TORONTO PUBLIC LIBRARY

Toronto Public Library Board
Meeting No. 3: Monday, April 30, 2018, 6:00 p.m. to 8:30 p.m.
Albion Branch, Meeting Room, 1515 Albion Road, Toronto

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

Members:
Ms. Sue Graham-Nutter (Chair)   Ms. Dianne LeBreton
Mr. Strahan McCarten (Vice Chair) Mr. Ross Parry
Councillor Paul Ainslie   Mr. Daniel Rotsztain
Councillor Sarah Doucette   Ms. Archana Shah
Councillor Mary Fragedakis   Ms. Eva Svec
Councillor Jim Hart

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).

Tour of the Albion Branch to be provided at 5:30 p.m.

1.   **Call to Order**
      Presentation re Albion Branch – Elizabeth Malek, Area Manager   *10 minutes*
      Presentation re Youth Services at Albion Branch – Members of the   *10 minutes*
      Youth Hub and Youth Advisory Group

2.   **Declarations of Conflicts of Interest**

3.   **Approval of Agenda**

4.   **Confirmation of February 26, 2018 Toronto Public Library Board Meeting Minutes**

5.   **Business Arising from the Minutes**

6.   **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.

*7.   City Librarian's Report

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8.   **Communications** *5 minutes*

9.   **Presentations**

Items for Action:

10.   **City-Wide Real Estate Program – Revised Authorities** *15 minutes*

11.   **Data Quality Management – Award of Contract** *10 minutes*

12.   **Elections-Related Policies** *10 minutes*

13.   **2018-2027 Capital Budget and Plan Adjustments and Commitment** *5 minutes*
      of Funds for Bayview-Bessarion Branch Capital Project

14.   **2018-2027 Capital Budget and Plan Adjustments for** *5 minutes*
      Wychwood Branch Capital Project

*15.   **Steeles Branch – Closure for Renovation**

*16.   **Open Data Policy – Revisions**

Items for Information:

17.   **2017 Annual Performance Measures and Benchmarking** *10 minutes*

18.   **Strategic Plan 2016-2019: Accountability Framework and 2017 Results** *10 minutes*

19.   **Operating Budget Monitoring Report – December 31, 2017** *5 minutes*

20.   **Capital Budget Monitoring Report – December 31, 2017** *5 minutes*

*21.   **Annual Statistical Report to the Office of the Information and**
      Privacy Commissioner (IPC) of Ontario

*22.   **Extended Authority – Award of Tender for Steeles Branch**

*23.   **Board Resolutions – Status Report**

Closed Meeting:
24.   **City Librarian's Performance Review Committee**
      (a)   **City Librarian's 2017 and 2018 Performance** *20 minutes*
             Review
             (Confidential as the subject matter being considered involves personal matters
             concerning an identifiable individual)

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25.   **Adjournment**

Attendant Care Services can be made available with some notice.

Toronto Public Library Board
Meeting No. 2: Monday, February 26, 2018, from 6:00 p.m. to 7:30 p.m.
Toronto Reference Library, Board Room, 789 Yonge Street, Toronto

Members Present:
Ms. Sue Graham-Nutter (Chair)
Mr. Strahan McCarten (Vice Chair)
Councillor Sarah Doucette
Councillor Mary Fragedakis
Councillor Jim Hart
Ms. Dianne LeBreton
Ms. Eva Svec

Regrets:
Councillor Paul Ainslie
Mr. Ross Parry
Ms. Archana Shah

18-027   Call to Order
> Sue Graham-Nutter called the meeting to order at 6:00 p.m.
>
> Ms. Graham-Nutter gratefully acknowledged that the Toronto Public Library
> Board was meeting on the traditional territory of the Huron-Wendat, the
> Haudenosaunee and Mississaugas of New Credit First Nation, and home to many
> diverse Indigenous peoples.

18-028   Declarations of Conflicts of Interest
> There were no Declarations of Conflicts of Interest by members of the Library
> Board.

Toronto Public Library Board
Meeting No. 2: Monday, Febuary 26, 2018, from 6:00 p.m. to 7:30 p.m.
Toronto Reference Library, Board Room, 789 Yonge Street, Toronto

18-029 **Approval of Agenda**
>   *Moved by Councillor Hart, seconded by D. LeBreton:*
>   *That the Toronto Public Library Board:*
>   *1.   approves the agenda.*

>   *Carried*

18-030 **Confirmation of January 29, 2018 Toronto Public Library Board Meeting Minutes**
>   *Moved by Councillor Fragedakis, seconded by E. Svec:*
>   *That the Toronto Public Library Board:*
>   *1.   confirms the Minutes of the January 29, 2018 Toronto Public Library Board meeting.*

>   *Carried*

Business Arising from the Minutes
18-031   **City Librarian's Report – January 29, 2018** (Resolution No. 18-012 from the January 29, 2018 Toronto Public Library Board meeting minutes)
>   *Moved by Councillor Hart, seconded by E. Svec:*
>   *That the Toronto Public Library Board:*
>   *1.   receives the <u>Business Arising from the Minutes – City Librarian's Report – January 29, 2018 Toronto Public Library Board Meeting Minutes – Resolution No. 18-012</u> for information.*

>   *Carried*

18-032 **Approval of Consent Agenda Items**
>   *Moved by Councillor Doucette, seconded by S. McCarten:*
>   *That the Toronto Public Library Board:*
>   *1.   approves the consent agenda and all other items not held on consent.*

>   *Carried*

18-033 **City Librarian's Report** *(Received for Information by Consent)*
>   *That the Toronto Public Library Board:*
>   *1.   receives the <u>City Librarian's Report</u> for information.*

>   *Carried*

Toronto Public Library Board
Meeting No. 2: Monday, Febuary 26, 2018, from 6:00 p.m. to 7:30 p.m.
Toronto Reference Library, Board Room, 789 Yonge Street, Toronto

18-034 Communications (*Received for Information by Consent*)
> *That the Toronto Public Library Board:*
> 1. *receives Communication (a) from Maureen O'Reilly, President, Toronto Public Workers Union, Local 4948, to Sue Graham-Nutter, Chair, Toronto Public Library Board, dated February 5, 2018, offering congratulations on her election to Chair of the Toronto Public Library Board.*
> 2. *receives Communication (b) from Maureen O'Reilly, President, Toronto Public Workers Union, Local 4948, to Strahan McCarten, Vice Chair, Toronto Public Library Board, dated February 5, 2018, offering congratulations on his election to Vice Chair of the Toronto Public Library Board.*
> 3. *receives Communication (c) from Sue Graham-Nutter, Chair, Toronto Public Library Board to The Honourable Daiene Vernile dated February 12, 2018 welcoming her to the position of Minister of Tourism, Culture and Sport, for information;*

> *Carried*

Presentations

18-035 Toronto Public Library Foundation regarding Biblio Bash 2018 Update

Julie Flynn Still, Senior Director, Major Gifts, Toronto Public Library Foundation, outlined details of the upcoming April 26, 2018 Biblio Bash at the Toronto Reference Library. The event, which is sold out, will be hosted by David Chilton. The proceeds from Biblio Bash are used to enhance and expand services at Toronto Public Library.

Ms. Flynn Still advised the Board that Sarah Fulford was recently elected Chair of the Toronto Public Library Foundation.

> *Moved by Councillor Fragedakis, seconded by E. Svec:*
> *That the Toronto Public Library Board:*
> 1. *receives the presentation regarding* <u>*Biblio Bash 2018*</u> *Update from Julie Flynn Still, Senior Director, Major Gifts, Toronto Public Library Foundation, for information.*

> *Carried*

Toronto Public Library Board
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18-036   Toronto Public Library Board Education – Smart Cities Update

Linda Hazzan, Director, Communications, Programming & Customer Engagement provided information about Toronto's Smart Cities Strategy and the federal government's Smart Cities Challenge. The ways in which the Library is providing support include participating in the Smart Cities Working Group, helping the City raise awareness and engage Torontonians in the Challenge, and ensuring Toronto Public Library is included in the Smart Cities Challenge submission.

Moved by S. McCarten, seconded by D. LeBreton:
That the Toronto Public Library Board:
1.   receives the *Toronto Public Library Board Education – Smart Cities Update* verbal report for information.

Carried

Items for Action:
18-037   2018 Operating Budget Adoption

Howard Balter, Manager, Budget and Financial Reporting, reviewed highlights from the report for the Board.

Moved by Councillor Fragedakis, seconded by Councillor Doucette:
That the Toronto Public Library Board:
1.   *adopts the 2018 operating budget of $182.283 million net ($201.607 million gross), which represents a $3.176 million net ($2.504 million gross), or 1.8%, increase over 2017, comprised of the following services:*

Service	Gross ($ millions)	Net ($ millions)
Library Collections & Borrowing	75.756	69.1731
Branch and E-Services	118.536	106.0915
Partnerships, Outreach & Customer Engagement	7.315	7.0185
	201.607	182.283

Carried

Toronto Public Library Board
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18-038   2018-2027 Capital Budget and Plan Adoption

Larry Hughsam, Director, Finance & Treasurer, reviewed highlights from the report for the Board.

Moved by Councillor Fragedakis, seconded by S. McCarten:
That the Toronto Public Library Board:
1.   *adopts the 2018-2027 capital budget and plan of $181.469 million debt ($271.820 million gross) for projects listed in Attachment 1, with funding comprised of:*
       a.   *2018 cash flow of $22.777 million debt ($28.838 million gross) with future year commitments of $21.610 million debt ($35.967 million gross) for 2019; $17.634 million debt ($21.164 million gross) for 2020, $6.948 million debt ($10.769 million gross) for 2021 and $2.520 million debt ($4.347 million gross) for 2022;*
       b.   *2019-2027 uncommitted capital plan totalling $108.766 million debt ($165.245 million gross); and*
       c.   *preliminary carry-forward funding from 2017 into 2018 of $1.214 million debt ($5.490 million gross).*
                                                                                                          Carried

Notice of Motion
18-039   City Librarian's Report of January 29, 2018

After discussion of the role of the Board in relation to administrative issues, Councillor Doucette withdrew her motion.

Moved by Councillor Doucette, seconded by E. Svec:
That the Toronto Public Library Board:
1.   *works with Library branch staff or students or members of the community to water any tree on their property or on nearby boulevards during the summer months; and*
2.   *requests staff report back when they present on "Greening our Branches" as an educational item on a future TPL board agenda.*
                                                                                                          Withdrawn

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18-040 **Programming Policy – Revisions** *(Approved by Consent)*
> *That the Toronto Public Library Board:*
> 1.   *approves the revised* <u>Programming Policy</u> *(Attachment 1).*
>
> *Carried*

18-041 **Wi-Fi Hotspot Lending – Approval of Contract for Data Communications**
(Approved by Consent)
> *That the Toronto Public Library Board:*
> 1.   *approves the service contract for data communications to Rogers to support Phase 4 implementation of the Wi-Fi Hotspot Lending Project, which is comprised of:*
>> a.   *approximately 550 Wi-Fi Hotspot devices at no cost to the Library; and*
>> b.   *a two-year unlimited data plan for the devices at a cost of approximately $660,000, excluding HST.*
>
> *Carried*

<u>*Items for Information:*</u>
     2016-2019 Strategic Plan Update

18-042 **a.** **Digital Strategy**
> Alex Hocevar, Director, Digital Services & Emerging Technologies updated the Board on the Library's Digital Strategy. Significant outputs have been completed in the four focus areas, including piloting a new and enhanced printing solution in the branches, creating a TPL Data Hub integrating eight disparate databases, and introducing a new video and web conferencing solution for all branches and staff. Next steps include the execution and detailed planning for key programs and projects, work with various stakeholders and partners to delivery projects, and the identification of the budget and resources required to delivery on any gaps.

18-043 **b.** **Digital Literacy Vision**
> Heather Mathis, Manager, Learning, Innovation and Resource Planning, provided background information regarding the Library's Digital Literacy Vision. The vision aims to empower Torontonians of all ages and abilities to discover what the Library has to offer, learn the skills to drive their interests and passions, create digital and physical projects, and share those creations with the broader community.

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2016-2019 Strategic Plan Update – continued
18-044   c.   **Bridge: Technology Assessment Toolkit**
Elizabeth Glass, Director, and Carmen Ho, Planning Specialist, Policy,
Planning & Performance Management addressed the Board concerning a study
the Library and partner Ontario public libraries conducted over the past two
years funded by the Ontario government. The purpose of the study was to
enable the assessment of technology services at public libraries, including the
development of a "Toolkit" that informs the decision-making on the use and
outcomes of technology services offered by public library systems in Ontario

Moved by S. McCarten, seconded by E. Svec:
That the Toronto Public Library Board:
1.   *receives the 2016-2019 Strategic Plan – Update report and presentations*
         for information.
                                                                        Carried

18-045   **Toronto Public Library Board Members – Expenses Paid for 2017** *(Received for*
         Information by Consent)
         That the Toronto Public Library Board:
         1.   *receives the Toronto Public Library Board Members – Expenses Paid for*
                  2017 for information.
                                                                        Carried

18-046   **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

Toronto Public Library Board
Meeting No. 2: Monday, Febuary 26, 2018, from 6:00 p.m. to 7:30 p.m.
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18-047 **Adjournment**
> *Moved by* Councillor Fragedakis, *seconded by* S. McCarten:
> *That* the Toronto Public Library Board:
> 1. adjourns the February 26, 2018 Toronto Public Library Board meeting.
> *Carried*

The meeting ended at 7:30 p.m.

Signed: _____

City Librarian's Report for April 2018

7.

Below is my report for the April 2018 Toronto Public Library (TPL) Board meeting, summarizing key activities in support of the priorities outlined in our strategic plan. This report covers items that are not part of the Board agenda package.

Breaking Down Barriers to Access, Driving Inclusion

TPL Resources for Youth Highlighted During Youth Week Toronto

Youth Week (May 1-7), a collaboration between City of Toronto divisions and agencies, celebrates youth engagement and showcases the abilities, talents and contributions of youth in the areas of civic engagement, recreation, arts and sports in diverse communities across Toronto. At TPL, Youth Week events include a recognition event to honour our youth volunteers, and a concert at the Albion branch showcasing the talents of young and emerging musicians OBUXUM and Kiyoya Amoah, both on May 5. And this year's edition of The List, the library's annual booklist of 100 recommended titles for teens, will launch during Youth Week, with copies distributed at City venues, as well as in all library branches and on the Teens portal of the library website. Youth Week provides an opportunity for the library to showcase the resources we offer year-round to meet the needs of Toronto's youth, including:

- programs on topics such as STEM, financial literacy, creative expression, and wellness
- Youth Hubs offering after-school programming
- youth-friendly spaces at library branches across the city.

MAP Program Offers Free Hot Docs Passes in Neighbourhood Improvement Areas

As part of the Sun Life Financial Museum + Arts Pass Program (MAP), customers in Neighbourhood Improvement Areas of the city will be able to sign out Hot Docs Canadian International Documentary Festival passes at 10 TPL branches on two Saturdays, April 14 and 21. Each pass allows a customer six free tickets to select film screenings (maximum two per screening) at the festival, which runs from April 26-May 6. Passes will be available at Albert Campbell, Black Creek, Cedarbrae, Downsview, Evelyn Gregory, Flemingdon Park, Jane/Dundas, Northern Elms, Parkdale and Parliament Street branches.

Internationally Educated Professionals Learn about Library Resources

Thanks to the collaboration between TPL's Multicultural Services Committee, Small Business Work Group, and Equity Diversity Group for Employees, the library made its first appearance at the Internationally Educated Professionals (IEP) Conference & Hiring Expo in March. Professionals from a variety of fields, including accounting, business analysis, data science, human resources, finance and medicine, were pleased to learn about TPL's Job & Career Help page, job search programs and Book a Librarian service. Over 150 questions were answered and more than 25 library cards were registered onsite. Popular digital resources included Career Cruising, Lynda.com and Scott's Directories.

TPL staff at the IEP Conference and Hiring Expo.

Expanding Access to Technology and Training

Digital Learning Tools Help Job Seekers Develop Tech Skills

TPL's latest digital learning tools, designed to introduce learners to the growing IT sector, offer online courses informed by industry experts. Let's Learn Tech, powered by Cisco Networking Academy, is a series of free, interactive courses:

1. Introduction to IoT (Internet of Things) explores how the IoT and the digital transformation of business create new value and opportunities.
2. Introduction to Cybersecurity teaches learners how to protect themselves online and presents career opportunities in cybersecurity.
3. Linux Unhatched introduces common features and functionality of Linux, a popular open-sourced operating system that is used by many IT professionals.

Let's Learn Tech online courses are most suitable for learners with basic computing skills. For absolute beginners, our program will also offer Get Connected, an introductory course on computing.

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

Our Fragile Planet Program Series Raises Environmental Awareness

This spring, the Our Fragile Planet program series will bring together authors, scientists, gardening experts and other advocates for the environment to raise awareness about the state of our planet and how we can protect it. With the support of the TD Friends of the Environment Foundation, Our Fragile Planet offers programs, lectures and hands-on workshops on a wide range of topics for people of all ages, all free of charge. Upcoming programs include Food Sustainability with Author Sonia Faruqi, Lowering the Carbon Footprint of Architecture, a number of Inorganic Markets, Gardening programs and dozens more.

Creating Community Connections through Cultural Experiences

Youth Paint Vibrant Mural at York Woods Branch

Youth Employment Services (YES) and TPL recently partnered to create a vibrant mural that now adorns the north wall on the second floor of York Woods branch. The project allowed YES clients the opportunity to gain practical work experience in the arts field by working on a meaningful community project. The youths who worked on the project are 18 to 29 years old and currently seeking work experience as a step toward entering the labour force. In addition to beautifying this high-traffic public area, the mural is representative of the vibrant

and energetic Jane-Finch community. Staff and customers alike have raved about the mural, which has attracted non-stop compliments and has helped act as a breath of fresh air in an older building that is set to be renovated later this year.

Comic Creators to Meet their Fans at Toronto Reference Library

TPL's annual partnership with the Toronto comic arts community is set to go for the weekend of May 12 and 13. Every year for the past decade, the Toronto Comic Arts Festival (TCAF) has brought about 20,000 comic and graphic novel fans to the Toronto Reference Library (TRL) to meet one of the greatest annual assemblies of comics authors from around the globe, to attend workshops and to mingle with their comic book compatriots. At the TPL table, staff will be showing off the library's ever-burgeoning collection of digital comics and graphic books. Complementing this year's festival, an exhibit created by Library and Archives Canada and presented by TPL in the TD Gallery, Alter Ego (May 12-July 29), will offer a look at some of Canada's best-known comics, including Scott Pilgrim and Captain Canuck, as well as comics created by Nelvana and by pioneering Canadian Superman artist Joe Shuster. A Canadian Superheroes film series will offer a number of screenings in the Hinton Learning Theatre at TRL throughout the exhibit.


Toronto Comic Arts Festival 2016 at the Toronto Reference Library

Parkinson's Awareness Advocate to Deliver Annual June Callwood Lecture

The 12th annual June Callwood Lecture on May 7 in the Bram & Bluma Appel Salon, will this year feature inaugural Amazing Race Canada winner Tim Hague Sr., who will share the story of how he went from being diagnosed with early onset Parkinson's to becoming one of the foremost international advocates for Parkinson's awareness. Hague will speak about his journey, and his new book, Perseverance.

Lecture Series Explores How Canadian Books Have Changed Our Views

Influential, challenging and provocative, this spring's Great Books Lecture Series explores dystopian societies through the lens of some of Canada's most interesting literary creations. Upcoming programs include a look at The Handmaid's Tale as Feminist Dystopia, the evolution of dystopian literature from authoritarian to anarchic and an exploration of Kim Stanley Robinson's Mars Trilogy. The series is made possible through a gift from the Ann Thoburn Fund through the TPL Foundation.

Design a Bookmark Contest Celebrates Art and Kids

The winners of TPL's popular annual Design a Bookmark contest were announced at an awards ceremony at S. Walter Stewart Branch on the evening of April 11. The contest, which celebrates art and kids, saw about 7,000 entries this year by budding young artists age 13 and younger. A jury consisting of four TPL staff members, joined this year by guest juror children's author/illustrator Ruth Ohi, selected sixteen winners in various age categories. The bookmarks will be printed and distributed at all 100 TPL branches. They will also be made available at select bookstores around the city, including Mabel's Fables and TYPE Books. Ohi and library board member City Councillor Mary Fragedakis were special guests at the awards ceremony.

Women's Voices Featured through Program and Exhibit

Local art collective Soní&Barnett, funded through the Toronto and Ontario arts councils, worked with nine women from different communities to create narrative accordion books in a weekly program that ran through January and February at Parliament Street branch. Making Voice: Women's Creative Narratives allowed participants to articulate their experiences within the larger global and social context, discovering common ground and fostering mutual respect. Their final pieces and captivating stories, on display at Toronto Reference Library from March 5 to April 5, stand as examples of a new circle of friends built on empathy, courage and resilience. An evening of celebration with the artists and contributors took place on March 27.

Making Voice meet the contributors event at Toronto Reference Library on March 27.

TPL Celebrates Asian Heritage Month in May

Asian Heritage Month at TPL will feature more than 60 free events, from tabla performances to film screenings to henna art, at library branches all over the city. Sponsored by TD through the TPL Foundation, the festivities celebrate Asia in all its beauty and diversity.

April Fools Prank Gets Lots of Love

TPL's social media team shared a fun video on Facebook, Twitter and Instagram to mark April Fool's Day. This year's library-related April Fool's prank – the introduction of TPEllen, TPL's new virtual assistant – was met with enthusiasm and laughter from our customers and staff alike. The video received close to 15,000 views, 210 retweets/shares, 600 likes and 60 comments! One of our favourite comments, from Lisa, read: "Had me for the first few seconds. LOVE YOU TPL librarians. Nothing could replace you!"

Storytelling Events at TPL

There have been many interesting storytelling events at TPL recently, summarized here:

With funding from the Multicultural Community Capacity Grant Program and a partnership between TPL, CultureLink, Passages Canada and the Reading Line, a two-day family storytelling festival at Lillian H. Smith branch in mid-February featured stories from cultures and countries from around the world. About 160 attendees gained insights into diverse traditions and values, participated in interactive library storytime sessions and took informative library tours. Telepresence equipment allowed customers at Malvern branch to participate in the festival, which aimed to connect newcomers and the broader community to other cultures in a welcoming environment.

TPL's participation in the 39th annual Toronto Storytelling Festival in March saw the addition of a new initiative, Story Jam, a full day of storytelling events at Toronto Reference Library featuring storytellers from Canada, Holland, South Africa and Turkey, Indigenous creation tales, and storytelling-related activities and vendors. To expand access to Story Jam, a number of the performances, including folktales from around the world and contributions by Indigenous storytellers Ron Evans and Esther Oche, were broadcast live via telepresence to S. Walter Stewart Branch. Other TPL events for the Toronto Storytelling Festival included Storyfire, featuring TPL staff telling their favourite stories at Barbara Frum and High Park branches, and Stories Without Borders, a series of programs at six library branches around the city.

Storytelling fans thronged the atrium at Toronto Reference Library for Story Jam.

How can storytellers ensure that their audiences are represented accurately and fairly, even when they might not be part of the community they are representing? What forms should stories take? And on what platforms should they be delivered? On March 23, TPL partnered with Ryerson's Transmedia Zone to present a Storytelling Design Challenge, where over 40 participants hacked, transformed and retold the classic Hans Christian Andersen fairytale,

The Ugly Duckling. Participants were given a crash course in Design Thinking and then each randomly assigned a community to keep in mind while they worked in teams led by artists who specialize in storytelling for particular communities, including LGBTQ, the elderly, Indigenous peoples, second-generation Canadians, people with disabilities, people with rare diseases, refugees and newcomers, women, and Maritimers. The day kicked off with librarian Michal Calder reading from Theo van Hoytema's edition of The Ugly Duckling, which is included in the Osborne Collection of Early Children's Books. This was followed by a keynote address from Brown Girl Begins director Sharon Lewis. The teams re-imagined the tale as everything from short films, to board and video games, to a puzzle, to a musical. A panel of judges, including TPL director Pam Ryan, awarded prizes for the top three retold stories after a Dragon's Den-style pitch by each team.

Transforming for 21st Century Service Excellence

Scarborough Civic Centre Branch Staff Featured in Community Photos

Last fall, when Scarborough Centre City Councillor Glenn De Baeremaeker sent a photographer around to Scarborough Civic Centre Branch to capture the "vibrant local community," staff didn't quite realize what they were in for. Recently, the (very large!) photos turned up on hoarding around a new parkette that's being developed near the Scarborough Civic Centre.

TPL staff (l-r) Prashanna Kopalakrishnan, Farzana Islam, Ben Tang and Noor Al-Baiti

Friends of TPL Raise More than $14,000 in Three Days

At their three-day Clearance Sale in March, the Friends of TPL South Chapter had to stop people from joining the line before the sale ended for the day as selection dwindled on March 15 and 16. They also had a sell-out on March 17, but stayed open until 4 p.m. selling posters and the last few remaining books on the tables. In total, they sold more than 35,000 items over three days. At the same time, volunteers in Book Ends at TRL were kept busy, selling

about 5,000 items, for a combined total of 40,000 items in three days, bringing in more than $14,000 that will go toward supporting library programs and services. This sets a new record ... during the last Clearance Sale in August of 2017, the Friends sold about 30,000 items, raising $10,000.

New TPL Print/Copy/Scan System to Provide Easier Access

A pilot program that has been making [printing, copying and scanning](#) more accessible for customers at six TPL branches since this past summer is now being rolled out to all 100 TPL branches. The new system allows customers to print from mobile devices when they are in library branches, or remotely from any location with Internet access. In addition to the new enhanced printing processes, all branches will soon offer multifunctional devices (MFDs) equipped to photocopy, print and scan documents. Customers will also be able to add value to online accounts using their library card numbers and credit cards.

COMMUNICATIONS
GENERAL CORRESPONDENCE

TORONTO PUBLIC LIBRARY BOARD MEETING – April 30, 2018

It is recommended that the Toronto Public Library Board:

1. receives Communication (a) from Vickery Bowles, City Librarian, Toronto Public Library to The Honourable Charles Sousa, Minister of Finance, dated March 20, 2018, expressing support for the Ontario Library Association's and the Federation of Ontario Public Libraries' budget request to the Ontario provincial government, for information.

2. receives Communication (b) from Michael Shiravand to Toronto Public Library Board members, dated March 26, 2018 regarding a meeting room booking at the Fairview Branch on March 23 and 24, 2018, and requests the City Librarian to respond, incorporating the following points:

    a) The Library learned on the evening of the first booking that the event was attracting protesters who objected to the presence of Dr. Abdolkarim Soroush. At the March 23rd event, some of the protesters entered the event, attempting to disrupt it. Police maintained order.

    b) The Library takes the concerns raised very seriously and assessed the situation from a legal, library and public perspective. The purpose of the event was a lecture about Iranian studies by a visiting international scholar. A staff member monitored both events and confirmed the content of the events was consistent with the purpose of the booking. It was confirmed the organizers of the event agreed to the terms and conditions as set out in the booking contract.

    c) Dr. Soroush is described as an Islamic scholar, intellectual and a former professor of philosophy at the University of Tehran and Imam Khomeini International University. Investigations indicated Dr. Soroush has been a visiting scholar in the United States with affiliations at Princeton, Yale and Harvard Universities and has been an invited guest speaker at the London School of Economics. Dr. Soroush was in Canada legally and has a history of speaking internationally.

d)   It is determined the event bookings with Dr. Soroush as a guest speaker was in compliance with the law and the Library's Community and Event Space Rental Policy and Rules of Conduct. To deny access to booking library space for an event on the basis of the views or opinions of those who oppose Dr. Soroush contravenes the Canadian Charter of Rights and Freedoms and the principles of intellectual freedom, both cornerstones of the Library's mission and values.

e)   In making this decision, the Library took the concerns expressed about these bookings very seriously and took the necessary measures to ensure the safety and security of the public and staff were not compromised.

March 20, 2018

The Honourable Charles Sousa
Minister of Finance
Province of Ontario
7th Floor, Frost Building South
7 Queen's Park Crescent
Toronto, Ontario M7A 1Y7

Dear Minister Sousa:

The Ontario Library Association (OLA) and the Federation of Ontario Public Libraries (FOPL) have submitted a budget request to the Ontario provincial government for sustainable, predictable funding for all public libraries and First Nations libraries across Ontario by increasing annual base funding from $33 million to $50 million – an increase of $17 million in annual funding. Currently, the Toronto Public Library receives $4.1 million in annual operating funds, which has been flat-lined since the 1990's.

In addition, OLA and FOPL have requested $25 million in annual funding for the development and implementation of Ontario's Digital Library. This initiative will support the development of digital content and make additional resources available to Ontarians.

The Toronto Public Library urges the Province of Ontario to:

- recognize the contribution of public libraries within their communities and to cease the 20-year budget freeze in public library funding;

- reinstate adequate and appropriate funding for public libraries, increasing each year going forward in line with the consumer price index; and

- dedicate $25 million in annual funding for the development and implementation of Ontario's Digital Library.

Public libraries provide safe, inclusive and vibrant public spaces that offer digital inclusion, cultural programming and lifelong learning opportunities, where all are welcome to learn, work, connect and collaborate.

Public libraries serve residents and communities in ways no other institution can. They empower Ontarians to thrive in the digital age and global knowledge economy through expanded access to technology, lifelong learning and diverse cultural and leisure experiences, online, in our branches and in the community. No other public institution has the mandate and reach, physical and technical infrastructure, talent and community presence to support digital inclusion and literacy for all.

…/2

Office of the City Librarian

Public libraries engage with the community and contribute to a culture of economic and social equity by providing free and open access to a diversity of information and resources in a welcoming and safe environment.

Public libraries continue to transform and modernize their services to meet the changing needs of Ontarians and support provincial initiatives such as poverty reduction, lifelong learning and skill development, local economic development, health literacy, and equitable access to provincial government websites, e-resources and services.

Thank you for your consideration of this matter.

Yours sincerely,

Vickery Bowles
City Librarian

/nrm

c: Premier Kathleen Wynne
    Province of Ontario

    Minister Daiene Vernile
    Tourism, Culture and Sport

    Mayor John Tory
    City of Toronto

    Sue Graham-Nutter, Chair
    Toronto Public Library Board

Dear Members of the Board of the Toronto Public Library,

b.

Background

"Cultural Revolution": Islamization and Purging of universities in Iran

In early March post the 1979 Revolution in Iran, Ayatollah Khomeini announced, "do not use this term, 'democratic.' That is the Western style," In addition Khomeini labeled opponents with term use Takfir (declaring someone guilty of apostasy, a capital crime) and threatened to deal with them with the death penalty for apostasy "if they did not repent."

In succession, oppositions were considered to be Moharebeh (person in "war against God and the state," a capital crime), the political parties were banned starting in August 1979, the freedom of speech, assembly and association came under attack in February 1980, forced Hijab was imposed and universities across country were declared to be contaminated with Gharbzadegi ("the Western plague").

In February 1980 concentrated attacks by hezbollahi thugs (Islamic Militia) began on the meeting places and bookstores in Iran.

March 1980 was the beginning of the Islamic State "Cultural Revolution" which lasted for three years (1980–1983) - a period following the Iranian Revolution when the academia of Iran was purged of Western and non-Islamic influences and brought in line with the Islamic State's ideology.

Directed by the Cultural Revolution Council, and later by the Supreme Cultural Revolution Council, universities were closed and after reopening, many books banned, burnt and thousands of students and over 700 lecturers were purged from universities.

During this period, the Cultural Revolution involved torching books, brutally beating and killing students in taking over the university campuses. In addition to suppressing the freedom (freedom of thoughts, speech, assembly and association), education and professional livelihood of many, the Cultural Revolution was a major blow to Iran's cultural and intellectual life and achievement.

There are many Canadians including Dr. Reza Moridi, the Ontario Minister of Research, Innovation and Science, fell victims to of the purging by the Islamic "Cultural Revolution Council" (CRC). Prior to purging, DR. Moridi, a physicist, was the Dean of the School of Sciences, Chair of the Physics Department and Chief Librarian and member of the Senate at Alzahra University (Queen Farah Pahlavi) in Tehran.

Numerous political figures, clerics and academics were involved in the Cultural Revolution. The following individuals are known as main players:

Ruhollah Khomeini – founder;
Ali Khamenei - founder and head of the Council;
Mohammad Javad Bahonar - member of Council;

Ahmad Ahmadi - member of Council;
Jalaleddin Farsi - member of Council;
Mehdi Golshani - member of Council;
Hassan Habibi - member of Council;
Ali Shariatmadari - member of Council;
Mostafa Moin - minister of science and member of Council;
Hassan Arefi - member of Council - mostly involved in expelling medical scientists;
Mohammad Ali Najafi - minister of science and member of Council;
Asadollah Lajevardi – "Bucher of Evin Prison";
and infamous:

Abdolkarim Soroush (born Hossein Haj Faraj Dabbagh) – master mind and spoke person of "Cultural Revolution Council"; "an Islamic thinker, reformer, Rumi scholar, public intellectual, and a former professor of philosophy at the University of Tehran and Imam Khomeini International University." (Personal Biography)

Dear Board Members,

Unfortunately, we have witnessed that an Islamic propaganda organization, "Sohrevardi Foundation" with strong attachment to the regime in Iran, has used Fairview Public Library as venue to organize and host speeches by Mr. **Abdolkarim Serous** on 23rd, 24th and 28th of March 2018.

I am sure that you and the management of the Fairview Public Library are not aware who really Mr. **Abdolkarim Soroush** is; however, the victims, those who are still alive and managed to escape brutality, remember him vividly and still suffering and hunted by the terror and crimes committed against them.

It must be noted that Mr. **Abdolkarim Soroush** is well-known for his role as mastermind and spoke person of [Islamic Republic of] "Iran Cultural Revolution" - Council in charge of Islamization and Purging of all universities in Iran.

The victims still remember him for atrocities committed under his leadership and his Council; atrocities such as: Human Rights violations, brutal suppression of Freedom, closure and Islamization of universities, purging, expelling students, denial of access to higher education, sexual segregation, banning entrance of minorities (ethnic, religious, non-believers) – a policy which still in practice today by the Islamic state in Iran.

Dear Board Members, on behalf of Mothers against Execution Institute and thousands of the victims of atrocities committed by the members of the Islamic "Cultural Revolution Council", particularly Mr. **Abdolkarim Soroush**, I am writing to you to express our sadness, frustration and disappointment in permitting an Islamic propaganda organization, "Sohrevardi Foundation" to abuse Toronto Public Library in facilitating speeches given by an Islamic criminal.

We believe that Public Libraries is a democratic, intellectual and humanistic place which provide an environment for respectful exercise of freedom of expression: thoughts, speeches …; a sanctuary for people, knowledge and books - a place that books are **safe** and people **protected** –

NOT a venue for a Book Burner who has promoted brutal suppression, censorship, segregation ... and propagated Crimes against Humanity.

It is comforting to know the Toronto Public Library cherishes its Vision, Mission and Values in preserving and promoting universal access to "human knowledge, experience, information and ideas in a welcoming and supportive environment ... in a democratic society, protecting intellectual freedom and respecting individuals' rights."

In this regard, we kindly ask that the Toronto Public Library uphold its Code of Conducts and Values (accountability), in conducting due diligence in permitting dubious and ill-founded alien propaganda organization to abuse the generosity of the Library; furthermore, to cancel this particular event and such events in the future.

Thank you for your cooperation and please do not hesitate to contact us for further information.

Sincerely Yours,

Michael F. Shiravand
Investigative photo-reporter

cc:

- Honorable Dr. Reza Moridi, Ontario Minister of Research, Innovation and Science
- Ms. Sue Graham-Nutter (Chair)
- Mr. Strahan McCarten (Vice-Chair)
- Councillor Paul Ainslie
- Councillor Sarah Doucette
- Councillor Mary Fragedakis
- Councillor Jim Hart
- Ms. Dianne LeBreton
- Mr. Ross Parry
- Ms. Archana Shah
- Ms. Eva Svec
- Ms. Diana Arras - Library Service Manager, Fairview District

TORONTO PUBLIC LIBRARY

STAFF REPORT
ACTION REQUIRED

City-Wide Real Estate Program – Revised Authorities

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to inform the Toronto Public Library (TPL) Board of the impact of the city-wide real estate program that includes: centralized real estate authorities at the City; revised interim Council delegation of authority for leases; and amendments to the Municipal Code regarding authorizations for leases and licenses. This report also includes recommendations regarding the delegation of authorities to the City Librarian for leases and licenses.

At its meeting on October 2, 3 and 4, 2017, City Council considered EX27.12 City-Wide Real Estate – Delegated Authorities Framework and Transition Plan and adopted recommendations that centralized real estate authorities at the City and delegated new authorities to City staff. Leasing authorities previously delegated by Council to the Library Board were amended and reduced, though the Board will continue to have most of the ability to enter into leases as landlord for 2018, after which time Council will reconsider the delegation.

At its meeting on December 5, 6, 7 and 8, 2017, City Council considered EX29.5 City-Wide Real Estate - Amendments to Municipal Code Chapters and Shareholder Directions and adopted recommendations that amended the Municipal Code and provide the Library Board with limited authority to enter into short-term leases and licenses as both landlord/licensor and tenant/licensee. Under the limited authorities provided to the Board by the Municipal Code, nearly all lease and license agreements will require City approval.

This report recommends that the Board continues to delegate its authorities for leases and licenses, obtained either through the Municipal Code or Council delegation, to the City Librarian, provided that branch leases continue to receive Board approval. It is also recommended that the Board delegate authority to the City Librarian to seek City approval for leases or licenses that exceed the Board's authority.

The City Librarian will continue to have delegated authority to enter into and seek City approval for intra-city real estate agreements.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1.   in response to amendments to the **Municipal Code**:
    1.1   endorses changes to the Municipal Code that authorizes the Board to negotiate and enter into agreements, provided that funds to cover the associated costs have been approved by Council in the operating budget, in the following situations:
        1.1.1   for leases as landlord, provided:
            1.1.1.1 the term of the lease, including renewal options, does not exceed one year;
            1.1.1.2 rent reflects fair market value;
            1.1.1.3 base rent for the entire term does not exceed $50,000;
        1.1.2   for leases as tenant, provided:
            1.1.2.1 the term of the lease, including renewal options, does not exceed one year;
            1.1.2.2 base rent no greater than fair market value;
            1.1.2.3 base rent for the entire term does not exceed $50,000;
        1.1.3   for licenses, as licensor and licensee, provided:
            1.1.3.1 the term of the license, including renewal options, does not exceed five years;
            1.1.3.2 where the TPL is the licensor, the agreement has a termination clause of one year's notice in favour of the TPL;
            1.1.3.3 license fee for the entire term does not exceed $10,000;
    1.2   approves delegation of authority for leases and licenses, provided to the Board under the Municipal Code, to the City Librarian, provided that branch leases continue to receive Board approval;

2.   in response to interim changes to **Council-delegated authorities** to the Board:
    2.1   endorses Council's revised delegation of authority to the Board, for the period January 1 to December 31, 2018, for leases of retail and commercial space where TPL is the landlord, provided:
        2.1.1   the term of the lease, including renewal options, does not exceed four years;
        2.1.2   base rent is negotiated in the range of market value, except for non-profit organizations; and
        2.1.3   base rent for the entire term does not exceed $250,000;
    2.2   approves delegation of authority for leases, delegated to the Board by Council, to the City Librarian until Council withdraws or amends its delegation to the Board;

3.   approve delegation of authority to the City Librarian to seek City approval for leases and licenses that are beyond the authority of the Board, provided that branch leases continue to receive Board approval;

4.   approves delegation of authority to the City Librarian to enter into and seek City approval for intra-city real estate transactions.

FINANCIAL IMPACT

This report has no financial impact beyond what has been included in the approved 2018 budget.

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

DECISION HISTORY

At its meeting on July 12, 13, 14 and 15, 2016, City Council considered EX16.4 City Wide Real Estate Review and adopted, in principle, the direction to move to a centralized real estate operating model as described in the report, ensuring the City is effectively positioned to strategically leverage its real estate portfolio and maximize operating efficiencies.

At its meeting on May 24, 25 and 26, 2017, Council considered EX25.9 City-Wide Real Estate Transformation and adopted a new service delivery model that centralizes all real estate activities city-wide and established the Toronto Realty Agency (recently renamed CreateTO) and addressed board composition, interim board and governance matters. Council also directed the City Manager to report on a delegation of authority framework for real estate matters that aligns with the new city-wide real estate model, including a recommendation to rescind or amend the current delegations of authority for real estate matters, as required.

At its meeting on September 25, 2017, the Board received a presentation from Josie Scioli, Chief Corporate Officer, entitled Update on the City-Wide Real Estate Transformation that further explained the proposed amendments to the delegated authorities.

ISSUE BACKGROUND

Section 19(1) of the Public Libraries Act allows a library board, with the consent of council, to acquire land required for its purposes by purchase or lease, and to sell, lease or dispose of land or buildings it no longer requires.

At its meeting on June 14, 1999, the Library Board considered a report entitled *Toronto Public Library Board Real Estate Transactions* and adopted a recommendation to request authority from City Council to enter into some real estate transactions. At its meeting on October 26 and 27, 1999, Council considered Report No. 6 of the Administration Committee and adopted recommendations that authorized the Board to enter into leasing agreements as both landlord and tenant under certain conditions, as listed on Attachments 1 and 2, under Previous Delegated Authorities.

At its meeting on May 29, 2000, the Library Board considered a report entitled *Delegation of Certain Leasing/Property Matters* and adopted a recommendation that delegated authority to the City Librarian to enter into leases where the term is five years or less and the total payment is $250,000 or less. This delegation gave the City Librarian authority to enter into non-branch leasing transactions, both as landlord and tenant. Leases for branches are submitted to the Board for approval.

Recent Council decisions related to the city-wide real estate program revised delegated authorities to the Board.

COMMENTS

Council Delegated Authorities
At its meeting on October 2, 3 and 4 2017, Council considered EX27.12 City-Wide Real Estate – Delegated Authorities Framework and Transition Plan and adopted a number of recommendations. The delegated authority to City staff for lease/license approval is detailed in the report, with the City Manager able to approve leases/licenses with a total value of up to $10 million. Beyond this value, Council approval is required. Further, leasing authorities previously delegated by Council to the Library Board were amended and reduced. For leases as landlord, the Board will continue to have most of the ability to enter into leases for 2018, after which time Council will reconsider the delegation. For leases as tenant, the Board's authority is now limited to that provided under revisions to the Municipal Code in December 2017, as explained below.

With the revised Council delegation to the Board, the Board's delegation to the City Librarian regarding leases is being revised accordingly. The authority to enter into leases as landlord is currently delegated by the Board to the City Librarian and this delegation will continue. The Board is also delegating authority to the City Librarian to seek City approval for leases and licenses that exceed the Board's authority under Council delegation, provided that branch leases as tenant continue to receive Board approval;

Details of the revisions to Council's delegated authorities and the revised Board delegation of authority to the City Librarian are shown on Attachments 1 and 2.

Council has also delegated authority to the Deputy City Manager and Chief Financial Officer (now assumed by the Deputy City Manager, Internal Corporate Services) to approve intra-city real estate transactions between City divisions, agencies and corporations. The City Librarian will continue to have the delegated authority to enter into intra-city real estate transactions.

Municipal Code
At its meeting on December 5, 6, 7 and 8, 2017, City Council considered EX29. City-Wide Real Estate - Amendments to Municipal Code Chapters and Shareholder Directions and adopted recommendations that amended the Municipal Code and provided the Board with new permanent limited authorities to enter into short-term leases and licenses as both landlord/licensor and tenant/licensee, as described in Attachment 3. Attachments 1 and 2

also show details of the revisions to the Municipal Code as well as the proposed delegation of authority from the Board to the City Librarian. Prior to the amendments, there was no provision for Board authority for leases or licenses in the Municipal Code. The proposal is for the Board to delegate this limited authority for leases and licenses to the City Librarian, as well as authority for the City Librarian to seek City approval for leases and licenses that exceed the Board's authority under the Municipal Code, provided that branch leases continue to receive Board approval.

The limited authorities granted under the Municipal Code would result in most leases and licenses needing City approval. If Council approval is required, the report seeking approval should be submitted jointly with the Deputy City Manager, Internal Corporate Services.

Service Support
Discussions continue with City staff regarding service support required to manage changes to TPL's authorities for leases and licenses under the city-wide real estate program, including the new processes for obtaining approvals from the City.

CONTACT

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

SIGNATURE

_____
Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1:   Revised Real Estate Authorities – TPL as Landlord
Attachment 2   Revised Real Estate Authorities – TPL as Tenant
Attachment 3   Revisions to Municipal Code

Toronto Public Library
Revised Real Estate Authorities - TPL as <u>Landlord</u>

Previous Delegated Authorities	Revised Interim Delegated Authorities	Municipal Code Revisions
Council delegated authority for lease transactions (Report no. 6, Administration Committee, Council meeting Oct 26 and 27, 1999)	*Temporary Council delegated authority for lease transactions (Jan 1, 2018 – Dec. 31, 2018; to be reviewed by Council after one year):*	*EX29. City-Wide Real Estate - Amendments to Municipal Code Chapters and Shareholder Directions*
TPL Board	**TPL Board** Only with respect to leases of retail or commercial space for which TPL has operational management:	Only with respect to spaces for which TPL has operational management:
1. Term, including renewal options, does not exceed five years.	1. Term, including renewal options, does not exceed four years.	1. Term, including renewal options, does not exceed one year.
2. Market base rent, except for non-profit organizations.	2. Market base rent, except for non-profit organizations.	2. Rent reflects fair market value.
3. Base rent for the entire term does not exceed $250,000.	3. Base rent for the entire term does not exceed $250,000.	3. Base rent for the entire term does not exceed $50,000.
City Librarian Board had delegated this authority to the City Librarian.	**City Librarian[1]** Board to maintain this delegated authority to the City Librarian, until Council withdraws or amends its delegation to the Board.	**City Librarian[1]** Board to delegate this authority to the City Librarian.

(1) Board to delegate authority to the City Librarian to seek City approvals for leases that are beyond the authority of the Board.

Toronto Public Library
Revised Real Estate Authorities - TPL as <u>Tenant</u>

Previous Delegated Authorities	Revised Interim Delegated Authorities	Municipal Code Revisions
Council delegated authority for lease transactions (Report no. 6, Administration Committee, Council meeting Oct 26 and 27, 1999)	*Delegated authority withdrawn (EX27.12, Council meeting Oct 2, 3, and 4, 2017) and replaced with new Real Estate Approval Process and amendments to Municipal Code Chapter 137*	*EX29. City-Wide Real Estate - Amendments to Municipal Code Chapters and Shareholder Directions*
TPL Board 1. Term of the lease, including renewal options, not to exceed 10 years.	**TPL Board** Withdrawn by Council, see Municipal Code Revisions.	1. Term of the lease, including renewal or extension options, does not exceed one year.
2. Base rent at market value or below.		2. Base rent no greater than fair market value.
3. Base rent for the term not to exceed $1,000,000.		3. Base rent of the entire term does not exceed $50,000.
4. Funds to cover the lease costs have been approved by Council in the Library Board's operating budget.		4. Funds to cover the associated costs have been approved by Council in the Library Board's operating budget.
City Librarian **Non-Branch leases:** Board has delegated the following authority to the City Librarian:	**City Librarian**[1] See revised delegation from the Board under Municipal Code Revisions.	**City Librarian**[1] **Non-Branch leases:** Board to delegate this authority to the City Librarian.
1. Term, including renewal options, not to exceed five years. 2. Market base rent, except for non-profits. 3. Base rent for the entire term not to exceed $250,000.		
Branch Leases: Board approval required for all branch leases.	.	**Branch Leases:** Board approval required for all branch leases.

Board to delegate authority to the City Librarian to seek City approvals for leases that are beyond the authority of the Board, provided that branch leases continue to receive Board approvals.

Toronto Public Library
Revisions to Municipal Code
(EX29. City-Wide Real Estate - Amendments to Municipal Code Chapters and Shareholder Directions)

Revisions to the Municipal Code give the Library Board the authority to negotiate and enter into agreements, provided that funds to cover the associated costs have been approved by Council in the operating budget, under the following situations:

- for leases as landlord, provided:
  - the term of the lease, including renewal options, does not exceed one year;
  - rent reflects fair market value;
  - base rent for the entire term does not exceed $50,000;

- for leases as tenant, provided:
  - the term of the lease, including renewal options, does not exceed one year;
  - base rent no greater than fair market value;
  - base rent for the entire term does not exceed $50,000;

- for licenses as licensor and licensee, provided:
  - the term of the license, including renewal options, does not exceed five years;
  - where the TPL is the licensor, the agreement shall have a termination clause of one year's notice in favour of the TPL;
  - license fee for the entire term does not exceed $10,000;

Where the proposed agreement exceeds the limits provided under the Municipal Code, approval is required by the City Council or staff through delegated authority. If Council approval is required, there should be a joint report from TPL and the Deputy City Manager, Internal Corporate Services.

TORONTO PUBLIC LIBRARY

STAFF REPORT
ACTION REQUIRED

11.

Data Quality Management – Award of Contract

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library (TPL) Board approval for an award of contract for implementation of Data Quality Management (DQM) to enable the data management workflow in support of TPL's services.

The Library issued a Request for Proposal (RFP) for the purchase of a DQM application. Ataccama Corporation was the successful proponent.

TPL's 2016-2019 strategic plan calls for transformation to a 21st century customer experience. The implementation of DQM will deliver business value by ensuring that all key initiatives and processes are driven with relevant, timely and trustworthy data.

Awards with a value greater than $500,000 require Board approval.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1.   awards a contract for a Data Quality Management application to Ataccama Inc. for a total five-year commitment value of up to $956,520, excluding Harmonized Sales Tax (HST), comprised of:

    a. $469,960 of capital costs; and

    b. $486,560 in operating costs.

FINANCIAL IMPACT

The Data Quality Management solution is funded from the Technology Asset Management Program (TAMP) capital budget project of Digital Services & Emerging Technologies (DSET) and the financial impact is described below.

The total amount of the award, $956,520, is comprised of capital and operating costs over the first five years of the project as detailed in the table below. Awards with a value greater than $500,000 require Board approval.

Data Quality Management System

Year	Capital	Operating	Total
2018	469,960		469,960
2019		121,640	121,640
2020		121,640	121,640
2021		121,640	121,640
2022		121,640	121,640
Total	$ 469,960	$ 486,560	$ 956,520

The capital costs of $469,960 include product costs (Data Quality Center, Data Quality Issue tracker, Dashboard), professional services and other costs, including onsite support, first-year software maintenance and integration costs.

The operating costs of $486,560 relate to annual support, maintenance and annual cloud infrastructure operations, and represent a one-time incremental operating budget cost of $121,640 by 2019.

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

ALIGNMENT WITH STRATEGIC PLAN

TPL's 2016-2019 strategic plan calls for transformation to a 21st century customer experience. The implementation of a Data Quality Management Service supports this strategy of advancing the Library's digital platforms by fulfilling data quality dimensions such as completeness, accuracy, consistency and relevancy.

ISSUE BACKGROUND

Data quality is affected by the way data is entered, stored and managed. Poor data quality generates maintenance and repair costs, and also affects customer satisfaction, reputation or even strategic decisions. Data volumes can grow inexorably, and Business Intelligence and analytics applications that depend on clean and relevant data become very crucial to business.

The following is a high-level summary of services aimed to be replaced/optimised:
- manual data entry
- disorganised data
- unintentional overwriting

- no definition of data ownership and data sources
- no process for data governance
- no authority of data source for TPL.

The recognition of similar processes triggered the release of the Request for Proposal for the selection of a software application(s) to serve the Library's business requirements for Data Quality Management.

COMMENTS

The goal of the Data Quality Management Project are to:
- support general data quality criteria, including Cleansing, Matching, Linking, Parsing, Profiling, etc.
- provide Address Normalization
- provide De-duplication
- provide Data Quality Reporting
- provide Data Governance workflow
- support Data Integrity.

All Data sources defined in the following diagram are key sources for Data Quality Management.
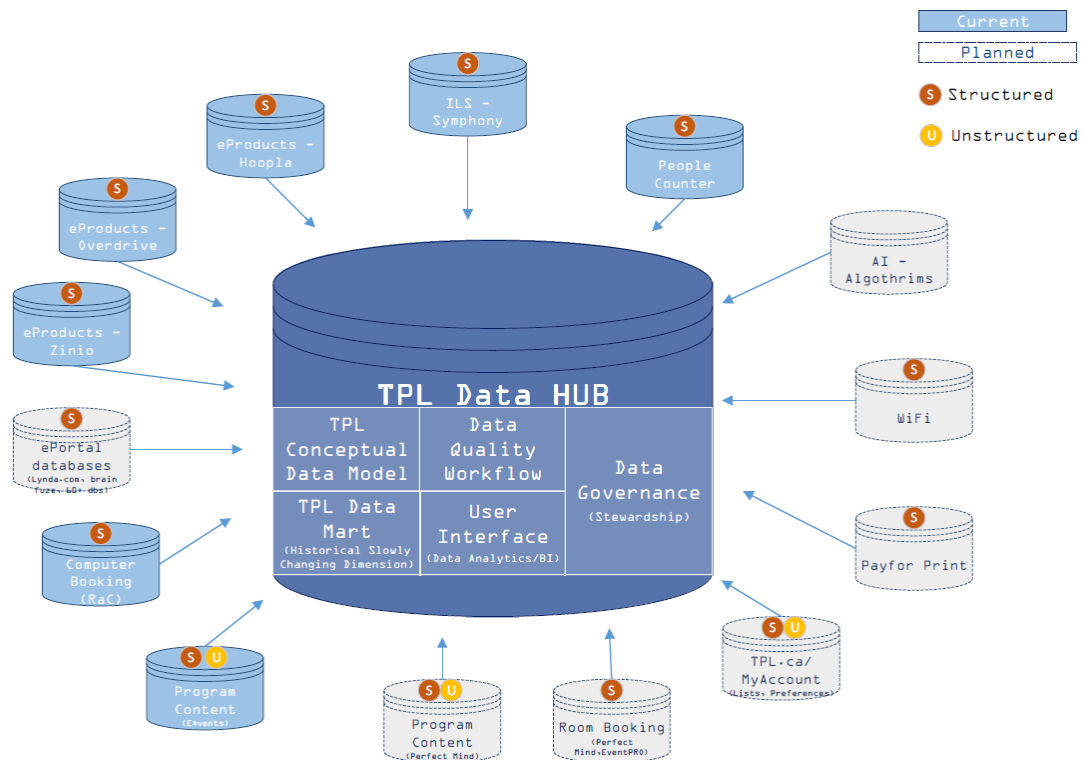
As of 11/14/17

Procurement and Evaluation Process

The Library issued an RFP for the purchase of a DQM Application and received two compliant proposals.

A cross-functional evaluation team comprised of members from different departments reviewed the proposals and assigned scores for proponents' pricing and technical capabilities, including primary services and optional value-added services.

The team reviewed the proposals and considered the information provided that was used to assign the scores for both proponent capabilities and services. The highest-ranked proponent, based on the aggregate scores of the proposals and financial arrangements, was shortlisted. Ataccama was the highest-scoring bidder and is selected to implement the Data Quality solution.

CONTACT

Alex Hocevar; Director, Digital Services & Emerging Technologies; Tel: 416-393-7104; Email: ahocevar@torontopubliclibrary.ca

EY Park; Manager, Information Management & CRM; Tel: 416-393-5907; Email: eypark@torontopubliclibrary.ca

SIGNATURE

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Vickery Bowles
City Librarian

STAFF REPORT
ACTION REQUIRED

12.

Elections-Related Policies

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of the report is to present two policies to the Toronto Public Library Board: the Use of Library Resources during an Election Period Policy, which describes how Library resources can and cannot be used during an election period; and the Political Activity Policy, which sets out some restrictions on staff and volunteers engaging in political activity during work/volunteer hours.

The *Municipal Elections Modernization Act, 2016* made amendments to the *Municipal Elections Act, 1996* (the "Act"). Some of these changes came into effect immediately after Royal Assent and other changes come into effect on April 1, 2018, in time for the next municipal election. Accordingly, the City of Toronto revised its Use of City Resources during an Election Policy to reflect changes to the Act, which was adopted by City Council at its meeting on February 1, 2018. The City's policy also applies to provincial and federal elections as well as questions on a ballot.

Toronto Public Library staff have reviewed the legislative changes and the City's updated policy and are proposing a repeal of the Municipal Elections Campaign Policy (Attachment 1), replacing it with the Use of Resources during an Election Period Policy (Attachment 2). The proposed changes provide increased clarity for candidates, increased public transparency, and are in keeping with the broader scope of the City's Use of City Resources during an Election Period Policy.

Staff have also revised the Political Activity Policy (Attachment 3) to apply certain provisions to TPL volunteers and to clarify for staff when a leave of absence is required if running for office. The Library Board adopted the current Political Activity Policy at its February 22, 2016 meeting, which repealed and replaced the Employee Participation in Municipal Election Campaigns Policy. This policy is a part of an ethical framework that aligns TPL with the City's Public Service By-law. It sets out clear directions for staff about permitted activities during municipal, provincial, and federal elections and questions on a ballot.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. rescinds the Municipal Elections Campaign Policy, 2010 (Attachment 1);
2. adopts the Use of Library Resources during an Election Policy (Attachment 2); and
3. adopts the revised Political Activity Policy (Attachment 3).

FINANCIAL IMPACT

The revised policy will have no financial impact beyond what has already been approved in the current year's budget.

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

ALIGNMENT WITH STRATEGIC PLAN

The Use of Library Resources during an Election Period Policy and the Political Activity Policy reflect the Toronto Public Library's efforts to advance equitable outcomes for all Torontonians as set out in the Accountability Framework of the Strategic Plan. The policies allow the Library to promote its role as a neutral information provider, giving no candidate, registered third-party advertiser, or political party an unfair advantage. The policies also address Priority 5 of the Strategic Plan – Creating Community Connections through Cultural Experiences – providing services online and in-branch environments that connect neighbourhoods and communities, offering opportunities for partnerships, civic engagement and resident participation.

EQUITY IMPACT STATEMENT

The updated policies ensure that no candidate, registered third-party advertiser or political party is provided with an unfair advantage during an election.

DECISION HISTORY

The Library's Municipal Election Campaign Policy was approved by the Board on June 21, 2010: http://www.torontopubliclibrary.ca/about-the-library/board/meetings/2010-jun-21.jsp.

The City Librarian proposed rescinding the Municipal Election Campaign Policy and replacing it with a Use of Library Resources during an Election Policy at the Board's June 24, 2013 meeting. The City of Toronto had requested that all agencies and corporations adopt appropriate elements of the City's revised Use of City Resources during an Election Policy, adopted by Toronto City Council on July 11, 2012. This proposed motion was defeated by the Library Board: https://www.torontopubliclibrary.ca/about-the-library/board/meetings/2013-jun-24.jsp

At its meeting on February 1, 2018, City Council adopted a revised Use of City Resources during an Election Period Policy.

The Board adopted the Political Activity Policy at its February 22, 2016 meeting as part of an ethical framework: https://www.torontopubliclibrary.ca/about-the-library/board/meetings/2018-feb-26.jsp. This framework was developed in response to a motion by City Council at its June 10, 11, 12 and 13, 2014 meeting to "request the Toronto Police Services Board and the Toronto Library Board to review their ethical policies pertaining to conflict of interest, political activity and the disclosure of wrongdoing and reprisal protection, and adopt provisions consistent with the City of Toronto."

ISSUE BACKGROUND

Section 88.18 of the recently amended *Municipal Elections Act, 1996* requires local boards to establish rules and procedures with respect to the use of board resources during an election campaign period before May 1 in the year of a regular election.

COMMENTS

Use of Library Resources during an Election Period Policy

The Use of Library Resources during an Election Period Policy is intended to replace the Library's current Municipal Election Campaign Policy, adopted by the Board at its June 21, 2010 meeting. The proposed policy establishes guidelines for the use of library resources during an election period by Library Board Members and Members of Council and for communications about library events, and reflects much of the City's updated Use of City Resources during an Election Period Policy. It maintains public confidence in the election process by ensuring that TPL protects its role as a neutral information provider and fosters a neutral environment during an election period by restricting the use of library resources for political purposes and the display of campaign materials.

The policy was reviewed and revised to address the following goals:
- reflect recent amendments to the Act;
- ensure alignment with the intent of the City's policy;
- expand the scope beyond municipal campaigns (including school board) to incorporate provincial and federal elections, and questions on a ballot;
- apply provisions not only to candidates, but also to political parties and registered third party advertisers;
- clarify Library resources covered by this policy (including electronic resources such as email and social media); and
- affirm activities the Library will discontinue in relation to Members of Council after August 1 in an election year.

The revisions to this policy provide a consistent approach and direction on how library resources can and cannot be used during an election period. This policy has undergone a legal review to ensure that the Library is in compliance with applicable legislation.

Citizen Members of the Library Board
The policy requires that Citizen Board members must immediately notify the City Librarian and City Clerk's Office if they register to run for any election and abide by City applicable policies. The City of Toronto's Public Appointments Policy requires that Citizen Board Members who run for any elected office, or seek an appointment to such an office to fill a vacancy, to take a leave of absence from the agency or corporation board while doing so.

City Councillor Members of the Library Board
The policy recognizes that Members of Council are holders of their office until the end of their terms and supports them in continuing to fulfill their responsibilities as elected officials.

The policy places restrictions on library activities involving City Councillors, including those on the Board, after August 1 in the municipal election irrespective of whether they are seeking election in the new term or not. All forms of advertising and communications produced by the Library including signage, publications, media releases and social media will not reference the name or image of the Member of Council but will identify them by title and their ward number.

Political Activity Policy
This policy maintains the political neutrality of the Library by placing limits on the partisan political activities of all staff and volunteers while performing their duties, with additional restrictions on senior executives. The updates to this policy ensure that volunteers (Library Board members are not volunteers as defined in the policy) are included in certain provisions as appropriate, and to clarify for staff when a leave of absence is required if running for office.

CONTACT

Elizabeth Glass; Director, Policy, Planning & Performance Management; Tel: 416-395-5602; Email: eglass@torontopubliclibrary.ca

SIGNATURE

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Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1: Municipal Election Campaign Policy, 2010
Attachment 2   Use of Library Resources during an Election Policy
Attachment 3: Political Activity Policy

POLICY: **MUNICIPAL ELECTION CAMPAIGN***

SECTION: **Section II – General – Miscellaneous**

MOTION#/DATE: **10 - 111 – June 21, 2010**

*The Municipal Election Campaigns Policy is being repealed and replaced by the Use of Library Resources during an Election Period Policy (Attachment 2)

Effective Date

June 21, 2010

Policy Objectives

To maintain the neutrality of the Toronto Public Library during municipal election campaigns.

To ensure that the Toronto Public Library complies with the *Municipal Elections Act, 1996.*

Underlying Principle

The Library's vision is to promote and enrich the democratic, cultural, educational and economic life of our diverse and evolving city. In keeping with this vision, the Library seeks to engage and encourage discussion in civic and social issues in a manner that is fair and equitable to all those seeking elected office.

The *Municipal Elections Act, 1996* prohibits the Toronto Public Library from making contributions to municipal election candidates in the form of money, goods or services.

Scope

This policy applies to Board members, employees and volunteers of the Toronto Public Library and their dealings with candidates including City Councillors in the municipal election during the municipal election campaign period.

1.0   Library Corporate Resources

City Councillors and candidates in the municipal election cannot use the facilities, equipment, supplies, programs and services (including online services), staff or other resources of the Library for any election campaign or campaign related activities (except for facilities rented in accordance with the Auditorium, Meeting Room and Theatre Rental Policy and The Bram & Bluma Appel Salon Rental Policy).

2.0   Campaign Activities and Partisan Political Materials on Library Property

City Councillors and candidates in the municipal election cannot undertake campaign-related activities on Library property (except for facilities rented in accordance with the Auditorium, Meeting Room and Theatre Rental Policy and The Bram & Bluma Appel Salon Rental Policy). Consistent with the Displaying and Distributing Information for the Public Policy, the Library will not permit the display and distribution of partisan political materials on Library property.

3.0   Use of Employees and Volunteers

In keeping with the Employee Participation in Municipal Election Campaigns Policy, City Councillors and candidates in the municipal election cannot use the services of persons during hours in which those persons receive any compensation from the Library. City Councillors and candidates in the municipal election cannot use the services of Library volunteers during hours in which they have agreed to provide volunteer services to the Library.

4.0   Mark or Logo

City Councillors and candidates in the municipal election cannot use any Toronto Public Library logo or mark in any campaign related materials, including materials promoting events held at rented Library facilities.

5.0   Library Programs and Events

City Councillors and candidates in the municipal election cannot be featured or promoted in association with any Library sponsored program or event unless it is consistent with performing their duties as Library Board members or City Councillors as described in 6.0(a).

6.0   Performing Duties as Library Board Members and City Councillors

Nothing in this policy prohibits:

a)   Toronto Public Library Board members from performing their duties or
b)   City Councillors from performing their job, including representing the interests of their constituents in a manner consistent with their duties as an elected official.

7.0   Promoting Municipal Elections

Nothing in the policy prohibits the Toronto Public Library from promoting awareness of or providing information on municipal elections. This includes promoting awareness of activities or events, not sponsored by the Library, in which all candidates in the municipal election are invited to attend.

Accountability

The City Librarian and Directors are responsible for the implementation of this policy.

Definitions

"Municipal election campaign period" – is the period from the first day that nominations may be filed (i.e. the first day the City Clerk's office is open in an election year) until voting day (i.e. the fourth Monday in October of an election year) as defined in the *Municipal Elections Act*.

Candidates in the municipal election include candidates for City Council or for the position of School Board Trustee.

Related policies
- Auditorium, Meeting Room and Theatre Rental Policy
- Displaying and Distributing Information for the Public
- Employee Participation in Municipal Election Campaigns Policy
- The Bram & Bluma Appel Salon Rental Policy

TORONTO PUBLIC LIBRARY

POLICY: **USE OF LIBRARY RESOURCES DURING AN ELECTION PERIOD**

SECTION: **Section II – General – Miscellaneous**

MOTION#/DATE: **10 - 111 – June 21, 2010***
                    18 – xxx – March 19, 2018

*date Board approved the Municipal Election Campaigns Policy
The Municipal Election Campaigns Policy repealed and replaced by this policy

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Effective Date: March 19, 2018

1.   **Purpose**

This policy allows Toronto Public Library to balance the need for freedom of expression and assembly of candidates and its legal responsibility to ensure that no candidate, registered third-party advertiser or political party is provided with an unfair advantage.

This policy sets out provisions for the use of Library facilities, resources and infrastructure during an election period by Board Members and candidates. This is in order to preserve the public trust, to maintain the neutrality of the Toronto Public Library during election campaigns, and to ensure that the Toronto Public Library complies with the *Municipal Elections Act, 1996.* ("Act").

2.   Legislative Authority

The *Municipal Elections Act, 1996* requires local boards to establish rules and procedures for the use of resources during the election period (section 88.18). It also prohibits local boards from making a contribution (including money, goods and services) to any candidate, registered third-party advertiser or political party during an election (sections 88.8(4) and 88.12(4)).

The *Election Finances Act, 1990* and the *Canada Elections Act, S.C. 2000* impose contribution restrictions for provincial and federal election campaigns, respectively.

3. **Underlying Principles**

The Library's mission is to "preserve and promote universal access to a broad range of human knowledge, experience, information and ideas in a welcoming and supportive environment." The Library also values intellectual freedom – "Guaranteeing and facilitating the free exchange of information and ideas in a democratic society, protecting intellectual freedom and respecting individuals' rights to privacy and choice." In keeping with this, the Library seeks to engage and encourage discussion in civic and social issues in a manner that is fair and equitable to all those seeking elected office.

4. **Application**

This policy applies to Toronto Public Library Board members and candidates, including City Councillors, registered third-party advertisers and political parties during an election period. This policy also applies to employees of the Toronto Public Library and their dealings with candidates, including City Councillors, during an election period.

This policy applies to municipal (including school board), provincial and federal elections or by-elections, and to questions on the ballot. References in the policy with respect to political parties refer to provincial and federal elections or by-elections and do not apply to the City of Toronto's municipal elections or by-elections.

This policy recognizes that Members of Council are holders of their office until the end of the term and supports them in continuing to fulfill their responsibilities as Members of Council, despite their candidacy in an election. This policy also recognizes that the Toronto Public Library Board continues to meet and conduct business during an election period. Nothing in this policy shall prohibit members of the Toronto Public Library Board from performing their duties or precludes a Member of Council from performing their duty as an elected official, nor inhibits them from representing the interests of their constituents.

5. **Policy Statement**

Toronto Public Library supports the principle of intellectual freedom, which is the free exchange of information and ideas in a democratic society. The Library seeks to engage and encourage discussion on civic and social issues in a manner that is neutral, fair, and equitable to all those seeking elected office. Toronto Public Library does not make contributions (including money, goods and services) or use Library resources to promote any candidate, registered third-party advertiser, political party, or supporters of

a question on a ballot during an election.

6.   Library Board Members

6.1   Citizen Board Members of the Toronto Public Library Board must inform the City Librarian immediately if they register to run for office in an election. Citizen Board Members should also contact the City Clerk's Office immediately and abide by City policies which affect Citizen Board Members running for office.

6.2   Councillor Board Members must inform the City Librarian if they are running to become an MP or MPP.

6.3   Library Board Members may engage in political activity, including endorsing or opposing a candidate, political party, or a particular response to a referendum question, but not in a manner that would lead a member of the public to infer that they are acting in their capacity as a Library Board Member or on behalf of the Toronto Public Library.

7.   Access to Library Facilities during an Election Period

7.1   Library facilities and Library infrastructure may not be used for any election-related purpose by a candidate, registered third-party advertiser or political party. In particular, signs may not be erected or displayed on a facility that is owned or operated by the Library.

7.2   Candidates, registered third-party advertisers or political parties in an election cannot use the facilities, equipment, supplies, programs and services (including online services, social media, and email), staff, or other resources of the Library for any election campaign or campaign related activities (except for facilities rented in accordance with the Community and Event Space Rental Policy)

7.3   All-candidate meetings may be held at Library facilities for a nominal fee or other consideration provided that all candidates for an office are invited to attend such meetings.

7.4   Candidates, registered third-party advertisers or political parties may not distribute campaign materials on or in Library facilities or at Library events, but are permitted

to distribute campaign materials on public right of way sidewalks and thoroughfares, and during all candidates meetings.

7.5   Candidates, registered third-party advertisers or political parties cannot undertake campaign related activities on Library property (except for facilities rented in accordance with the Community and Event Space Rental Policy). Consistent with the Displaying and Distributing Information for the Public Policy, the Library will not permit the display and distribution of materials primarily political in nature (including election campaign materials) on Library property.

7.6   Informal media scrums may be permitted in the public or common areas of Library facilities. Informal media scrums may not include: apparatus, mechanisms or devices for the amplification of the human voice or any sounds. The activity may not disrupt regular Library business. If the media scrum is disrupting Library services, Library staff may ask the participants to find an alternative location.

8.   Access to Library Resources during an Election Period

8.1   The Library's logo, crest, slogans, or other intellectual property may not be printed, posted or distributed on any election-related campaign materials or included on any election-related website.

8.2   Candidates may not post photographs of themselves with Library employees in uniform, including badges.

8.3   Photographic or video materials which have been or may be created by Library employees or with Library resources may not be used for any election purpose or in campaign materials.

8.4   Websites or domain names that are funded by the Library may not include any campaign materials, make reference to and identify any individual as a candidate, registered third-party advertiser or political party or profile any slogan or symbol associated with a candidate, registered third-party advertiser or political party.

9.   Access to Library Information during an Election Period

9.1   Information provided to one candidate, registered third-party advertiser or political party that is of a general nature and may provide valuable guidance to all others

will be provided to all candidates, registered third-party advertisers or political parties. The Library will post the information on the internet or through other mechanisms to ensure equal access to information.

9.2   Requests by a candidate, registered third-party advertiser or political party for personal meetings with the City Librarian or TPL Directors, as well as requests for tours of Library facilities may not always be accommodated due to resource and time constraints. If a meeting or a tour is organized, the Library will organize a similar meeting or tour for any other candidate, registered third-party advertiser or political party, upon request.

9.3   Library databases may not be used by any candidate, registered third-party advertiser or political party, unless the database has already been released for public use.

10. Attending Library Events during an Election Period

10.1 Candidates, registered third-party advertisers or political parties are permitted to attend Library events, or events held at Library facilities, in either their capacity as elected representatives or as private citizens, but may not campaign while in attendance. No election signs may be posted and no campaign materials may be disseminated at Library events.

10.2 Elected officials are permitted to attend Library-organized events or events held on Library facilities and act as ceremonial participants in their capacity as elected officials, including speaking at the event and partaking in ceremonial activities. In provincial or federal elections, once the writ is issued, MPPs and MPs, with the exception of Ministers of the Crown, are no longer elected officials and therefore should not be invited to attend Library events.

11.   Restrictions to **Services Provided to Members of Council beginning August 1 of an Election Year**

11.1 Members of Council may also be candidates in a municipal election. Accordingly, after August 1 in the municipal election year, the Library will discontinue the following activities, irrespective of whether they are seeking election in the new term or not:

11.1.1 All forms of advertising and communication, including publications and social media accounts, that are operated or distributed by the Library will not reference the name or image of a Member of Council.

11.1.2 Signage for Library events, including banners and posters, will not reference the name of a Member of Council.

11.1.3 The Library's media releases or materials will not reference the name of a Member of Council. Where the Library would typically name a specific Member of Council or the Mayor in its communications or media materials, it will make reference to the generic term "Councillor Ward XX" or "Mayor of Toronto" without naming the specific Member of Council. This practice will be used for all Library programs, events, and announcements.

12.   Promoting Elections

12.1 Nothing in this policy prohibits the Toronto Public Library from promoting awareness of or providing information on elections as long as no particular candidate, registered third-party advertiser or political party is promoted, supported or opposed at the event. This includes promoting awareness of activities or events in which all candidates in an election are invited to attend.

Accountability

The City Librarian and Directors are responsible for the implementation of this policy.

Definitions

"Campaigning" – means any activity by or on behalf of a candidate, registered third-party advertiser, political party or question on a ballot meant to elicit support during the election period. Campaigning does not include the appearance of elected officials, other candidates or registered third-party advertisers at an event in their personal capacity without the display of any signage or graphic which identifies the individual as a candidate or registered third-party advertiser(s) and without the solicitation of votes.

"Campaign Materials" – means any materials used to solicit votes for a candidate or question on the ballot in an election period including, but not limited to: literature, banners, posters, pictures, buttons, clothing, or other paraphernalia. Campaign materials include, but are not limited to: materials in all media, such as print, displays, electronic, radio or television and online sources including websites or social media.

"Candidate" – means any person who has filed and not withdrawn a nomination for an elected office at the municipal (including school board), provincial or federal level in an election or by-election.

"**Contribution**" – as defined in the Act:
- For a candidate – means "money, goods and services given to and accepted by a person for his or her election campaign, or given to and accepted by another person who is acting under the person's direction".

- For a registered third-party advertiser – means "money, goods and services given to and accepted by an individual, corporation or trade union in relation to third-party advertisements, or given to and accepted by another person who is acting under the direction of the individual, corporation or trade union".

"**Elected Official**" – means an individual elected to the House of Commons, the Legislative Assembly of Ontario, Toronto City Council or a school board.

"**Election**" – means an election or by-election at the municipal (including school board), provincial and federal level of government, or the submission of a question or by-law to the electors.

"**Election Period**" – means the official campaign period of an election.
- For a municipal (including school board) election, the election period commences on May 1 of an election year and ends on voting day.

- For a provincial or federal election, the election period commences the day the writ for the election is issued and ends on voting day.

- For a question on the ballot, the period commences the day City Council passes a by-law to put a question to the electorate and ends on voting day.

- For a by-election, the period commences when the by-election is called and ends on voting day.

"**Library Information**" – means any information in the custody and control of the Library, including databases that may be the repository of names, contact information, business records, financial information or other identifiers compiled and used by Library employees to conduct Library business. An example of Library a database is the Library patron database.

"**Library Infrastructure**" – means any physical or technology systems that support the operation of Library programs and services, including but not limited to: fleet vehicles, computer network, telecommunications and email system, wireless equipment, computer hardware, software and peripherals, internet and intranet. Excludes public right-of-way including sidewalks, roads, laneways and boulevards.

"**Library Resources**" – includes but is not limited to Library employees, Library events, Library programs and services (including online services such as online and social media channels), Library facilities, Library equipment and supplies, Library funds, Library information and Library infrastructure. These are further defined as follows:

- "Library employees" – means all exempt and non-union employees, and members of the bargaining unit.

- "Library events" – means events funded or organized by the Toronto Public Library, including events that may be jointly organized with community organizations and/or with external sponsors. Library events include, but are not limited to: community meetings and consultations, cultural celebrations, and special events. Library events does not include events and meetings organized by third parties, which are not considered Library events for the purpose of this policy.

- "Library facilities" – means any facility that is owned or leased by the Toronto Public Library and which is directly managed and operated by the Library. Library facilities do not include public right-of-ways such as sidewalks, roads and boulevards, laneways or facilities rented in accordance with the Community and Event Space Rental Policy

"**Media Event**" – means an event such as a press conference or photo opportunity to which the media is invited and the purpose of which is to promote, support or oppose a candidate, registered third-party advertiser, a political party or a position on a question on a ballot. Features of a Media Event can include, but are not limited to: the issuing of a media advisory stating date, time and location of briefing/press conference, use of backdrops, podiums or public address systems, the distribution of media releases, media kits, display of signage or other materials to promote, support or oppose a candidate, registered third-party advertiser or a position on a question on a ballot.

"**Media Scrum**" – means an unplanned encounter between a candidate, a registered third-party advertiser, their staff or with media.

"**Member of Council**" – means the Mayor and Members of Council, except where the Mayor acts as the Chief Executive Officer of the City.

"**Political Party**" – means political parties for provincial and federal elections that are registered under the Ontario *Election Finances Act* or in the registry of parties referred to in section 374 of the *Canada Elections Act.* Under the current legislative framework, political parties cannot participate in the City's municipal elections or by-elections.

"**Question on a Ballot**" – means any question or by-law submitted to the electors by Council, a school board, an elected local board, or the Minister of Municipal Affairs under the Act.

"**Registered third-party advertiser**" – means in relation to a municipal election, an individual, corporation or trade union that is registered with the City Clerk, as per section 88.6 of the Act, whose purpose is to promote, support or oppose a candidate for office, or an issue on a question on a ballot, and is not under the direction of a candidate.

"**Third-Party Advertisement**" – means an advertisement in any broadcast, print, electronic or other medium that has the purpose of promoting, supporting or opposing a candidate for office, or an issue on a question on a ballot, and is not under the direction of a candidate.

"**Voting Day**" – means the day the final vote is to be taken in an election.

Related Policies

- Toronto Public Library Board Code of Conduct
- Community and Event Space Rental Policy

- Displaying and Distributing Information for the Public Policy
- Political Activity Policy
- Advertising Policy

POLICY: **POLITICAL ACTIVITY**

SECTION: **II - General Policies – Human Resources**

MOTION#/DATE: **00 - 147 – October 2, 2000***
                    16 - 043 – February 22, 2016
                    18 - XXX – March 19, 2018
*date Board approved the Employee Participation in Municipal Election Campaigns Policy
The Employee Participation in Municipal Election Campaigns Policy repealed and replaced by this policy

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Effective Date

February 22, 2016
March 19, 2018

1. Policy Statement

The Toronto Public Library recognizes the right of Toronto Public Library employees and volunteers to participate in political activity balanced against the Toronto Public Library's legitimate interest in having a public service that both is, and appears to be, impartial. All public servants have the fundamental right to vote and attend all-candidates meetings.

The Political Activity Policy sets out restrictions on the use of Toronto Public Library resources while engaging in political activity and while at work and volunteering; and establishes requirements for Toronto Public Library employees when they seek appointment or election to public office. These provisions also set out limitations for some public servants.

The political activity provisions address the need for a balance between an employee's or a volunteer's right to engage in political activity and the requirement for the public service Library to be politically impartial.

2. Right to Engage

All Toronto Public Library employees and volunteers are entitled to vote and attend all-candidate meetings and engage in political activity subject to the political activity provisions.

3. Definition of Political Activity

Political activity includes:
• supporting or opposing a political party and/or candidate before or during an election;
• seeking nomination or being a candidate in an election;
• seeking appointment to a municipal council or school board; or
• canvassing or campaigning on a Toronto municipal referendum question.

Political activity is applicable to municipal, school board, provincial and federal elections and Toronto municipal referendum questions.

4. Prohibited Political Activities

A Toronto Public Library employee or volunteer will not:
a.   use Toronto Public Library resources, including facilities, equipment or supplies while engaging in political activity;
b.   engage in political activity during working/volunteer hours;
c.   engage in political activity while wearing a Toronto Public Library uniform, including badges;
d.   wear clothing or buttons that advertise any candidate, political party or referendum issue while at work or while wearing a Toronto Public Library uniform/badge;
e.   use his or her title or position within the Toronto Public Library in a way that would lead a member of the public to infer that the Toronto Public Library is endorsing or opposing a candidate, political party, registered third-party advertiser, or a particular response to a referendum question.

5. Designated Positions

The following Toronto Public Library positions are "Designated Employees" and have limitations on the political activity they may engage in:
- City Librarian
- Directors

The City Librarian may not engage in political activity (as defined in section 3) in any election.

Directors are permitted to:
- run for elected office;
- seek appointment to a municipal council or school board; or
- be a member of a political party, and contribute financially to a candidate (except in a Toronto municipal election).;
but Directors may not campaign or canvas for a political party or candidate before or during a municipal, provincial and or federal election or in relation to a Toronto referendum question.

6. Employees Not Designated and Volunteers

Where Toronto Public Library employees not identified as 'Designated Employees' in Section 5 are uncertain of whether intended political activity may impair or be perceived to impair their ability to perform their duties in a politically impartial manner, they are required to disclose such political activity and seek guidance from their manager or the Ethics

Executive (Director of Human Resources). If volunteers are uncertain of whether their intended political activity contravenes this policy, they should seek guidance from the Manager, Adult Literacy Services.

7. Seeking Election or Appointment to Political Office

A Toronto Public Library employee (with the exception of the City Librarian) is eligible to be a candidate for and to be elected as a member of any municipal council, federal office, provincial office or school board or seek appointment to and to be appointed as a member of any municipal council or school board.

In accordance with Section 30 of the Municipal Elections Act, tTo become a candidate or seek appointment in a Toronto Municipal Election or by-election, a Toronto Public Library non-bargaining unit employee may must take an unpaid leave of absence.

To become a candidate or seek appointment to a municipal council (other than Toronto City Council) federally, or provincially, the employee may take an unpaid leave of absence. If the employee intends to take unpaid leave, he or she must provide written notice to request an unpaid leave pursuant to Toronto Public Library procedures.

Bargaining unit employees may take leave in accordance with the Collective Agreement.

If a Toronto Public Library employee is elected to provincial or federal office or Toronto City Council, they shall be deemed to have resigned from employment with the Toronto Public Library, and for bargaining unit employees, in accordance with the Collective Agreement.

If a Toronto Public Library employee is elected or appointed to a municipal council (other than Toronto City Council), or school board, the employee is not required to resign, but is subject to the Toronto Public Library Conflict of Interest Policy, other applicable employment policies and performance expectations.

8. Use of Corporate Resources

A Toronto Public Library employee who is on a leave of absence while seeking election or appointment to any elected office cannot use any Toronto Public Library resources during that time or act in a manner that could reasonably give rise to a presumption that they are using Toronto Public Library resources during the leave period. All access to Toronto Public Library resources, including security, parking, voice-mail, and computer access will be temporarily disabled during the employee's leave.

9. Employee Time to Vote

The Toronto Public Library will ensure that every employee who is qualified to vote will have three consecutive hours available to vote while the polls are open on election day.

10. Seeking Guidance and Advice

If Toronto Public Library employees are unsure about the appropriateness of their participation in political activity, they should consult with their manager or the Ethics Executive (Director of Human Resources). If volunteers are uncertain of whether their intended political activity contravenes this policy, they should consult the Manager, Adult Literacy Services.

11. Failure to Comply with the Policy

A Toronto Public Library employee who fails to comply with the political activity provisions may be subject to disciplinary action up to and including dismissal. A Toronto Public Library volunteer who fails to comply with the political activity provisions may be subject to corrective action, up to and including withdrawal of volunteer status.

Accountability

The Director, Human Resources is responsible for the implementation of this policy.

Definitions

"Employees" – means all exempt and non-union employees of Toronto Public Library, and members of the bargaining unit.

"Volunteers" – means a person who is appointed to work in a limited capacity for Toronto Public Library without remuneration. This definition does not include Members of the Toronto Public Library Board.

Related Policies

- Employee Code of Ethics
- Use of Library Resources during an Election Period Policy
- Online and Social Media – Terms of Use
- Conflict of Interest Policy

TORONTO PUBLIC LIBRARY

STAFF REPORT
ACTION REQUIRED

13.

2018-2027 Capital Budget and Plan Adjustments and Commitment of Funds for Bayview-Bessarion Branch Capital Project

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library (TPL) Board approval for in-year capital budget adjustments to increase the approved capital budget and plan for the Bayview-Bessarion Branch project by adjusting project costs and cash flows. An additional budget of $2.700 million gross, $1.161 debt transferred from the Multi-Branch State of Good Repair program, is required for TPL's portion of this shared-use facility to facilitate an award of tender for the total project to be made by the City. This budget adjustment increases TPL's total budget for the Bayview-Bessarion Branch project to $15.322 million.

This report also seeks approval for the commitment of TPL's portion of the construction tender, subject to Council approval of the award of tender for the total project.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. requests Council approval for the following budget adjustments:
    a. increase the project cost of the Bayview-Bessarion Branch capital project by $2.700 million, from $12.622 million to $15.322 million, with 2021 cash flow increasing from $2.002 million to $4.702 million funded by $1.539 million from the Development Charges reserve fund (XR2115) and $1.161 million from debt originally planned for Multi-Branch State of Good Repair Program; and
    b. decrease the project cost of the Multi-Branch State of Good Repair program (LIB907955) by $1.161 million gross and debt with 2021 cash flow decreasing from $5.251 million to $4.090 million;
2. approves the commitment of funds for TPL's portion of the construction award for the Bayview-Bessarion Branch capital project, estimated at $14.000 million, subject

to Council approval of the award of tender for the total shared-use Bessarion facility project.

FINANCIAL IMPACT

The Bayview-Bessarion Branch project is being increased by $2.700 million gross, funded by $1.539 million development charges and $1.161 million debt. This adjustment increases the gross cost of the project from $12.622 million to $15.322 million with the 2021 gross cash flow increasing from $2.002 million to $4.702 million. Annual cash flows are as follows:

Table 1: Bayview-Bessarion Branch Relocation Project
($ Millions Gross)

	Actual to date	2018 Budget	2019 Plan	2020 Plan	2021 Plan	Total
Approved Budget	0.672	0.100	4.067	5.782	2.002	12.622
Budget Adjustment					2.700	2.700
Revised Budget	**0.672**	**0.100**	**4.067**	**5.782**	**4.702**	**15.322**

The Multi-Branch State of Good Repair program is being decreased by $1.161 million gross and debt with 2021 cash flow decreasing from $5.251 million to $4.090 million resulting in no net impact to annual debt funding.

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

DECISION HISTORY

At its meeting on February 12, 2018, City Council approved the Toronto Public Library Capital Budget through item EX31.2 (105a.i. and 105b) that included $12.622 million gross for the Bayview-Bessarion Branch Relocation capital project for 2019 to 2021.
http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.EX31.2

ISSUE BACKGROUND

Currently, TPL's Bayview Branch, located at the Bayview Village Shopping Centre, is a 6,333 square feet. facility occupying space within the mall with a lease that expires at the end of January 2019. Due to delays to the Bessarion shared-use facility, there is a need to extend the lease at the current location. Negotiations are currently ongoing and once terms of a lease extension are finalized, which may include a relocation of the branch within the mall, a report will be brought to the Board for endorsement; City approval will be required.

The Bessarion shared-use facility project, located at 100 Woodsy Park Lane, includes the construction of a three-storey structure plus mezzanine and three levels of below-grade parking. The facility will be approximately 120,000 square feet in size and include a

community recreation centre, a library branch, a child care centre, and the underground parking garage that will be operated and partially financed by the Toronto Parking Authority (TPA). When the Bessarion shared-use facility is completed in 2021, the new branch size will be expanded to approximately 13,400 square feet to better serve the growing community.

COMMENTS

Parks Forestry & Recreation (PF&R), the lead on the total project, ran a competitive bid process and is prepared to award a construction tender for the shared-use facility project. The low-bidder exceeded the available Council-approved funding resulting in a budget shortfall. PF&R Staff have reviewed the bid in detail with the architect and cost consultant and found the low bid to be a fair price for the scope of work, given market changes since the pre-tender estimate was prepared. The scope and size of the shared-use facility cannot be reduced as it is designed to meet the needs of this growing community. Re-tendering the project is not a realistic option, as construction prices continue to rise, and it would result in further delays to providing services to the community.

A joint report is being prepared requesting a budget adjustment to add funds to the Bessarion shared-use facility project. This report was approved by Executive Committee on April 17, and is expected to go to City Council on April 24 to request authority to amend the approved 2018-2027 capital budgets and plan for PF&R, TPL and TPA for the Bessarion shared-use facility.

TPL's share of the increased budget it $2.700 million increasing TPL's total costs for the project to $15.322 million of which the construction portion (including contingency) is $14.000 million.

As project lead, PF&R are seeking approval for the award of the construction tender for the total project. Board approval is being sought for the commitment of funds for TPL's portion of the tender. The commitment of funds greater than $0.500 million requires Board approval.

CONTACT

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Vickery Bowles
City Librarian

14.

TORONTO PUBLIC LIBRARY

**STAFF REPORT
ACTION REQUIRED**

2018-2027 Capital Budget and Plan Adjustments for Wychwood Branch Capital Project

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report requests Toronto Public Library (TPL) Board endorsement to seek City approval for in-year capital budget adjustments to increase the approved capital budget for the Wychwood Branch project by $5.663 million gross to ensure adequate funding is in place to tender and award the construction contract. The increase is predominately funded by $4.509 million of development charges (DC), along with $0.800 million from operating savings due to branch closure during the construction and $0.354 million debt. This budget adjustment increases the Wychwood Branch project to $15.796 million. The $0.354 million debt will be transferred from the Multi-Branch State of Good Repair (MB SOGR) program and results in no net debt impact on the 2018-2027 capital budget and plan.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1.   endorses the following adjustments to TPL's 2018-2027 capital budget and plan with no net impact on annual debt levels:

    a.   increase the cost of the Wychwood Branch capital project by $5.663 million, from $10.133 million to $15.796 million, funded by $4.509 million from the development charges reserve fund (XR2115), $0.800 million operating savings from branch closure and $0.354 million from debt originally planned for the Multi-Branch State of Good Repair program; and

    b.   decrease the project cost of the Multi-Branch State of Good Repair program in 2020 by $0.354 million gross and debt from $4.027 million to $3.673 million; and

2.   authorizes staff to forward the capital budget adjustments to the City for approval.

FINANCIAL IMPACT

The budget for the Wychwood Branch project is being increased by $5.663 million gross, funded by $4.509 million DC, $0.800 million operating savings from the branch closure and $0.354 million debt. This adjustment increases the gross cost of the project from $10.133 million to $15.796 million. Annual cash flows are as shown in Table 1 and may be further refined as part of the 2019 budget:

Table 1: Wychwood Branch Capital Budget
($ Millions)

Approved Budget	Actual to date	2018 Budget	2019 Plan	2020 Plan	Total
DC	0.402	2.186	2.853	0.054	5.495
Debt	0.139	0.968	0.858	0.573	2.538
Section 37	-	0.485	1.015		1.500
PF&R Contribution	-	0.120	0.480		0.600
2018 Approved Budget	**0.541**	**3.759**	**5.206**	**0.627**	**10.133**

Budget Adjustment	Actual to date	2018 Budget	2019 Plan	2020 Plan	Total
DC			(0.400)	4.909	4.509
Debt				0.354	0.354
Operating Savings			0.400	0.400	0.800
Total Adjustment	**-**	**-**	**-**	**5.663**	**5.663**

Revised Budget	Actual to date	2018 Budget	2019 Plan	2020 Plan	Total
DC	0.402	2.186	2.453	4.963	10.004
Debt	0.139	0.968	0.858	0.927	2.892
Section 37	-	0.485	1.015	-	1.500
PF&R Contribution	-	0.120	0.480	-	0.600
Operating Savings			0.400	0.400	0.800
2018 Revised Budget	**0.541**	**3.759**	**5.206**	**6.290**	**15.796**

In order for this change to have no net impact to annual debt funding, the total Multi-Branch State of Good Repair program is being decreased by $0.354 million gross and debt with 2020 cash flow decreasing from $4.027 million to $3.673 million.

The operating budget savings resulting from the temporary closure will be used to partially fund the project in the amount of $0.400 million in each of 2019 and 2020 and the operating budgets for these years will be adjusted to reflect this.

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

DECISION HISTORY

At its meeting on February 12, 2018, City Council approved the Toronto Public Library Capital Budget through item EX31.2 (105a.i. and 105b) that included $10.133 million gross for the Wychwood Branch capital project with cash flows over 2018 to 2020.
http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.EX31.2

ISSUE BACKGROUND

The Wychwood Branch is located in a heritage Carnegie building and serves a diverse and growing community. The branch is in need of significant updating and redesign in order to deliver relevant library services and to provide access to electronic resources. No significant renovation has happened since 1995.

The Wychwood Branch capital project was originally approved by Council in 2014. The start of construction of the project has been delayed due to longer than expected times required for the building permit and site plan approval process. Based on recent experiences with the Bayview-Bessarion and the St. Clair/Silverthorn branch projects, where the initial tenders exceeded the approved budget, it is evident that construction costs in the industry are rapidly rising and cost estimates for some projects are likely understated.

COMMENTS

The approved $10.133 million project cost was based on a branch size of 15,097 square feet; however, the actual size of the expanded branch will be 17,207 square feet, which incorporates the lawn bowling and senior's space as well as larger public space within the branch. Due to the larger size and higher construction prices, the budget of the capital project is being increased by $5.663 million, funded predominately by $4.509 million DC, $0.800 million operating savings from the branch closure and $0.354 million debt. This budget adjustment will increase the total project cost of the Wychwood project to $15.796 million.

The additional funding will allow TPL to award the contract to the lowest bidder, avoid a significant reduction in the project scope, and prevent further delays and potentially higher costs associated with re-tendering the project. Construction is expected to start in the fourth quarter of 2018.

CONTACT

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Vickery Bowles
City Librarian

TORONTO PUBLIC LIBRARY

**STAFF REPORT
ACTION REQUIRED**

Steeles Branch – Closure for Renovation

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval to close the Steeles Branch for approximately six months while the branch is renovated and expanded. The alternate service plan is included in this report for information. The award of tender to BDA Inc. (formerly Brown Daniels Associates) was made in March under the delegated authority of the City Librarian.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1.   approves the closure of the Steeles Branch for approximately six (6) months for expansion and renovation.

FINANCIAL IMPACT

This report has no financial impact.

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

DECISION HISTORY

At the October 23, 2017 Toronto Public Library Board meeting, a report recommending the lease of an additional 444 square feet to expand the Steeles Branch was approved. The expansion will increase the size of the branch from 5,009 square feet to 5,453 square feet. The report also includes a capital project to renovate the new space.
https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2017/oct23/10-steeles-branch-lease-amendment-for-additional-space.pdf

COMMENTS

In March 2018 an award of tender was made to BDA Inc. under the delegated authority of the City Librarian. The award was for the renovation of the Steeles Branch in order to incorporate the additional leased space into the existing branch and to address state of good repair issues. The scope of the renovation requires that the branch be closed for approximately seven months. The Steeles Branch was closed on April 3, 2018. Branch closures that extend beyond four weeks require the approval of the Library Board.

Alternate Service Plan

The following alternate service plan addresses the closure:
- Staff have directed users to pick up holds and use nearby branches, such as Bridlewood, Agincourt, Goldhawk Park and Woodside Square.
- Bridlewood Branch is the default holds pick-up location; all holds were taken to the Bridlewood Branch at the time of the branch closure.
- Staff are continuing to provide outreach services such as Kindergarten Outreach, visits to schools, child care centres, after school programs, parent/child programs and outreach to clients of local community agencies.
- Staff are maintaining contact with community groups and agencies identifying service needs and planning for services to be delivered at the re-opening of the branch.
- During the closure, branch staff continue to participate in key community events.

The community was notified of the closure as follows:
- Prior to the closure, a floor plan showing the enhancements was posted in the branch and staff spoke with customers on an individual basis to provide appropriate referrals for library services during the closure.
- Customers with Steeles Branch as a home location were notified of the temporary branch closure through an email blast or automated telephone calls.
- The local Councillor has been informed and consulted on the closure and alternate service plan.

CONTACT

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Vickery Bowles
City Librarian

TORONTO PUBLIC LIBRARY

STAFF REPORT
ACTION REQUIRED

Open Data Policy – Revisions

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to request the Toronto Public Library Board's approval of revisions to the Open Data Policy. The Open Data Policy was first adopted by the Board at its February 22, 2016 meeting. As a responsible public sector information provider, TPL is committed to open data practices that facilitate access to high-quality data sets for public use. The TPL Open Data hub (https://opendata.tplcs.ca/) offers a repository of library data in a transparent and accountable manner, in the interest of the public good. Revisions to the Open Data Policy reflect the values of the City of Toronto's recently adopted Open Data Master Plan that was approved by City Council at its January 31 - February 1, 2018 meeting.

The key updates to the policy include:
- revised open data principles;
- acknowledgement of the Library's Open Government Licence for use of data; and
- greater focus on co-development and collaboration with the open data community.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1.   approves the revised Open Data Policy in Attachment 1.

FINANCIAL IMPACT

The recommendations in this report have no financial impact beyond what has already been approved in the current year's budget.

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

DECISION HISTORY

At its March 24, 2014 meeting, the Toronto Public Library Board approved the addition of an Open Data Policy to the Library's Work Plan.
(Source: http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2014/mar24/08.pdf).

At its February 22, 2016 meeting, the Toronto Public Library Board approved the current Open Data Policy. (Source: https://www.torontopubliclibrary.ca/about-the-library/board/meetings/2016-feb-22.jsp).

ISSUE BACKGROUND

The concept of open data is part of a growing global movement to make public information more accessible. Providing information to the public through open data programs are intended to lead to more accessible, accountable and transparent government.

Open data has been defined by the Government of Canada as "data that can be freely used, re-used and redistributed by anyone - subject only, at most, to the requirement to attribute and share-alike". This requirement is reflected in the Library's Open Government Licence which has a nominal requirement for attribution to the Library for use of its data. (See Schedule 1 of the updated Open Data Policy.)

The key features of open data are as follows:
1.   Availability and Access: the data must be available as a whole and at no charge, preferably by downloading over the internet. The data must also be available in a convenient and modifiable form;
2.   Re-use and Redistribution: the data must be provided under terms that permit re-use and redistribution, including the intermixing with other datasets; and
3.   Universal Participation: everyone must be able to use, re-use and redistribute - there should be no discrimination against fields of endeavour or against persons or groups. For example, 'non-commercial' restrictions that would prevent 'commercial' use, or restrictions of use for certain purposes (e.g. only in education), are not allowed. (Source: http://data.gc.ca/eng/open-data-101#toc3).

Providing residents of Toronto with access to data is an important step in recognizing the volume of data processed by individuals. It is estimated that by 2019, citizen data scientists will surpass data scientists in the amount of advanced analysis produced.

City of Toronto Policy

In 2011, the City of Toronto released its Open Data Policy and has made data available on its website at www.toronto.ca/open. The City's policy encourages all available data to be made public with exceptions only being made for personal health information and information from in-camera meeting sessions. There are also legal restrictions on the release of

information as provided by the *Municipal Freedom of Information and Protection of Privacy Act*.

Open Data practices rely upon an Open by Design Philosophy whereby stakeholders are encouraged to consider how data is collected and how it could be made open. Privacy by Design and Access by Design principles are also used to encourage decision makers to consider privacy and access at the inception of any project.

The City of Toronto's recent adoption of the Open Data Master Plan informs the City's release of data and is reflective of broader open data principles. There are three primary functions of the Open Data Master Plan:
1. Identify resources and digital infrastructure needed to grow and advance the Open Data Program;
2. Leverage current industry standard technologies to ensure a positive user experience; and
3. Allow for easy access to quality open data.

Accompanying this policy is an Open Government Licence. Under this license anyone may "copy, modify, publish, translate, adapt, distribute or otherwise use the Information in any medium, mode or format for any lawful purpose." However, users must acknowledge the source of the data and no guarantees or warranty is made related to the data. The licence does not allow users to infringe on intellectual property rights (e.g. logos or trademarks) and use of the data should not be considered an endorsement by the Library.

COMMENTS

The Toronto Public Library aspires to an open by default orientation wherein anonymized data is made available to the public. TPL recognizes that open data offers significant social and economic dividends. Through this initiative, TPL wishes to enable free access and use of open data while balancing the need for the protection of personal data and privacy rights.

TPL adopts the City of Toronto's approach of protecting confidential commercial and proprietary interests, while providing access to useful data. The anticipated outcomes of this initiative are to modernize the internal open data workflow pipeline, strengthen government relations, and improve community engagement and sponsorship.

Recent consultations regarding the Toronto Public Library's Open Data Policy indicate that by aligning this policy with that of the City of Toronto, further opportunities are created for collaboration in the open data realm. Discussions with the City of Toronto's Open Data Team, as well as community-based open data practitioners revealed that community members are interested in TPL initiatives such as the Open Data Book Club and TPL Hackathons. Civic engagement is increased by enabling such entry points for individuals to communicate with the Library and identify which types of data are of interest to local communities. Residents also have the opportunity to engage in a dialogue with the Toronto Public Library on issues of co-creation, open source, and co-delivery of services. As the

Toronto Public Library improves digital literacy both within TPL staff and the broader community, further opportunities will emerge for collaboration on data driven projects.

CONTACT

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Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1: Open Data Policy – 2018
Attachment 2: Open Data Policy – 2018 – with revisions marked
Attachment 3 Open Data Policy – Aggregated and Anonymized Data Sets

POLICY: **OPEN DATA**

SECTION: **II - General Policies - Miscellaneous**

MOTION#/DATE: 18 - 0XX – April 30, 2018

Effective Date

April 30, 2018

Policy Objective

This policy establishes the guiding principles by which Toronto Public Library data is to be made available to the public. The underlying principles of accessibility, transparency and accountability in the Open Data Policy enable Toronto Public Library to provide public data for the public good. The Open Data Policy is meant to eliminate barriers and provide free and equitable, access to library data so that members of the public use and are encouraged to collaborate with Toronto Public Library using open data sets. By providing valuable, Machine Readable data to the public, the Open Data Policy aligns with the broader Mission and Vision of the Toronto Public Library as an internationally leading institution that preserves and promotes universal access to a broad range of human knowledge, experience, information and ideas in a welcoming and supportive environment.

Underlying Principles

The Toronto Public Library adopts the following guiding principles[1] for open data and recognizes these principles as providing the necessary structure for public sector engagement with open government to ensure that data is open, accessible and reusable:

1. **Open by Default:** Free access to, and use of, open data is of significant value to society and the economy; hence, it should be open by default unless it compromises personal data or privacy rights.
2. **Timely and Comprehensive:** To be of value, open data should be prioritized given the needs from users and the resources needed for publication. It must

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1 These principle are derived from the International Open Data Charter (ODC). A previous iteration relied upon the Sunlight Foundation's rules for Open Data. The ODC is the result of an international collaboration developed to help governments maximize open data. These principles were adopted by the City of Toronto and are modified to reflect the licensing arrangements of the Toronto Public Library.

be comprehensive, accurate, and of high quality.

3.   **Accessible and Usable:** Open data should be easily discoverable, widely accessible, and made available without bureaucratic or administrative barriers that would deter people from accessing it.

4.   **Comparable and Interoperable:** To be most effective and useful, open data should be in structured and standardized formats that enable comparison within and between sectors, locations, and over time.

5.   **Improved Governance and Citizen Engagement:** Open data strengthens trust in government by enhancing transparency around decision-making, increasing visibility into how society's needs are being met, and empowering civic participation.

6.   **Non-proprietary**: No entity has exclusive control over the datasets.

7.   **Licencing:** Library data is subject to the Open Government Licence of the Toronto Public Library. Dataset users are granted a worldwide, royalty-free, perpetual, non-exclusive licence to use information for commercial purposes. Use includes the ability to copy, modify, publish, translate, adapt, distribute, or otherwise use the information in any medium, mode or format for any lawful purpose. The Open Government Licence requires acknowledgement of the source of the information by inclusion of an attribution statement.

8.   **Long Term Preservation of Datasets**: Datasets made available online should remain online, with appropriate version-tracking and archiving over time where applicable and available.

9.   **Usage Costs** – Datasets are to be used free-of-charge.

10.   **Inclusive Development and Innovation:** The Toronto Public Library will aim to enable everyone to understand and use open data effectively so that benefits generated from it are not limited only to those with specific tools and resources.

Policy Statement

Library data sets are available at https://opendata.tplcs.ca/. Toronto Public Library aspires to have an Open by Default orientation as part of a comprehensive approach to making data more readily available to the public. Additional data sets will be released as determined by Library staff based on the following considerations:

a.   Public demand;
b.   Value to the library sector including academia; and
c.   Resources required to extract and format data.

The Toronto Public Library maintains an open channel of communication with community members and encourages members of the public to contact the Toronto Public Library with suggestions regarding the release of data. This orientation fosters

greater opportunities for co-creation, co-delivery and an open source approach to the development of the Toronto Public Library's Open Data platform. Customers can provide feedback on data sets via the Contact Us page, https://www.torontopubliclibrary.ca/contact/.

Datasets released as Open Data will meet the following requirements:

a.   Does not include personal information protected pursuant to the Municipal Freedom of Information and Protection of Privacy Act;
b.   in a file format that is recognized as being reasonably appropriate for Open Data;
c.   part of a dataset generated by the Library and upon which the Library relies;
d.   machine readable; and
e.   not subject to any legal (including contract), public safety, or other restrictions that would prohibit the Library from releasing it as open data.

It is inherent within the nature of Open Data for more inferences to be drawn as an increasing number of data sets become available. Toronto Public Library strives to balance the need for anonymized data while preserving protections surrounding the personal information of TPL customers.

Accountability

The Director of Policy, Planning & Performance Management is responsible for ensuring data provided to Digital Services and Emerging Technologies is posted on the Library website in accordance with this policy.

Definitions

"Dataset" means a collection of raw, non-manipulated data usually presented in tabular form with associated metadata, and which is Machine Readable.

What is a raw dataset - a structured file format (including geospatial formats) that can be read by a machine, such as spreadsheets, comma delimited, Extensible Markup Language (XML), or JavaScript Object Notation (JSON)

What is not a raw dataset - a report, a flyer, some web applications, a PDF document, anything that cannot be exported or used by a machine.

"Machine Readable Data" means data in a form that a computer can process.

Attachment

Schedule 1 – Open Government Licence – Toronto Public Library

SCHEDULE 1

OPEN GOVERNMENT LICENCE – TORONTO PUBLIC LIBRARY

You are encouraged to use the Information that is available under this licence with only a few conditions.

Using Information under this licence

1.   Use of any Information indicates your acceptance of the terms below.

2.   The Information Provider grants you a worldwide, royalty-free, perpetual, non-exclusive licence to use the Information, including for commercial purposes, subject to the terms below.

You are free to:

3.   Copy, modify, publish, translate, adapt, distribute or otherwise use the Information in any medium, mode or format for any lawful purpose.

You must, where you do any of the above:

4.   Acknowledge the source of the Information by including any attribution statement specified by the Information Provider and, where possible, provide a link to this licence. If the Information Provider does not provide a specific attribution statement, or if you are using Information from several information providers and multiple attributions are not practical for your product or application, you must use the following attribution statement:

Contains information licensed under the Open Government Licence – Toronto Public Library.

5.   The terms of this licence are important, and if you fail to comply with any of them, the rights granted to you under this licence, or any similar licence granted by the Information Provider, will end automatically.

Exemptions

6.   This licence does not grant you any right to use:

   a.   Personal Information;
   b.   Information not accessible under the Ontario Municipal Freedom of Information and Protection of Privacy Act;
   c.   Third party rights the Information Provider is not authorized to licence;
   d.   The names, crests, logos, or other official symbols of the Information Provider; and
   e.   Information subject to other intellectual property rights, including patents, trade-marks and official marks.

Non-endorsement

7.   This licence does not grant you any right to use the Information in a way that suggests any official status or that the Information Provider endorses you or your use of the Information.

No Warranty

8.   The Information is licensed "as is", and the Information Provider excludes all representations, warranties, obligations, and liabilities, whether express or implied, to the maximum extent permitted by law.

9.   The Information Provider is not liable for any errors or omissions in the Information, and will not under any circumstances be liable for any direct, indirect, special, incidental, consequential, or other loss, injury or damage caused by its use or otherwise arising in connection with this licence or the Information, even if specifically advised of the possibility of such loss, injury or damage.

Governing Law

10.   This licence is governed by the laws of the province of Ontario and the applicable laws of Canada.

11.   Legal proceedings related to this licence may only be brought against the
       Information Provider in the courts of the Province of Ontario.

Definitions

12.   In this licence, the terms below have the following meanings:

       "Information"

       means information resources or Records protected by copyright or other
       information resources or Records that are offered for use under the terms of this
       licence.

       "Information Provider"

       means the Toronto Public Library.

       "Personal Information"

       means "personal information" as defined in subsection 2(1) of the Ontario
       Municipal Freedom of Information and Protection of Privacy Act.

       "Records"

       means "Records" as defined in subsection 2(1) of the Ontario Municipal Freedom
       of Information and Protection of Privacy Act.

       "You"

       means the natural or legal person or body of persons corporate or incorporate,
       acquiring rights under this licence.

Versioning

13.   This is version 1.0 of the Open Government Licence – Toronto Public Library.
       The Information Provider may make changes to the terms of this licence from
       time to time and issue a new version of the licence. Your use of the Information
       will be governed by the terms of the licence in force as of the date you accessed
       the information.

POLICY: **OPEN DATA**

SECTION: **II - General Policies - Miscellaneous**

MOTION#/DATE: ~~16 - 041 – February 22, 2016~~ <mark>April 30, 2018</mark>

Effective Date

~~February 22, 2016~~ <mark>April 30, 2018</mark>

Policy Objective

~~The purpose of the Open Data Policy is to provide equitable access to library by removing barriers and set~~ <mark>This policy</mark> <mark>establishes</mark> the ~~rules~~ <mark>guiding principles</mark> by which Toronto Public Library data is <mark>to be</mark> made available to the public. <mark>The underlying principles of accessibility, transparency and accountability in the Open Data Policy enable Toronto Public Library to provide public data for the public good</mark> ~~as valuable, Machine Readable datasets.~~ <mark>The Open Data Policy is meant to eliminate barriers and provide free and equitable, access to library data so that the members of the public use and are encouraged to collaborate with Toronto Public Library using open data sets. By providing valuable, Machine Readable data to the public, the Open Data Policy aligns with the broader Mission and Vision of the Toronto Public Library as an internationally leading institution that preserves and promotes universal access to a broad range of human knowledge, experience, information and ideas in a welcoming and supportive environment.</mark>

Underlying Principles

The Toronto Public Library adopts the following guiding principles[1] for open data and recognizes these principles as providing the necessary structure for public sector engagement with open government ~~and~~ to ensure that data is open, accessible and reusable:
~~The Toronto Public Library adopts the following guiding principles[2] for open data and~~

<mark>1 These principle are derived from the International Open Data Charter (ODC). A previous iteration relied upon the Sunlight Foundation's rules for Open Data. The ODC is the result of an international collaboration developed to help governments maximize open data. These principles were adopted by the City of Toronto and are modified to reflect the licensing arrangements of the Toronto Public Library.</mark>
~~2 These principle were developed by the Sunlight Foundation; an American non-profit organization that focuses on transparency in government. These principles were adopted by the City of Toronto.~~

~~recognizes these principles as providing the necessary structure for public sector engagement with open government and to ensure that data is open, accessible and reusable:~~

1.   ~~**Completeness** – Datasets will be as complete as possible while complying with legislative obligations regarding the release of personal information, proprietary, or other confidential information.~~
2.   ~~**Primacy** – Datasets will be primary source data with data collection methods documented.~~
3.   ~~**Timeliness** – Datasets will be available to the public in a timely fashion to maintain the business value of the data.~~
4.   ~~**Accessibility** – Datasets will be as accessible as possible, with accessibility defined as the ease with which information can be obtained.~~
5.   ~~**Machine Readable** – Datasets will be machine readable so that the public can create applications that can use the data for new services, research, or analysis.~~
6.   ~~**Non-discrimination** – Datasets are available to anyone, with no requirement for registration.~~
7.   ~~**Non-proprietary** – No entity has exclusive control over the datasets.~~
8.   ~~**Licence Free** – Datasets are not subject to any copyright, patent, trademark or trade secret regulation.~~
9.   ~~**Long Term Preservation of Datasets** – Datasets made available online should remain online, with appropriate version-tracking and archiving over time where applicable and available.~~
10. ~~**Usage Costs** – Datasets are free-of-charge.~~

1.   **Open by Default:** Free access to, and use of, open data is of significant value to society and the economy; hence, it should be open by default unless it compromises personal data or privacy rights.
2.   **Timely and Comprehensive:** To be of value, open data should be prioritized given the needs from users and the resources needed for publication. It must be comprehensive, accurate, and of high quality.
3.   **Accessible and Usable:** Open data should be easily discoverable, widely accessible, and made available without bureaucratic or administrative barriers that would deter people from accessing it.
4.   **Comparable and Interoperable:** To be most effective and useful, open data should be in structured and standardized formats that enable comparison within and between sectors, locations, and over time.
5.   **Improved Governance and Citizen Engagement:** Open data strengthens trust in government by enhancing transparency around decision-making, increasing visibility into how society's needs are being met, and empowering civic participation.
6.   **Non-proprietary**: No entity has exclusive control over the datasets.
7.   **Licencing:** Library data is subject to the Open Government Licence of the

==Toronto Public Library. Dataset users are granted a worldwide, royalty-free, perpetual, non-exclusive licence to use information for commercial purposes. Use includes the ability to copy, modify, publish, translate, adapt, distribute, or otherwise use the information in any medium, mode or format for any lawful purpose. The Open Government Licence requires acknowledgement of the source of the information by inclusion of an attribution statement.==

8.   **Long Term Preservation of Datasets**: Datasets made available online should remain online, with appropriate version-tracking and archiving over time where applicable and available.

9.   **Usage Costs** – Datasets are to be used free-of-charge.

10.   **Inclusive Development and Innovation:** The Toronto Public Library will aim to enable everyone to understand and use open data effectively so that benefits generated from it are not limited only to those with specific tools and resources.

Policy Statement

~~The Library will release the datasets listed in Schedule 1 as Open Data. Other data may be released as determined by Library staff based on the following considerations:~~

Library data sets are available at https://opendata.tplcs.ca/. Toronto Public Library aspires to have an Open by Default orientation as part of a comprehensive approach to making data more readily available to the public. Additional data sets will be released as determined by Library staff based on the following considerations:

a.   Public demand;
b.   Value to the library sector including academia; and
c.   Resources required to extract and format data.

The Toronto Public Library maintains an open channel of communication with community members and encourages members of the public to contact the Toronto Public Library with suggestions regarding the release of data. This orientation fosters greater opportunities for co-creation, co-delivery and an open source approach to the development of the Toronto Public Library's Open Data platform. Customers can provide feedback on data sets via the Contact Us page, https://www.torontopubliclibrary.ca/contact/.

Datasets released as Open Data will meet the following requirements:
~~a. machine readable;~~
~~b. in a file format that is recognized as being reasonably appropriate Open Data;~~
~~c. part of a dataset generated by the Library and upon which the Library relies;~~
~~d. does not include personal information protected pursuant to the Municipal Freedom of Information and Protection of Privacy Act; and~~

~~e. not subject to any legal (including contract), public safety or other restrictions that would prohibit the Library from releasing it as Open Data.~~

a.   <mark>Does not include personal information protected pursuant to the Municipal Freedom of Information and Protection of Privacy Act;</mark>
b.   in a file format that is recognized as being reasonably appropriate for Open Data;
c.   part of a dataset generated by the Library and upon which the Library relies;
d.   <mark>machine readable</mark>; and
e.   not subject to any legal (including contract), public safety, or other restrictions that would prohibit the Library from releasing it as Open Data.

<mark>It is inherent within the nature of Open Data for more inferences to be drawn as an increasing number of data sets become available. Toronto Public Library strives to balance the need for anonymized data while preserving protections surrounding the personal information of TPL customers.</mark>

Accountability

~~Whenever the Library makes data publicly available, the Director responsible for that data is also responsible for ensuring that data is provided to Library E-Services.~~

~~The Director of Planning, Policy and E-Service Delivery is responsible for ensuring data provided to Library E-Services is posted on the Library website in accordance with this policy.~~

<mark>The Director of Policy, Planning & Performance Management is responsible for ensuring data provided to Digital Services and Emerging Technologies is posted on the Library website in accordance with this policy.</mark>

Definitions

"Dataset" means a collection of raw, non-manipulated data usually presented in tabular form with associated metadata, and which is Machine Readable.

> What is a raw dataset - a structured file format (including geospatial formats) that can be read by a machine, such as spreadsheets, comma delimited, Extensible Markup Language (XML), or JavaScript Object Notation (JSON)

> What is not a raw dataset - a report, a flyer, some web applications, a PDF document, anything that cannot be exported or used by a machine.

"Machine Readable Data" means data in a form that a computer can process.

Attachment

Schedule 1 – Open Government Licence – Toronto Public Library

<div align="right">

SCHEDULE 1

</div>

OPEN GOVERNMENT LICENCE – TORONTO PUBLIC LIBRARY

You are encouraged to use the Information that is available under this licence with only a few conditions.

Using Information under this licence

1.   Use of any Information indicates your acceptance of the terms below.

2.   The Information Provider grants you a worldwide, royalty-free, perpetual, non-exclusive licence to use the Information, including for commercial purposes, subject to the terms below.

You are free to:

3.   Copy, modify, publish, translate, adapt, distribute or otherwise use the Information in any medium, mode or format for any lawful purpose.

You must, where you do any of the above:

4.   Acknowledge the source of the Information by including any attribution statement specified by the Information Provider and, where possible, provide a link to this licence. If the Information Provider does not provide a specific attribution statement, or if you are using Information from several information providers and multiple attributions are not practical for your product or application, you must use the following attribution statement:

Contains information licensed under the Open Government Licence – Toronto Public Library.

5.   The terms of this licence are important, and if you fail to comply with any of them, the rights granted to you under this licence, or any similar licence granted by the Information Provider, will end automatically.

Exemptions

6.   This licence does not grant you any right to use:

      a.   Personal Information;
      b.   Information not accessible under the Ontario Municipal Freedom of
              Information and Protection of Privacy Act;
      c.   Third party rights the Information Provider is not authorized to licence;
      d.   The names, crests, logos, or other official symbols of the Information
              Provider; and
      e.   Information subject to other intellectual property rights, including patents,
              trade-marks and official marks.

Non-endorsement

7.   This licence does not grant you any right to use the Information in a way that
suggests any official status or that the Information Provider endorses you or your
use of the Information.

No Warranty

8.   The Information is licensed "as is", and the Information Provider excludes all
representations, warranties, obligations, and liabilities, whether express or
implied, to the maximum extent permitted by law.

9.   The Information Provider is not liable for any errors or omissions in the
Information, and will not under any circumstances be liable for any direct,
indirect, special, incidental, consequential, or other loss, injury or damage caused
by its use or otherwise arising in connection with this licence or the Information,
even if specifically advised of the possibility of such loss, injury or damage.

Governing Law

10.   This licence is governed by the laws of the province of Ontario and the applicable
laws of Canada.

11.   Legal proceedings related to this licence may only be brought against the
Information Provider in the courts of the Province of Ontario.

Definitions

12.   In this licence, the terms below have the following meanings:

"Information"

means information resources or Records protected by copyright or other information resources or Records that are offered for use under the terms of this licence.

"Information Provider"

means the Toronto Public Library.

"Personal Information"

means "personal information" as defined in subsection 2(1) of the Ontario Municipal Freedom of Information and Protection of Privacy Act.

"Records"

means "Records" as defined in subsection 2(1) of the Ontario Municipal Freedom of Information and Protection of Privacy Act.

"You"

means the natural or legal person or body of persons corporate or incorporate, acquiring rights under this licence.

Versioning

13.   This is version 1.0 of the Open Government Licence – Toronto Public Library. The Information Provider may make changes to the terms of this licence from time to time and issue a new version of the licence. Your use of the Information will be governed by the terms of the licence in force as of the date you accessed the information.

OPEN DATA POLICY – AGGREGATED AND ANONYMIZED DATASETS

Data Set	Data Available
Catalogue, Event, and Feed Data from the website	2015-11, 2016-09, 2018-02
Catalogue MARC Data	2015-10, 2016-09, 2018-02
Real-time Feed of Searches Conducted on torontopubliclibrary.ca	Real-time
Top website searches	2011-2014 inclusive, monthly
Branch Information - Branch Geolocations	2018
Branch Information - Census Tracts	2016
Branch Information - General Profiles	2018
Branch Information - Catchment Population	2011, 2016
Branch Information - Hours of Operation	2018
Branch Information - Neighbourhood Improvement Area Branches	2015
Branch Information - Public Parking Spaces	2017
Branch Information - Rooms for Rent	2017
Cardholders - Active Cardholders by Cardholder Type	2010-2017
Cardholders - Active Cardholders	2010-2017
Cardholders - New Registrations by Cardholder Type	2010-2017
Cardholders - New Registrations	2010-2017
Cardholders - Registered Cardholders by Cardholder Type	2010-2017
Cardholders - Registered Cardholders	2010-2017
Children - KidsStops Early Literacy Centres	2018
Children - Leading to Reading Locations	2018
Circulation - Circulation	2018
Circulation - Circulation by Cardholder Type	2012-2017
Circulation - Circulation by Intellectual Level of Material	2012-2017
Circulation - Circulation by Language Group	2012-2017
Collection - Collection Size	2014-2017
Programs - Programs by Age Group	2010-2016
Programs - Programs	2010-2016
Programs - Programs by Type	2010-2016

Data Set	Data Available
Technology - Computer Learning Centres	2018
Technology - Digital Innovation Hubs	2018
Technology - Workstations	2017
Technology - Workstation Users	2010-2017
Youth - Teen Zones	2018
Youth - Youth Advisory Groups (YAGs) Locations	2018
Youth - Youth Hubs	2018
Annual Visits	2012-2017

TORONTO PUBLIC LIBRARY

**STAFF REPORT
INFORMATION ONLY**

2017 Annual Performance Measures and Benchmarking

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report presents Toronto Public Library's 2017 annual performance measures and benchmarking results from North American and Canadian public libraries.

Despite the closure of North York Central Library, Toronto Public Library's busiest branch, 2017 was still a busy year. Total use[1], a measure of the Municipal Benchmarking Network Canada that comprises in-branch activities and electronic services was 95,413,660 *(94,417,116)*[2]. Significant trends include:

- Electronic circulation increased 12.2%;
- Physical circulation decreased 9.0% *(-6.7%)*;
- Virtual visits fell 15.6% due to a change in how traffic to tpl.ca and OverDrive is counted;
- Electronic information requests increased 21.4%;
- Programs offered increased 4.2% *(6.5%)* and program attendance remained stable *(4.8%)*;
- Wireless sessions increased 24.4%.

In 2016, the latest year comparative data is available, Toronto Public Library ranked first in North America in circulation, visits and electronic visits per capita among libraries serving populations of two million or more.

FINANCIAL IMPACT

There is no financial impact associated with this report. The Director, Finance and Treasurer reviewed this financial impact statement and is in agreement with it.

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[1] Total use includes visits, circulation, in-library use, reference requests, program attendance, virtual visits, workstation user sessions, wireless sessions and licensed database searches.
[2] Italicized data in parentheses represent figures without North York Central and the pop-up location, to highlight the impact of the closure and normalize usage trends.

ALIGNMENT WITH THE STRATEGIC PLAN

Key performance indicators for 2017 reflect changing patterns of library use and the priorities of the Library's Strategic Plan.

ISSUE BACKGROUND

Library staff report annually to the Toronto Public Library Board on the annual performance measures with benchmarking information that places Toronto Public Library's performance in the context of other municipal library systems.

COMMENTS

Toronto Public Library's 2017 Key Performance Indicators are summarized below with trends and influencing factors. Activity by branch is summarized in Attachment 1, *Branch Summary Statistics: January to December 2017*.

Benchmarking Ranking 2016
Toronto Public Library's services and programs have been developed to address the unique needs of Toronto's diverse urban population. Benchmarking the Library's performance against North American and Canadian comparators places Toronto's library service in the context of other municipalities. The latest comparative data available is from 2016.

North America (Libraries serving a population over 2 million) (Attachment 2)
- Toronto Public Library had the highest visits, circulation and electronic visits per capita when compared to other large urban systems, and the greatest number of branches and second highest square footage of library space per capita.

Canadian (Libraries serving a population of over 500,000) (Attachment 3)
- Toronto Public Library had the highest overall visits, circulation and electronic visits and ranked second in electronic visits per capita, fourth in visits per capita, and fifth in circulation per capita, while offering the second highest square footage of library space per capita.

Municipal Benchmarking Network Canada
Formerly known as Ontario Municipal Benchmarking Initiative
Toronto Public Library has participated in the Municipal Benchmarking Network Canada (MBNC) survey for twelve years. It was previously known as the Ontario Municipal Benchmarking Initiative (OMBI). In 2016, Toronto Public Library ranked first in library use per capita, second in electronic library use per capita, third in non-electronic library use per capita, and fifth in total cost per use, out of the ten library systems reporting. Toronto Public Library offers services in a complex and diverse urban environment that is significantly different from comparator libraries serving smaller municipalities. Toronto Public Library's 2016 cost per use ($1.98) decreased from 2015 ($2.02).

Toronto Public Library's Total Use

Total use captures activity across the Library's five service pillars (spaces, collections, programs, staff and technology) through an omni-channel customer experience. As a five-year trend, in-person visits, program attendance, digital circulation, wireless use and virtual visits are increasing. Physical circulation and in-library use are declining.

Total use*

2017: **95,413,660**   **-8.0%**
      *(94,417,116)****   *(-5.7%)*
Five-year trend: -1.5%
                               (+2.4%)
Ten-year trend: +10.7%
                               (+15.2)

*Total use includes visits, circulation, in-library use, reference requests, program attendance, virtual visits, workstation user sessions, wireless sessions and licensed database searches.
**Italicized data in parentheses represent figures without North York Central and the pop-up location, to highlight the impact of the closure and normalize usage trends.

Key influencing factors 2017:
- While most years there are branches closed for renovation, 2017 was atypical. There were 10 branch renovation closures for periods throughout the year, resulting in fewer total service hours (-1.1%) and lower total use.
- Closures included North York Central Library, the busiest branch; and Albion, Richview and Runnymede branches whose annual activity ranks in the top quartile.
- Changes to website tracking contributed to a 15.6% decline in virtual visits and impacted total use.

2008 to 2017 Total Use: In-branch Services and Virtual Services

Year	Total	Virtual Services	In-branch Services
2008	86.2 million	27.9%	72.1%
2009	93.3 million	28.6%	71.4%
2010	98.7 million	30.8%	69.2%
2011	98.6 million	27.3%	72.7%
2012	96.5 million	29.8%	70.2%
2013	96.9 million	31.4%	68.6%
2014	100.4 million	35.0%	65.0%
2015	102.1 million	36.4%	63.6%
2016	103.7 million	38.0%	62.0%
2017	95.4 million	36.6%	63.4%
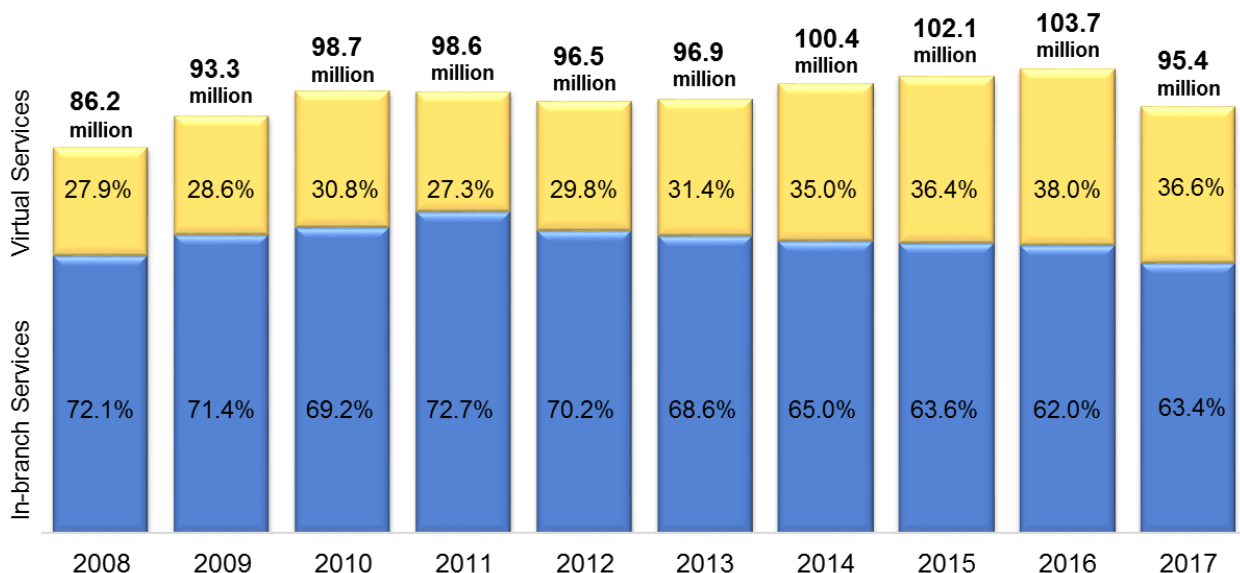
Total Use Performance Measures (actuals including all locations)

Measure	2016	2017	2016-2017 % change	2013-2017 % change	2008-2017 % change
Visits	18,232,347	17,370,032	-4.7%	-6.0%	7.4%
Physical circulation	26,886,087	24,459,477	-9.0%	-18.6%	-17.7%
In-library use	5,936,090	5,231,957	-11.9%	-22.0%	-30.0%
Program attendance	962,024	958,731	-0.3%	18.6%	39.7%
Standard reference requests	1,903,245	1,815,274	-4.6%	-16.6%	-10.1%
Workstation Users	6,467,294	5,715,226	-11.6%	-11.6%	3.9%
Wireless Use	3,982,962	4,954,179	24.4%	174.2%	780.8%
In-branch services total	**64,370,048**	**60,504,876**	**-6.0%**	**-9.0%**	**-2.6%**
Virtual visits	32,850,811	27,712,428	-15.6%	3.4%	34.5%
Electronic circulation	5,024,490	5,639,413	12.2%	167.8%	6911.4%
Licensed database searches	1,477,624	1,536,720	4.0%	5.0%	-53.8%
Electronic reference requests	17,762	20,223	13.9%	-3.6%	19.9%
Virtual services total	**39,370,687**	**34,908,784**	**-11.3%**	**14.9%**	**45.3%**
Total Use	**103,740,735**	**95,413,660**	**-8.0%**	**-1.5%**	**10.7%**

Impact of the Closure of North York Central Library on Total Use

North York Central Library was closed from December 2016 to facilitate renovation. While many services are available through an omni-channel customer experience (virtual, in-branch and community-based), there a number of services that are only available in-branch. To minimize service disruption of the library closure, the following alternate services were offered:

- A 2,945 square foot pop-up location was opened, providing limited service, with new materials designated for North York Central Library;
- Sunday service was made available at Bayview and Locke branches, during the school year from January 8, 2017 to January 28, 2018; and at Centennial Branch in July and August 2017. As of May 29, 2017, hours at three branches were extended to match those of North York Central Library: Monday to Friday 9-8:30. Weekly open hours increased 18.5 hours at Bayview Branch, 15 hours at Centennial Branch and seven hours at Locke.

In-branch services, include visits, physical circulation, in-library use, program attendance, standard reference requests, workstation and wireless use. The pop-up location offered limited service, including access to a small circulating collection and new items, item checkout and return, holds pick-up, free wireless, and reference service. It did not offer workstations, study and reading space, in-branch programming facilities, nor full access to North York Central Library's vast and unique collections. As a result North York Central Library's total usage fell 3.9 percentage points.

North York Central Library Use compared to Pop-up Library Use

Measure	In a typical year North York Central Library accounts for:	In 2017, the pop-up accounted for:
Library visits	8.7%	2.0%
Physical collection circulation	7.1%	1.5%
In-library use	6.5%	0.5%
Information requests	7.3%	1.3%
Program attendance	10.1%	2.5%
Program offerings	5.6%	1.9%
Workstation use	7.7%	0.0%

2008 to 2017 Total Use: In-branch Services and Virtual Services
(North York Central Library and Pop-up data omitted)
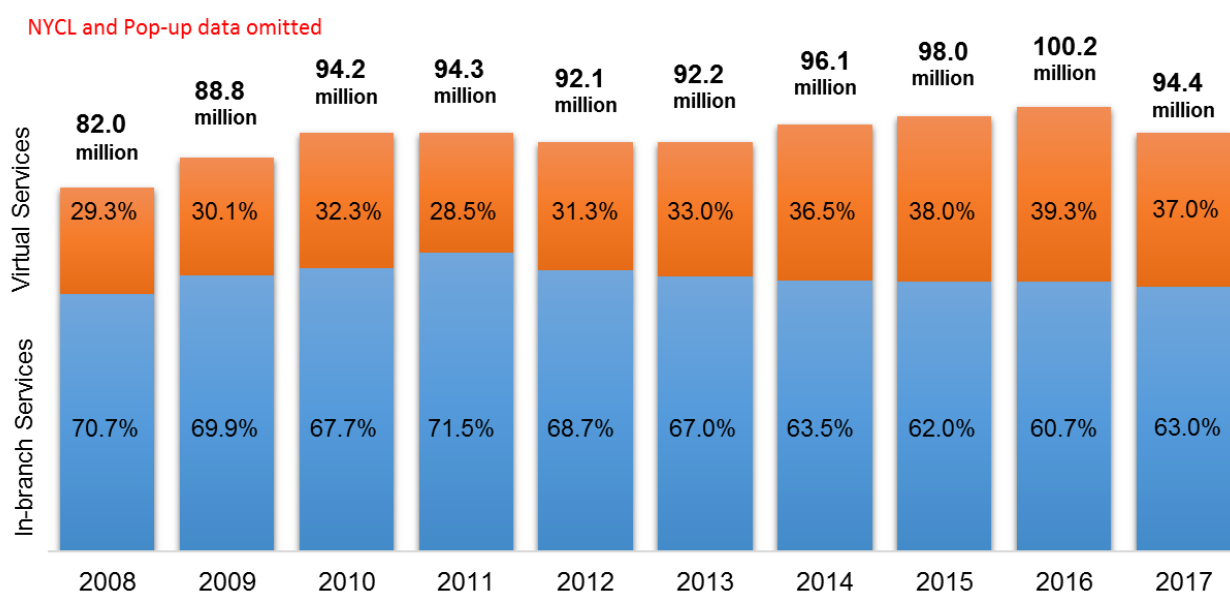
When the usage data from North York Central Library is removed, from 2008 to 2017, branch-based services increased and virtual services decreased. However, in 2017, there was a change in the way virtual visits were counted.

Total Use Performance Measures (North York Central Library and Pop-up data omitted)

Measure	2016	2017	2016-2017 % change	2013-2017 % change	2008-2017 % change
Visits	16,884,629	17,027,060	0.8%	1.4%	16.2%
Physical circulation	25,563,769	23,861,581	-6.7%	-15.7%	-15.3%
In-library use	5,625,542	5,207,270	-7.4%	-16.4%	-25.0%
Program attendance	892,199	935,023	4.8%	30.5%	54.8%
Standard reference requests	1,817,917	1,807,994	-0.5%	-11.8%	-4.4%
Workstation Users	6,034,215	5,715,226	-5.3%	-3.5%	12.1%
Wireless Use	3,982,962	4,954,179	24.4%	174.2%	780.8%
In-branch services total	**60,801,232**	**59,508,332**	**-2.1%**	**-3.7%**	**2.7%**
Virtual visits	32,850,811	27,712,428	-15.6%	3.4%	34.5%
Electronic circulation	5,024,490	5,639,413	12.2%	167.8%	6911.4%
Licensed database searches	1,477,624	1,536,720	4.0%	5.0%	-53.8%
Electronic reference requests	17,762	20,223	13.9%	-3.6%	19.9%
Virtual services total	**39,370,687**	**34,908,784**	**-11.3%**	**14.9%**	**45.3%**
Total Use	**100,171,919**	**94,417,116**	**-5.7%**	**2.4%**	**15.2%**

Circulation

As a five-year trend, electronic circulation is increasing. Total circulation is declining, driven by the decrease in physical circulation. Use of adult books in both electronic and physical formats is increasing.

Total circulation

2017: **30,098,890**   -5.7%
(29,500,994)*   *(-3.6%)*
Five-year trend: -6.4%
    (-3.0%)
Ten-year trend: +1.0%
    (+4.4%)

*Italicized data in parentheses represent figures without North York Central and the pop-up location, to highlight the impact of the closure and normalize usage trends.

Key influencing factors 2017:
- North York Central Library is a system resource and a net lending library. Storage of its collections decreased physical circulation system-wide.
- Demographic changes and the availability of specialized commercial video streaming services contributed to the decrease in the use of multilingual materials, which continues to decline – down 63% or 2.6 million over the last ten years.
- Use of English audiovisual materials has declined since 2014, with DVDs having the largest impact, again due to the popularity of commercial streaming services. The drop over the last five years was 26% or 2.8 million.

How Toronto compares 2012 to 2016:
Circulation is influenced by funding trends, policies and procedures regarding collection use, and the demographic makeup of communities. An analysis of five-year circulation trends from 2012 to 2016, at North American libraries[3] serving populations greater than two million, shows that:

- Physical circulation declined for all eight comparator libraries, an average drop of 22.2%. Toronto Public Library's decline in physical circulation was 13.2%.
- Electronic circulation increased for all but one library, an average increase of 884.2%. Toronto reported the second largest increase (368.1%). Toronto was an early adopter of electronic circulating materials in 2000, and use has been building for almost 20 years.
- Total circulation, which comprises both electronic and physical transactions, declined for six out of the eight comparator libraries, and averaged a decrease of 14.1%. Toronto reported the smallest decrease (0.4%).

2017 highlights:
- Electronic circulation increased 12.2%, and accounted for 18.7% of total circulation, up from 15.7% in the previous year.
- The use of English books increased 2.4%, despite the closure of North York Central Library.

Physical and Electronic Circulation: 5 year trend

Year	Physical	Electronic	Total
2017	24,459,477	5,639,413	30,098,890
2016	26,886,087	5,024,490	31,910,577
2015	28,110,306	4,395,657	32,505,963
2014	28,546,543	3,488,252	32,034,795
2013	30,039,506	2,105,515	32,145,021

Physical Circulation ↓ -18.6%   Electronic Circulation ↑ 167.8%
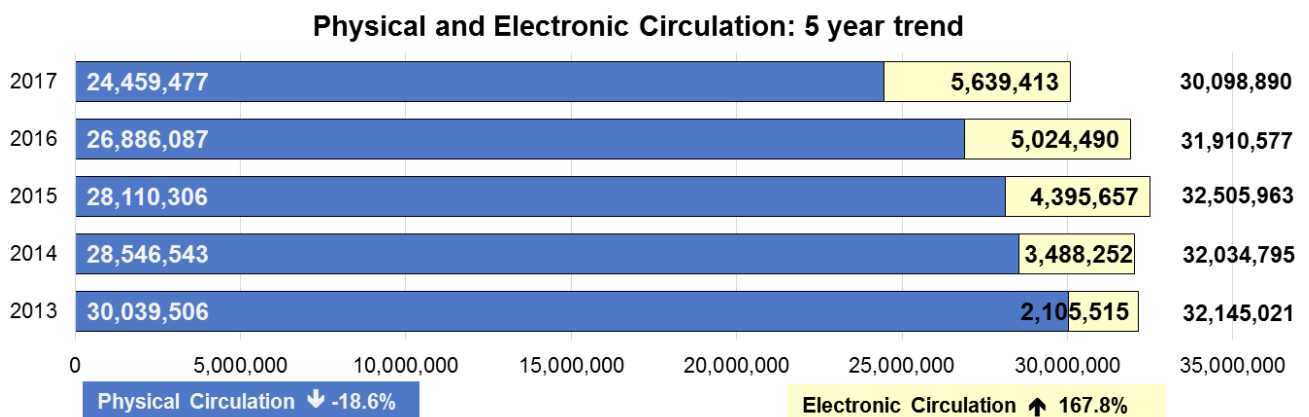
Physical and Electronic Circulation: 5 year trend

Year	Physical Circulation	Electronic Circulation	Total Circulation
2013	30,039,506	2,105,515	32,145,021
2014	28,546,543	3,488,252	32,034,795
2015	28,110,306	4,395,657	32,505,963
2016	26,886,087	5,024,490	31,910,577
2017	24,459,477	5,639,413	30,098,890
Percentage change 2016 to 2017	**-9.0%**	**12.2%**	**-5.7%**

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[3] Analysis of the latest data available. North American libraries are used because the larger geography provides benchmarking against urban centres offering library service to similarly sized populations. In the Canadian context, Toronto is the largest urban centre, followed by Montreal. All other library systems serve populations less than 1 million (refer to attachment 3).

Year	Physical Circulation	Electronic Circulation	Total Circulation
Percentage change 2013 to 2017	-18.6%	167.8%	-6.4%

The shift in the use from physical to digital formats requires a corresponding shift in the budget allocated to those formats. This has resulted in a budget pressure as digital formats are more expensive than physical. For example, ebooks may cost up to three to five times more than physical books and some have to be repurchased after a set time period or number of uses. Video streaming services like hoopla and Kanopy operate on a pay-per-use model which, given their popularity, is more expensive than purchasing DVDs. Costly new interactive elearning products, have no physical equivalent but must be acquired to satisfy customer demand and meet our strategic initiatives.

The new staffing model reallocates staff resources from the management of physical collections to other services, including managing electronic services, which includes providing training and technology support.

Impact of the Closure of North York Central Library on Circulation

As a research and reference library, North York Central Library has a vast and unique collection, which normally circulates two million times per year across the system because of holds, representing 7.1% of physical circulation. The pop-up collection circulated 370,869 times in 2017.

The inaccessibility of North York Central Library's collection contributed to the decrease in physical circulation, which has been trending down for several years, as electronic circulation increases. This trend is not unique to Toronto Public Library, as shown in the comparison statistics in Attachment 2.

Physical and Electronic Circulation: 5 year trend — NYCL and pop-up data omitted

Year	Physical Circulation	Electronic Circulation	Total
2017	23,861,581	5,639,413	29,500,994
2016	25,563,769	5,024,490	30,588,259
2015	26,538,827	4,395,657	30,934,484
2014	26,933,847	3,488,252	30,422,099
2013	28,303,563	2,105,515	30,409,078

Physical Circulation ⬇ -15.7%   Electronic Circulation ⬆ 167.8%
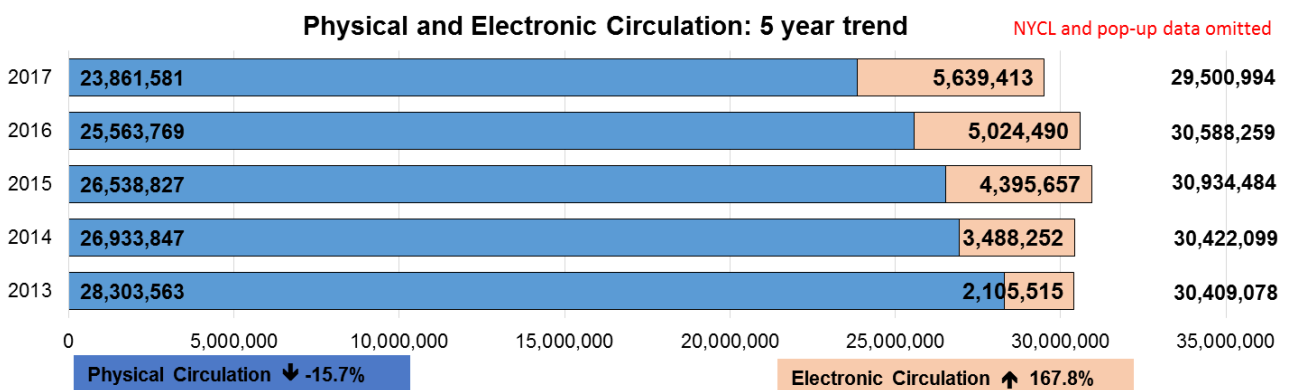
Physical and Electronic Circulation: 5 year trend
(North York Central Library and Pop-up data omitted)

Year	Physical Circulation	Electronic Circulation	Total Circulation
2013	28,303,563	2,105,515	30,409,078
2014	26,933,847	3,488,252	30,422,099
2015	26,538,827	4,395,657	30,934,484
2016	25,563,769	5,024,490	30,588,259
2017	23,861,581	5,639,413	29,500,994
Percentage change 2016 to 2017	**-6.7%**	**12.2%**	**-3.6%**
Percentage change 2013 to 2017	**-15.7%**	**167.8%**	**-3.0%**

Branch Visits

Branch visits is the broadest measure of facility use. Increasingly, branches are used for technology access, programs, study space and community use. Visits are influenced by service offerings, programming, collections, and study space. While branch visits declined 4.7% over the past five years, program attendance (18.6%) and wireless use (174.2%) increased.

Branch Visits	
2017: **17,370,032**	**-4.7%**
(17,027,060)*	*(+0.8%)*
Five-year trend:	-6.0%
	(+1.4%)
Ten-year trend:	+7.4%
	(+16.2%)

*Italicized data in parentheses represent figures without North York Central and the pop-up location, to highlight the impact of the closure and normalize usage trends.

Key influencing factors 2017:
- Albion opened in a newly built facility and is experiencing increased visits.
- Eglinton Square reopened following a year-long renovation and is reporting increased visits.
- The closure of North York Central Library negatively impacted the number of branch visits in 2017.

How Toronto compares 2012 to 2016:

Toronto Public Library performance is in line with library trends and its North American comparators. An analysis of five-year trends from 2012 to 2016, at North American libraries[4] serving populations greater than two million, shows that:
- Visits are declining, an average decrease of 12.2%. Los Angeles Public Library (-2.3%) reported the smallest drop, followed by Toronto (-3.4%).

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[4] Analysis of the latest data available.

2017 Highlights: Visits by Day of Week

Branch visits reflect the varying needs of customers throughout the week and the Library's commitment to providing open access throughout the day. Analysis of visits by open hour shows that branch visits are highest on Sunday at opening, and at opening on weekdays Tuesday to Thursday. On weekdays, visits during after school hours are higher on average.

- Total visits are highest on Tuesdays. Per-hour visits are highest on Sundays.
- On Sunday, Tuesday, Wednesday and Thursday, branches averaged the largest number of visitors in the first half hour of opening. The 33 branches open Sunday averaged 3,945 visits from 1:30-2 p.m.
- On Monday, branches averaged the largest number of visits from 3:30-4 p.m.
- On Saturday, branches averaged the largest number of visits from 2-2:30 p.m.
- On Friday, branches averaged the largest number of visits from 6-6:30 p.m.
- On the following table, the busiest time of each day is highlighted in yellow. The busiest half hour period of any day is bolded in red.

Average Annual Visits Per Branch by Open Half Hour

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9:00		2,245	**2,512**	2,490	2,457	2,314	1,602
9:30		1,585	**1,853**	1,829	1,762	1,747	1,257
10:00		1,534	**1,871**	1,625	1,848	1,476	1,445
10:30		1,462	1,820	1,446	**1,889**	1,319	1,544
11:00		1,446	1,806	1,373	**1,832**	1,256	1,596
11:30		1,689	1,997	1,538	**2,044**	1,383	1,558
12:00		1,628	1,975	1,500	**2,045**	1,364	1,613
12:30		1,665	**1,761**	1,495	1,659	1,400	1,664
13:00		1,696	1,566	1,517	1,506	1,447	**1,746**
13:30	**3,956**	1,776	1,637	1,615	1,567	1,562	1,811
14:00	**2,400**	1,701	1,534	1,541	1,490	1,542	1,853
14:30	**2,410**	1,665	1,501	1,521	1,503	1,539	1,781
15:00	**2,116**	1,999	1,859	1,834	1,797	1,730	1,727
15:30	1,904	**2,356**	2,143	2,113	2,031	1,909	1,627
16:00	1,611	**2,052**	1,865	1,839	1,780	1,659	1,474
16:30	1,187	**1,881**	1,694	1,665	1,621	1,479	1,171
17:00		**1,770**	1,604	1,563	1,510	1,382	
17:30		**1,665**	1,524	1,449	1,455	1,237	
18:00		1,586	1,550	1,907	1,433	**2,340**	
18:30		1,388	1,358	1,660	1,249	**2,022**	
19:00		1,122	1,121	1,353	1,021	**1,685**	
19:30		863	872	1,029	775	**1,299**	
20:00		580	593	720	547	**880**	

Note: Average visits are calculated based on the number of branches open during that time period. 35 branches are closed on Monday.

Virtual Visits

Virtual visits are influenced by website content, self-service features and electronic services and collections. Over the past five years, virtual visits increased 3.4%, as more content, self-service and customizable features, and improved searching were added to the main site.

Virtual Visits	
2017: **27,712,428**	**-15.6%**
Five-year trend:	+3.4%
Ten-year trend:	+34.5%

Key influencing factors 2017:
- There was a 1.7% increase in visits to access our main site (tpl.ca) from computers outside of the library.
- Overall virtual visits, however, are down due to a methodology change in how traffic to tpl.ca and OverDrive is counted.

2017 Highlights:
- In 2017, use of eLearning resources grew 35.1%, with Safari Tech & Business Books Online and Lynda.com contributing almost half a million visits. Brainfuse and Mango Languages are also popular among customers.
- More than one in three website visits took place on a phone or tablet.

TPL Main Website: Percentage of mobile visits

	2013	2014	2015	2016	2017
	18.7%	27.0%	32.4%	35.1%	34.0%
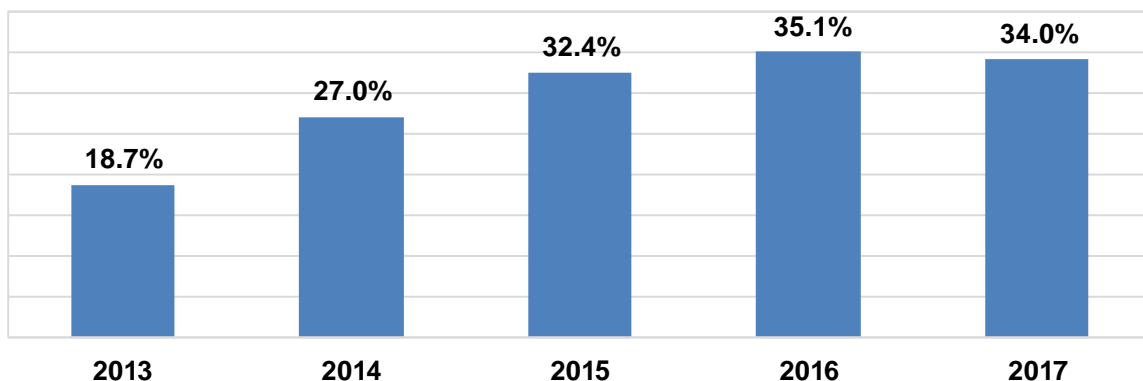
Toronto Public Library Main Website: Percentage of mobile visits

Year	Percentage of mobile visits
2013	18.7%
2014	27.0%
2015	32.4%
2016	35.1%
2017	34.0%

Programs

As a five-year trend, program offerings and program attendance are increasing, 37.4% and 18.6%, respectively. Areas of growth include technology, cultural and after school programming.

Programs Offered		**Program Attendance**	
2017: **42,490**	**+4.2%**	2017: **958,731**	**-0.3%**
(41,688)*	*(+6.5%)*	*(935,023)**	*(+4.8%)*
Five-year trend:	+37.4%	Five-year trend:	+18.6%
	(+44.3%)		*(+30.5%)*
Ten-year trend:	+60.5%	Ten-year trend:	+39.7%
	(+72.7%)		*(+54.8%)*
*Italicized data in parentheses represent figures without North York Central and the pop-up location, to highlight the impact of the closure and normalize usage trends.		**Italicized data in parentheses represent figures without North York Central and the pop-up location, to highlight the impact of the closure and normalize usage trends.*	

Key influencing factors 2017:
- A strategic focus on increasing afterschool, literary, and cultural programs.
- The expansion of Pop-Up Learning Labs and Digital Innovation Hubs by three, for a total of six.

How Toronto compares 2012 to 2016:
Toronto Public Library performance is in line with library trends and its North American comparators. An analysis of five-year program trends from 2012 to 2016, at North American libraries[5] serving populations greater than 2 million, shows that:
- Programs offered are increasing, an average increase of 67.1%. Toronto increased 45.2%;
- Program attendance is increasing, an average of 37.4%. Toronto increased 25.0%.

2017 highlights:
- Teen programs reported the largest increase in offerings (30.9%) and attendance (41.5%), an area advanced by the Library's 2016-2019 Strategic Plan and funding from the City's Poverty Reduction. The increase was driven by three new Youth Hubs.
- 89.1% of programs were offered at branches and 10.9% were offered **offsite** in the community.
- There were 7,434 **cosponsored programs** with an attendance of 168,362, representing 17.5% and 17.6% of total programs and attendance respectively. ESL programs run by school boards and other community agencies accounted for 25.6% of cosponsored programs and contributed to 35.4% of all cosponsored attendance.
- 17.5% of programs were cosponsored programs delivered with community partners – a total of 7,434 programs with an attendance of 168,362, representing 17.6% of total program attendance. ESL programs run by school boards and other community agencies accounted

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[5] Analysis of the latest data available.

for 25.6% of cosponsored programs and contributed to 35.4% of all co-sponsored attendance.

- Programs at **The Bram and Bluma Appel Salon** draw the largest attendance per program, averaging 338 attendees. In 2017, 16,553 customers attended 49 Appel Salon programs.

2017 Programs and Attendance by Program Type

Program Type	Programs	Attendance	% of Programs	% of Attendance
Cultural	11,271	228,288	26.5%	23.8%
ESL	2,345	63,549	5.5%	6.6%
Information & Current Issues	7,505	158,813	17.7%	16.6%
Literacy	640	21,616	1.5%	2.3%
Literary	15,890	421,468	37.4%	44.0%
User Education	4,839	64,997	11.4%	6.8%
Total	**42,490**	**958,731**	**100.0%**	**100.0%**

Use of Technology in Branches

As a five-year trend, wireless use increased 174.2%, and workstation use fell 5.3% when normalized for North York Central Library. Demand for workstations continues across branches. The Bridge survey of technology use shows that 43% of Toronto respondents who used technology at the Library and would not have had access otherwise.

Workstation Use

2017: **5,715,226**   -11.6%
  (5,715,226)*   *(-5.3%)*
Five-year trend: -11.6%
                          (-3.5%)
Ten-year trend: +3.9%
                          (+12.1%)

*Italicized data in parentheses represent figures without North York Central and the pop-up location, to highlight the impact of the closure and normalize usage trends.

Wireless Sessions

2017: **4,954,179**   **+24.4%**

Five-year trend: +174.2%

Ten-year trend: +780.8%

Key influencing factors 2017:

- Mobile device use is driving increased demand for library wireless service, which is up 24.4%.
- Branch renovation closures impacted access to internet workstations.

2017 highlights:

- Peak months for wireless use were October and November, when students need connected space to study.

Workstation and Wireless Sessions: 5 year trend

Workstation User Sessions ↓ - 11.6%

6,465,726   6,537,260   6,692,409   6,467,294   5,715,226

4,954,179

3,982,962

3,227,441

2,328,664

1,806,662

Wireless Sessions ↑ 174.2%

2013   2014   2015   2016   2017
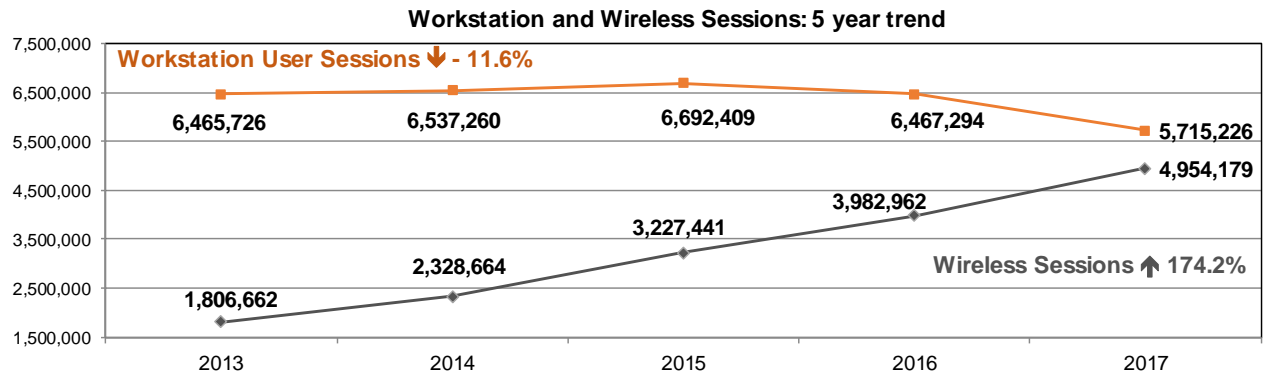
Workstation and Wireless Sessions: 5 year trend

Year	Workstation User Sessions	Wireless Sessions
2013	6,465,726	1,806,662
2014	6,537,260	2,328,664
2015	6,692,409	3,227,441
2016	6,467,294	3,982,962
2017	5,715,226	4,954,179
Percentage change 2016 to 2017	**-11.6%**	**24.4%**
Percentage change 2013 to 2017	**-11.6%**	**174.2%**

Impact of the closure of North York Central Library on the Use of technology

In 2017, none of North York Central Library's 138 computers were available for use. The branch normally accounts for 7.7% of annual workstation use.

Workstation and Wireless Sessions: 5 year trend   NYCL and pop-up data omitted

Workstation User Sessions ↓ - 3.5%

5,920,323   6,041,058   6,215,126   6,034,215   5,715,226

4,954,179

3,982,962

3,227,441

2,328,664

1,806,662

Wireless Sessions ↑ 174.2%

2013   2014   2015   2016   2017
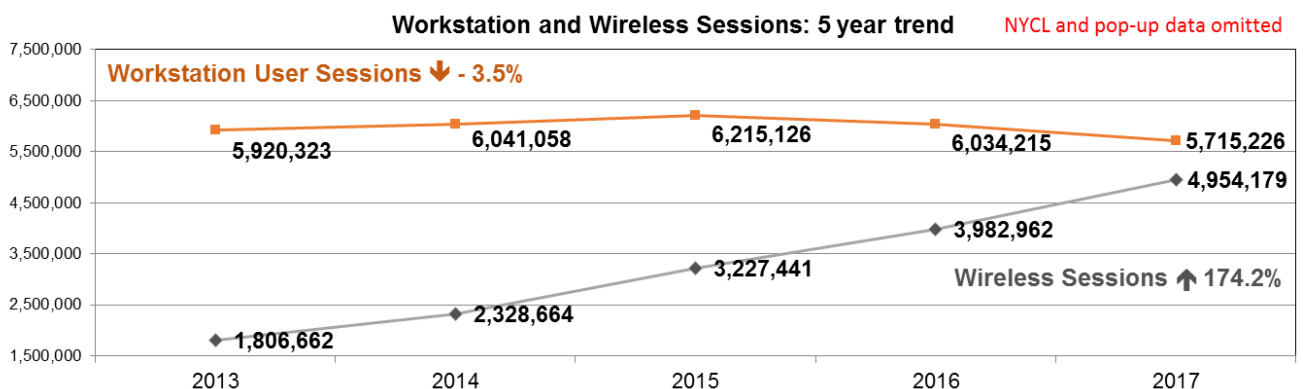
Workstation and Wireless Sessions: 5 year trend
(North York Central Library and Pop-up data omitted)

Year	Workstation User Sessions	Wireless Sessions
2013	5,920,323	1,806,662
2014	6,041,058	2,328,664
2015	6,215,126	3,227,441
2016	6,034,215	3,982,962
2017	5,715,226	4,954,179
Percentage change 2016 to 2017	**-5.3%**	**24.4%**
Percentage change 2013 to 2017	**-3.5%**	**174.2%**

Library Membership

Toronto Public Library annually reviews its Circulation and Collection Use Policy to remove barriers to access. The customer database is purged regularly to maintain an accurate view of members. Over the past five and ten year period total membership fell. This decline is the result of system and policy changes[6].

Total Membership *Registered cardholders in 2017*		**Active Membership** *Members who used their card in 2017*	
2017: **991,235**	-16.7%	2017: **656,184**	-2.2%
Five-year trend:	-17.9%	Five-year trend:	-8.4%
Ten-year trend:	-27.7%	Ten-year trend:	+9.4%

Key influencing factors 2017:

- Purging of membership records was done after two rather than three years of inactivity to improve data accuracy. This resulted in a larger one-time decline in library membership.
- New registrations increased 0.7% in 2017, with child registrations increasing 3.8%. In October 2016, fines were lowered and the fines model was changed to assess fees according to the cardholder type. This provides an incentive for parents to use children's cards to checkout materials.

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[6] 2008 membership figures were artificially high because the annual inactive customer purge did not take place due to the implementation of a new Integrated Library System (ILS). The decline in 2013 membership was the result of increased fines implemented in 2012, together with a change to the fines model to assess fines according to the intellectual level of the material instead of the cardholder. This removed the incentive for parents to register children for individual cards. In October 2016, fines were lowered for all card types; the fines model was changed back to assess fines according to the cardholder type; and a new membership category was introduced for adults ages 18 to 24.

2017 highlights:

- Through its Business Intelligence Strategy and Digital Strategy, the Library is building capacity to deliver more personalized, mobile and self-service options and to measure equity of access by residents, communities and neighbourhoods.
- Children's membership increased. Teen and adult membership remained stable.
- 36.3% of Torontonians are registered cardholders or members.
- The breakdown of cardholders in 2017 by type was:
  - o Adults 25+: **66.2%**
  - o Young adults 18 to 24: **8.7%**
  - o Teens 13 to 17: **7.8%**
  - o Children birth to 12: **17.2%**.
- In 2017, membership was required for the following services: checking out physical materials and electronic items, accessing licensed databases and placing holds. Membership is not currently required to visit a branch, attend programs, use public workstations, connect to wireless service, and to use materials in a branch, and is therefore not a complete picture of library use.

Child 0-12
170,786
17.2%

Teen 13-17
77,468
7.8%

Young Adult 18-24
86,648
8.7%
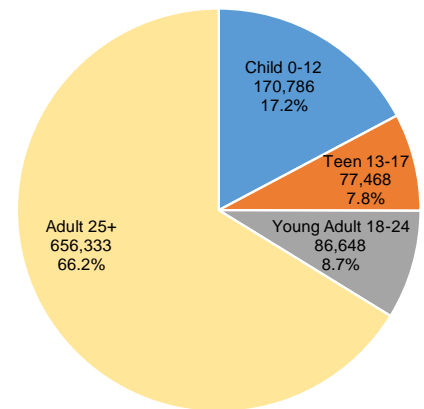
Adult 25+
656,333
66.2%

2017 Library Membership compared to City Population

Library Membership	Child (0-12)	Teen (13-17)	Young Adult (18-24)	Adult (25+)	All Adults (18+)	Total
Active members (members who used their card in 2017)	112,406	42,215	54,229	447,334	501,563	656,184
% of Active members	*17.1%*	*6.4%*	*8.3%*	*68.2%*	*76.4%*	*100.0%*
Registered members	170,786	77,468	86,648	656,333	742,981	991,235
% of Registered members	*17.2%*	*7.8%*	*8.7%*	*66.2%*	*75.0%*	*100.0%*
Toronto population	347,875	132,160	258,370	1,993,170	2,251,540	2,731,571
% of Toronto population	*12.7%*	*4.8%*	*9.5%*	*73.0%*	*82.4%*	*100.0%*
% of population that are active members	*32.3%*	*31.9%*	*21.0%*	*22.4%*	*22.3%*	*24.0%*
% of Population that are members	*49.1%*	*58.6%*	*33.5%*	*32.9%*	*33.0%*	*36.3%*

CONCLUSION

In 2017, Toronto Public Library continued to demonstrate that services are accessible, responsive and relevant to a broad range of users of all ages and backgrounds.

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SIGNATURE

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Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1:   Branch Summary Statistics: January to December 2017
Attachment 2:   How We Compare 2016 – North American Libraries
Attachment 3:   How We Compare 2016 – Canadian Libraries

Branch Summary Statistics: January to December 2017

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			HOLDS AVAILABLE FOR P/U			WORKSTATION USERS			SQUARE FOOTAGE			OPEN HOURS			
	2017	2016	% Change	2017	2016	% Change	2017	2016	% Change	2017	2016	% Change	2017	2016	% Change	2017	2016	% Change	2017	2016	% Change	2017	2016	% Change	
NEIGHBOURHOOD BRANCHES																									
1st Quartile																									
1 Bridlewood	429,296	423,004	1.5	385,501	420,243	-8.3	89,038	113,350	-21.4	95,182	84,970	12.0	49,257	54,528	-9.7	43,341	40,138	8.0	7,690	7,690		3,412.5	3,348.0	1.9	1
2 Woodside Square	402,862	441,229	-8.7	340,490	387,621	-12.2	73,238	103,125	-29.0	77,168	101,607	-24.1	43,007	49,795	-13.6	97,263	101,650	-4.3	9,792	9,792		3,104.5	3,127.5	-0.7	2
3 Parkdale	337,974	352,888	-4.2	357,701	382,060	-6.4	67,163	65,388	2.7	122,331	86,671	41.1	71,731	77,820	-7.8	122,844	125,610	-2.2	24,083	24,083		3,412.5	3,432.0	-0.6	3
4 Deer Park	281,482	281,764	-0.1	395,781	413,421	-4.3	61,750	55,650	11.0	98,082	128,659	-23.8	92,274	93,961	-1.8	54,350	59,513	-8.7	16,558	16,558		3,104.5	3,127.5	-0.7	4
5 Eatonville	238,477	239,521	-0.4	501,624	508,926	-1.4	64,638	63,488	1.8	150,034	149,795	0.2	100,842	94,811	6.4	43,683	45,770	-4.6	12,203	12,203		3,234.0	3,257.0	-0.7	5
6 Downsview	230,231	206,115	11.7	201,514	210,675	-4.3	47,275	49,388	-4.3	76,447	67,881	12.6	27,733	27,651	0.3	99,707	113,701	-12.3	20,016	20,016		3,234.0	3,257.0	-0.7	6
7 Sanderson	228,745	234,299	-2.4	193,422	212,780	-9.1	81,213	97,788	-17.0	56,092	58,296	-3.8	32,463	33,272	-2.4	66,513	62,700	6.1	12,702	12,702		3,104.5	3,127.5	-0.7	7
8 Parliament Street	227,666	238,566	-4.6	203,705	226,487	-10.1	63,950	57,563	11.1	71,056	57,396	23.8	39,734	43,935	-9.6	66,423	69,344	-4.2	14,634	14,634		3,412.5	3,432.0	-0.6	8
9 Bayview	226,109	175,117	29.1	455,110	413,869	10.0	44,700	56,450	-20.8	88,047	80,583	9.3	88,133	81,241	8.5	29,604	23,800	24.4	6,333	6,333		3,125.0	2,536.5	23.2	9
10 Locke	215,365	188,439	14.3	352,148	339,256	3.8	65,388	63,388	3.2	64,894	84,048	-22.8	72,508	67,963	6.7	46,140	47,125	-2.1	11,647	11,647		3,374.0	3,127.5	7.9	10
11 Beaches	213,974	187,288	14.2	314,024	332,412	-5.5	46,725	46,113	1.3	58,058	59,733	-2.8	71,736	71,504	0.3	40,875	45,825	-10.8	8,000	8,000		3,104.5	3,127.5	-0.7	11
12 High Park	203,854	204,908	-0.5	317,578	332,131	-4.4	71,363	59,100	20.7	44,782	44,696	0.2	73,709	74,014	-0.4	41,913	39,725	5.5	8,850	8,850		3,104.5	3,127.5	-0.7	12
13 Thorncliffe	197,227	215,864	-8.6	168,175	178,515	-5.8	74,325	63,400	17.2	57,471	46,895	22.6	21,999	22,653	-2.9	71,175	76,875	-7.4	11,034	11,034		3,283.0	3,302.5	-0.6	13
14 City Hall	195,475	198,786	-1.7	299,464	337,178	-11.2	52,325	49,950	4.8	44,532	46,079	-3.4	81,630	85,825	-4.9	33,700	30,938	8.9	5,074	5,074		2,000.0	2,008.0	-0.4	14
15 Riverdale	194,268	195,261	-0.5	238,778	265,073	-9.9	51,100	41,163	24.1	54,595	42,857	27.4	42,193	43,593	-3.2	71,813	70,700	1.6	9,658	9,658		3,104.5	3,127.5	-0.7	15
16 Scarborough Civic Centre	193,914	175,181	10.7	179,314	179,190	0.1	55,900	53,225	5.0	52,330	57,057	-8.3	22,433	20,087	11.7	63,474	52,375	21.2	14,500	14,500		3,234.0	3,173.0	1.9	16
17 Centennial	177,412	124,345	42.7	307,111	276,142	11.2	49,675	54,963	-9.6	129,820	127,211	2.1	61,919	54,325	14.0	35,950	28,213	27.4	6,866	6,866		3,125.0	2,582.0	21.0	17
18 Goldhawk Park	175,028	178,752	-2.1	226,852	249,112	-8.9	44,988	44,200	1.8	32,744	32,368	1.2	31,665	34,064	-7.0	39,670	45,802	-13.4	8,000	8,000		3,234.0	3,257.0	-0.7	18
19 Danforth/Coxwell	175,012	173,523	0.9	277,410	302,772	-8.4	40,313	44,513	-9.4	44,720	41,194	8.6	59,343	64,245	-7.6	36,600	37,150	-1.5	9,617	9,617		3,104.5	3,127.5	-0.7	19
20 Fort York	169,371	179,705	-5.8	221,413	222,008	-0.3	69,713	51,000	36.7	91,021	76,222	19.4	50,797	46,265	9.8	47,162	48,088	-1.9	16,008	16,008		3,234.0	3,149.0	2.7	20
2nd Quartile																									
21 St. James Town	169,242	174,275	-2.9	223,251	253,579	-12.0	29,550	43,838	-32.6	68,309	62,820	8.7	50,779	53,251	-4.6	58,200	56,575	2.9	7,800	7,800		2,056.0	2,064.0	-0.4	21
22 Jane/Dundas	163,511	158,532	3.1	295,469	278,761	6.0	37,700	39,575	-4.7	59,470	59,946	-0.8	55,987	50,878	10.0	63,875	64,400	-0.8	11,955	11,955		3,104.5	3,127.5	-0.7	22
23 Maryvale	157,983	203,955	-22.5	187,741	207,891	-9.7	31,838	32,013	-0.5	61,531	51,969	18.4	29,860	30,920	-3.4	33,900	34,313	-1.2	4,998	4,421	13.1	2,518.0	2,536.5	-0.7	23
24 Leaside	157,550	157,136	0.3	348,572	366,723	-4.9	39,975	45,538	-12.2	66,859	57,258	16.8	74,030	76,355	-3.0	25,313	24,488	3.4	12,000	12,000		3,104.5	3,127.5	-0.7	24
25 Steeles	156,659	168,942	-7.3	238,620	256,926	-7.1	48,513	69,313	-30.0	31,232	35,180	-11.2	34,099	37,902	-10.0	31,163	34,700	-10.2	5,009	5,009		3,283.0	3,302.5	-0.6	25
26 Flemingdon Park	156,265	176,366	-11.4	114,744	140,186	-18.1	35,550	43,125	-17.6	55,520	56,053	-1.0	15,365	16,679	-7.9	39,266	49,910	-21.3	7,250	7,250		2,185.5	2,193.5	-0.4	26
27 Yorkville	152,520	148,942	2.4	286,724	302,099	-5.1	42,175	42,038	0.3	64,933	67,956	-4.4	68,858	70,676	-2.6	29,238	29,425	-0.6	9,053	9,053		3,104.5	3,127.5	-0.7	27
~ 28 Runnymede	151,817	287,359	-47.2	281,048	465,511	-39.6	54,682	95,900	-43.0	49,773	111,820	-55.5	57,324	117,198	-51.1	38,557	63,363	-39.1	12,034	12,034		2,135.5	3,173.0	-32.7	28
29 Wychwood	133,540	143,043	-6.6	232,975	242,999	-4.1	32,113	36,325	-11.6	58,518	49,082	19.2	65,519	67,249	-2.6	36,463	36,875	-1.1	6,381	6,381		3,104.5	3,127.5	-0.7	29
*~ 30 Eglinton Square	131,313	106,859	22.9	123,786	127,466	-2.9	28,650	22,150	29.3	36,154	47,052	-23.2	11,293	15,577	-27.5	24,088	18,675	29.0	10,000	4,716	112.0	1,139.0	1,515.5	-24.8	30
31 McGregor Park	127,230	134,570	-5.5	176,865	196,526	-10.0	40,975	59,463	-31.1	44,570	56,070	-20.5	21,343	21,957	-2.8	36,807	37,741	-2.5	7,793	7,793		2,185.5	2,193.5	-0.4	31
32 Annette Street	126,645	114,135	11.0	250,427	223,409	12.1	24,763	25,988	-4.7	33,360	21,920	52.2	65,698	47,633	37.9	37,370	29,238	27.8	7,806	7,806		2,798.5	2,536.5	10.3	32
33 Main Street	120,433	113,091	6.5	248,530	263,340	-5.6	43,175	26,000	66.1	32,582	34,281	-5.0	58,850	57,354	2.6	32,700	35,813	-8.7	8,664	8,664		3,104.5	3,127.5	-0.7	33
34 Humberwood	120,153	138,709	-13.4	62,989	71,346	-11.7	16,850	18,863	-10.7	23,007	45,918	-49.9	8,481	8,574	-1.1	16,050	18,000	-10.8	5,748	5,748		2,056.0	2,064.0	-0.4	34
35 St. Lawrence	118,778	115,189	3.1	215,415	221,478	-2.7	16,800	15,989	5.1	28,031	26,561	5.5	61,488	62,042	-0.9	23,888	23,779	0.5	4,833	4,833		2,491.5	2,425.0	2.7	35
36 Forest Hill	117,222	108,116	8.4	189,387	200,010	-5.3	20,250	27,900	-27.4	27,655	26,382	4.8	46,466	45,506	2.1	21,500	20,350	5.7	10,399	10,399		3,104.5	3,127.5	-0.7	36
37 Hillcrest	116,053	119,386	-2.8	309,418	316,962	-2.4	41,213	48,938	-15.8	44,045	43,345	1.6	65,266	64,277	1.5	27,575	29,013	-5.0	7,473	7,473		2,088.0	2,112.0	-1.1	37
38 Palmerston	112,115	107,896	3.9	194,152	218,096	-11.0	31,663	42,213	-25.0	46,533	51,868	-10.3	50,639	55,500	-8.8	23,100	19,938	15.9	8,493	8,493		2,518.0	2,536.5	-0.7	38
39 Gerrard/Ashdale	104,259	98,279	6.1	177,571	187,874	-5.5	41,713	40,313	3.5	48,408	59,144	-18.2	37,467	36,521	2.6	24,038	23,825	0.9	6,504	6,504		2,518.0	2,536.5	-0.7	39
40 Dufferin/St. Clair	103,822	104,307	-0.5	149,156	145,940	2.2	41,938	34,225	22.5	22,307	17,419	28.1	25,933	26,041	-0.4	49,488	51,225	-3.4	11,208	11,208		2,518.0	2,536.5	-0.7	40

Branch Summary Statistics: January to December 2017

Neighbourhood & District branches	VISITS		%	CIRCULATION		%	IN-LIBRARY USE		%	INFORMATION REQUESTS		%	HOLDS AVAILABLE FOR P/U		%	WORKSTATION USERS		%	SQUARE FOOTAGE		%	OPEN HOURS		%	
3rd Quartile																									
41 College/Shaw	103,458	103,681	-0.2	189,415	190,775	-0.7	36,700	53,000	-30.8	29,982	44,694	-32.9	51,195	46,233	10.7	20,363	21,813	-6.6	7,664	7,664		2,518.0	2,536.5	-0.7	41
42 Black Creek	102,627	107,969	-4.9	97,368	103,621	-6.0	37,900	31,838	19.0	46,857	39,420	18.9	8,917	10,678	-16.5	19,913	21,763	-8.5	5,782	5,782		2,056.0	2,064.0	-0.4	42
43 Morningside	100,674	101,804	-1.1	161,130	177,218	-9.1	28,600	36,050	-20.7	37,633	42,858	-12.2	22,876	23,768	-3.8	39,488	41,988	-6.0	7,000	7,000		3,104.5	3,127.5	-0.7	43
44 Alderwood	97,083	99,865	-2.8	158,583	164,877	-3.8	41,775	45,613	-8.4	38,769	42,970	-9.8	27,736	28,298	-2.0	15,213	16,338	-6.9	7,341	7,341		2,518.0	2,536.5	-0.7	44
45 Dawes Road	96,392	100,748	-4.3	186,973	197,789	-5.5	29,650	22,750	30.3	43,224	43,332	-0.2	28,897	30,274	-4.5	45,450	46,688	-2.7	6,740	6,740		2,518.0	2,536.5	-0.7	45
46 Oakwood Village Library and Arts (	94,240	85,169	10.7	117,577	123,968	-5.2	33,963	33,213	2.3	31,883	18,583	71.6	22,014	21,473	2.5	33,188	37,238	-10.9	17,270	17,270		2,518.0	2,536.5	-0.7	46
47 Weston	92,943	99,950	-7.0	128,443	135,040	-4.9	26,900	22,638	18.8	42,343	40,132	5.5	22,003	22,380	-1.7	37,813	41,188	-8.2	11,944	11,944		2,518.0	2,536.5	-0.7	47
48 Kennedy/Eglinton	92,895	87,203	6.5	155,073	172,424	-10.1	54,388	49,413	10.1	67,319	69,728	-3.5	19,587	22,465	-12.8	39,175	36,150	8.4	6,713	6,713		2,056.0	2,064.0	-0.4	48
49 Mimico Centennial	92,721	99,232	-6.6	178,966	187,470	-4.5	36,563	34,888	4.8	74,443	65,606	13.5	32,851	33,858	-3.0	24,663	23,175	6.4	17,469	17,469		2,056.0	2,064.0	-0.4	49
50 Mount Dennis	88,386	84,210	5.0	108,609	106,395	2.1	23,250	25,888	-10.2	30,130	29,844	1.0	14,874	12,547	18.5	53,466	55,175	-3.1	11,350	11,350		2,647.5	2,582.0	2.5	50
51 Jane/Sheppard	87,221	94,976	-8.2	85,026	104,672	-18.8	25,875	45,300	-42.9	48,406	51,694	-6.4	8,803	10,673	-17.5	39,475	47,725	-17.3	7,000	7,000		2,518.0	2,536.5	-0.7	51
52 Port Union	86,237	98,121	-12.1	203,226	222,051	-8.5	31,500	33,613	-6.3	19,281	18,868	2.2	40,693	44,067	-7.7	12,475	16,613	-24.9	5,000	5,000		2,518.0	2,536.5	-0.7	52
53 Spadina Road	85,114	86,768	-1.9	176,028	187,784	-6.3	27,188	26,963	0.8	29,218	25,356	15.2	48,569	49,468	-1.8	13,775	13,988	-1.5	3,952	3,952		2,056.0	2,064.0	-0.4	53
54 Burrows Hall	84,899	92,664	-8.4	141,431	155,738	-9.2	14,225	21,513	-33.9	18,619	19,493	-4.5	16,245	18,310	-11.3	20,938	24,950	-16.1	6,500	6,500		2,056.0	2,064.0	-0.4	54
55 Jones	81,100	82,480	-1.7	167,736	181,351	-7.5	22,650	25,513	-11.2	21,482	27,695	-22.4	33,310	33,478	-0.5	21,488	23,288	-7.7	3,636	3,636		2,535.5	2,554.0	-0.7	55
~ 56 Pleasant View	79,549	78,629	1.2	190,453	209,857	-9.2	39,059	44,213	-11.7	37,124	41,255	-10.0	31,627	35,273	-10.3	17,593	22,363	-21.3	7,000	7,000		2,016.0	2,096.0	-3.8	56
57 Brookbanks	73,732	71,442	3.2	161,391	166,907	-3.3	16,125	14,275	13.0	14,855	17,620	-15.7	27,957	27,858	0.4	16,113	19,713	-18.3	7,933	7,933		2,056.0	2,064.0	-0.4	57
58 Armour Heights	73,163	67,355	8.6	202,628	193,515	4.7	28,863	18,938	52.4	29,484	25,859	14.0	42,066	40,984	2.6	11,225	10,988	2.2	2,988	2,988		2,056.0	2,064.0	-0.4	58
59 Queen/Saulter	71,094	66,399	7.1	113,269	121,496	-6.8	16,938	19,238	-12.0	23,479	18,619	26.1	25,002	26,569	-5.9	10,863	11,850	-8.3	2,957	2,957		2,056.0	2,064.0	-0.4	59
60 Cliffcrest	65,757	69,148	-4.9	142,382	164,321	-13.4	10,063	9,213	9.2	19,006	17,217	10.4	28,763	30,826	-6.7	16,188	19,413	-16.6	4,859	4,859		2,056.0	2,064.0	-0.4	60
4th Quartile																									
61 Guildwood	62,890	59,634	5.5	114,626	119,074	-3.7	6,550	9,238	-29.1	10,732	13,008	-17.5	24,454	23,348	4.7	11,088	12,000	-7.6	3,010	3,010		2,056.0	2,064.0	-0.4	61
62 Highland Creek	60,785	63,785	-4.7	155,735	165,053	-5.6	22,588	27,713	-18.5	36,245	39,307	-7.8	26,868	27,996	-4.0	19,175	19,238	-0.3	7,000	7,000		2,056.0	2,064.0	-0.4	62
63 Mount Pleasant	59,793	66,950	-10.7	155,354	161,406	-3.7	15,263	11,788	29.5	36,981	39,570	-6.5	37,245	37,515	-0.7	5,738	6,250	-8.2	5,829	5,829		2,056.0	2,064.0	-0.4	63
64 New Toronto	59,211	59,758	-0.9	125,383	131,787	-4.9	36,275	37,750	-3.9	41,868	45,745	-8.5	23,416	23,977	-2.3	23,478	22,585	4.0	9,925	9,925		2,185.5	2,193.5	-0.4	64
65 Woodview Park	58,297	54,098	7.8	67,938	69,884	-2.8	14,375	11,975	20.0	17,719	17,194	3.1	10,646	10,672	-0.2	23,938	24,763	-3.3	6,658	6,658		2,056.0	2,064.0	-0.4	65
66 Perth/Dupont	53,451	46,514	14.9	92,619	94,035	-1.5	16,250	14,600	11.3	18,682	14,580	28.1	21,556	19,714	9.3	8,425	7,863	7.2	3,627	3,627		2,056.0	2,064.0	-0.4	66
~ 67 Long Branch	50,700	57,181	-11.3	128,538	143,304	-10.3	9,808	18,300	-46.4	20,083	21,005	-4.4	24,903	26,402	-5.7	19,427	24,788	-21.6	6,418	6,418		1,896.0	2,064.0	-8.1	67
68 Rexdale	50,646	51,075	-0.8	79,110	76,880	2.9	8,700	10,213	-14.8	26,320	29,895	-12.0	14,285	12,527	14.0	17,963	19,550	-8.1	5,088	5,088		2,056.0	2,064.0	-0.4	68
69 Bendale	50,632	57,910	-12.6	123,592	141,482	-12.6	16,700	15,350	8.8	32,658	26,533	23.1	16,125	16,933	-4.8	18,675	18,088	3.2	8,500	8,500		2,056.0	2,064.0	-0.4	69
70 Elmbrook Park	48,985	47,231	3.7	128,037	149,823	-14.5	4,863	5,800	-16.2	18,245	16,405	11.2	26,186	29,138	-10.1	7,175	7,325	-2.0	3,600	3,600		2,056.0	2,064.0	-0.4	70
71 Evelyn Gregory	48,477	47,549	2.0	67,336	79,388	-15.2	15,250	18,025	-15.4	29,419	21,120	39.3	8,839	11,214	-21.2	25,888	30,325	-14.6	6,200	6,200		2,518.0	2,536.5	-0.7	71
72 Humber Bay	46,188	45,753	1.0	167,341	174,152	-3.9	7,263	6,438	12.8	20,120	19,397	3.7	39,718	40,150	-1.1	8,038	8,825	-8.9	2,400	2,400		2,056.0	2,064.0	-0.4	72
73 Victoria Village	43,446	42,402	2.5	99,426	107,811	-7.8	13,363	27,850	-52.0	11,279	16,244	-30.6	18,996	20,003	-5.0	12,050	12,638	-4.6	5,383	5,383		2,056.0	2,064.0	-0.4	73
74 Swansea Memorial	38,627	20,580	87.7	68,141	43,082	58.2	13,075	8,738	49.6	15,181	7,606	99.6	21,926	9,946	120.5	5,525	2,125	160.0	1,127	1,127		2,052.5	1,457.0	40.9	74
~ 75 Taylor Memorial	35,466	40,691	-12.8	94,731	115,914	-18.3	9,293	8,663	7.3	12,900	9,446	36.6	20,303	23,841	-14.8	13,329	14,738	-9.6	5,000	5,000		1,896.0	2,064.0	-8.1	75
76 Davenport	34,954	35,844	-2.5	119,636	125,999	-5.1	10,250	11,625	-11.8	14,631	14,095	3.8	34,303	34,375	-0.2	6,100	6,113	-0.2	3,604	3,604		2,056.0	2,064.0	-0.4	76
77 Northern Elms	34,143	33,536	1.8	76,862	80,537	-4.6	8,888	8,800	1.0	20,158	13,130	53.5	13,605	14,132	-3.7	10,788	11,488	-6.1	3,936	3,936		2,056.0	2,064.0	-0.4	77
78 Todmorden Room	28,939	25,246	14.6	51,952	53,254	-2.4	8,363	5,763	45.1	10,517	6,530	61.1	12,253	11,726	4.5	4,375	4,263	2.6	554	554		1,442.0	1,212.0	19.0	78
~ 79 Amesbury Park	25,865	56,483	-54.2	55,198	106,771	-48.3	8,659	32,700	-73.5	9,556	30,482	-68.7	5,146	11,037	-53.4	7,439	16,563	-55.1	6,320	6,320		1,160.0	2,064.0	-43.8	79
~ 80 St. Clair/Silverthorn	24,915	30,566	-18.5	50,583	57,530	-12.1	8,354	8,600	-2.9	14,002	13,069	7.1	8,450	9,311	-9.2	9,487	13,838	-31.4	4,587	4,587		1,816.0	2,064.0	-12.0	80
~ 81 Humber Summit	24,575	58,365	-57.9	36,120	69,845	-48.3	5,950	15,325	-61.2	13,141	31,332	-58.1	4,883	9,657	-49.4	7,225	21,488	-66.4	9,040	9,040		1,024.0	2,064.0	-50.4	81
Neighbourhood Total	**10,101,122**	**10,272,589**	**-1.7**	**15,367,920**	**16,411,273**	**-6.4**	**2,757,104**	**2,972,214**	**-7.2**	**3,546,177**	**3,602,798**	**-1.6**	**3,007,942**	**3,096,736**	**-2.9**	**2,598,950**	**2,723,927**	**-4.6**	**657,570**	**651,709**	**0.9**	**201,259.0**	**203,422.5**	**-1.1**	
Neighbourhood Average	**124,705**	**126,822**	**-1.7**	**189,727**	**202,608**	**-6.4**	**34,038**	**36,694**	**-7.2**	**43,780**	**44,479**	**-1.6**	**37,135**	**38,231**	**-2.9**	**32,086**	**33,629**	**-4.6**	**8,118**	**8,046**	**0.9**	**2,484.7**	**2,511.4**	**-1.1**	

Branch Summary Statistics: January to December 2017

Neighbourhood & District branches	VISITS		%	CIRCULATION		%	IN-LIBRARY USE		%	INFORMATION REQUESTS		%	HOLDS AVAILABLE FOR P/U		%	WORKSTATION USERS		%	SQUARE FOOTAGE		%	OPEN HOURS		%	
DISTRICT BRANCHES																									
1 Fairview	566,666	518,674	9.3	728,426	751,914	-3.1	180,488	142,875	26.3	232,419	221,495	4.9	84,810	83,708	1.3	215,656	224,402	-3.9	69,458	69,458		3,440.5	3,432.0	0.2	1
2 Northern District	391,543	364,658	7.4	456,927	458,418	-0.3	92,475	88,675	4.3	152,306	136,469	11.6	97,860	95,323	2.7	120,673	117,080	3.1	48,645	45,750	6.3	3,440.5	3,460.0	-0.6	2
3 Cedarbrae	384,227	363,118	5.8	430,830	485,383	-11.2	135,713	151,788	-10.6	283,882	256,383	10.7	48,181	49,545	-2.8	197,151	249,984	-21.1	31,506	31,506		3,440.5	3,460.0	-0.6	3
4 Bloor/Gladstone	360,508	364,124	-1.0	388,365	410,988	-5.5	96,688	105,088	-8.0	118,895	130,446	-8.9	77,096	79,619	-3.2	171,813	168,193	2.2	20,627	20,627		3,412.5	3,432.0	-0.6	4
5 Albert Campbell	356,374	310,244	14.9	338,066	360,510	-6.2	93,450	80,350	16.3	126,622	113,218	11.8	40,303	42,435	-5.0	150,308	149,712	0.4	26,100	26,100		3,440.5	3,432.0	0.2	5
6 Malvern	331,665	348,081	-4.7	334,069	374,677	-10.8	149,038	142,188	4.8	190,918	194,505	-1.8	34,475	39,670	-13.1	158,550	167,069	-5.1	25,834	25,834		3,440.5	3,432.0	-0.6	6
* 7 Agincourt	326,233	313,157	4.2	621,226	712,014	-12.8	128,538	149,016	-13.7	127,258	129,064	-1.4	76,813	83,016	-7.5	134,675	103,406	30.2	27,000	27,000		3,412.5	3,228.5	5.7	7
8 Lillian H. Smith	319,555	331,193	-3.5	352,547	387,051	-8.9	83,775	102,163	-18.0	123,783	140,458	-11.9	60,514	61,260	-1.2	111,803	165,859	-32.6	38,935	38,935		3,440.5	3,460.0	-0.6	8
9 Brentwood	267,983	248,601	7.8	433,080	420,952	2.9	123,313	117,238	5.2	84,784	76,545	10.8	89,543	86,133	4.0	86,113	84,596	1.8	17,500	17,500		3,440.5	3,432.0	0.2	9
10 S. Walter Stewart	262,097	251,375	4.3	407,819	406,483	0.3	101,338	105,388	-3.8	108,697	94,297	15.3	76,222	76,693	-0.6	119,109	114,635	3.9	25,847	25,847		3,440.5	3,432.0	0.2	10
~ 11 Albion	260,950	208,251	25.3	309,631	300,607	3.0	113,838	121,250	-6.1	180,295	208,420	-13.5	29,606	31,691	-6.6	137,999	140,606	-1.9	29,000	32,279	-10.2	3,179.5	3,460.0	-8.1	11
12 Don Mills	257,738	258,252	-0.2	565,703	619,014	-8.6	85,163	95,863	-11.2	109,455	113,093	-3.2	87,141	90,083	-3.3	90,243	88,066	2.5	21,563	21,563		3,412.5	3,432.0	-0.6	12
~ 13 Richview	252,083	296,948	-15.1	539,487	635,613	-15.1	94,040	130,163	-27.8	143,149	138,059	3.7	80,539	95,218	-15.4	82,853	107,745	-23.1	47,252	47,252		3,026.5	3,460.0	-12.5	13
14 Barbara Frum	248,990	234,632	6.1	527,513	546,283	-3.4	99,650	104,363	-4.5	183,933	201,533	-8.7	90,457	89,354	1.2	132,868	121,863	9.0	29,417	39,223	-25.0	3,440.5	3,432.0	0.2	14
15 Maria A. Shchuka	234,462	231,078	1.5	211,188	230,554	-8.4	74,650	73,463	1.6	74,582	86,232	-13.5	30,234	30,679	-1.5	121,564	142,462	-14.7	25,475	25,475		3,412.5	3,432.0	-0.6	15
16 Pape/Danforth	233,308	236,930	-1.5	386,965	419,428	-7.7	54,225	63,275	-14.3	48,134	66,067	-27.1	87,809	91,606	-4.1	59,407	74,158	-19.9	8,175	8,175		3,412.5	3,432.0	-0.6	16
~ 17 York Woods	200,531	209,768	-4.4	199,765	222,393	-10.2	93,988	129,275	-27.3	172,485	183,545	-6.0	25,011	27,755	-9.9	157,821	172,467	-8.5	42,176	42,176		3,406.0	3,432.0	-0.8	17
District Total	**5,254,913**	**5,089,081**	**3.3**	**7,231,607**	**7,742,282**	**-6.6**	**1,800,366**	**1,902,416**	**-5.4**	**2,461,597**	**2,489,829**	**-1.1**	**1,116,614**	**1,153,788**	**-3.2**	**2,248,602**	**2,392,240**	**-6.0**	**534,511**	**544,700**	**-1.9**	**57,639.0**	**58,308.5**	**-1.1**	
District Average	**309,113**	**299,358**	**3.3**	**425,389**	**455,428**	**-6.6**	**105,904**	**111,907**	**-5.4**	**144,800**	**146,461**	**-1.1**	**65,683**	**67,870**	**-3.2**	**132,271**	**140,720**	**-6.0**	**31,442**	**32,041**	**-1.9**	**3,390.5**	**3,429.9**	**-1.1**	
Branch Total (excl. R&R)	**15,356,035**	**15,361,670**	**0.0**	**22,599,527**	**24,153,555**	**-6.4**	**4,557,470**	**4,874,629**	**-6.5**	**6,007,774**	**6,092,627**	**-1.4**	**4,124,556**	**4,250,524**	**-3.0**	**4,847,552**	**5,116,167**	**-5.3**	**1,192,081**	**1,196,409**	**-0.4**	**258,898.0**	**261,731.0**	**-1.1**	
Branch Average (excl. R&R)	**158,310**	**158,368**	**0.0**	**232,985**	**249,006**	**-6.4**	**46,984**	**50,254**	**-6.5**	**61,936**	**62,811**	**-1.4**	**42,521**	**43,820**	**-3.0**	**49,975**	**52,744**	**-5.3**	**12,289**	**12,334**	**-0.4**	**2,669.1**	**2,698.3**	**-1.1**	
RESEARCH AND REFERENCE BRANCHES																									
Toronto Reference Library	1,604,864	1,462,894	9.7	404,937	420,859	-3.8	606,250	686,125	-11.6	547,523	460,476	18.9	84,579	78,267	8.1	867,212	917,498	-5.5	426,535	426,535		3,440.5	3,460.0	-0.6	
*~ North York Central Library	342,972	1,347,718	-74.6	597,896	1,322,318	-54.8	24,688	310,548	-92.1	89,132	470,821	-81.1	127,773	173,667	-26.4		433,079	-100.0	168,022	168,022		3,283.0	3,391.0	-3.2	
Osborne Collection	16,250	12,416	30.9	29	12	141.7	12,113	15,638	-22.5	7,370	7,383	-0.2													
Merril Collection	13,069	10,148	28.8	14	2	600.0	3,800	7,863	-51.7	5,289	6,907	-23.4													
Answerline				42,926	45,026	-4.7				164,257	174,245	-5.7	1												
Interloan				4,286	4,905	-12.6							4,146	4,661	-11.0										
Virtual Reference Desk										11,290	8,251	36.8													
Research & Reference Total	**1,977,155**	**2,833,176**	**-30.2**	**1,050,088**	**1,793,122**	**-41.4**	**646,850**	**1,020,173**	**-36.6**	**824,861**	**1,128,083**	**-26.9**	**216,499**	**256,595**	**-15.6**	**867,212**	**1,350,577**	**-35.8**	**594,557**	**594,557**		**6,723.5**	**6,851.0**	**-1.9**	
Research & Reference Average	**973,918**	**1,405,306**	**-30.7**	**501,417**	**871,589**	**-42.5**	**315,469**	**498,337**	**-36.7**	**318,328**	**465,649**	**-31.6**	**106,176**	**125,967**	**-15.7**	**433,606**	**675,289**	**-35.8**	**297,279**	**297,279**		**3,361.8**	**3,425.5**	**-1.9**	
City-Wide & Remote Services^^	**36,842**	**37,501**	**-1.8**	**6,449,275**	**5,963,900**	**8.1**	**27,638**	**41,288**	**-33.1**	**113,723**	**122,921**	**-7.5**	**53,311**	**47,921**	**11.2**	**463**	**550**	**-15.9**	**1,190**	**1,190**		**3,825.5**	**3,855.5**	**-0.8**	
Grand Total	**17,370,032**	**18,232,347**	**-4.7**	**30,098,890**	**31,910,577**	**-5.7**	**5,231,957**	**5,936,090**	**-11.9**	**6,946,358**	**7,343,631**	**-5.4**	**4,394,366**	**4,555,040**	**-3.5**	**5,715,226**	**6,467,294**	**-11.6**	**1,787,828**	**1,792,156**	**-0.2**	**269,447.0**	**272,437.5**	**-1.1**	

Notes:

~ In 2017, this branch was closed for part or all of this time period for renovation/retrofit

* In 2016, this branch was closed for part or all of this time period for renovation/retrofit

- The figure shown as the average for Research & Reference is an average for North York Central Library & Toronto Reference Library only.

+ Information Requests counts reference and directional requests made in-person, by telephone and electronically.

^^ City-Wide & Remote Services includes Home Library Service, Bookmobile Total, Sunnybrook Hospital, Adult Literacy Services, e-Titles and Departmental Staff.

North York Central Library (NYCL) closed December 4, 2016 for renovation. A Pop-up location with limited service opened December 12, 2016. NYCL data is for the pop-up location.

TORONTO PUBLIC LIBRARY

How We Compare 2016 – North American Libraries serving a population over 2 million

Library Systems	Population Served	# of Branches	Square Footage	Sq. Ft./ Capita	Total Visits	Visits/ Capita	Total Circulation	Circ/ Capita
Los Angeles Public Library	4,031,904	72	858,572	0.21	13,504,301	3.35	16,353,158	4.06
County of Los Angeles Public Library	3,375,417	85	1,210,331	0.36	10,694,275	3.17	13,026,387	3.86
New York Public Library	3,239,253	88	1,471,683	0.45	13,866,904	4.28	22,723,338	7.01
Toronto Public Library	**2,731,571**	**100**	**1,790,966**	**0.66**	**18,232,347**	**6.67**	**31,910,577**	**11.68**
Chicago Public Library	2,695,598	80	1,831,272	0.68	9,274,305	3.44	10,307,759	3.82
Brooklyn Public Library	2,504,700	58	697,145	0.28	8,736,668	3.49	14,932,683	5.96
Miami-Dade Public Library System	2,496,435	49	769,092	0.31	5,327,169	2.13	4,800,720	1.92
Houston Public Library	2,319,603	41	596,402	0.26	3,766,937	1.62	4,214,217	1.82
Average	2,924,310	72	1,153,183	0.40	10,425,363	3.52	14,783,605	5.02
Maximum	4,031,904	100	1,831,272	0.68	18,232,347	6.67	31,910,577	11.68
Minimum	2,319,603	41	596,402	0.21	3,766,937	1.62	4,214,217	1.82
Median	2,713,585	76	1,034,452	0.33	9,984,290	3.39	13,979,535	3.96

Source: Public Library Data Service (PLDS) 2017 (based on 2016 data) sorted by population served.

How We Compare 2016 – Canadian Libraries serving a population over 500,000

Library Systems	Population Served*	# of Branches	Square Footage	Sq. Ft./ Capita	Total Visits	Visits/ Capita	Total Circulation	Circ/ Capita
Toronto Public Library	**2,876,095**	**100**	**1,885,888**	**0.66**	**18,232,347**	**6.34**	**31,910,577**	**11.10**
Montréal, Bibliothèque de	1,753,034	45	714,776	0.41	8,168,445	4.66	11,992,298	6.84
Ottawa Public Library	968,600	33	449,536	0.46	4,509,400	4.66	11,294,759	11.66
Edmonton Public Library	899,447	20	489,582	0.54	5,911,825	6.57	10,383,017	11.54
Vancouver Public Library	631,486	21	499,953	0.79	6,494,268	10.28	10,104,633	16.00
Brampton Library	571,700	7	123,636	0.22	2,008,015	3.51	4,459,048	7.80
Hamilton Public Library	550,700	22	318,683	0.58	3,946,440	7.17	6,738,870	12.24
Surrey Libraries	526,004	9	188,246	0.36	2,481,986	4.72	3,651,027	6.94
Average	1,097,133	32	583,788	0.50	6,469,091	5.99	11,316,779	10.51
Maximum	2,876,095	100	1,885,888	0.79	18,232,347	10.28	31,910,577	16.00
Minimum	526,004	7	123,636	0.22	2,008,015	3.51	3,651,027	6.84
Median	765,467	22	469,559	0.50	5,210,613	5.53	10,243,825	11.32

Source: Canadian Public Library Statistics 2016, Canadian Urban Libraries Council (CULC), sorted by population served.
* Population adjusted for under coverage. Data provided by the City of Toronto.

Strategic Plan 2016-2019: Accountability Framework and 2017 Results

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to provide an update to the Toronto Public Library Board on the Accountability Framework for the Strategic Plan 2016–2019, and to report on the 2017 results using the Balanced Scorecard and Strategic Plan Dashboard Visualization with available data.

The Accountability Framework was established by the Toronto Public Library Board in November 2016 to guide the development, monitoring and reporting of the Strategic Plan in each of four years, as well as overall achievements of the Strategic Plan over 2016-2019.

FINANCIAL IMPACT

There is no financial impact beyond what has already been approved in the current year's budget.

DECISION HISTORY

At its November 21, 2016 meeting, the Toronto Public Library Board approved the *Strategic Plan 2016–2019 Accountability Framework*:
http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2016/nov21/13c-strategic-plan-2016-2019-accountability-framework.pdf

At its June 19, 2017 meeting, the Toronto Public Library Board approved the report *Strategic Plan 2016-2019: Accountability Framework and 2016 Results*:
https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2017/jun19/15-accountability-framework-and-2016-results-combined.pdf and

Strategic Plan 2016-2019: 2017 Work Plan – Semi Annual Status Report:
http://www.torontopubliclibrary.ca/content/about-the-
library/pdfs/board/meetings/2017/jun19/16-2017-work-plan-semi-annual-status-report-
combined.pdf

At its January 29, 2018 meeting, the Toronto Public Library Board approved the report
2017 Strategic Work Plan Status Update and 2018-2019 Strategic Work Plan:
https://www.torontopubliclibrary.ca/content/about-the-
library/pdfs/board/meetings/2018/jan29/15-2017-strat-plan-work-plan-update-2018-2019-
work-plan-combined.pdf

COMMENTS

The purpose of the Accountability Framework is to guide the achievement of TPL's Strategic
Plan from 2016 to 2019, and the development, monitoring and reporting of progress for each
of the four years. The Accountability Framework includes: the Balanced Scorecard, and
Strategic Plan Dashboard, including outcomes.

The Accountability Framework serves as:
- a reporting structure for the Board to monitor the progress of the Strategic Plan and
  provide guidance;
- a public-facing reporting tool to demonstrate openness and accountability; and
- an internal tool to advance a shared understanding of TPL's strategic priorities and public
  service outcomes to guide the work of staff.

Library staff are developing tools to measure progress toward outcomes, including measures
of customer benefit in partnership with the broader library community, for example, the
Bridge Technology Assessment Toolkit. Two new customer benefit measures for technology
have been introduced: 1) For digital inclusion, 51% of respondents in Toronto would not
have otherwise had access to technology services; and 43% of Torontonians would not have
had access to the internet other than at the Library; 2) For digital literacy, 42% of customers
who used technology services were introduced to new technology at TPL; and 84% of
respondents reported increased digital comfort after using one or more technology services at
TPL.

2017 Strategic Plan Accountability Framework Results

Balanced Scorecard (Attachment 1)
The Balanced Scorecard is a tool to measure TPL's organizational transformation as it
delivers on the priorities of the Strategic Plan across four perspectives: customer, operational,
learning and growth, and financial. Targets set for 2017-2019 reflect the intentional
investment in strategic priorities, as well influencing factors such as branch closures for
renovation and existing usage trends.

Renovation closures included North York Central Library (NYCL), TPL's busiest branch, in
January 2017. To minimize service disruption, a pop-up location was opened, providing

limited service; and Sunday and weekly open hours were extended in neighbouring branches (Bayview, Centennial, Locke). However, the NYCL closure had a negative impact on TPL's total use, including branch visits, physical circulation, number of programs offered and program attendance, and workstation use.

Despite the closure of NYCL, 2017 Balanced Scorecard targets were largely achieved. For example:

- 2017 targets for programming attendance were exceeded as a result of strategic investment in technology, learning and cultural programming; and
- targets for branch visits were achieved as a result of an increase in Sunday open hours.

Strategic Plan Dashboard (Attachment 2 –to be distributed at the meeting)
The Strategic Plan Dashboard provides a visualization of results and progress against the Strategic Plan priorities, and includes:

- Outcome Statement for each priority;
- Sample Activities;
- Key Outcome Measures: Results against targets:
    o Percentage Increase Use;
    o Customer Benefit (to be measured in 2018/2019); and
- Key highlights for the year.

Overall, 91% of 2017 Strategic Plan Work Plan initiatives were achieved, as reported to the Board in January 2018.

Library staff continue to advance the Accountability Framework for the Strategic Plan by building capacity to measure progress toward equitable outcomes for Toronto's residents, neighbourhoods and communities.

Next steps include:

- a semi-annual update on the 2018 Work Plan to the Board in September 2018;
- development, implementation and reporting of customer benefit measures for all priority areas and outcomes, in alignment with the new Programming Policy;
- development of the 2019 Work Plan to align with the operating and capital budget submission;
- advancing the Library's Open Data Policy and Business Intelligence Strategy to support evidence-based decision making; and
- collaboration with City partners to measure the impact of library service in advancing key City priorities, including Poverty Reduction.

CONTACT

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SIGNATURE

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Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1:   Balanced Scorecard 2017
Attachment 2:   Strategic Plan Dashboard Visualization – to be distributed at the meeting

	CUSTOMER PERSPECTIVE							
	Key Performance Indicators	**2016 Result**	**2017 Target**	**2017 Result**	**% of Target Reached in 2017**	**2018 Target**	**2019 Target**	**Status & Influencing Factors**
1	Total number of active members (members who used their card in 2017)	671,150	675,000	656,184	**97.2%**	680,000	685,000	**Target substantially achieved**
2	Total use per capita	36.1	35.4	33.2	**93.7%**	37.3	38.5	Usage impacted by 2017 closure of NYCL
3	Total Visits[1]	18,232,347	17,197,414	17,370,032	**101.0%**	18,470,023	18,564,723	**Target achieved**
4	Total virtual visits[2]	32,850,811	34,393,352	27,712,428	**80.3%**	36,218,019	38,028,920	Decrease due to change in how traffic to tpl.ca and OverDrive is counted
5	In-branch technology utilization rate: wireless and workstations (user sessions)[3]	10,450,256	10,148,642	10,669,405	**105.1%**	10,836,306	11,353,950	**Target achieved** Mobile device use is driving increased demand for library wireless service, which is up 24.4%.
6	Program attendance: Learning programs (ESL + Literacy + User Ed excluding technology training)[4]	123,360	117,192	98,098	**83.7%**	128,911	128,911	Impacted by 2017 closure of NYCL, which in a typical year accounts for 10.1% of all program attendance
	eLearning sessions (Brainfuse, Gale Courses, Learning Express Library, lynda.com & Mango Languages)	95,684	50,000	122,440	**244.9%**	60,000	70,000	**Target achieved** Increase in popularity of eLearning databases. eLearning user sessions grew by 28%
	Total: Learning programs attendance and eLearning sessions	219,044	167,192	220,538	**131.9%**	188,911	198,911	**Target achieved**

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[1] Indicator changed from "Visits per capita" to "Total Visits."

[2] Indicator changed from "Virtual Visits per capita" to "Virtual Visits."

[3] Replaced "In-branch technology utilization rate: internet access workstation per 100,000 population" and "In-branch technology utilization rate: wireless connections per capita" with "In-branch technology utilization rate: wireless and workstations (user sessions)."

[4] Indicator changed from "Utilization rate (program capacity): learning programs (ESL + Literacy + User Ed + lifelong learning)" to "Program attendance: Learning programs (ESL + Literacy + User Ed excluding technology training)."

	CUSTOMER PERSPECTIVE							
	Key Performance Indicators	**2016 Result**	**2017 Target**	**2017 Result**	**% of Target Reached in 2017**	**2018 Target**	**2019 Target**	**Status & Influencing Factors**
7	Program attendance: Technology training programs[5]	24,868	23,625	31,783	**134.5%**	25,987	25,987	**Target achieved**
8	Program attendance: Cultural programs[6]	654,394	621,674	649,756	**104.5%**	683,842	683,842	**Target achieved**
9	# of branches providing regular After-School Club programs from September to June[7]	37	37	36	**97.3%**	n/a	n/a	**Target substantially achieved**
10	Electronic circulation (Downloads and Streamed Content)[8]	5,024,490	5,639,413	5,639,413	**98.9%**	6,500,280	6,825,294	**Target substantially achieved**
	Physical circulation	26,886,087	24,575,000	24,459,477	**99.5%**	25,000,000	25,500,000	**Target substantially achieved**
11	User satisfaction: overall							
12	User satisfaction: in-branch technology (computers, software, Wi-Fi)							
13	User satisfaction: Knowledge of staff			Measurement tool to be developed				
	User satisfaction: Helpfulness of staff							
14	% of customers whose only access to technology services is the Library	n/a	n/a	51%	n/a	TBD	TBD	
	% of customers reporting increased digital comfort after using one or more services at the Library	n/a	n/a	84%	n/a	TBD	TBD	

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[5] Indicator changed from "Utilization rate of technology training programs" to "Program attendance: Technology training programs."

[6] Indicator changed from "Utilization rate of cultural programs" to "Program attendance: Cultural programs."

[7] Indicator changed from "# of branches providing regular after-school programming from September to June" to "# of branches providing regular after-school club programs from September to June."

[8] Changed from "Turnover rate of circulating items" to "Electronic circulation (Downloads and Streamed Content)" and "Physical circulation" and moved from Operational Perspective to Customer Perspective.

	OPERATIONAL PERSPECTIVE							
	Performance Indicator[9] [10]	**2016 Result**	**2017 Target**	**2017 Result**	**% of Target Reached in 2017**	**2018 Target**	**2019 Target**	**Influencing Factors**
1	Total Open Hours	272,437.50	273,492.45	269,447.00	**98.5%**	277,712.20	277,719.10	**Target substantially achieved** 2017: 10 branch renovation closures throughout the year. Sunday summer hours at 6 additional branches.
2	# of Sunday branches (September to June)	33	33	33	**100.0%**	42	50	**Target achieved** 2017 actual: 34 branches (BY & LO open for NYCL closure)
3	# of NIA Sunday branches (September to June)	11	11	11	**100.0%**	17	23	**Target achieved**
4	# of Sunday branches (Year-round)	8	14	14	**100.0%**	19	19	**Target achieved** 2017 actual: 6 Sunday branches added: ACD, BF, BR, FV, SWS, YW
5	# of items in TPL collections digitized in reporting year[11]	331,133	233,138	208,325	**89.4%**	247,000	247,000	2016 includes batch-loaded Toronto Star digital files. TPL cleaned up the metadata.

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[9] "# of NIA Sunday branches (Year-round)" deleted.
[10] "Turnover rate of circulating items" replaced by "Electronic circulation (Downloads and Streamed Content)" and "Physical circulation" and moved to Customer Perspective.
[11] Changed from "% of Special Collections that are digitized" to "# of items in TPL collections digitized in reporting year."

Strategic Plan 2016-2019 Balanced Scorecard Key Performance Indicators

2017 Results & 2018 Targets

	Performance Indicator	2016 Result	2017 Target	2017 Result	% of Target Reached in 2017	2018 Target	2019 Target	Influencing Factors
	LEARNING & GROWTH PERSPECTIVE							
1	Logic Models and evaluation frameworks developed for strategic priorities	Logic Models in development	n/a	Logic Models completed	**100%**	n/a	n/a	**Target achieved**
2	Spending on staff development: Total	$471,080.00	$417,761.00	$477,174.00	**114.2%**	$417,761.00	$417,761.00	**Target achieved** City mandated training strategies led to increase in staff attendance
	Spending on staff development: Average per staff	$291.48	$258.49	$291.51	**112.8%**	$258.49	$258.49	**Target achieved**
3	% of staff who report they have the skills and training to meet service delivery outcomes				Measurement tool to be developed			
4	% of staff who report high levels of engagement							

		FINANCIAL PERSPECTIVE						
	Performance Indicator	**2016 Result**	**2017 Target**	**2017 Result**	**% of Target Reached in 2017**	**2018 Target**	**2019 Target**	**Influencing Factors**
1	Cost per use	$1.87	$1.96	$2.07	**94.7%** within target	$1.87	$1.87	Impacted by 2017 closure of NYCL
2	Operating expenditures (Gross)	$193,669,397	$198,993,175	$201,021,521	**101.0%**	$200,204,605	$206,957,203	2017 result higher than target due to enhanced library initiatives funded by grants received, including from TPLF.
	Operating expenditures per capita	$67.34	$69.19	$69.89	**101.0%**	$69.61	$71.96	
3	Operating expenditures for electronic materials	$5,827,922	$6,138,802	$5,956,450	**97.0%**	$6,540,731	$6,850,000	Reallocated spending from elimination of underused databases to e-books, e-audio books and other materials.
4	Operating expenditures on technology and digital services division[12]	$11,461,637	$11,728,125	$11,752,732	**100.2%**	$11,891,952	$12,057,826	
	Capital expenditure on TAMP Virtual Branch Services and Technological Innovation Projects	$6,096,556	$7,976,708	$6,950,328	**87.1%**	$8,550,000	$6,883,000	2017 result lower than target due to timing of spending for two year projects.
5	Total net funding	$176,928,318	$179,107,760	$179,038,277	**99.9%**	$180,769,347	$188,053,608	Small surplus of $69,483 returned to the City.
	Total net funding per capita	$61.52	$62.27	$62.24	**99.9%**	$62.85	$65.39	
6	Total funding from TPL Foundation (does not include gifts in kind)	$3,091,983	$3,000,000	$2,721,904	**90.7%**	$2,500,000	$2,500,000	Decrease from 2016 due to one-time payment of large donation.

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[12] "Operating expenditures for digital technology" replaced by "Operating expenditures on technology and digital services division" and "Capital expenditure on TAMP and Virtual Branch Services."

19.

TORONTO PUBLIC LIBRARY

Operating Budget Monitoring Report – December 31, 2017

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to provide the Toronto Public Library (TPL) Board with a summary of the gross and net operating expenditures for the year ending on December 31, 2017. TPL's Council-approved 2017 operating budget is $179.108 million net ($199.103 million gross).

For the year ending December 31, 2017, TPL is reporting a favourable net expenditure variance of $0.069 million, which will be returned to the City, comprised of a favourable revenue variance of $2.098 million and an unfavourable expenditure variance of $2.028 million.

FINANCIAL IMPACT

For the year ending December 31, 2017, TPL is reporting a favourable net expenditure of $0.069 million comprised of a favourable revenue variance of $2.098 million and an unfavourable expenditure variance of $2.028 million. The surplus of $0.069 million will be returned to the City.

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

DECISION HISTORY

At its meeting on April 18, 2017, the Board considered the [Extended North York Central Library Closure and 2017 Budget and 2017-2026 Capital Plan Adjustments](#) report that included a recommendation to seek Council approval for an acceleration of $4.000 million cash flows to 2017 from 2018 ($1.272 million gross) and 2019 ($2.728 million gross) for the NYCL Phase 1 project, fully funded by a contribution from the operating budget that resulted from cost savings generated by the extended branch closure for all of 2017.

At its meeting on July 4, 2017, City Council adopted this recommendation and TPL's 2017 operating and capital budgets have been adjusted accordingly.

ISSUE BACKGROUND

TPL's initial Council-approved 2017 operating budget is $179.052 million net ($199.047 million gross). Throughout 2017, the City made minor adjustments that resulted in a revised 2017 operating budget of $179.108 million net ($199.103 million gross).

COMMENTS

For the year ending December 31, 2017, TPL is reporting a favourable net expenditure variance of $0.069 million comprised of a favourable revenue variance of $2.098 million and an unfavourable expenditure variance of $2.028 million as shown in Table 1 below.

Table 1
TORONTO PUBLIC LIBRARY
Operating Budget Monitoring Report
For the Year Ending December 31, 2017
($ Millions)

Expense/Revenue Category	2016 Actual $	2017 Actual $	2017 Budget $	Variance fav/(unfav) $	%
Staffing Costs	144.377	142.542	143.626	1.085	0.8
Materials and Supplies	2.263	2.147	2.169	0.022	1.0
Library Materials	19.339	19.761	19.752	(0.008)	(0.0)
Equipment, Services and Rent	28.987	30.089	27.115	(2.974)	(11.0)
Contributions & Transfers	2.271	6.327	6.327	0.000	0.0
Other	0.012	0.156	0.004	(0.152)	(3,780.0)
Gross Expenditures	**197.249**	**201.022**	**198.993**	**(2.028)**	**(1.0)**
Grants	5.813	5.788	5.678	0.109	1.9
Fines, Fees and Room Rentals	5.246	5.323	4.952	0.371	7.5
Contributions & Transfers	4.429	7.085	7.085	-	-
Other	4.833	3.787	2.170	1.617	74.5
Total Revenues	**20.321**	**21.983**	**19.885**	**2.098**	**10.5**
Net Expenditures	**176.928**	**179.038**	**179.108**	**0.069**	**0.0**

Note: Totals may not add due to rounding

The unfavourable expenditure variance of $2.028 million is partially attributable to an unfavourable variance in equipment, services and rent of $2.974 million offset by a favourable variance in staffing costs of $1.085 million.

The unfavourable variance of $2.974 million in equipment, services and rent is primarily due to enhanced spending ($1.668 million) on specific library initiatives funded by the TPL Foundation and greater than budgeted expenditures in various areas, including facilities maintenance ($0.729 million), security ($0.360 million) and telephone costs ($0.211 million). The maintenance expenditures included urgent repairs to building components and systems, including heating, ventilation and air conditioning, alarm systems, furniture and general repairs.

Security guard costs were higher than budget due to the requirement for an increase in security personnel in certain branches during regular branch hours, including paid-duty Toronto Police Services officers at Malvern, in order to ensure the safety of patrons and staff, and in response to specific incidents.

Telephone expenses were higher than budget as full savings related to the roll-out of voice-over Internet protocol (VOIP) were budgeted for in 2017 while actual savings were only realized towards the end of the year due to the timing of the VOIP conversion.

The favorable variance in staffing costs ($1.085 million) is attributed to a high level of retirements and the associated staff movement; greater than estimated savings realized from the closure of NYCL for renovations; lower than budgeted expenditures in benefits related to the staffing savings; as well as reduced claims experience.

The favourable revenue variance of $2.098 million is mainly attributable to supplementary revenue from the TPL Foundation ($1.668 million) to enhance specific library initiatives as discussed above and greater than budgeted revenues from public printing and copy card sales ($0.224 million).

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

CONTACT

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SIGNATURE

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Vickery Bowles
City Librarian

20.

STAFF REPORT
INFORMATION ONLY

Capital Budget Monitoring Report – December 31, 2017

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

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, 2017.

Capital spending during 2017 totalled $28.403 million or 75.8% of the approved gross cash flow of $37.490 million. After adjusting for the $2.908 million of pre-spending of 2017 budget in 2016, the 2017 spending rate is increased to 82.1% of the available budget. The five-year average capital spend rate is 87.5%.

FINANCIAL IMPACT

Capital spending during 2017 totalled $28.403 million or 75.8% of the approved gross cash flow of $37.490 million, resulting in a final unspent balance of $9.087 million. After adjusting for $2.908 million of pre-spending of the 2017 budget in 2016, $0.359 million of 2017 cash-flow overspending and other minor adjustments, there remains $6.428 million of unspent 2017 cash flow to be carried forward and added to the 2018 budget, as shown in Table 1.

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

ISSUE BACKGROUND

Toronto Public Library's 2017 capital budget of $37.490 million gross is comprised of $29.524 million approved, $2.688 million of unspent balances carried forward from 2016, $4.000 million cash-flow acceleration of the North York Central Library (NYCL) Phase 1 project funded by operating savings arising from the NYCL closure, and an increase of $1.278 million of development charge funding for the Multi-Branch State of Good Repair Program and the Albion Library Reconstruction.

COMMENTS

For the year ending December 31, 2017, the Library spent $28.403 million or 75.8% of the 2017 approved cash flow of $37.490 million, resulting in a final unspent balance of $9.087 million. After adjusting for the $2.908 million of pre-spending of 2017 budget in 2016, the 2017 spending rate is increased to 82.1% of the available budget. The average five-year capital spending rate is 87.5%, well above the City average.

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

Project Status
Attachment 1 includes a list of all active projects, providing 2017 year-end and life-to-date project expenditure status, and overspent and underspent cash-flow balances. A brief description of 2017 accomplishments, significant expenditure variances and the completion status of capital projects is provided below:

- The *Agincourt Building Elements* project's capital expenditure totalled $0.0623 million or 101.2% of the 2017 approved cash flow of $0.0616 million, essentially on budget. The project is completed.

- The *Albert Campbell Renovation* project's capital expenditure totalled $0.042 million or 18.6% of the 2017 approved cash flow of $0.225 million. The architect contract was awarded at the June 27, 2016 Library Board meeting and planning is underway. The unspent cash-flow balance of $0.183 million will be carried forward to 2018.

- The *Albion Library Reconstruction* project's capital expenditure totalled $3.433 million or 72.7% of the 2017 approved cash flow of $4.721 million. This equates to 99.2% spending of available 2017 cash flows as a $1.259 million underspending was required to offset the pre-spending of 2017 budgeted cash flows in 2016 due to the project being ahead of schedule. The remaining unspent cash-flow balance of $0.029 million will be carried forward to 2018.

- The *Bayview-Bessarion Relocation* project's capital expenditures totalled $0.480 million or 82.8% of the 2017 approved cash flow of $0.580 million. The unspent cash-flow balance of $0.100 million will be carried forward to 2018.

- The *Dawes Road Library Construction and Expansion* project's capital expenditure totalled $1.441 million or 57.4% of the 2017 approved cash flow of $2.509 million. City Facilities and Real Estate are continuing to work on negotiations regarding the site. An unspent cash-flow balance of $1.068 million will be carried forward to 2018.

- The *Downsview Renovation* project's capital expenditure totalled $0.030 million representing 100% of the 2017 approved cash flow of $0.030 million. The project is completed.

- The *Eglinton Square Expansion* project's capital expenditure totalled $0.754 million representing 100% of the 2017 approved cash flow of $0.754 million. The project is completed.

- The *Fort York Library Construction* project's capital expenditure totalled $0.168 million representing 47.9% of the 2017 approved cash flow of $0.351 million. While the branch has been open since May 2014, outstanding work such as acoustic problems are taking longer than anticipated. An unspent cash-flow balance of $0.183 million will be carried forward to 2018.

- The *North York Central Library Renovation Phase 1* project's capital expenditure totalled $7.439 million or 78.4% of the 2017 approved cash flow of $9.486 million. This equates to a spending rate of 94.2% of available 2017 cash flows as a $1.588 million underspending was required in 2017 to offset the pre-spending of 2017 budgeted cash flows in 2016 due to the project being ahead of schedule. The remaining unspent cash-flow balance of $0.458 million will be carried forward to 2018.

- The *Scarborough Civic Centre Library Construction* project's capital expenditure totalled $0.045 million representing 100% of the 2017 approved cash flow. The project is completed.

- The *St.Clair/Silverthorn Reconstruction* project's capital expenditure totalled $0.178 million or 19.6% of the 2017 approved cash flow of $0.905 million. Delays in awarding the construction contract due to initial bids above budget resulted in $0.727 million of unspent cash-flow balance to be carried forward to 2018.

- The *St. Lawrence Relocation and Expansion* project, with a 2017 approved cash flow of $0.100 million for design costs, had no capital spending in 2017. City Facilities and Real Estate will perform a Master Plan and Heritage assessment of the former First Parliament site. Given that the start date of this project is uncertain at this time, the project is deferred to 2022.

- The *Wychwood Library Renovation* project's capital expenditure totalled $0.151 million or 12.3% of the 2017 approved cash flow of $1.232 million. As a result of a lengthy site plan approval process, an unspent cash-flow balance of $1.081 million will be carried forward to 2018.

- *Integrated Payment Solutions* initiatives offer technological improvements to the customer experience in the branch in order to provide more modern library services and improve the efficiency of the customer interaction. The project capital expenditure totalled $0.186 million or 16.2% of the 2017 approved cash flow. An unspent cash-flow balance of $0.964 million will be carried forward to 2018.

- The *Equipment for Operational Efficiencies* project supports various branch technologies including phones, printing hardware and sorters. The project capital expenditure totalled $1.096 million or 75.3% of the 2017 approved cash flow. An unspent cash-flow balance of $0.360 million will be carried forward to 2018.

- The *Technology Asset Management Program* capital expenditures totalled $4.096 million or 105.8% of the 2017 approved cash flow of $3.871 million. This project spending is ahead of schedule resulting in pre-spending of $0.225 million 2018 budgeted cash flows in 2017. An underspending of the same amount is required in 2018 to offset the over expenditure in 2017.

- The *Multi Branch State of Good Repair Program* capital expenditures totalled $7.227 million or 84.9% of the 2017 approved cash flow of $8.513 million. This state of good repair program is an effective way of keeping some branches operational until a major renovation can be funded. Four sub-projects are completed with an unspent funding of $0.010 million, which will be used to offset over expenditures of other completed projects. The remaining six sub-projects with an unspent cash-flow balance of $1.275 million will be carried forward to 2018.

- The *Virtual Branch Services* project's capital expenditure totalled $1.573 million or 104.8% of the 2017 approved cash flow of $1.500 million. This equates to a spending rate of 109.3% of available 2017 cash flows as a $0.061 million underspending was required in 2017 to offset pre-spending of 2017 budgeted cash flows in 2016. A total of $0.134 million ($0.073 million pre-spending of 2018 budgeted cash flows in 2017 plus $0.061 million pre-spending of 2017 budgeted cash flows in 2016) will be required to be underspent in 2018.

2017 Carry-forwards

The total underspending balance at the end of 2017 is $9.087 million, of which $6.428 million will be carried forward to 2018 and will increase the total available capital budget in 2018. Detail of the $6.428 million carry-forward to 2018 and the 2017 overspent $0.359 million for projects ahead of schedule are shown on the following table:

Table 1: 2017 Over and Under Spend by Project and Impact on 2018 Capital Budget
($ Millions)

Projects	Approved 2018 Budget	Carry forward from 2017	2017 Overspent	Adjusted 2018 Budget
Albert Campbell Library Renovation	0.300	0.183		0.483
Albion Library Renovation	0.200	0.029		0.229
Answerline & Community Space Rental Modernization	0.550			0.550
Bayview-Besssarion Library Relocation	-	0.100		0.100
Centennial Library Renovation & Expansion	0.167			0.167
Dawes Road Construction & Expansion	1.114	1.068		2.182
Equipment for Operational Efficencies	0.350	0.360		0.710
Expansion of Technological Efficiencies	0.950			0.950
Fort York Library Construction	-	0.183		0.183
Guildwood Library Leasehold Improvement	0.592			0.592
Integrated Payment Solutions	1.100	0.964		2.064
Multi-Branch State of Good Repair Program	6.164	1.275		7.439
North York Central Library Renovation Phase 1	2.323	0.458		2.781
North York Central Library Renovation Phase 2	2.664			2.664
Parliament Street Library Relocation & Expansion	0.407			0.407
Perth / Dupont Library Relocation - 299 Campbell Ave.	0.080			0.080
St.Clair/Silverthorn Renovation	1.529	0.727		2.256
Technology Asset Management Program	4.100		(0.225)	3.875
Virtual Branch Services	1.500		(0.134)	1.366
Wychwood Library Renovation	2.678	1.081		3.759
York Woods Library Renovation	2.070			2.070
Total	**28.838**	**6.428**	**(0.359)**	**34.907**

CONTACT

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SIGNATURE

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Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1: Capital Budget Monitoring Report for the Year Ended December 31, 2017

Toronto Public Library
2017 Capital Budget Monitoring Report
For the Year Ended December 31, 2017

	Project/Sub-Project Name	2017 - Year End						Life To Date				Planned Year of Completion
		2017 Full Year Budget	Spent		Underspent/ (Overspent)			Budget	Actuals	Unspent / (Overspent)		
			$	%	$	On Budget	On Time	$	$	$	%	
		(a)	(b)	(c) =(b) / (a)	(d) =(a) - (b)	(e)	(f)	(g)	(h)	(i) = (h) - (g)	(j) = (i) /(g)	(k)
1	Agincourt Partial Renovation	61,627	62,339	101.2%	(712)	Ⓖ	Ⓖ	1,478,000	1,478,712	(712)	(0.0%)	2017
2	Albert Campbell Library Renovation	224,950	41,853	18.6%	183,097	Ⓡ	Ⓡ	12,165,000	81,903	12,083,097	99.3%	2021
3	Albion Library Renovation	4,721,000	3,433,158	72.7%	1,287,842	Ⓖ	Ⓖ	15,307,000	15,077,979	229,021	1.5%	2018
4	Bayview-Bessarion Library Relocation	580,000	480,330	82.8%	99,670	Ⓖ	Ⓖ	12,622,000	672,065	11,949,935	94.7%	2020
5	Dawes Road Construction & Expansion	2,508,768	1,440,632	57.4%	1,068,136	Ⓨ	Ⓨ	13,263,000	1,446,864	11,816,136	89.1%	2020
6	Downsview Library Renovation	30,317	30,317	100.0%	-	Ⓖ	Ⓖ	436,875	436,875	-	0.0%	2017
7	Eglinton Square Library Expansion	754,204	754,204	100.0%	-	Ⓖ	Ⓖ	1,243,000	1,243,000	-	0.0%	2017
8	Fort York Library Construction	351,053	168,135	47.9%	182,918	Ⓡ	Ⓡ	9,192,000	9,009,082	182,918	2.0%	2014
9	North York Central Library Renovation	9,486,000	7,439,542	78.4%	2,046,458	Ⓖ	Ⓖ	14,974,000	12,193,044	2,780,956	18.6%	2019
10	Scarborough Civic Centre Library Construction	45,246	45,246	100.0%	0	Ⓖ	Ⓖ	10,276,000	10,276,000	0	0.0%	2015
11	St. Clair/Silverthorn Renovation	905,000	177,740	19.6%	727,260	Ⓡ	Ⓡ	2,897,000	340,670	2,556,330	88.2%	2018
12	St. Lawrence Relocation & Expansion	100,000	-	0.0%	100,000	Ⓖ	Ⓖ	100,000	-	100,000	100.0%	2017
13	Wychwood Library Renovation	1,232,019	151,256	12.3%	1,080,763	Ⓡ	Ⓡ	9,533,000	541,266	8,991,734	94.3%	2019
14	Integrated Payment Solutions	1,150,000	186,385	16.2%	963,615	Ⓡ	Ⓡ	2,250,000	186,385	2,063,615	91.7%	2018
15	Equipment for Operational Efficiencies	1,456,000	1,095,646	75.3%	360,354	Ⓖ	Ⓖ	1,806,000	1,095,646	710,354	39.3%	2018
16	Technology Asset Management Program	3,870,708	4,095,615	105.8%	(224,907)	Ⓖ	Ⓖ	17,252,000	9,693,907	7,558,093	43.8%	Ongoing
17	Multi-Branch State of Good Repair Program	8,513,083	7,227,513	84.9%	1,285,570	Ⓖ	Ⓖ	15,367,090	10,835,240	4,531,850	29.5%	Ongoing
18	Virtual Branch Services	1,500,000	1,572,682	104.8%	(72,682)	Ⓖ	Ⓖ	6,842,000	4,032,350	2,809,650	41.1%	Ongoing
	Total- 2017 Capital Projects Cash Flow Gross	**37,489,975**	**28,402,593**	**75.8%**	**9,087,382**	Ⓖ	Ⓖ	**147,003,965**	**78,640,988**	**68,362,977**	**46.5%**	

On Time		On Budget
On / Ahead of Schedule	Ⓖ	>70% of Approved Cash Flow
Minor Delays < 6 months	Ⓨ	Between 50% and 70% of Approved Cash Flow
Significant Delays > 6 months	Ⓡ	< 50% of Approved Cash Flow

TORONTO PUBLIC LIBRARY

STAFF REPORT
INFORMATION ONLY

21.

Annual Statistical Report to the Office of the Information and Privacy Commissioner (IPC) of Ontario.

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report provides a summary of Toronto Public Library's 2017 submission to the Ontario Information and Privacy Commissioner (IPC) in compliance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Toronto Public Library fulfilled its legislative requirements for 2017.

FINANCIAL IMPACT

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

The Director, Finance & Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

The Library is required to submit a statistical report to the Information and Privacy Commissioner (IPC) of Ontario on an annual basis. At its meeting on March 26, 2007, the Library Board requested staff to report on the annual report submitted to the Information and Privacy Commissioner of Ontario.

ISSUE BACKGROUND

The Toronto Public Library is governed by MFIPPA, which requires the Library to submit an annual report to the IPC. One of the IPC's functions is to gather and analyse annual statistics from municipal institutions.

COMMENTS

Overview
The Toronto Public Library received four requests for access to records in 2017 that met the regulatory requirements under MFIPPA. These four requests were resolved routinely. For all requests resolved in 2017, the Library maintained a 100% compliance rate within the timeframes permitted by legislation for processing access requests. There were no appeals to the IPC related to access requests in 2017.

Routine Disclosure
The Library routinely discloses information to the public. The TPL website provides a wide range of information and includes Toronto Public Library Board agendas, documents and minutes, and other detailed information about library programs and services. Many informal requests for information from the Library were answered by referring requestors to the Library's website.

Disclosures to Law Enforcement
All instances of disclosure of personal information to law enforcement agencies were in compliance with MFIPPA and followed TPL's policy and procedures.

CONTACT

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Vickery Bowles
City Librarian

TORONTO PUBLIC LIBRARY

STAFF REPORT
INFORMATION ONLY

22.

Extended Authority – Award of Tender for Steeles Branch

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to inform the Toronto Public Library (TPL) Board of an award of tender to employ the services of BDA Inc. (formerly Brown Daniels Associates) for the renovation of the Steeles Branch as per TPL's drawings and specifications. The decision to award the tender was made under the delegated authority of the Board to the City Librarian because the Board was unable to meet in March 2018.

FINANCIAL IMPACT

The contract award of $733,700, is made up of the tender amount of $667,000, plus a contingency of $66,700, excluding [Harmonized Sales Tax (HST)]. The project is funded by landlord contributions of $15,540, with the remainder coming from the Multi-Branch Minor Renovation Program budget.

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

COMMENTS

The project is a complete renovation of the existing and newly acquired leased space. The additional leased space will increase the public service area by approximately 400 square feet once the project is complete. The renovation includes:
- redesign of the branch to include the additional leased square footage;
- new flooring and painting;
- new library shelving, with the introduction of mobile shelving, where possible;
- introduction of the new children's brand;
- new library furnishing that provide options for seating;
- redesign of the existing public washrooms and program room area;
- review of existing front doors to ensure they are AODA compliant.

Award of Tender Information

The award of tender was made to BDA Inc. general contractors. For the recommended contract award, the following requirements have been met:

1.   The bidder recommended for award is the lowest bidder meeting all tender requirements, and was the lowest bid received;
2.   Library staff have reviewed the submission and found the price to be reasonable in relation to the complexity of the project;
3.   The tender process included the use of pre-qualified general contractors, in accordance with the instructions to bidders.

The recommended bidder has successfully completed a number of Toronto Public Library projects, including Humber Summit, Riverdale, Runnymede, Beeton Hall at TRL, Woodside Square and Mimico branches. The references were checked by the architect and were satisfactory.

TPL's Financial Control Policy authorizes the City Librarian to exercise the power of the Board to make an award to the lowest compliant bidder during months that the Board does not meet. The City Librarian is required to report the award to the Board at its next scheduled meeting. The award could not be delayed by another month because the tender price was valid for only 30 days. Further, the implementation of the branch closure was nearly complete and the contractor had scheduled work to begin assuming an April 3, 2018 closure. A delay of a month would have been confusing to the public and may have resulted in construction delays. A month delay would also negatively impact the Library's ability to deliver on its capital program for 2018.

CONTACT

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Vickery Bowles
City Librarian

TORONTO PUBLIC LIBRARY

**STAFF REPORT
INFORMATION ONLY**

Board Resolutions – Status Report

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

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

BACKGROUND INFORMATION

At the April 2, 2012 meeting, the Toronto Public Library Board approved the inclusion of Board Resolutions – Status Report on 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 – April 30, 2018

**STATUS REPORT
TORONTO PUBLIC LIBRARY BOARD RESOLUTIONS
AS AT APRIL 30, 2018**

DATE OF MEETING	MOTION (Ref: Minute #)	STATUS	TARGET DATE
Sep. 8, 2014	**14-150 – Notice of Motion: Funding and Timing of Perth/Dupont Branch Relocation**		
	5. requests that the local City Councillor consult with the local community and make a recommendation to the Board for a new name for the relocated branch (which will no longer be located at the corner of Perth and Dupont).	**IN PROGRESS** Staff to bring a recommendation to the Board for a new name for the relocated branch to the Board for approval.	To be determined
Feb. 22, 2016	**16-040 – Naming Opportunity – Daniel Grafton Hill III**		
	2. requests staff to provide updates to the Toronto Public Library Board on this initiative at strategic intervals.	**IN PROGRESS** This initiative is dependent on a future branch capital project and consultation process.	To be determined

TORONTO PUBLIC LIBRARY

STAFF REPORT
ACTION REQUIRED

24.

City Librarian's Performance Review Committee: City Librarian's 2017 and 2018 Performance Review

Date:	April 30, 2018
To:	Toronto Public Library Board
From:	City Librarian's Performance Review Committee
Reason for confidentiality	This report involves personal matters about an identifiable individual – Public Libraries Act, R.S.O 1990, Chapter P. 44, s. 16.1 (4) (b).

SUMMARY

This report seeks Toronto Public Library Board approval for the recommendations for the City Librarian's 2017 and 2018 performance review.

RECOMMENDATIONS

The City Librarian Performance Review Committee recommends that the Toronto Public Library Board:

1.   approves the City Librarian's Performance Review Committee's confidential verbal recommendations for the City Librarian's 2017 and 2018 performance review; and

2.   recommends that the information concerning the City Librarian's 2017 and 2018 performance review not be made public as the subject matter being considered involves personal matters about an identifiable individual.

FINANCIAL IMPACT

There will be no financial impact beyond what is already approved in the 2018 operating budget.

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

DECISION HISTORY

The Toronto Public Library Board adopted the City of Toronto's Compensation Plan for non-union employees in May 2000. Under the plan, an annual performance review for the City Librarian is required.

COMMENTS

The City Librarian's Performance Review Committee met on April 23, 2018 to conduct a review of the City Librarian's 2017 and 2018 performance plans.

At its meeting on October 23, 2017, the Toronto Public Library Board approved conducting a 360-degree review as part of the City Librarian's performance appraisal for 2018.

The recommendations in this report will not be made public because the subject matter deals with personal matters about an identifiable individual.

CONTACT

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SIGNATURE

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Dan Keon
Director, Human Resources

Attachment 1: Confidential Information