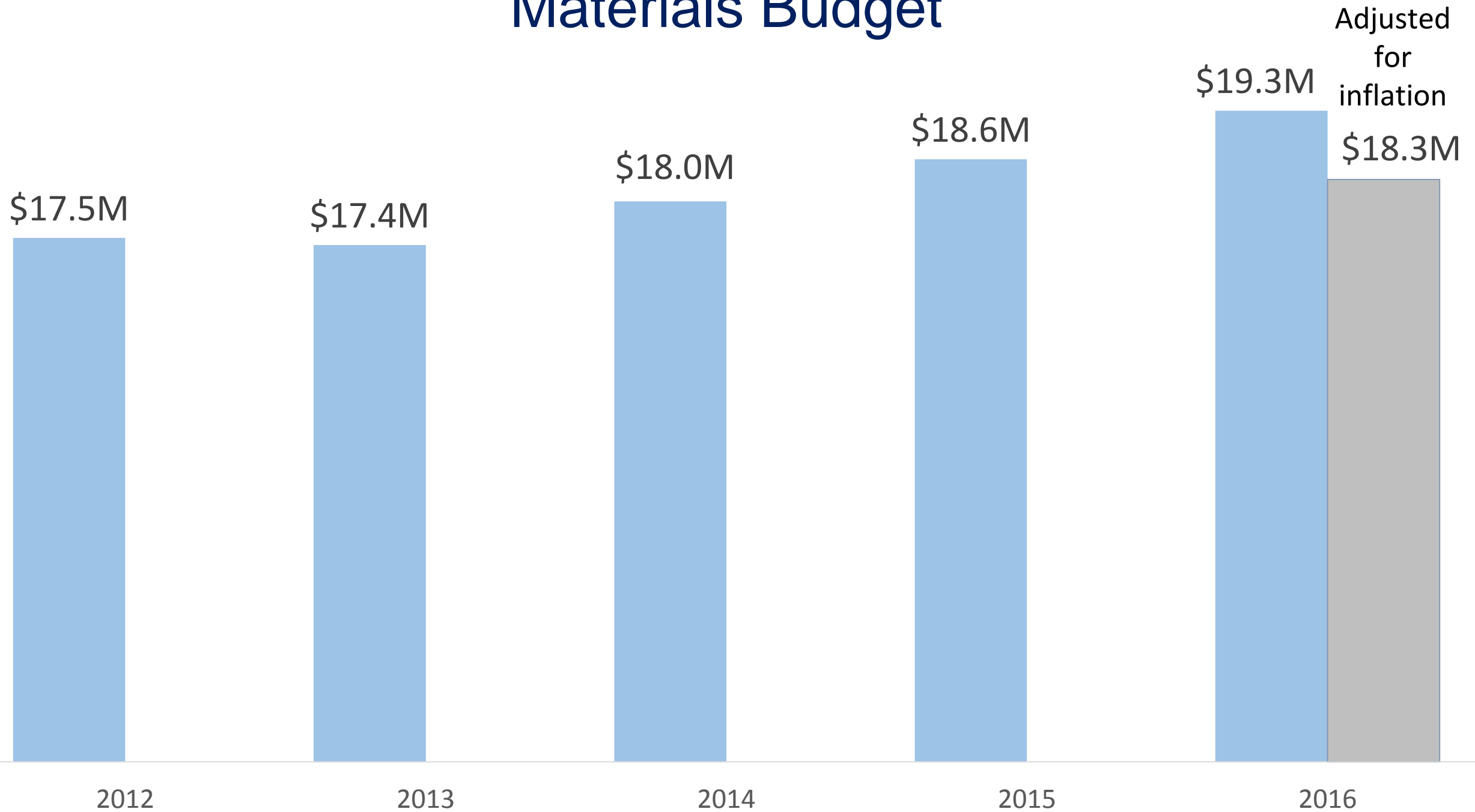
# Total Circulation 2012-16



# Physical & eCirculation 2012-16

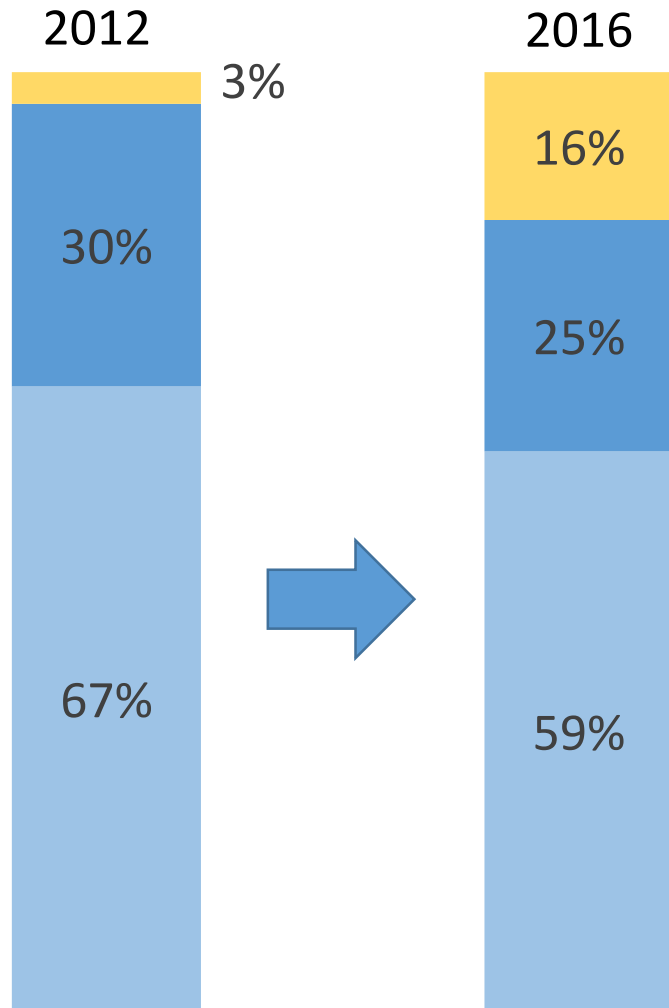


# Materials Budget





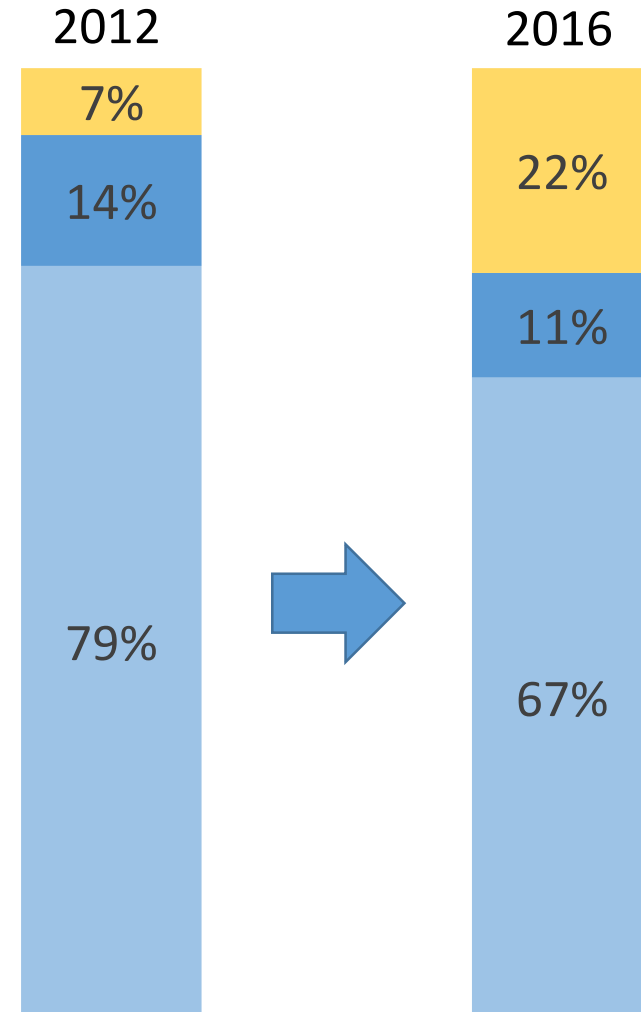
# Circulation



Downloads & Streamed

DVDs & CDs

# Materials Budget



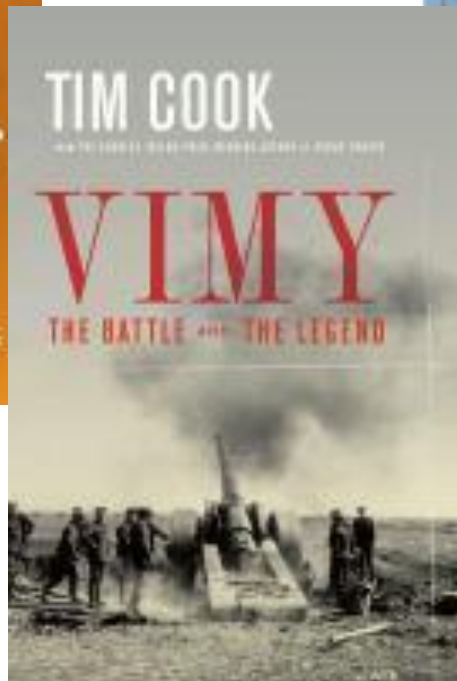
Books & Magazines

# Physical books 2012 -16

↓ -1%



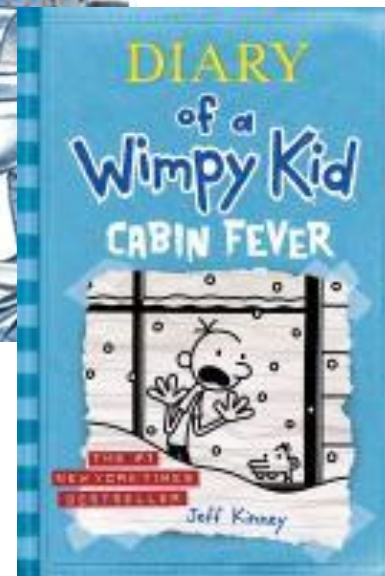
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↑ +19%



↑ +23%



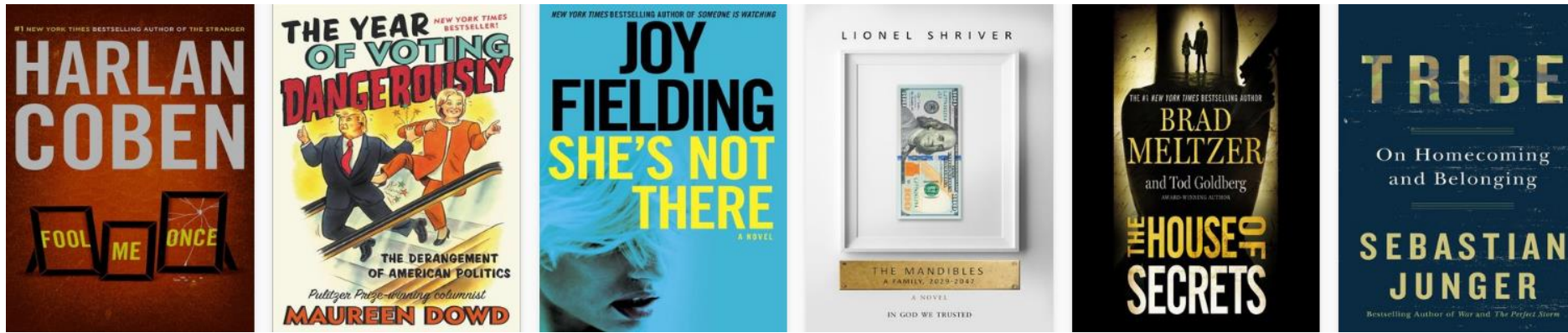
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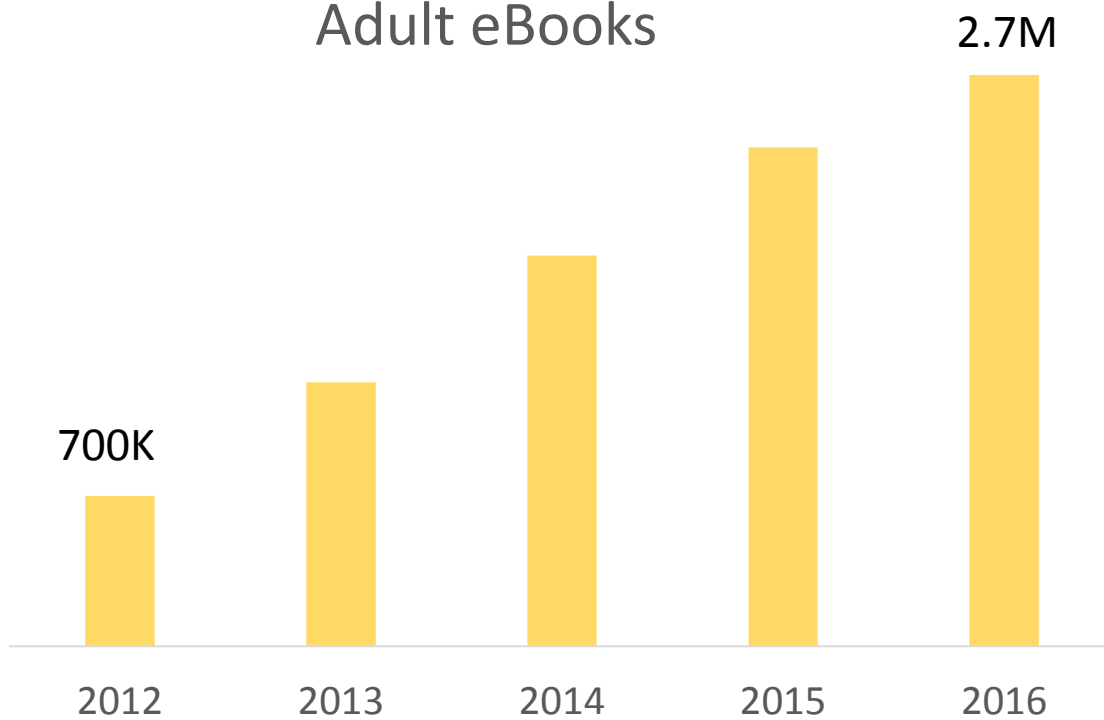
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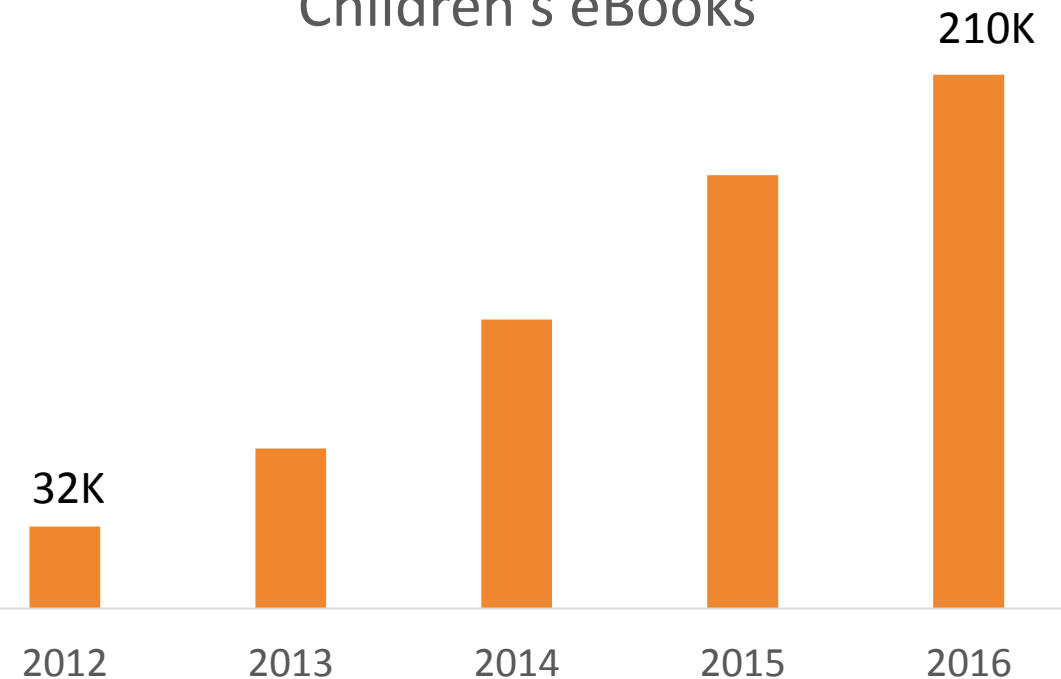
# eBooks 2012-16



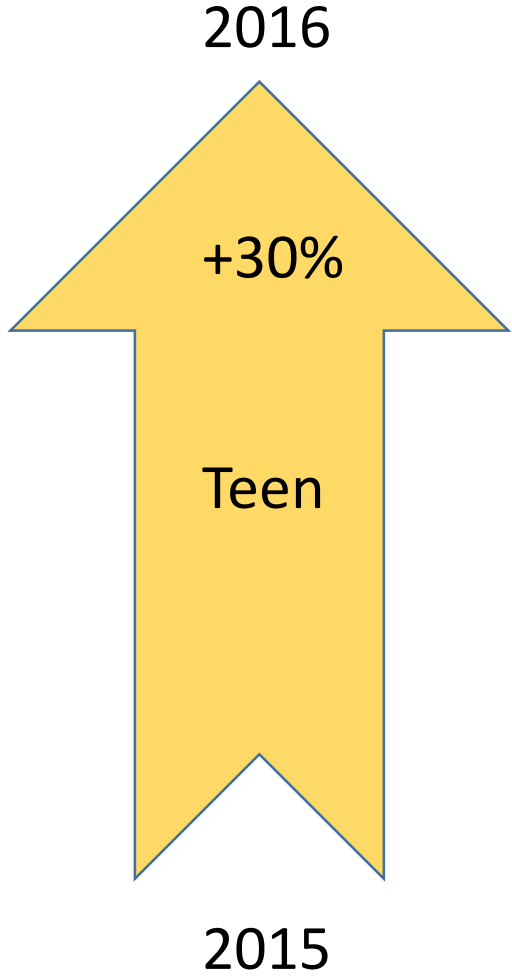
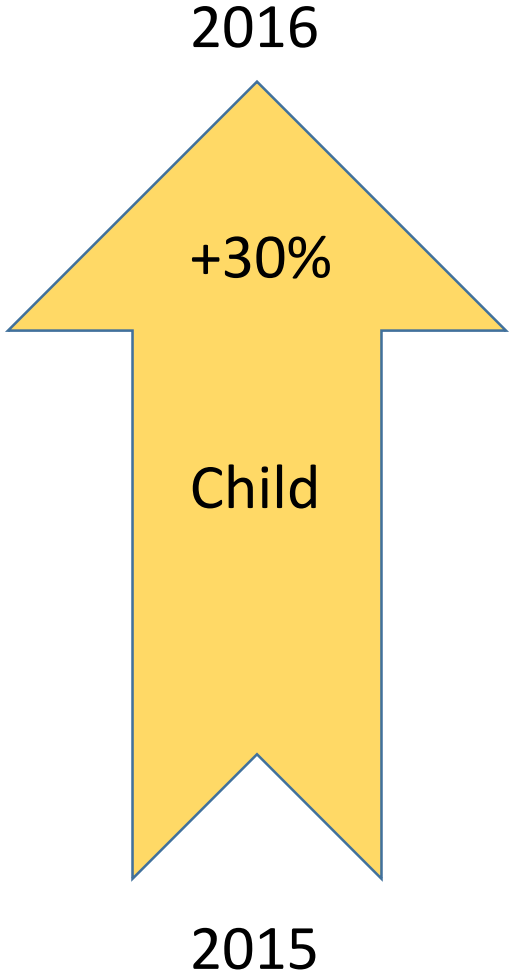
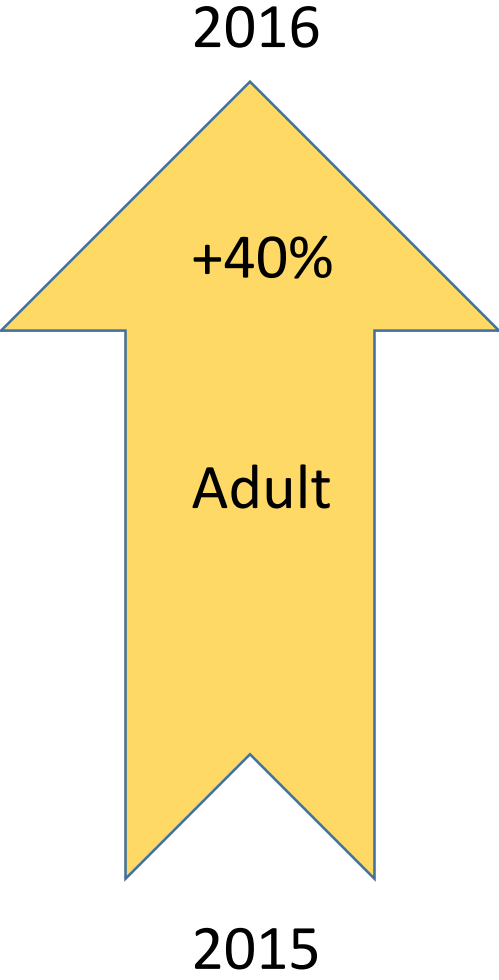
Adult eBooks

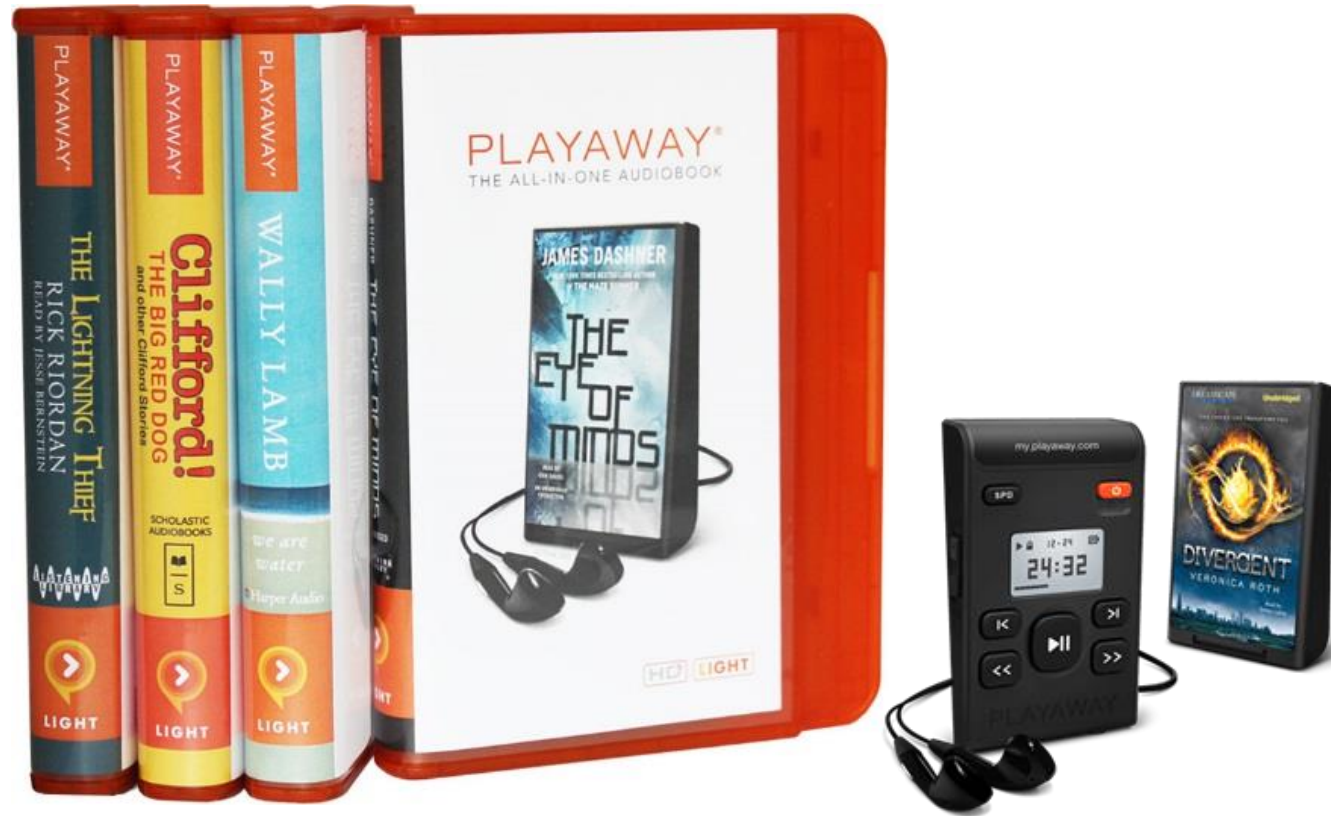


Children's eBooks

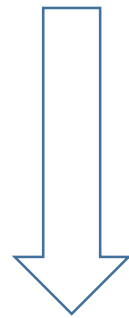


# eAudiobooks 2015-16

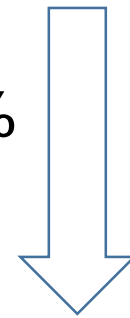
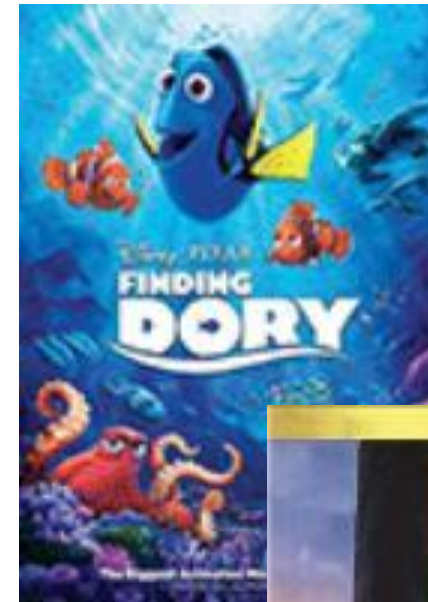




# English DVDs 2012-16



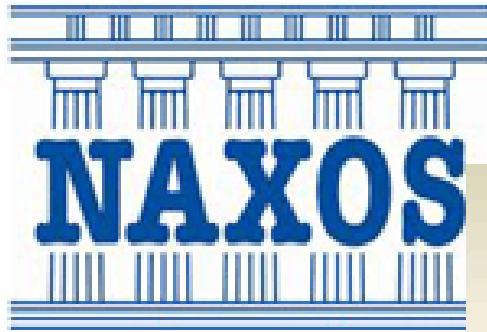
-1%



-32%



# Electronic Resources



lynda.com



# Digital Content Issues



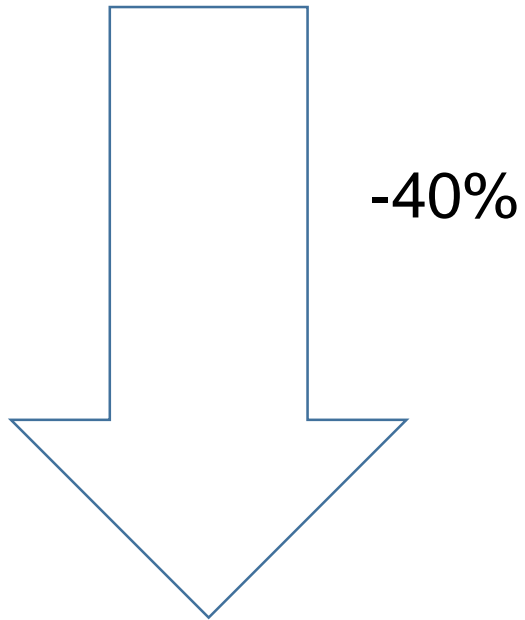
**Price**



**Access**



# Multilingual Collections 2012-16



- Established groups aging and moving to the GTA
- New immigrants settling outside Toronto
- English-speaking immigrants
- Migration from DVDs to streaming services
- Difficulty in acquiring materials

Amharic, Arabic, Armenian, Bengali, Chinese, Croatian, German, Greek, Gujarati, Hebrew, Hindi, Hungarian, Italian, Japanese, Korean, Kurdish, Malayalam, Marathi, Macedonian, Nepali, Panjabi, Persian, Polish, Portuguese, Pushto, Rumanian, Russian, Serbian, Somali, Spanish, Tagalog, Tamil, Telugu, Tibetan, Tigrinya, Turkish, Ukrainian, Urdu, Vietnamese, Yiddish



FREEDOM FROM SURVEILLANCE

LIBRARIANS FOR **FACTS**

DEFEND THE FIRST AMENDMENT  
STAND UP FOR YOUR **RIGHT TO READ**

BECAUSE FAKE NEWS CAN HAVE REAL-WORLD CONSEQUENCES.

LIBRARIES TRANSFORM

I ❤️ LITERACY

EQUITY. DIVERSITY. INCLUSION.

PROTECT

*Intellectual Freedom*

NET NEUTRALITY

~~CENSORSHIP~~





**STAFF REPORT  
ACTION REQUIRED**

**11.**

**Expense Claim Policy**

<b>Date:</b>	March 20, 2017
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

**SUMMARY**

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A revised Expense Claim Policy is being presented to the Toronto Public Library Board for approval. The amendments are generally minor in nature and adopt, where appropriate, changes in City policies since the Library originally passed its policy in 2004. The amendments cover a number of issues, several of which were not addressed in the original policy. The new provisions clarify reimbursement for alcohol (only permitted for Protocol Events with external business contacts), prorate the per diem allowance, increase the allowable reimbursement for tips and require staff to select the “most cost efficient” method of travel.

In keeping with City policy, the revised Library policy clarifies that the City Librarian approves business travel for training/education in excess of \$3,500.

**RECOMMENDATIONS**

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

1. approves the Expense Claim Policy in Attachment 1.

**FINANCIAL IMPACT**

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This report is not expected to have any incremental financial impact.

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

**DECISION HISTORY**

The Expense Claim Policy was approved by the Board in 2004. No revisions have occurred since that time.

## ISSUE BACKGROUND

The Expense Claim Policy is being amended following a review by Library staff. In order to ensure the Library was in keeping with current best practices and remained consistent with City policy, Library staff began reviewing the Expense Claim Policy following the City's revision to their Business Expense Claim Policy in 2016. Note that the Library's Expense Claim Policy applies to all staff and Board members.

## COMMENTS

The revisions to the Expense Claim Policy are intended to address issues that have emerged since the policy was first approved in 2004 and are generally in keeping with City policies. The revisions being proposed are based on provisions found in the following City policies:

1. Business Expenses Policy
2. Toronto Public Service Food and Beverage Expenditure Policy
3. Business-related Alcohol Expense.

Following the review by staff, the following revisions are proposed to address the following issues:

### Personal Items

The policy is being amended to clarify that items of a personal nature will not be reimbursed.

### Parking or Traffic Violations

As a general rule, the Library will not reimburse staff who receive parking or traffic tickets in the course of their duties. However, there may be limited situations in which a parking or traffic infraction would be deemed reimbursable. For these situations, the City Librarian must approve the reimbursement. Previously the policy was silent on this issue.

### Meetings with External Business Contacts – Protocol Events

As a general rule, alcohol is not reimbursable. The proposed amendments clarify that alcohol may only be reimbursed for meetings involving external business contacts with prior approval of the City Librarian. This is consistent with the City's policy.

### Staff Meetings

The proposed amendment specifies that food and beverages may be reimbursed for shorter (under two hours) staff meetings, but only for special events such as staff recognition or training. Food and beverages for purely social events (such as a retirement party) would not be reimbursed. No alcohol will be reimbursed for staff meetings. This is consistent with the City's policy.

### Business Travel in Excess of \$3,500

The revised policy clarifies that Board approval is required for business travel to conferences and seminars in excess of \$3,500, but business travel for training/education in excess of \$3,500 will be approved by the City Librarian. This is in keeping with City policy.

### Loyalty Points

In keeping with City policy, staff will be allowed to collect loyalty points for Library business travel. The policy did not address this issue previously.

### Tips

The maximum amount that may be reimbursed for tips has been increased to 15% from 10%, which follows City policy. Note that tips for accommodation are not reimbursed, but may be covered under the travel per diem allowance granted to staff.

### Per Diem Allowance

The provisions on per diem allowance would be amended to adjust for half days of travel and for meals that are already being provided. The per diem allowance is reduced according to which meal(s) are provided and prorated when travel starts or ends before noon. Previously, no adjustments were made and a flat rate per diem was provided. These provisions are based on City policy.

### Ground Transportation

For clarity, the proposed amendments add newer forms of ground transportation such as rental bicycles and car sharing as well as new forms of payment such as the Presto card.

### Air Travel

The policy now specifies that staff must take the “most cost efficient method” for the Library. This means that staff should consider the impact on productivity and not just cost. For example, a flight with multiple connections may be cheaper compared to a direct flight, but would lead to lost hours of productivity in the process. The City policy requires three quotes and the selection of the cheapest fare. The Library is deviating from City policy in order to maximize staff productivity. Note that the amount of air travel incurred by Library staff is limited.

## **CONTACT**

Larry Hughsam; Director, Finance & Treasurer; Tel: 416-397-5946;  
E-mail: [lhughsam@torontopubliclibrary.ca](mailto:lhughsam@torontopubliclibrary.ca)

## **SIGNATURE**

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Vickery Bowles  
City Librarian

## **ATTACHMENTS**

Attachment 1: Expense Claim Policy

**POLICY: EXPENSE CLAIM****SECTION: II – General Policies – Finance****MOTION#/DATE: 04 - 150 – November 15, 2004  
xx - xxx – March 20, 2017****Table of Contents**

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**1. Effective Date**

March 20, 2017

**2. Policy Objective**

To ensure the reimbursement of legitimate, reasonable expenses incurred by employees and approved by others conducting business for Toronto Public Library.

**3. Underlying Principles/Background**

As in all financial transactions of the Toronto Public Library, high ethical standards, good judgment, and accountability, as well as a commitment to due diligence and transparency, will guide the actions of all individuals covered by this policy.

**4. Policy Statement**

The Toronto Public Library's intent is to reimburse individuals for legitimate, reasonable expenses incurred by individuals for approved library-related activities as defined in the Specific Directives. Individuals who do not comply with the policy or the intent of the policy will not be reimbursed for the expenses. Individuals are not to be reimbursed for situations where there has been a breach of the Conflict of Interest Policy or where there has been a breach of any Ontario or Canadian law.

**5. Scope**

This policy covers the reimbursement of personal expenditures for conferences and seminars, business travel and accommodation (in-town and out-of-town), travel advances, per diem allowances, reimbursement for use of personal automobile and parking, meal allowance, business meetings, and professional memberships, association fees, travel to meetings on the way to/from place of work and tips.

The non-reimbursable expenses include, but are not limited to the following:



- a. Expenses of a personal nature, including expenses for companions, spouses and other family members.
- b. Traffic and parking violations, unless approved by the City Librarian.

## 6. Application

This policy applies to all staff and Board members. It will be used as a guideline for reimbursing others including consultants, volunteers, visitors/guests, contractors, and agents who are pre-approved to submit an expense claim.

## 7. Specific Directives

### a. General

Individuals who are entitled to reimbursements for expenses covered by this policy are to submit all required documentation for pre-approval at least two weeks prior to the event, where possible, and to file a completed expense report with all supporting original receipts along with reimbursement for any unspent travel advance associated with the event within 10 working days after returning to work or as soon as possible. Claims for other expense should be made at least quarterly and at year-end.

It is a fundamental understanding that pre-authorization and subsequent authorization of any expenses to be reimbursed under this policy are to be reviewed and approved by the Manager or Director to whom the individual reports, unless otherwise established within this policy.

### b. Original Receipts

Original receipts are to be attached to the Expense Claim form. Itemized receipts should be provided whenever possible.

If a receipt is missing, an approved Affidavit for Missing Receipt is required before a claim can be reimbursed.

### c. Accommodation

Eligible accommodation for conferences, seminars or for business travel is

a single standard room, at the least of the government rate, the room rate charged for the event or the actual cost.

This includes the cost for room rate, hotel parking and all applicable taxes and services charges only.

This does not include personal charges such as telephone calls, entertainment and room service.

Original receipts for accommodation should be submitted with the Expense Claim form for the conference, seminar or business travel within 10 working days of the return to the office.

**d. Business Meetings or Protocol Events involving External Business Contacts**

It may be necessary for staff to host business contacts who are not employees of the Library, the City or Agencies and Corporations when hosting Events related to the Library's business. Meetings held at eating establishments and hotels may be claimed provided the purpose of the meeting is related to the business of the Library and is documented along with the names of all those in attendance.

The most senior Library staff person present should pay for the entire bill and an original itemized receipt is submitted with the Expense Claim form.

The expenses relating to alcoholic beverages may be reimbursed for Library-hosted or Library-sponsored Events or official visits by national and international delegations. The City Librarian must approve of this expense in advance.

**e. Staff Meetings/Planning Days**

Food and beverage expenses for staff business meetings of less than two hours will not be reimbursed except for special events (staff recognition, appreciation, staff training or team-building exercises), emergency response (labour disruption, infrastructure failure, ice storms etc.) then food and beverage expenditures are permitted as long as they are reasonable, appropriate and within budget.

Where possible, Library staff should avoid scheduling meetings during normal meal times.

Alcohol should not be served at a Library meeting, and will not be reimbursed as part of any Library meeting, travel or meal expense. There will be no reimbursement for office social events, retirement parties and holiday gatherings.

#### **f. Business Travel**

Staff travel outside of the GTA requires pre-approval by a Director.

Director's travel outside of the GTA requires pre-approval by the City Librarian.

Director's or staff travel outside of the Province or Canada requires pre-approval by the City Librarian.

City Librarian's travel outside of the Province or Canada, up to \$3,500 requires pre-approval by the Board Chair.

City Librarian, Director, or staff travel for attendance at Events, including travel costs in excess of \$3,500 requires approval by the Library Board.

Training/education, including travel costs provided through an academic institution, professional body, other professional organization/person(s) or service provider in excess of \$3,500 requires approval by the City Librarian.

#### **g. Meal Allowance**

The meal allowance for union staff is the rate specified in the collective agreement with the bargaining unit.

A meal allowance for non-union staff of up to \$15 may be granted when an employee is required to work at least two hours of overtime on a normal business day or at least four hours of overtime on a non-scheduled workday.

~~If actual expenditures are submitted for reimbursement instead of an allowance, an original itemized receipt must be submitted with the Expense Claim form.~~

With the submission of an original itemized receipt, a meal allowance of up to \$15 may be reimbursed, when submitted with the Expense Claim

form.

#### **h. Loyalty Programs**

Employees travelling on Library business may participate in loyalty programs, e.g. frequent flyer programs, provided that they select the most cost-efficient mode of travel. Employees may retain the benefits offered for business or personal use provided that the use of the benefit results in no additional cost to the Library.

#### **i. Tips**

The Library will reimburse reasonable payment of tips up to a maximum of 15% of the total cost of the bill. If the service charge is included in the invoice, no more tipping is allowed and will not be reimbursed. The rules apply to tips on ground transportation, restaurants and food brought to office. However, tips on accommodation, if paid, must be covered within the per diem payment to staff.

#### **j. Parking Fees, Parking and Traffic Violations**

Parking fees for day-to-day local business travel in excess of regular parking fees paid at normal place of work may be claimed.

P-Card and Petty Cash should not be used to pay or reimburse for parking; an Expense Claim form should be used. Original receipts must be submitted with the Expense Claim form.

Traffic and parking violations are non-reimbursable expenses, unless approved by the City Librarian.

#### **k. Personal Automobile**

~~Use of a personal automobile for day-to-day local business in excess of regular commuting kilometrage or commuting costs to normal place of work may be claimed.~~

~~The rate per kilometer for individuals in the bargaining unit is to be the rate specified in the collective agreement with the bargaining unit.~~

~~The rate for non-bargaining unit individuals is to be the rate established by~~

~~the City of Toronto.~~

~~Individuals who use their automobiles for Library business must carry at least \$1,000,000 of public liability and property damage insurance.~~

~~Where a personal auto is used for transportation to attend a conference, seminar, or business trip, the kilometrage claimed shall be included in the overall request for reimbursement for the event.~~

## I. Per Diem Allowances

Per diem represents the maximum allowance ~~is~~ for sundry expenses, which includes meals, telephone, entertainment and other local transportation for pre-approved out-of-town conferences, seminars or business trips.

The numbers of days to be claimed will be the number of days of the event, including the day of departure and the day of return. The per diem daily rate shall be pro-rated by 50% if the travel starts after or concludes before noon.

Receipts are not required to support the per diem claim. An employee who receives a per diem allowance may not claim additional personal expenses.

The per diem claim is to be submitted on an expense claim form within 10 working days of return to the office.

The rate for the per diem claim will be the rate established by the City of Toronto.

In circumstances where meals are provided at the event, the per diem allowance shall be reduced according to pre-set limits per component. These limits are: breakfast \$10, lunch \$15, dinner \$25 and miscellaneous \$15.

If provision of a meal is known at the time of registration for the event, a declaration shall be made in the expense claim form prior to its approval, and the per diem amount reduced accordingly.

Where provision of a meal is not known prior to attendance, the employee must advise their approver and reduce eligible per diem amount upon return to the office. Please refer to the following table for the eligible per diem amount for the various event arrangements.

<b>Eligible Per Diem Amount</b>		
<b>Event Arrangement Category</b>	<b>Per Diem Rate</b>	
	<b>Within Canada</b>	<b>Outside Canada</b>
No Meals Provided	CAD 65	USD 65
Breakfast Provided	CAD 55	USD 55
Lunch Provided	CAD 50	USD 50
Dinner Provided	CAD 40	USD 40
Breakfast & Lunch Provided	CAD 40	USD 40
Breakfast & Dinner Provided	CAD 30	USD 30
Lunch & Dinner Provided	CAD 25	USD 25
Breakfast, Lunch, & Dinner Provided	CAD 15	USD 15

**m. Professional Memberships and Association Fees**

Professional membership and association fees may be claimed when the employee is required to have a professional designation for the performance of the job and where, in the opinion of the City Librarian, membership will benefit job performance.

Where possible, the original invoice is to be approved by the supervising Manager or Director and submitted to Toronto Public Library for payment directly to the organization.

When reimbursement to an employee is required, the approved original invoice and proof of payment, e.g. credit card statement or cancelled cheque is required to be submitted to support payment directly to the individual.

**n. Travel Advances**

Advances may be requested for accommodation, the per diem sundry expenses allowance and ground transportation for attendance at out-of-town conferences or seminars or for associated business travel.



Request for advance must be approved by the supervising Manager or Director and submitted on a separate cheque requisition and sent to Accounting with a copy of the approval to attend the event attached.

Advances should be requested within seven to 15 business days prior to the start of the event.

The total of all unspent advances must be remitted to the Library with the Expense Claim form.

Travel advances are considered to be a loan to the employee until an Expense Claim is made to clear the advance.

**o. Travel Arrangements**

When attending an out-of-town conference, seminar, or business trip, air travel shall be economy class and eligible alternative travel expenses for bus, train, or automobile shall be limited to the economy class air rate.

Air travel must be at the most cost efficient method for the Library.

**p. Travel to/from Transportation Terminal**

Reasonable economic means of transportation between residence and terminal and between terminal and hotel may be claimed.

This may include taxi, buses and trains.

Car rentals, including gas for car rental and kilometrage for personal automobile may be included when required.

When receipts are available, they are required and are to be submitted with Expense Claim form.

**q. Local Business Travel ~~Travel to Meetings on the Way to/from Place of Work~~**

Business travel to meetings should be at the most cost efficient method for the Library. The options may include **personal automobile**, public transit, taxicabs, or sharing rides. Only costs in excess of the regular commuting costs will be eligible for reimbursement. **Regular commuting costs to be deducted includes normal cost of kilometrage to and from work, parking fees and public transportation.**

Where a personal automobile is used:

- The rate per kilometer for individuals in the bargaining unit is to be the rate specified in the collective agreement with the bargaining unit.
- The rate for non-bargaining unit individuals is to be the rate established by the City of Toronto.
- Individuals who use their automobiles for Library business must carry at least \$1,000,000 of public liability and property damage insurance.
- Where a personal automobile is used for transportation to attend a conference, seminar, or business trip, the kilometrage claimed shall be included in the Expense Claim for reimbursement for the event.

~~Use of a personal automobile for day-to-day local business in excess of regular commuting kilometrage or commuting costs to normal place of work may be claimed.~~

~~Costs in excess of the regular commuting costs will be eligible for reimbursement for travel to meetings on the way to work or on the way home from work in situations where the meeting is held at the beginning or ending of a normal work day.~~

~~In this situation, the employee is to claim the total travel costs for the actual method of travel used (e.g. kilometrage and parking for personal automobile to place of meeting), less the travel costs associated with the regular method of commuting (e.g. cost of public transit or regular kilometrage and parking for personal automobile to normal place of work).~~

## 8. Accountability

### a. Forms

Expense Claim forms are provided by the Library and may be revised by the Library Treasurer as necessary to provide documentation supporting the financial records of the Board.

### b. Controls

The Library Treasurer shall undertake such tests and inquiries as are appropriate to ensure that the Library maintains satisfactory control practices, and that all officials and employees duly carry out the terms of this policy, and shall carry out such tests and inquiries as are requested by the Board.



**c. Implementation**

The City Librarian, Directors and Managers who approve expense claims are to ensure that all individuals who are required to submit an expense claim are made aware of this policy and to ensure that the expense claims which they approve, comply with this policy and are supported by valid original receipts.

**9. Approvals**

The following approvals will apply:

- a. expense claims are to be reviewed and approved by the Manager or Director to whom the individual reports;
- b. pre-approval by the Board is required for events exceeding \$3,500 per individual;
- c. the City Librarian's and Board member's expense claims are to be reviewed and approved by the Board Chair;
- d. the Board Chair's expense claims are to be reviewed and approved by the Board Vice-Chair;
- e. the Directors' expense claims are to be reviewed and approved by the City Librarian.

**10. Appendices**

Appendix A - Definitions  
Appendix B - Inquiries

## Appendix A – Definitions

In this policy,

- a. “Business Travel” means:
  - i. travel necessary to carry out duties directly related to staff job responsibilities;
  - ii. travel by staff undertaken in their capacity as an executive of a professional association where membership has been paid by the Library;
  - iii. travel to an event where a member of staff is a speaker, panel participant or presenter of a paper;
  - iv. travel to training events other than seminars;
  - v. travel to participate in study or inspection tours, visits, or meetings when specifically directed by the Board;
  - vi. day-to-day business travel within the GTA, such as kilometrage, TTC fares, GO transit, etc. may also be claimed;
  
- b. “Conference” means a meeting sponsored by a professional, trade or similar organization that involves a series of presentations or discussions, related to the purpose and goals of the association or the goals of the Library;
  
- c. “Event” means a conference or seminar and includes all of the following eligible costs, expense limits and receipt requirements:
  - i. Registration Fees: Copy of registration document required. Should be paid in advance directly by the Library to the conference/ seminar payee in the appropriate currency;
  - ii. Accommodation: Reimbursement limited to standard single room at the lesser of the government rate or actual cost. Receipts are required;
  - iii. Travel: Reimbursement limited to economy class by air where applicable. If alternative transportation (e.g. train, bus, automobile) is used, reimbursement is limited to the lesser of the actual costs and the economy class air fare. Ticket receipts are required. Except where kilometrage is claimed, receipts are required for reimbursement of all gasoline costs. Claims for kilometrage must be included in the total Expense Claim for that conference / seminar;
  - iv. Ground Transportation: Cost of transportation from home/office to terminal and from terminal to accommodation. Receipts are required;

- Travel by using bike-share, auto-share and other modes shall be reimbursed based on incremental cost up to a maximum of equivalent kilometrage. If Presto Card is used, staff shall be reimbursed on the basis of a receipt.
- v. Per Diem/Sundry Expense: Applicable only for overnight stay out-of-town. Expenses include personal meals, personal telephone calls, gratuities, cleaning and laundry and other incidental expenses, entertainment and local transportation, including the day of departure and return. Reimbursement is up to \$65.00 CDN per day in Canada and up to \$65.00 US per day outside of Canada. No receipts are required. The per diem daily rate shall be pro-rated by 50% if the travel starts after or concludes before noon.
  - d. “GTA” means the Greater Toronto Area and includes the City of Toronto, and the Regions of Durham, York, Peel and Halton;
  - e. “Per Diem” means a daily allowance for meals, telephone, entertainment, local transportation and other sundry expenses, at a rate as specified by the City of Toronto;
  - f. “Seminar” means a compact program of not more than five working days, that is educational in nature, but not necessarily offered through an approved academic institution or professional body, and is for an individual’s professional development.
  - g. “Training” represents education provided through an academic institution, professional body, other professional organization/person(s) or service provider. It may include training on technical or management skills, presentations by a professional organization on best practices and case studies.

## Appendix B – Inquiries

All inquiries concerning this policy are to be directed to:

Director, Finance & Treasurer,  
789 Yonge Street  
Toronto ON M4W 2G8



## Toronto Public Library Board – Education Sessions Update

<b>Date:</b>	March 20, 2017
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

### SUMMARY

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This report presents a revised list of topics for Board education sessions as requested by the Toronto Public Library Board at the meeting held on February 21, 2017.

### RECOMMENDATIONS

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

1. approves the topics for Board education sessions and directs staff to schedule the sessions.

### FINANCIAL IMPACT

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

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

### DECISION HISTORY

At the January 30, 2017 Board meeting, the Board considered the results of the Board self-evaluation survey conducted in November 2016. The Board approved the recommendation that directed staff to:

*present a list of topics for Board education sessions focusing on the strategic priorities to the Board for consideration, noting that topical issues may arise throughout the year;*

<http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2017/jan30/15-tplb-self-evaluation.pdf>

In addition, at the meeting held March 21, 2016, the Board passed the following motion:  
*to include Board education to Board agendas. The standing item will include internal and industry trends with staff presentations, as required. Board members will be consulted on topics of interest.*

<http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2016/apr25/04-minutes-march-21.pdf>

A report on Board education topics was presented to the Library Board in February 2017. The Board directed staff to proceed with the presentation on *Trends in Collection Use* at the March 20, 2017 meeting and requested staff to provide a revised list of education topics at the same meeting.

## **ISSUE BACKGROUND**

Board education was identified in the Board self-evaluation survey as necessary for improving Board performance and in promoting better understanding of the Library's strategic priorities and service initiatives.

Suggestions on topics for inclusion in future Board education sessions were solicited from Board members and are reflected in this report as planned education sessions for 2017 or will be incorporated in planned agenda items for the year.

## **COMMENTS**

Public libraries in Ontario are mandated to provide *a comprehensive and efficient service that reflects the community's needs*. Board education sessions provide an opportunity to build Board capacity to fulfil its mandate.

### **Purpose:**

Education sessions are typically short, information presentations at the beginning of the Board meeting and cover topics that are not routinely on an agenda.

Board education sessions provide the following:

- an opportunity for the Board to develop awareness and understanding of the trends and issues in the City and the library sector;
- updates on how strategic priorities are advanced through programs and services;
- how services respond to the needs of local communities.

Suggested topics:

## BOARD EDUCATION TOPICS: 2017

Board Meeting 2017	Strategic Plan Priority	Education Topic
March	Establishing Toronto Public Library as Toronto's centre for lifelong and self-directed learning	Trends in collection use
April	Creating community connections through cultural experiences	Background on the Richview Branch and the community it serves
May	Transforming for 21 <sup>st</sup> Century excellence	The Role of the Librarian
June	Establishing Toronto Public Library as Toronto's centre for lifelong and self-directed learning	Update on Youth hubs and out of school time programming
September	Advancing our digital platforms	The use of e-resources and the challenges posed by increased demand
October	Creating community connections through cultural experiences	Background on the Fairview Branch and the community it serves
November	Expanding access to technology and training	Digital literacy programming and services at TPL
December	Breaking down barriers to access and inclusion	Reaching marginalized groups in the City, including community libraries, prison project

### **Additional Topics**

Advocacy or topical issues that may arise during the course of the year may be included on the agenda in accordance with the Board Procedural By-law.

Board members may suggest additional education items for 2017 by notifying the Board Secretary. The Board Chair and City Librarian will determine how to incorporate the topic into an education session or as part of an agenda item.

For 2018, staff will solicit suggestions for the Board education sessions through the annual board self-evaluation process to be conducted in November 2017 with Board education topics presented to the Board for approval in January 2018.

### **CONTACT**

Elizabeth Glass; Director, Policy, Planning and Performance Management;  
Tel: 416-395-5602; E-mail: [eglass@torontopubliclibrary.ca](mailto:eglass@torontopubliclibrary.ca)

## **SIGNATURE**

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Vickery Bowles  
City Librarian

**Woodview Park Branch – Lease Renewal**

<b>Date:</b>	March 20, 2017
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

**SUMMARY**

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The purpose of this report is to obtain Toronto Public Library Board approval for a five-year lease agreement commencing on June 15, 2017 and terminating on June 14, 2022, for the premises occupied by the Woodview Park Branch. Leases for branches located on privately-owned property require Library Board approval.

**RECOMMENDATIONS**

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

1. approves a lease renewal agreement with S. Strashin & Sons for 4,110 square feet of space at 16 Bradstock Road, with the following terms and conditions:
  - a. a five-year term commencing on June 15, 2017 and terminating on June 14, 2022; and
  - b. annual base rent as follows:
    - i) for years one and two at \$15.17 per square foot for annual base rent of \$62,348.70, excluding Harmonized Sales Tax;
    - ii) for years three to five at \$16.69 per square foot for annual base rent of \$68,595.90, excluding Harmonized Sales Tax.

**FINANCIAL IMPACT**

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Under the terms of the proposed lease agreement for 4,110 square feet for the first two years, the annual base rent will be \$15.17 per square foot or \$62,348.70, excluding Harmonized Sales Tax (HST), representing no change from the current lease rate that has remained unchanged for the last three years. When combined with the estimated annual common area cost and utilities of \$16,357.80, this results in a total annual operating cost of \$78,706.50 in the first and second years of the lease, which has been provided for in the approved 2017



operating budget. In the third, fourth and fifth years, the annual base rent increases by \$1.52 per square foot or \$6,247.20 for annual base rent of \$68,595.90, excluding HST.

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

## **ISSUE BACKGROUND**

Woodview Park Branch is situated at 16 Bradstock Road in a strip mall just north of Sheppard Avenue. The library is a small neighbourhood branch now occupying three storefronts in a local shopping plaza on Weston Road. In 2000, the size of the branch was increased 1,298 square feet and the leased space is currently 4,110 square feet.

## **COMMENTS**

The current lease for the Woodview Park Branch expires on June 14, 2017 and the terms of the lease renewal have been negotiated with the landlord, S. Strashin & Sons. The landlord has agreed to undertake repairs to the disabled ramp recommended by an architect hired by the Library.

With regards to the proposed lease, City Real Estate staff assisted with the negotiation and have confirmed that the proposed lease rates represent fair market value. Leases for branches located on privately-owned property require Library Board approval.

City Council has directed that, where feasible, library branches should be located on City-owned property. City of Toronto Real Estate staff reviewed the Woodview Park Branch catchment area with Library staff to determine if there was any City-owned property available, or City projects in the planning stage, or alternative privately-owned property. They were not able to identify any suitable property, owned by the City or owned privately that could serve as an acceptable alternate library site.

## **CONTACT**

Larry Hughsam; Director, Finance & Treasurer; Tel: 416-397-5946;  
E-mail: [lhughsam@torontopubliclibrary.ca](mailto:lhughsam@torontopubliclibrary.ca)

## **SIGNATURE**

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Vickery Bowles  
City Librarian

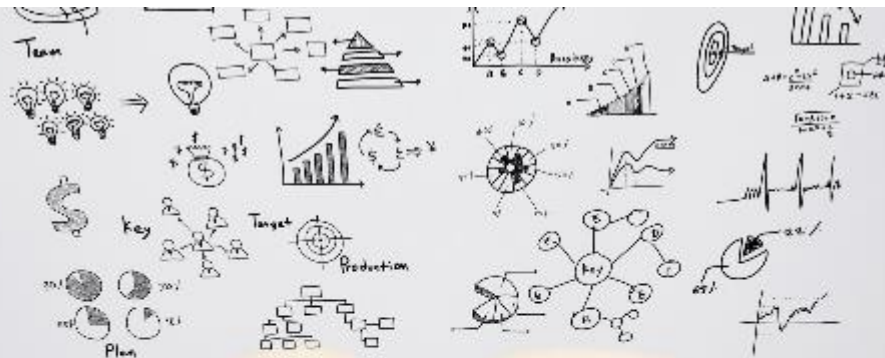
# “Moving from Good to Great”

Our 2017-2020 Strategy Story



# Recap of 2016

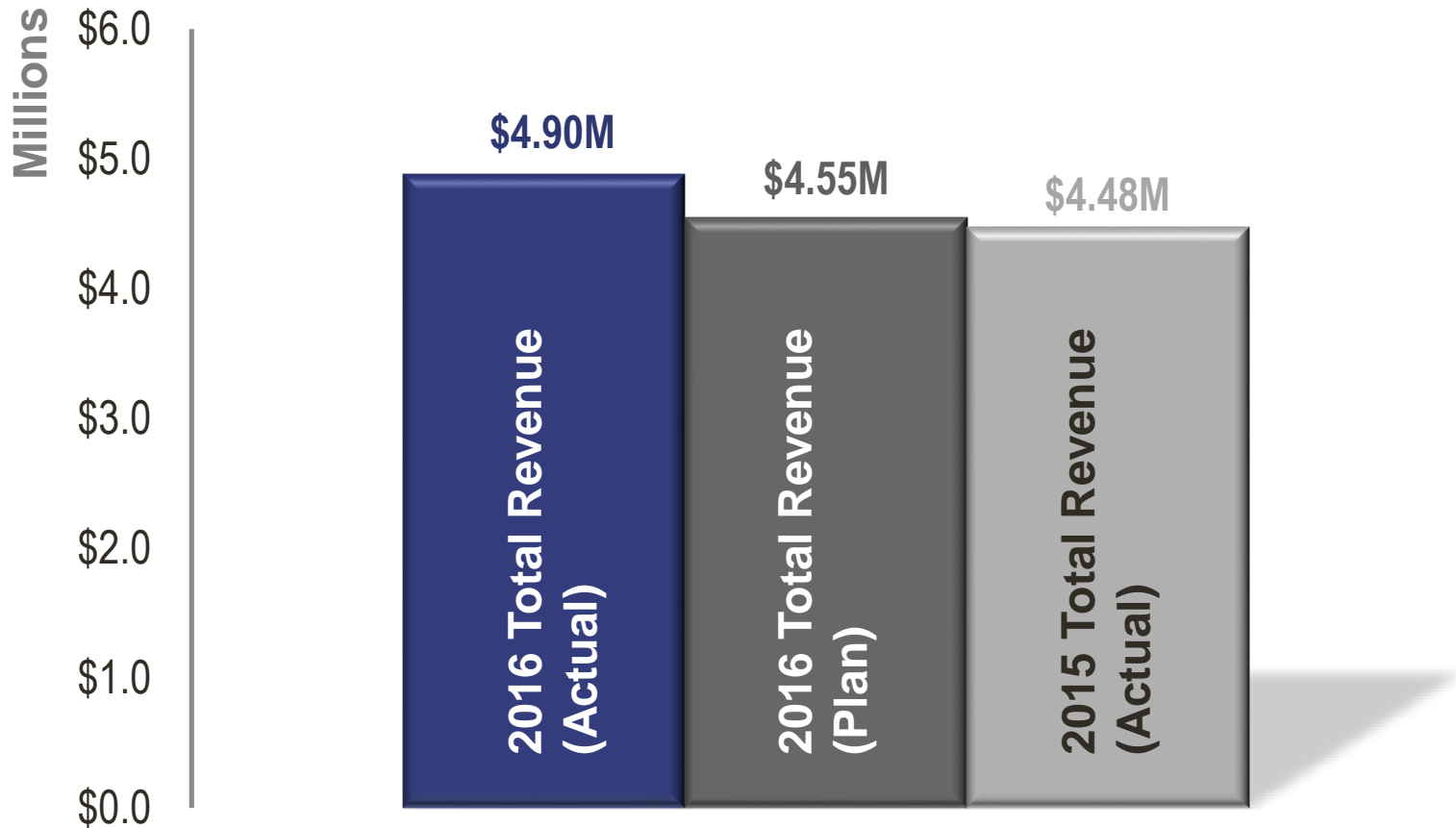
By the numbers



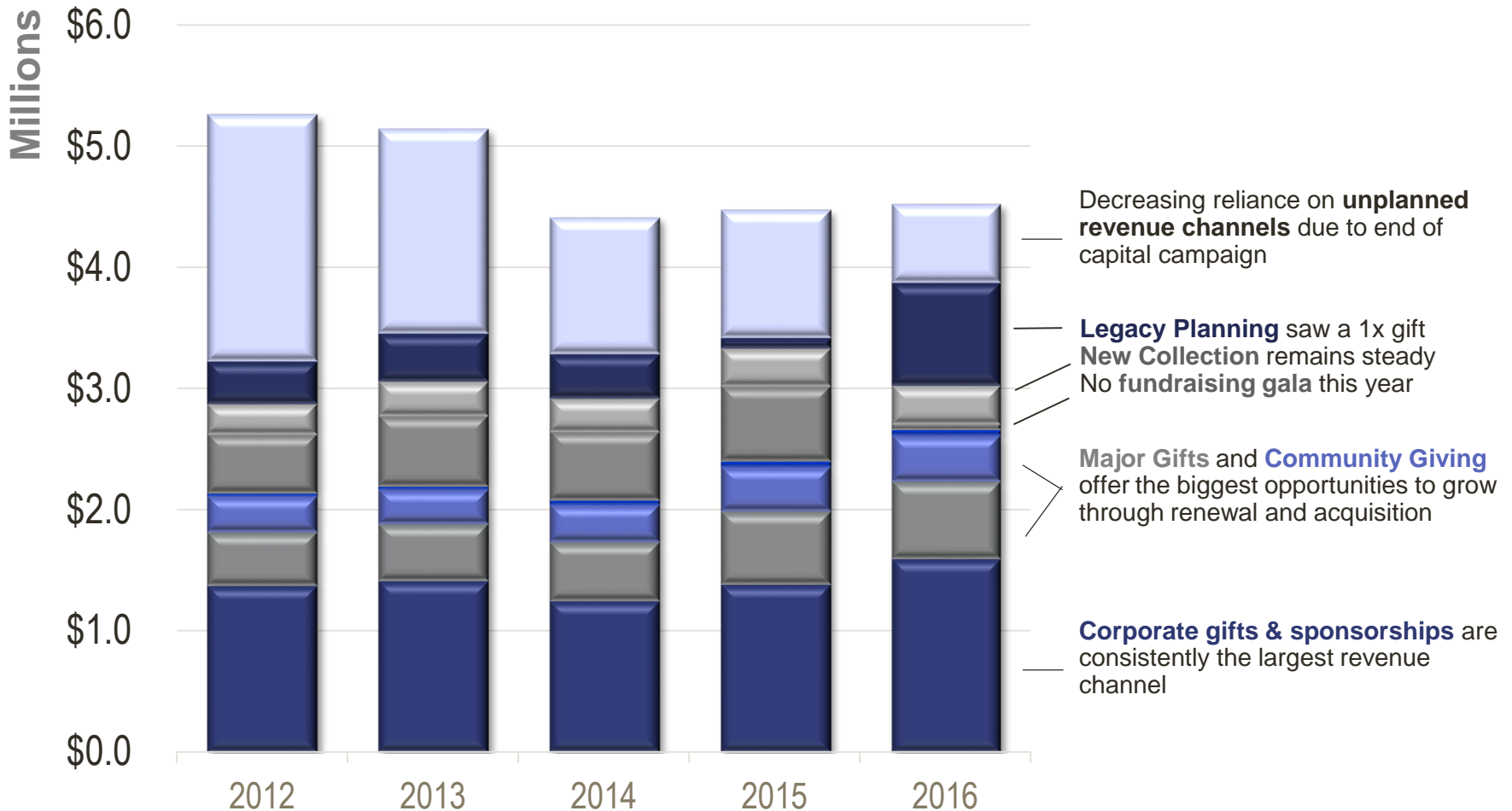
# In a year of great change, we surpassed plan

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2016 total revenue is up 7% over plan and 9% over 2015



# Over the last 5 years revenue streams have remained relatively consistent

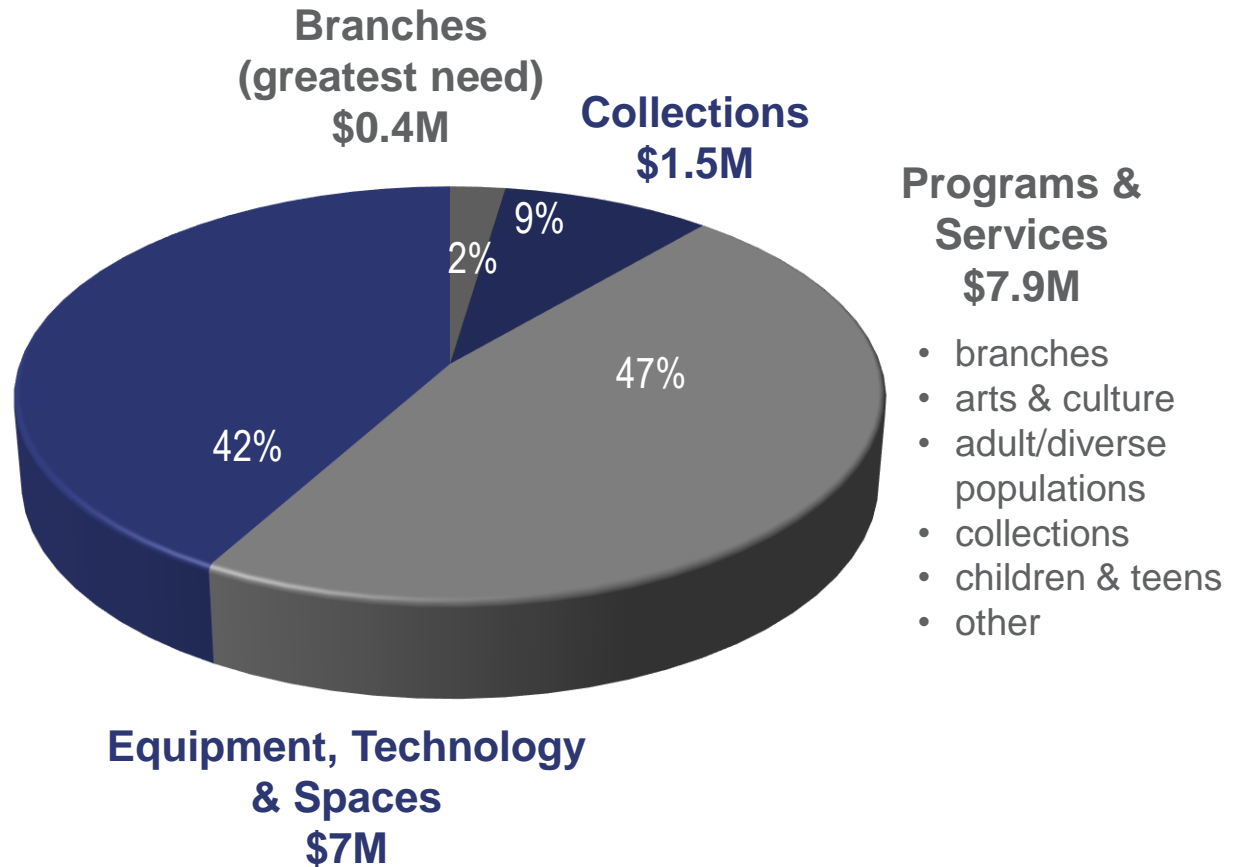


# TPL has used those funds for spaces, programming and technology (2012-2016)

Annual Allocations	
2012	\$1.9M
2013	\$7M*
2014	\$2.8M
2015	\$2.2M
2016	\$3M

**5 YEAR TOTAL**      **\$16.9M**

\*\$5M in capital campaign funds



# Insights

Observations



# Observations after 6 months

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## The Foundation has ...

- a steady revenue stream and allocation levels
- delivered consistent results year-over-year
- a solid base of Corporate and Community Giving donors
- a dedicated team, willing to work hard
- a committed Board
- a great story to tell

## But we have ...

- relied on familiar events and tactics; not looked at new ways to grow revenue
- not resourced the team to exceed expectations
- not leveraged or effectively told our story internally or externally



**IF  
YOU  
CHANGE  
NOTHING,  
NOTHING  
WILL  
CHANGE.**

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# “Moving from Good to Great”

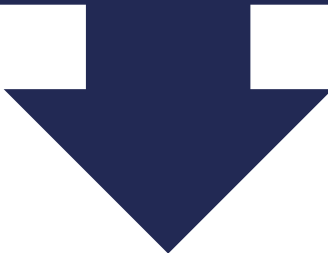
## 2017-2020 Strategic Story



# The Foundation's goal complements & supports the library's vision & mission


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**Become a well-known and sought after charity in Toronto, significantly increasing our support of Toronto Public Library**



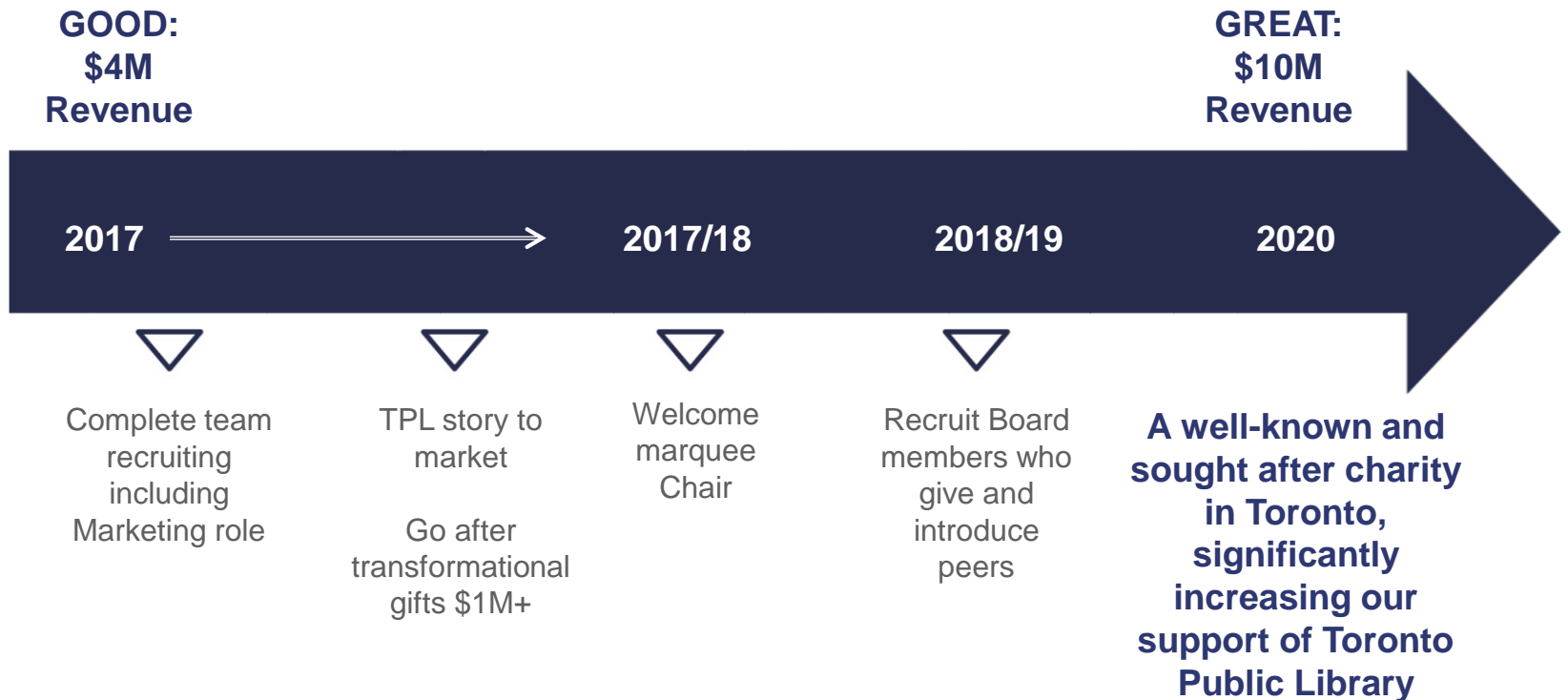
Toronto Public Library provides free and equitable access to services which meet the changing needs of Torontonians.

The Library preserves and promotes universal access to a broad range of human knowledge, experience, information and ideas in a welcoming and supportive environment.



# Our path to success

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# Objectives

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- 1) Grow annual revenue from \$4M to \$10M by 2020
- 2) Build brand awareness among philanthropists, city builders and grass roots communities to inspire giving
- 3) Increase Foundation allocation to TPL

## The nucleus of the Foundation's success starts with a high performance team

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- Get the right people on the bus
- Establish best practices
- Ensure capacity for people to do excellent work and live our values
- Integrate performance management and recognition best practices

## Ensure the Board is set up to help us achieve our goals

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- Identify and secure a successor for the outgoing Chair
- Support the Board members achieve greater success
- Deepen relationships, inspire and mobilize the Board

# Establish a compelling and comprehensive stewardship program that creates lifelong supporters and ambassadors

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- Conduct research to understand donor behaviour & expectations
- Create a customer-centric system that attracts, recognizes and incents current and new donors
- Provide inspiring storytelling of donor impact



# Set up the Major Gift team to do excellent work and accelerate the Foundation's revenue generation

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- Work collaboratively with TPL to build compelling Cases for Support that reflect the new fundraising priorities:
  - Neighborhood renewal
  - Lifelong & self directed learning
  - Innovation
  - Access to culture & preserving heritage
- Invest in branding, positioning and storytelling
- Develop an aspirational prospect list for short and long term success
- Build relationships with other NFPs to build profile and access their membership base

# Establish a powerful, prominent voice

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- Hire a seasoned and savvy marketer
- Create compelling brand voice and omni-channel content to educate, engage and inspire action from existing and new supporters
- Identify unique partnership opportunities with high profile, influential organizations
- Build relationships with library peers & cultural institutions

## Leverage TPL network to capture interest and compel action

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- Integrate Foundation messaging and donation ask into TPL customer experience
  - Self-check out, online, email, newsletters, etc
- Design meaningful donor engagement and recognition initiatives that TPL are involved in

# 2017-2020 Strategy Overview

**BECOME A WELL-KNOWN  
AND SOUGHT AFTER  
CHARITY IN TORONTO,  
SIGNIFICANTLY INCREASING  
OUR SUPPORT OF  
TORONTO PUBLIC LIBRARY**



- 1) Grow annual revenue from \$4M to \$10M by 2020
- 2) Build brand awareness among philanthropists, city builders and grassroots communities to inspire giving
- 3) Increase Foundation allocation to TPL



**Build a High  
Performance  
Team**



**Transform  
Board  
Leadership**



**Create  
Extraordinary Donor  
Relationships**



**Build  
Compelling  
Communications**



**Invest in  
Major Gifts**



**Create a  
Culture of  
Philanthropy**

## Follow-up to: Youth Participation in Library Board Decision-Making – 2014-2015 Pilot and Future Recommendations

<b>Date:</b>	March 20, 2017
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

### **SUMMARY**

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In January 2016, the Board approved that the Liaison to Youth work with staff to conduct one or two focus groups with Youth Advisory Group (YAG) members and other teen library users, and to invite Youth Advisory group members to attend Board meetings to learn about Board governance. A report back to the Board in 2017, after a full year's implementation, was requested. This report reviews the process undertaken in 2016, and describes future directions.

In 2016, the Liaison to Youth heard directly from youth about their needs and interests through visits to Youth Advisory Groups, and focus group activities. The stories they related will help inform the Liaison's recommendations to the Board regarding services to young people as they relate to Board business. The youth who participated in these activities, enjoyed the experience and appreciated the opportunity to provide input in a meaningful way.

Going forward, supporting the Liaison to Youth in learning more about Toronto's teens and library services that speak to their diverse interests and needs, will strengthen their role as an advocate for youth. Plus, a greater emphasis on creating awareness about the role of the Board will plant seeds for future civic engagement.

### **FINANCIAL IMPACT**

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An annual budget of \$1,000 is 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 of age 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 that 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 of age. 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.

At its December 14, 2015 meeting, the Toronto Public Library Board received the [Youth Participation in Library Board Decision Making – 2014-2015 Pilot and Future Recommendations](#) report that determined the appointment of two Youth Advisors was limiting, and recommended a focus group approach to gathering feedback from a variety of teens as a way of expanding opportunities for them to engage in the Library's decision-making process, and to encourage scheduled attendance at Board meetings to learn about Board governance.

## 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, 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.

## COMMENTS

### **Youth Advisory Groups**

There are currently 50 Youth Advisory Groups with 906 (2016) active 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 allow opportunities to provide feedback on programs, services and policies that affect teens. YAG members are also consulted on initiatives such as capital projects and the strategic plan.

In 2016, Board member Archana Shah, the current Liaison to Youth, worked with staff to connect with the Youth Advisory Groups associated with the two branches that hosted Library Board meetings, Riverdale and Cedarbrae. The Liaison to Youth visited with the groups prior to the Board meetings, observed their activities, engaged them in conversation

about library services and gave a presentation about the role of the Toronto Public Library Board. She also spoke about her own experience, and why she finds working for a Board to be gratifying. The YAG members were invited to attend the upcoming Board meeting at their branch. As a result, one YAG member attended the Board meeting at the Riverdale Branch. YAG members enjoyed the opportunity to meet with the Liaison to Youth and learn about the role of the Board. The Liaison to Youth was interested to learn about YAG activities, and to listen to the youth.

More work will be done to relay these messages to all YAGs across the system by developing a presentation, which can be delivered by staff and will include a basic outline of the role of the Board as well as an introduction to the Liaison to Youth.

Though only one teen attended a board meeting, it is important to note that the desire to participate must come from a genuine interest on the part of the teens themselves, and not be led by adults. Adults can be role models, they can inform, encourage and support, but it is up to the teens to take action.

### **Focus groups**

A focus group event, to elicit input about the Library's digital services for teens, was held on November 5, 2016 at the Northern District Branch. The Liaison to Youth was consulted in the planning stages and attended the event. The focus group was open to youth between the ages of 13 and 19. Sixteen youth from across the city attended, some Youth Advisory Group members, and some not. One of the activities involved creating an empathy map. The idea of the exercise was to provide an interesting activity designed to give the Library a deeper understanding of our customers' experiences. Participants were asked to create a profile of a realistic but imaginary teen, using pre-set questions, and insert notes about their profile on an empathy map. Once the profile was complete, participants were asked to discuss how this person would interact with the Library's digital experiences. The teens really liked this approach, and after this consultation, the same exercises were used with a YAG, and they too enjoyed the opportunity to provide feedback in this way.

The profiles the youth created are useful, giving us a better sense of what teens are experiencing in their lives, and offering a view of library services they might find useful; however, the exercises and polls were not specific enough to bring about many concrete ideas, and taking direction from this data is challenging. The results were shared and discussed with the Liaison to Youth, who found the information helpful in a broad sense. Focus groups will continue to be an approach used to gather input from youth. Different topics and formats will be explored, and focus groups will be held on an as-needed basis. The Liaison to Youth will be informed about these activities and findings.

### **Liaison to Youth role**

During discussions with the Liaison to Youth, two main aspects of her role became apparent: 1) to be an informed advocate for youth at the Board level and share stories from youth at Board meetings. 2) to make a connection between the role of a YAG member and that of a Board member, encouraging civic engagement and letting youth know that they have the opportunity to share their stories or concerns directly with the Board.

While both the focus group and the visits with YAGs extend opportunities for youth to provide feedback and learn more about the Library and the role of the Library Board, the Liaison to Youth identified a need to become more familiar with the range of services, programs and resources the Library offers for youth, in order to be an effective advocate. To this end, staff will provide the Liaison with regular updates on upcoming youth events, services and programs.

Future work with Youth Advisory Groups and structured opportunities to connect with other teens across the city will provide the Library with added understanding of the needs of Toronto's youth, and will encourage the youth to become involved with the Library in a meaningful way, learning more about public governance and civic engagement.

## **CONTACT**

Pam Ryan; Director, Service Development and Innovation; Tel: 416-393-7133;  
E-mail: [pryan@torontopubliclibrary.ca](mailto:pryan@torontopubliclibrary.ca)

## **SIGNATURE**

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Vickery Bowles  
City Librarian



## **Requests for Reconsideration of Library Materials – 2016 Annual Report**

<b>Date:</b>	March 20, 2017
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

### **SUMMARY**

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The purpose of this report is to provide an overview of the process for dealing with requests for the reconsideration of materials in the Library’s collections and to provide a summary of the seven complaints received in 2016.

### **FINANCIAL IMPACT**

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

The Director, Finance and Treasurer has reviewed this Financial Impact Statement and is in agreement with it.

### **ISSUE BACKGROUND**

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The Library provides a process for members of the public to identify concerns about books and other material in the Library’s collection. These customer complaints are dealt with in the context of the Materials Selection Policy and the principles of intellectual freedom, both of which were approved by the Board at its meeting on June 26, 2000. Subsequently, the Board approved a revision of the policy in December 2007 and, in June 2012, endorsed two Ontario Library Association statements on intellectual rights, which are now appended to the policy. The relevant section of the policy is restated here.

*The library believes that a vital society encourages members of its community to actively participate in an open exchange of ideas and opinions. Material selectors consequently strive to provide the widest possible range of resources within Toronto Public Library collections.*

*The content or manner of expressing ideas in material that is purposely selected to fill the needs of some library users, may, on occasion, be considered to be offensive by other library users. The library recognizes the right of any individual or group to reject library material*

*for personal use, but does not accord to any individual or group the right to restrict the freedom of others to make use of that same material.*

Library users who object to materials located in a library collection are asked to complete a written request for reconsideration of the materials. Request forms are available for this purpose at local library branches.

The procedures for the reconsideration of library materials are intended to ensure that the concerns of the customer are dealt with in a timely manner and with sensitivity. Typically, complaints are received at the branch level. Staff then have the opportunity to discuss the customer's concerns with them and to provide them with a copy of the Materials Selection Policy. This discussion often satisfies the customer and no further action is required. Customers wishing to pursue their complaint fill out a form detailing their concerns, which is sent to the Collection Development Manager, who forwards it to the Materials Review Committee. A letter of acknowledgement is sent to the customer explaining the process.

The Materials Review Committee is chaired by the Collection Development Manager and is drawn from a group of experienced public service librarians based on the subject of the complaint. These librarians have a mixture of expertise in adult, children's and teen materials in a variety of formats and the Manager may also call in other experts, for example, language specialists, as needed. The committee researches the disputed title by considering reviews, the author's reputation, coverage of the subject in the collection, its popularity, historical importance, etc., all within the context of the Materials Selection Policy. The decision on the disposition of the item is communicated in writing by the Director, Collections & Membership Services. If the customer wishes to dispute the decision, they may do so to the City Librarian.

## **ALIGNMENT WITH STRATEGIC PLAN**

The report on the Requests for Reconsideration for 2016 supports the Strategic Plan goal of building a diverse collection in a variety of formats in response to changing community needs.

## **COMMENTS**

Challenges to titles in the collection received by the Materials Review Committee in 2016 and the actions taken by the Library are listed in Attachment 1.

There were complaints about nine titles. Eight are in English: five adult books and three children's. One is a French children's book. Seven of the books were retained in the Library's collection, one being transferred from the children's to the adult collection. One adult book was withdrawn.

One complainant did dispute the committee's decision and appealed to the City Librarian. After additional research and consideration, the City Librarian concurred with the committee's decision and the book was retained.

In general, the volume of complaints received relative to the population served is very low, reflecting the Toronto public's appreciation of the breadth of TPL's collection and its understanding of the application of intellectual freedom in a library setting.

## **CONTACT**

Susan Caron; Director, Collections & Membership Services; Tel: 416-395-5506;  
E-mail: [scaron@torontopubliclibrary.ca](mailto:scaron@torontopubliclibrary.ca)

## **SIGNATURE**

---

Vickery Bowles  
City Librarian

## **ATTACHMENTS**

Attachment 1: Materials Review Committee – Reconsideration of Materials Summary –  
2016

**Materials Review Committee  
Reconsideration of Materials Summary – 2016**

<b>Date Resolved</b>	<b>Item Description</b>	<b>Summary of Customer Comments</b>	<b>Findings and Action Taken</b>
March 2016	<p><b>Tintin in America</b></p> <p>Written and illustrated by Hergé, Egmont, 2011 (originally published 1932)</p> <p>Children’s Book</p>	<ul style="list-style-type: none"> <li>• Depicts “Native Americans” in derogatory and stereotypical ways</li> <li>• Racist and hurtful to indigenous peoples</li> <li>• Remove from the collection</li> </ul>	<ul style="list-style-type: none"> <li>• The book is part of the <i>Tintin</i> series, by French writer and illustrator Hergé, which continues to be popular with readers of all ages.</li> <li>• Librarians reviewing the book agreed that its content, based on the stereotypes prevalent at the time it was written, is inappropriate for children, e.g. references to scalping and exaggerated illustrations, and that it should be moved to the adult collection.</li> <li>• As Donald Lynch wrote about a similar controversy at Winnipeg Public Library, where it was also transferred to the adult collection, “Let parents and children read it together and then discuss it in context”.</li> <li>• A copy will also be retained in the Osborne Collection, the historical reference collection of children’s books used by students and researchers.</li> <li>• <b>Transferred to the adult graphic book collection</b></li> </ul>
March 2016	<p><b>Madeline and the Gypsies</b></p> <p>Written and illustrated by Ludwig Bemelmans, Viking, 1959</p> <p>Children’s Book</p>	<ul style="list-style-type: none"> <li>• Contains negative stereotypes of the Roma</li> <li>• Move to special collection for research purposes</li> </ul>	<ul style="list-style-type: none"> <li>• The book is part of Bemelman’s popular <i>Madeline</i> series, for which he won two Caldecott Medals, awarded for “the most distinguished American picture book for children”.</li> <li>• The series features the adventures of the fearless and independent Madeline, qualities usually associated with boys at the time.</li> <li>• In this book, Madeline and a friend become lost at the circus and are rescued by the band of travelling gypsies who run it. The gypsies are kind and clever, and the children obviously enjoy their time with them.</li> <li>• While it is indisputable that the Roma people have been persecuted since their arrival in Europe, there also exists the</li> </ul>

Date Resolved	Item Description	Summary of Customer Comments	Findings and Action Taken
			<p>gypsy as a literary construct who exemplifies freedom – the adventurous rambler enjoying life on the road without the rules that children normally have to obey. This is the gypsy depicted in the book.</p> <ul style="list-style-type: none"> <li>The subject heading “Romanies – Juvenile Fiction” was removed from the book’s catalogue record and staff are reviewing the catalogue to ensure that only books about the Roma people receive this heading.</li> <li><b>Retained in the children’s picture book collection</b></li> </ul>
March 2016	<p><b>The Santa Trap</b></p> <p>Written by Jonathan Emmett and illustrated by Poly Bernatene, Peachtree Publishers, 2012</p> <p>Children’s Book</p>	<ul style="list-style-type: none"> <li>Objects to “using dynamite to blow up Santa” in light of the Paris bombings and use of the word “stupid”</li> <li>Remove from collection</li> </ul>	<ul style="list-style-type: none"> <li>The book tells the story of a naughty child who sets out to trap Santa as punishment for bringing him socks every year, but is caught in his own trap. Santa is not blown up.</li> <li>The child uses “stupid” to refer to the socks, not a person.</li> <li>The author has written a number of children’s picture books and won two awards for <i>The Santa Trap</i>.</li> <li>It received positive reviews and was named by <i>Kirkus Reviews</i> as one of the 100 best children’s books of the year.</li> <li>It is popular and copies have circulated over 1,000 times.</li> <li>The Library recognizes that parents and guardians have differing views on what constitutes appropriate behavior and so depend on them to make decisions as to what their children read and view.</li> <li><b>Retained in the children’s picture book collection</b></li> </ul>

Date Resolved	Item Description	Summary of Customer Comments	Findings and Action Taken
May 2016	<p><b>Gujarat: The Making of a Tragedy</b></p> <p>Edited by Siddharth Varadarajan, Penguin Books, 2002</p> <p>Adult Book</p>	<ul style="list-style-type: none"> <li>• Contains “misleading facts”, “falsehoods” and “errors”, which are ascribed to the editor</li> <li>• Remove from the collection</li> </ul>	<ul style="list-style-type: none"> <li>• The book is a collection of articles and media reports edited by Siddharth Varadarajan, an award-winning Indian-American journalist and academic, who was an editor of the <i>Times of India</i> and a visiting professor at Berkeley and Yale.</li> <li>• It is held by over 100 libraries worldwide.</li> <li>• Reviewers praised the book for presenting facts rather than opinions and for its “painstaking research”.</li> <li>• The Library does own the title the customer suggested as alternative material, <i>The Siege: 68 Hours Inside the Taj Hotel</i>.</li> <li>• <b>Retained in the adult nonfiction collection</b></li> </ul>
May 2016	<p><b>The Official Driver’s Handbook</b></p> <p>Road User Safety Division of the Ministry of Transportation of Ontario, 2013</p> <p>Adult Book</p>	<ul style="list-style-type: none"> <li>• Contains incorrect information, i.e. a driver can turn right on a red light</li> <li>• Remove book until this is corrected</li> </ul>	<ul style="list-style-type: none"> <li>• This regularly updated guide is based on the Ontario <i>Highway Traffic Act</i>, which states that a driver may turn right at a red light “after stopping his or her vehicle and yielding the right of way to traffic...”</li> <li>• <b>Retained in the adult nonfiction collection</b></li> </ul>
May 2016	<p><b>L’École Autour du Monde</b></p> <p>Written by Shakira, Presses Aventure, 2010</p>	<ul style="list-style-type: none"> <li>• Objects to “a blonde woman delivering technology to third world/underdeveloped areas”</li> <li>• “Continues to extend the first world saviour narrative”</li> </ul>	<ul style="list-style-type: none"> <li>• The book is a French translation of <i>World School Day Adventure</i> featuring Dora the Explorer, who was hailed as the first positive role model for Latina girls when her cartoon TV series was launched.</li> <li>• Shakira is also featured as a character. She is an internationally-known singer from Colombia, of Lebanese descent, who runs a charity supporting education for impoverished children and is a Goodwill Ambassador for UNICEF.</li> </ul>

Date Resolved	Item Description	Summary of Customer Comments	Findings and Action Taken
	French Children's Paperback (Uncatalogued)	<ul style="list-style-type: none"> <li>No request as to disposition of book</li> </ul>	<ul style="list-style-type: none"> <li>The theme of the book is about second and third-world countries sharing resources; western countries are not involved.</li> <li>It celebrates diversity and Shakira is an appropriate author/character.</li> <li><b>Retained in the French children's paperback collection</b></li> </ul>
August 2016	<p><b>And Then There Were None</b></p> <p>Written by Agatha Christie, Harper Collins, 2011 (originally published 1939)</p> <p>Adult Book</p>	<ul style="list-style-type: none"> <li>Derogatory comments about Jews</li> <li>Remove from the collection</li> </ul>	<ul style="list-style-type: none"> <li>The anti-Semitic comments are the inner thoughts of one character who is later revealed to be contemptible. They are not presented as the author's beliefs and no other character makes similar remarks.</li> <li>It is true that anti-Semitic and racist comments are sometimes expressed in Christie's books. Many authors of her time and earlier, including F. Scott Fitzgerald, Virginia Woolf and Graham Greene used similar language based on the popular stereotypes of the day. Purging these titles from the collection would not change this fact, only deprive readers of good stories and great writing. They also serve to remind readers that we live in more enlightened times.</li> <li>Agatha Christie is one of the bestselling authors in the world and her books are still in high demand.</li> <li><i>And Then There Were None</i> is considered her best novel and is the best-selling mystery novel in history.</li> <li><b>Retained in the adult fiction collection</b></li> </ul>
Dec. 2016	<p><b>Caring for Your Baby and Young Child</b></p> <p>Written by Steven P. Shelov, Tanya Remer Altmann and Robert E.</p>	<ul style="list-style-type: none"> <li>Incorrect directions on checking a baby's temperature</li> <li>Remove from the collection and ask the authors to rewrite the section</li> </ul>	<ul style="list-style-type: none"> <li>The book is in its 6<sup>th</sup> edition and the authors are members of the American Pediatric Association, whose publications, including this one, are cited by various U.S. Government health agencies.</li> <li>It does recommend a rectal temperature reading for infants but also describes oral and other methods for older children.</li> </ul>

Date Resolved	Item Description	Summary of Customer Comments	Findings and Action Taken
	<p>Hanneman, Bantam Books, 2014</p> <p>Adult Book</p>		<ul style="list-style-type: none"> <li>• The authors advise consulting with a child's doctor before starting any treatment.</li> <li>• After an appeal by the customer to the City Librarian, the Canadian Paediatric Society, which represents more than 3,000 paediatricians, was consulted. Its representative concurred with the information in the book.</li> <li>• <b>Retained in the adult nonfiction collection</b></li> </ul>
Dec. 2016	<p><b>The Death of Ivan Ilyich</b></p> <p>Written by Leo Tolstoy, Waking Lion Press, 2011</p> <p>Adult Book</p>	<ul style="list-style-type: none"> <li>• Contains a number of typesetting and grammatical errors that make the book unreadable</li> <li>• Remove this edition from the collection</li> </ul>	<ul style="list-style-type: none"> <li>• Librarians reviewing the book found errors throughout, perhaps as a result of the use of automated editing software referred to in the book's front matter.</li> <li>• They agreed with the customer that the book should be removed as it does not meet the Library's selection criteria.</li> <li>• Other editions of the novella in multiple formats are available in the collection.</li> <li>• Library staff have ensured that no more reprints from this publisher will be purchased.</li> <li>• <b>Withdrawn from the collection</b></li> </ul>





## STAFF REPORT INFORMATION ONLY

### Operating Budget Monitoring Report – December 31, 2016

<b>Date:</b>	March 20, 2017
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

#### SUMMARY

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The purpose of this report is to provide the Toronto Public Library Board with a summary of the gross and net operating expenditures of Toronto Public Library (TPL) for the year ending on December 31, 2016.

As of December 31, 2016, TPL is reporting a favourable net expenditure of \$0.246 million comprised of a favourable revenue variance of \$2.681 million partially offset by an unfavourable expenditure variance of \$2.434 million.

#### FINANCIAL IMPACT

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For the year ending December 31, 2016, TPL is reporting a favourable net expenditure of \$0.246 million comprised of a favourable revenue variance of \$2.681 million partially offset by an unfavourable expenditure variance of \$2.434 million. The \$0.246 million surplus will be returned to the City.

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

#### ISSUE BACKGROUND

TPL's Council-approved 2016 operating budget is \$177.175 million net (\$194.768 million gross), which includes in-year Council-approved adjustments. Operating results are usually reported to the Toronto Public Library Board and the City on a quarterly basis.

#### COMMENTS

For the year ending December 31, 2016, TPL is reporting a favourable net expenditure of \$0.246 million comprised of a favourable revenue variance of \$2.681 million partially offset by an unfavourable expenditure variance of \$2.434 million as shown in Attachment 1.

The unfavourable expenditure variance of \$2.434 million is mainly attributable to an unfavourable variance of \$3.284 million in equipment, services and rent expenditures, partially offset by favourable variance of \$1.057 million in staffing costs.

The unfavourable variance in equipment, services and rent is primarily due to enhanced spending (\$2.498 million) on specific library initiatives funded by the TPL Foundation and increased spending (\$1.002 million) in infrastructure maintenance as a result of ageing buildings. These maintenance expenditures included urgent repairs to HVAC, security systems, elevators, and furniture. There were also over-expenditures (\$0.550 million) in utilities due to the extended and steady above-average temperatures over the summer resulting in increased electricity usage.

Offsetting these over-expenditures are under-expenditures in rent costs at Eglinton Square Branch due to the closure of the branch for renovations effective June 2016 (\$0.182 million) and in data communications (\$0.379 million) due to a delay in the planned implementation of increased data-line speeds in branches as a result of a supplier issue.

The favorable variance in staffing costs (\$1.057 million) is attributed to a high level of retirements and the implementation of an organizational restructuring, and the associated staff movement.

The favorable revenue variance of \$2.681 million is mainly attributable to increased revenue from the TPL Foundation (\$2.498 million) to enhance specific library initiatives and greater than budgeted revenues in fines and printing (\$0.339 million).

These operating results should be considered draft until the external audit of the financial statements is complete.

## **CONTACT**

Larry Hughsam; Director, Finance & Treasurer; Tel: 416-397-5946;  
E-mail: [lhughsam@torontopubliclibrary.ca](mailto:lhughsam@torontopubliclibrary.ca)

## **SIGNATURE**

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Vickery Bowles  
City Librarian

## **ATTACHMENTS**

Attachment 1: Operating Budget Monitoring Report – Year Ending December 31, 2016

**TORONTO PUBLIC LIBRARY**  
**Operating Budget Monitoring Report**  
**For the Year Ending December 31, 2016**  
**(\$ Millions)**

Expense/Revenue Category	2015	2016	2016 Budget	Variance	
	Actual	Actual		fav / (unfav)	
	\$	\$	\$	\$	%
Staffing Costs	141.816	144.378	145.435	1.057	0.0
Materials and Supplies	2.333	2.263	2.132	(0.132)	(0.1)
Library Materials	18.619	19.339	19.271	(0.069)	(0.0)
Equipment, Services and Rent	25.594	28.939	25.655	(3.284)	(0.1)
Contributions & Transfers	2.271	2.271	2.271	0.000	0.0
Other	0.125	0.012	0.004	(0.008)	(1.9)
<b>Total Expenditures</b>	<b>190.757</b>	<b>197.202</b>	<b>194.768</b>	<b>(2.434)</b>	<b>(0.0)</b>
Grants	5.827	5.813	5.678	(0.135)	(0.0)
Fines, Fees and Room Rentals	5.324	5.246	4.907	(0.339)	(0.1)
Contributions & Transfers	3.725	4.429	5.034	0.605	0.1
Other	3.702	4.785	1.973	(2.812)	(1.4)
<b>Total Revenues</b>	<b>18.578</b>	<b>20.274</b>	<b>17.593</b>	<b>(2.681)</b>	<b>(0.2)</b>
<b>Net Expenditures</b>	<b>172.179</b>	<b>176.928</b>	<b>177.175</b>	<b>0.246</b>	<b>0.0</b>

\* Totals may not add due to rounding

**Capital Budget Monitoring Report – December 31, 2016**

<b>Date:</b>	March 20, 2017
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

**SUMMARY**

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The purpose of this report is to provide the Toronto Public Library Board with a summary of Toronto Public Library’s capital expenditures for the year ending December 31, 2016.

Capital spending during 2016 totalled \$26.612 million or 95.8% of the approved gross cash-flow of \$27.767 million, resulting in a final unspent balance of \$1.155 million, which is comprised of \$4.063 million from capital projects that are under-spent at year-end partially offset by cash-flows of \$2.908 million from three projects that are spending ahead of schedule.

**FINANCIAL IMPACT**

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Capital spending during 2016 totalled \$26.612 million or 95.8% of the approved gross cash-flow of \$27.767 million, resulting in a final unspent balance of \$1.155 million, which is comprised of \$4.063 million from capital projects that are under-spent at year-end partially offset by cash-flows of \$2.908 million from three projects that are spending ahead of schedule. Of the \$4.063 million unspent cash-flow at year end, \$2.688 million will be carried forward and added to the 2017 budget, \$0.250 million will be carried forward to the 2018 capital plan, and \$1.125 million will be carried forward to the 2019 capital plan, as shown on the following table.

**Unspent cash flows carried forward  
(\$ Millions)**

Projects	Carry-Forward Funding to:		
	2017 Budget	2018 Plan	2019 Plan
Fort York Library Construction	0.351		
Scarborough Civic Centre Library Construction	0.045		
Wychwood Library Renovation	0.049	0.250	
Agincourt Building Element	0.062		1.125
St.Clair/Silverthorn Renovation	0.055		
Dawes Road Construction & Expansion	1.039		
Technology Asset Management Program	0.054		
Multi-Branch State of Good Repair Program	0.024		
Eglinton Square Library Expansion	0.754		
Albert Campbell Library Renovation	0.225		
Downsview Library Renovation	0.030		
<b>Total</b>	<b>2.688</b>	<b>0.250</b>	<b>1.125</b>

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

## **ISSUE BACKGROUND**

Toronto Public Library's 2016 capital budget of \$27.767 million gross is comprised of \$25.197 million approved and \$2.569 million of unspent balances carried forward from 2015 as approved by Council.

## **COMMENTS**

As of December 31, 2016, the Library spent \$26.612 million or 95.8% of the 2016 approved cash-flow of \$27.767 million, resulting in a final unspent balance of \$1.155 million. The average five-year capital spending rate is 87.6%, well above the City average.

Attachment 1 includes a list of all active projects, providing 2016 year-end and life-to-date project expenditure status, overspent and unspent cash-flow balances. A brief description of 2016 accomplishments, significant expenditure variances and the completion status of capital projects is provided below:

- The *Fort York Library Construction* project capital expenditure totalled \$0.092 million representing 20.7% of the 2016 approved cash-flow of \$0.443 million. While the branch

has been open since May 2014, outstanding work such as addressing HVAC issues and acoustic problems are taking longer than anticipated. An unspent cash-flow balance of \$0.351 million will be carried forward to 2017.

- The *Scarborough Civic Centre Library Construction* project capital expenditure totalled \$0.053 million representing 54.1% of the 2016 approved cash-flow of \$0.099 million. The branch has been open since May 2015 and there are outstanding deficiencies to be addressed. An unspent cash-flow balance of \$0.045 million will be carried forward to 2017.
- The *Albion Library Reconstruction* project capital expenditure totalled \$8.200 million or 118.1% of the 2016 approved cash-flow of \$6.941 million. This project spending is ahead of schedule and the 2016 cash-flow over-expenditure of \$1.259 million will be deducted from 2017 cash-flow funding.
- The *Library Processing Centre Relocation* project capital expenditures totalled \$0.041 million representing 100% of the 2016 approved cash-flow of \$0.041 million. The project is completed.
- The *Wychwood Library Renovation* project capital expenditure totalled \$0.251 million or 45.6% of the 2016 approved cash-flow of \$0.550 million. As a result of a lengthy site plan approval process, \$0.250 million funding from Parks, Forestry and Recreation will be carried forward to 2018 and the remaining unspent cash-flow of \$0.049 million will be carried forward to 2017.
- The *Agincourt Building Elements* project capital expenditure totalled \$1.231 million or 50.9% of the 2016 approved cash-flow of \$2.417 million. Due to uncertainty regarding the timing of the receipt of Section 37 funds, \$1.125 million of Section 37 funding will be carried forward to 2019. The remaining unspent cash-flow of \$0.062 million will be carried forward to 2017.
- The *St. Clair/Silverthorn Reconstruction* project capital expenditure totalled \$0.106 million or 65.9% of the 2016 approved cash-flow of \$0.161 million. Delays in City approvals resulted in \$0.055 million of unspent cash-flow balance to be carried forward to 2017.
- The *North York Central Library Renovation Phase 1* project capital expenditure totalled \$3.852 million or 170.2% of the 2016 approved cash-flow of \$2.263 million. This project spending is ahead of schedule and the 2016 cash-flow over expenditure of \$1.588 million will be deducted from 2017 cash-flow funding.
- The *Dawes Road Library Construction and Expansion* project capital expenditure totalled \$0.002 million or 0.2% of the 2016 approved cash-flow of \$1.041 million. City Facilities and Real Estate are continuing to work on negotiations regarding the site. An unspent cash-flow balance of \$1.039 million will be carried forward to 2017.
- The *Technology Asset Management Program* capital expenditures totalled \$4.633 million or 98.9% of the 2016 approved cash-flow of \$4.687 million. The unspent cash-flow balance of \$0.054 million will be carried forward to 2017.

- The *Multi Branch State of Good Repair Program* capital expenditures totalled \$5.817 million or 99.6% of the 2016 approved cash-flow of \$5.841 million. This state of good repair program is an effective way of keeping some branches functional until a major renovation can be funded. The unspent cash-flow balance of \$0.024 million will be carried forward to 2017.
- The *Virtual Branch Services* project capital expenditure totalled \$1.463 million or 104.3% of the 2016 approved cash-flow of \$1.402 million. The over-expenditure of \$0.061 million will be deducted from 2017 cash-flow funding.
- The *Eglinton Square Expansion* project's capital expenditure totalled \$0.424 million or 36.0% of the 2016 approved cash-flow of \$1.178 million. Site conditions delayed the start of construction, resulting in \$0.754 million of unspent cash-flows to be carried forward to 2017 to complete the project.
- The *Albert Campbell Renovation* project's capital expenditure totalled \$0.040 million or 15.1% of the 2016 approved cash-flow of \$0.265 million. The architect tender was awarded at the June 27, 2016 Library Board meeting and planning is underway. The unspent cash-flow balance of \$0.225 million will be carried forward to 2017.
- The *Downsview Renovation* project's capital expenditure totalled \$0.407 million or 93.1% of the 2016 approved cash-flow of \$0.437 million. The project is on schedule. The unspent cash-flow balance of \$0.030 million will be carried forward to 2017.

The total under-spending balance at the end of 2016 is \$4.063 million, of which \$2.688 million will be carried forward to 2017 and will increase the total available capital budget in 2017, \$0.250 million will be carried forward to the 2018 capital plan and \$1.125 million will be carried forward to the 2019 capital plan.

These results should be considered draft until the external audit of the financial statements is completed.

## CONTACT

Larry Hughsam; Director, Finance & Treasurer; Tel: 416-397-5946;  
Email: [lhughsam@torontopubliclibrary.ca](mailto:lhughsam@torontopubliclibrary.ca)

## SIGNATURE

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Vickery Bowles  
City Librarian

## ATTACHMENTS

Attachment 1: Capital Budget Monitoring Report for the Year Ended December 31, 2016

**Toronto Public Library  
2016 Capital Budget Monitoring Report  
For the Year Ended December 31, 2016**

**ATTACHMENT 1**

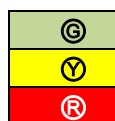
Project/Sub-Project Name	2016 - Year End							Life To Date				Planned Year of Substantial Completion
	2016 Full Year Budget	Spent		Overspent	Unspent	On Budget	On Time	Budget \$	Actuals \$	Unspent		
		\$	%	\$	\$					\$	%	
		(a)	(b)	(c) =(a) / (b)	(d) =(b) - (a)					(e) =(a) - (b)	(f)	
Fort York Library Construction	442,913	91,860	20.7%	-	351,053	Ⓡ	Ⓡ	9,192,000	8,840,947	351,053	3.8%	2014
Scarborough Civic Centre Library Construction	98,680	53,434	54.1%	-	45,246	Ⓞ	Ⓞ	10,276,000	10,230,754	45,246	0.4%	2015
Albion Library Reconstruction	6,940,752	8,199,573	118.1%	1,258,821	-	Ⓡ	Ⓞ	15,007,000	11,644,821	3,362,179	22.4%	2018
Relocation of Library Processing Centre to 1076 Ellesmere	41,273	41,263	100.0%	-	10	Ⓞ	Ⓞ	10,725,000	10,724,990	10	0.0%	2014
Wychwood Library Renovation	549,971	250,981	45.6%	-	298,990	Ⓡ	Ⓡ	8,868,000	390,010	8,477,990	95.6%	2019
Agincourt Building Elements	2,417,309	1,230,682	50.9%	-	1,186,627	Ⓨ	Ⓡ	2,603,000	1,416,373	1,186,627	45.6%	2019
St. Clair/Silverthorn Renovation	161,385	106,344	65.9%	-	55,041	Ⓨ	Ⓨ	2,247,000	162,930	2,084,070	92.7%	2017
North York Central Library Renovation Phase 1	2,263,430	3,851,933	170.2%	1,588,503	-	Ⓡ	Ⓞ	14,974,000	4,753,503	10,220,497	68.3%	2019
Dawes Road Construction & Expansion	1,040,649	1,852	0.2%	-	1,038,797	Ⓡ	Ⓡ	13,263,000	6,232	13,256,768	100.0%	2020
Technology Asset Management Program	4,686,931	4,633,223	98.9%	-	53,708	Ⓞ	Ⓞ	9,052,000	5,598,292	3,453,708	38.2%	Ongoing
Multi-Branch State of Good Repair Program	5,840,612	5,816,682	99.6%	-	23,930	Ⓞ	Ⓞ	21,396,923	15,393,033	6,003,890	28.1%	Ongoing
Virtual Branch Services	1,402,404	1,463,323	104.3%	60,919	-	Ⓡ	Ⓞ	3,292,000	2,452,919	839,081	25.5%	Ongoing
Eglinton Square Library Expansion	1,178,142	423,938	36.0%	-	754,204	Ⓡ	Ⓡ	1,242,325	488,796	753,529	60.7%	2016
Albert Campbell Library Renovation	265,000	40,050	15.1%	-	224,950	Ⓡ	Ⓡ	12,165,000	40,050	12,124,950	99.7%	2021
Downsview Library Renovation	436,875	406,558	93.1%	-	30,317	Ⓞ	Ⓞ	436,875	406,558	30,317	6.9%	2016
<b>Total- 2016 Capital Projects Cash Flow Gross</b>	<b>27,766,326</b>	<b>26,611,696</b>	<b>95.8%</b>	<b>2,908,243</b>	<b>4,062,873</b>	<b>Ⓞ</b>	<b>Ⓞ</b>	<b>134,740,123</b>	<b>72,550,208</b>	<b>62,189,915</b>	<b>46.2%</b>	

On Time

On / Ahead of Schedule

Minor Delays < 6 months

Significant Delays > 6 months



On Budget

>70% of Approved Cash Flow

Between 50% and 70% of Approved Cash Flow

< 50% or >100% of Approved Cash Flow



## **Board Resolutions – Status Report**

<b>Date:</b>	March 20, 2017
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

### **SUMMARY**

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

### **BACKGROUND INFORMATION**

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

Attachment 1 summarizes all outstanding Toronto Public Library Board resolutions.

### **SIGNATURE**

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Vickery Bowles  
City Librarian

### **ATTACHMENT**

Attachment 1: Board Resolutions – Status Report – March 20, 2017



**STATUS REPORT  
TORONTO PUBLIC LIBRARY BOARD RESOLUTIONS  
AS AT MARCH 20, 2017**

<b>DATE OF MEETING</b>	<b>MOTION (Ref: Minute #)</b>	<b>STATUS</b>	<b>TARGET DATE</b>
Sep. 8, 2014	<b>14-150 – Notice of Motion: Funding and Timing of Perth/Dupont Branch Relocation</b>		
	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).	<b>IN PROGRESS</b> Staff to bring a recommendation to the Board for a new name for the relocated branch to the Board for approval.	To be determined
Dec. 14, 2015	<b>15-226 – Youth Participation in Library Board Decision Making – 2014-2015 Pilot and Future Recommendations</b>		
	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 ten library users and non-users, on topics of interest to teens, or issues 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;	<b>COMPLETE</b> A report is expected to be provided at the March 2017 Board meeting.	March 2017 Board meeting



Feb. 22, 2016	<b>16-040 – Naming Opportunity – Daniel Grafton Hill III</b>		
	2. requests staff to provide updates to the Toronto Public Library Board on this initiative at strategic intervals.	<b>IN PROGRESS</b> This initiative is dependent on a future branch capital project and consultation process.	To be determined
Jan. 30, 2017	<b>17-015 – Toronto Public Library Board Self-Evaluation: Results</b>		
	2. repeats the survey in November 2017.	<b>IN PROGRESS</b> After the survey has been conducted, the results will be reported at the January 2018 meeting.	January 2018 Board meeting
Feb. 21, 2017	<b>17-034 – Toronto Public Library Board – Education Sessions</b>		
	3. requests staff to provide a revised list of education topics at the March 20, 2017 meeting.	<b>COMPLETE</b> A report is expected to be provided at the March 2017 Board meeting.	March 2017 Board Meeting