

TORONTO PUBLIC LIBRARY



ANNUAL REPORT 2003

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TOP: THE NEWLY REDESIGNED BAYVIEW BRANCH.

MIDDLE: LIBRARY READING AND HOMEWORK HELP PROGRAMS HELP KIDS WITH THEIR READING SKILLS.

BOTTOM: MORE THAN 17,500 PEOPLE ATTENDED THE 2003 JOINT AMERICAN AND CANADIAN LIBRARY ASSOCIATIONS CONFERENCE.

COVER IMAGE: THE COMPLETELY RECONSTRUCTED MARIA A. SHCHUKA BRANCH.

FROM THE BOARD AND THE CITY LIBRARIAN

Great library systems are created by their users. Toronto Public Library places the people of our great city at the centre of our efforts to develop outstanding library service.

Toronto is a diverse, multicultural tapestry of people with a wide array of hopes, dreams and needs. It takes a multidimensional, multifaceted public library system to serve these people.

Libraries build strong cities and communities by providing welcoming, accessible community space, participating in urban revitalization, helping integrate immigrants and newcomers and providing life-long learning opportunities.

With 16.6 million visits, Toronto Public Library sees more patrons every year than all of Toronto's major arts and cultural attractions combined. In 2003, we circulated 28.7 million items, accommodated over 17 million virtual visits through our website and treated more than 455,000 library patrons to programs featuring authors, performers, business speakers, genealogists, musicians and much more. We saw 50 percent of Toronto's children enter our library branches over the past two years and over 52,000 children and teens registered for new library cards in 2003. We added more than a half million items to our collection, including materials in over 40 languages.

Toronto Public Library is staffed by innovative, energetic individuals who continue to find creative ways to serve the complex and wide-ranging needs of the city's people. A very small act can have a major impact. A short computer tutorial in one of the Library's learning centres can help an older adult learn to use email to get in touch with children and grandchildren who live in other parts of the world. One hour a week of a volunteer tutor's time can make all the difference to a child struggling to keep up at school. Working one-on-one with an adult literacy tutor can be a tremendous help to a person looking to improve their prospects in the world.

2003 was the final year of our first strategic plan as an amalgamated library system. Over the course of the three-year plan, we made some significant strides in improving access to Toronto Public Library services.

Near the end of 2003, we began the process of developing a new strategic plan. Again, we set out to discover what the people of Toronto want from their library. We held a public consultation for the new strategic plan at Toronto



TOP: CITY LIBRARIAN JOSEPHINE BRYANT

BOTTOM: TORONTO PUBLIC LIBRARY BOARD
CHAIR GILLIAN MASON.

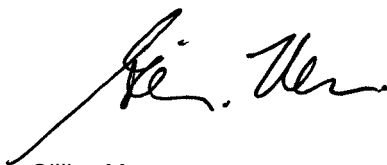
Reference Library in the fall of 2003. We followed up with a second consultation, held at the newly opened Maria A. Shchuka Branch, designed to capture the needs of the city's youth. More consultations, with members of the public, community agencies and other library stakeholders, are planned for early 2004 in order to have the new strategic plan ready for the spring.

As always, Toronto Public Library belongs to the people of Toronto. We continue to consult with our users, community stakeholders, experts and other interested people and organizations to make North America's busiest library system responsive, accessible and comprehensive.

We invite you to learn more about Toronto Public Library by reading this annual report, by logging onto www.torontopubliclibrary.ca or by dropping into one of our 98 branches. And when you're through with today's visit, let us know what you like about your library and what you'd like to see in your Toronto Public Library.



Josephine Bryant
City Librarian



Gillian Mason
Chair, Toronto Public Library Board

Public libraries help forge tolerance and engender respect for differences, enhance a sense of belonging and advance Canadian citizenship.

–The Toronto Star editorial page editor emeritus Haroon Siddiqui

FROM THE FOUNDATION BOARD

People across Toronto tend to get excited when they talk about their local library branch. I know, since I've had the opportunity to speak with many library supporters who each have their own story of the important role the Library has played in their life.

I also know how upset people can become when something threatens their library. I'm proud to be in a position to help protect and make strong, not just my local branch of Toronto Public Library, but your branch as well – and, in fact, every one of the 98 library branches in the city. I'm proud of what Toronto Public Library has done as a system over the past year and I'm excited about what we are hoping to accomplish in upcoming years.

The Toronto Public Library Foundation is in a unique position to make a difference to the people of Toronto. With a new strategic plan in the works, the Library is gearing up to focus on enhancing services in key areas and the Foundation is committed to helping provide the financial means to achieve these service enhancements.

Chairing the Foundation Board of the busiest library system in North America might seem like a big job, but fortunately, I'm not alone. I've got the help of seven dedicated volunteer members of the Board, the Foundation office staff, all 2,500 Toronto Public Library employees and most important of all, I've got the support of over 5,000 donors who know the difference the Library makes in their community.

At the end of 2003, the Library began the process of consulting with the people of Toronto about what they wanted to see their libraries provide in the next few years. Preliminary response indicates that the people of the city are ready to work with us to maintain the high level of service provided by this city's library system. Many are willing to open their hearts and wallets to contribute to the collections, programs and services, facilities and equipment that they know have an enormous impact on the health of our communities and our city as a whole.

The generosity of our donors this past year is a testament to the impact the Library is recognized as having in our great city. Gifts made to our annual appeal in amounts under \$1,000 reached a record high of \$210,000. We also received a generous three-year pledge from the Division 7 Kiwanis Clubs, enabling the



TORONTO PUBLIC LIBRARY FOUNDATION
CHAIR JANET MCKELVEY.

Library to develop and implement the Kiwanis Outreach Story Time, a literacy program geared to young children, parents and caregivers living in high-needs areas in Toronto West. Another record was set in 2003 for the Friends of the Library who donated over \$100,000 to the Foundation to support other children's literacy initiatives at the Library. During the year, the Foundation also received a generous grant from the TD Friends of the Environment to enhance Library collections.

There is no doubt that individuals, corporations, foundations and service clubs across Toronto support the Library, and we sincerely thank them all for their generosity. Their gifts, be they large or small, all contribute to the Library's ability to do the important work it does. As we look ahead to celebrating the 120th anniversary of Toronto Public Library in 2004, we also look forward to building further upon this support to help the Library have even more impact on the lives of even more Torontonians.



Janet McKelvey
Chair, Toronto Public Library Foundation

572,000 NEW BOOKS, CDs, DVDs AND OTHER ITEMS

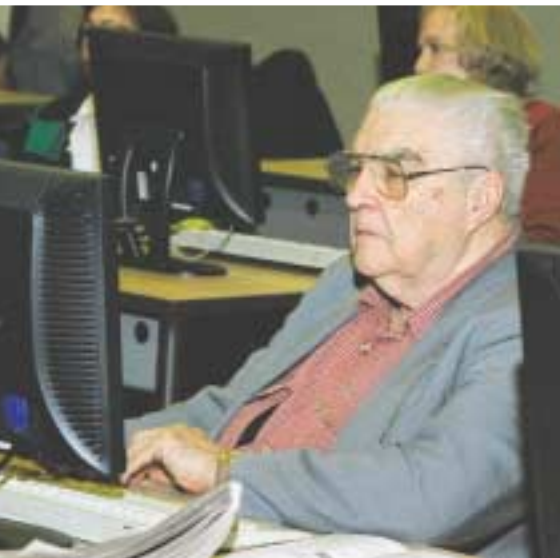
I tell Daddy to read me stories now.

–Rebecca, Kiwanis Story Time Outreach program

ACCESS: THE LIBRARY AS EQUALIZER



2003 SAW THE ADDITION OF AN ELEGANT NEW COMPUTER TERRACE AT TORONTO REFERENCE LIBRARY. TORONTO PUBLIC LIBRARY MAKES OVER 1,800 FREE COMPUTER WORKSTATIONS AVAILABLE TO EVERYONE IN THE CITY AT 98 LOCATIONS, 1,300 OF THEM WITH FREE INTERNET ACCESS.



TOP: INTERNET EDUCATION PROGRAMS HELP SENIORS LEARN TO NAVIGATE THE WEB, USE EMAIL AND ACCESS THE LIBRARY'S ELECTRONIC RESOURCES.

BOTTOM: KIDS HAVE THEIR OWN COMPUTERS AT NEARLY EVERY ONE OF TORONTO'S 98 LIBRARY BRANCHES.

When, in 2000, we began the work of implementing the objectives of the newly amalgamated Toronto Public Library's first strategic plan, we consulted with the community. We were determined to take best practices from Toronto's previous seven library systems and build upon them over the first three years of the new millennium.

Your message to us was clear. Everyone requires access to information and books just as they always have. There are many more options now for accessing information and the challenge for the Library lies in making sure these options are available to all people of the City of Toronto.

Free access to information and enlightenment has always been the foundation of public library service in any democratic society and that hasn't changed. What has changed is the way in which we make information accessible. Traditional print-based collections and services, such as books, newspapers and magazines, are now complemented more and more by electronic resources, especially those available via the Internet.

We continue to put the Library's many treasures, once available to a few, in the hands of everyone. By digitizing our rare and historic documents, we preserve them for future generations without locking them up.

Ontario History Quest, a website that supports the specific curriculum needs of Ontario students in Grades 7, 8, 10 and 12, was made available in 2003. Developed in cooperation with the Archives of Ontario, the City of Toronto Archives and the Ontario Ministry of Culture, it is a site dedicated to discovering Ontario's history and people.

To maximize the options for finding information, we increased the number of computers available to the public to more than 1,800. We increased the number of subscription databases, including full-text magazine databases, in-depth subject treatment resources and much more, by 70 percent to 68 databases. We also introduced an enhanced Web catalogue interface, making it easier to find materials and place holds.

In 2003 we introduced a suite of new electronic services to make using our electronic resources progressively easier – from booking a Toronto Public Library computer to finding all your information needs.

4.4 MILLION INTERNET WORKSTATION VISITS

Each morning there's a lineup of eager cardholders outside many of Toronto's 98 libraries, waiting for the doors to open. Then there's a stampede to get to the computers. There are 1,300 computers with free Internet access in Toronto libraries and they're always busy.

–Kerry Gillespie, *The Toronto Star*

In this technological age, librarians are the ultimate search engines.

–ALA President Maurice J. Freedman and
CLA President Wendy Newman in *The Toronto Star*

CITY BUILDING: THE LIBRARY AS COMMUNITY CORNERSTONE



TORONTO PUBLIC LIBRARY CONTINUES TO WORK WITH SOME OF TORONTO'S MOST CREATIVE ARCHITECTS. IN 2003, ARCHITECT G. BRUCE STRATTON REDESIGNED THE BAYVIEW BRANCH, USING BRIGHT PRIMARY COLOURS AND FUNKY ARCHITECTURAL FLOURISHES.

Toronto Public Library continues to partner with Toronto's communities to create vibrant public space. The big building news in 2003 was the reopening of the completely reconstructed Maria A. Shchuka Branch at Eglinton near Dufferin. In an under-served community, the branch is an oasis of comfort and serenity – a place where people can pursue their goals on their own, with the help of Library staff, or as members of the many community groups that use library space as an active, vital meeting place.

The new library, designed by Diamond and Schmitt Architects Inc. in consultation with the community, boasts increased accessibility; program and community meeting space; adult literacy programs; an electronic learning centre; reading and homework help programs for children; and quiet study space.

Most significantly, however, the Maria A. Shchuka Branch acknowledges the special needs and interests of neighbourhood youth by creating a unique space that responds to who they are as students, job seekers, writers, artists, thinkers and dreamers.

Two branches were relocated in 2003, both redesigned by architect G. Bruce Stratton to make them more attractive and user-friendly.

The Black Creek Branch moved to a new, friendlier space in the North York Sheridan Mall at Jane Street and Wilson Avenue.

The Bayview Branch reopened to its public in January. The branch now features one and a half times more space, with a larger area devoted to collections and circulation activities. Other improvements include the addition of a larger reading lounge and storytelling area. Conveniently located near the new Sheppard subway, this already busy library is bound to see a substantial increase in use.

2003 also marked the beginning of construction work on what will become Toronto's 99th library, the St. James Town branch.

Consultations are drawing ever more citizens interested in making sure their library branches serve the needs of their communities. During 2003, community consultations were held for renovation projects at the Beaches Branch and Long Branch, both projects slated to begin construction in 2004.



TOP: THE KIWANIS STORY TIME OUTREACH PROGRAM SEES VOLUNTEERS AND CHILDREN'S LIBRARIANS GOING OUT TO COMMUNITY CENTRES TO ENCOURAGE A LOVE OF BOOKS AND READING.

BOTTOM: TEENS AT THE MARIA A SHCHUKA BRANCH HAVE THEIR OWN SPACE, THEIR OWN COMPUTERS AND THEIR OWN TEEN SERVICES LIBRARIAN.

In June, the Malvern Branch, in the east end of the city, closed for a major renovation, undertaken in a joint venture by Phillip H. Carter Architect and Kingsland + Architects Inc. Situated in a community whose population has increased significantly since the branch originally opened in 1982, the new Malvern Branch will meet the needs of this growing community by providing new space for adult and children's literacy programs, an area for teens and quiet study space.

Construction began on the new McGregor Park Branch. The new branch will be located next door to the current McGregor Park Branch and will have high-speed Internet access and a program and community meeting room. The old branch is slated to remain open until the new one is ready.

Toronto Public Library received the City of Toronto's 2003 Better Buildings Partnership Outstanding Achievement Award in the Public Building Sector for its Energy Management Program, which introduces a substantial reduction of carbon dioxide and other greenhouse emissions into the environment. The Better Buildings Partnership was created by the City of Toronto in January 1996 to oversee its commitment to reducing net carbon dioxide by 20 percent by 2005.

16.6 MILLION VISITS

As I teenager, I remember being kicked out of the library because I was too loud. I now welcome the chaos. I love that teens are taking ownership of their library.

–Toronto Public Library Youth Services Librarian Haney Mussa

Public libraries are beginning to recognize that today's youth need us in their lives.

–Maria A. Shchuka Branch Youth Services Librarian Lisa Heggum

AMERICAN AND CANADIAN LIBRARY ASSOCIATIONS CONFERENCE: THE LIBRARY AS LEADER



DESPITE A SERIOUS HEALTH SCARE IN THE FORM OF SARS, TORONTO ATTRACTED 17,500 LIBRARY WORKERS, AUTHORS, POLITICAL LEADERS AND OTHER LIBRARY STAKEHOLDERS TO THE CITY TO TALK TOGETHER, LEARN TOGETHER AND HAVE FUN TOGETHER WITH THEIR PEERS.



TOP: TORONTO PUBLIC LIBRARY STAFF DID A TERRIFIC JOB OF MAKING SURE THINGS RAN SMOOTHLY FOR THE COMBINED AMERICAN AND CANADIAN LIBRARY ASSOCIATIONS CONFERENCE.

BOTTOM: NATIONAL LIBRARIAN ROCH CARRIER WAS AMONG THE GUESTS WHO ATTENDED THE AMERICAN AND CANADIAN LIBRARY ASSOCIATIONS CONFERENCE.

The first combined American and Canadian Library Associations Conference in 40 years was expected to set new attendance records. Organizers were wowed by the number of early registrants. But then SARS (Severe Acute Respiratory Syndrome) arrived in Toronto. Against the backdrop of a worldwide health scare over this highly contagious disease, Toronto Public Library – with tremendous help from the City of Toronto and the Province of Ontario – fought successfully to keep plans for the conference alive.

Over 17,500 attendees joined colleagues from around the world to learn more about the newest practices in serving communities. Economic benefits of the conference were in the neighbourhood of \$30 million.

Toronto Public Library used the conference as an opportunity to showcase its expertise. Known as one of the world's most multicultural cities, Toronto and its public library system are fast becoming acknowledged leaders in multicultural services. Over 100 languages and dialects are spoken in the city. One-third of Toronto residents speak a language other than English at home. Forty-nine percent of Toronto's 2.4 million residents were born outside of Canada. Forty-three percent of Toronto residents belong to a racial minority.

Workshops and poster sessions at the American/Canadian Library Associations Conference highlighted, among other things, the Library's recent gains in meeting the needs of Toronto's multicultural community. By paying close attention to new immigration patterns and building local collections to meet our city's future needs, Toronto Public Library circulated over 4.1 million multilingual items in 2003, a 1.9 percent increase over the previous year.

We also used the conference as an opportunity to promote Canadian literature. In addition to hosting a remarkable gathering of over 60 Canadian authors, the Library partnered with Britnell Books to produce *Canada Uncovered: A Humble*

Compendium of Canadian Literary Excerpts. Distributed as a gift to conference attendees, the 40-page booklet included excerpts from both established and emerging Canadian authors.

Author signings at our trade show booth featured appearances by Nino Ricci, June Callwood, Betty Jane Wylie, Kathy Stinson, Katherine Govier and Robert Sawyer.

455,000 PATRONS ENJOYED LIBRARY PROGRAMS

I feel an enormous gratitude to you and I hope that it is brought home to you every day how much difference you make in the lives of individual human beings by unlocking the doors to knowledge, to other worlds, to ideas, to escape and to all of the things that may not be present in the lives of all children or all grownups in a way that they should be.

—Gloria Steinem speaking on CBC Radio to delegates of the joint American and Canadian Library Associations Conference in June 2003



TOP: THE GATHERING OF MORE THAN 60 AUTHORS DURING THE AMERICAN AND CANADIAN LIBRARY ASSOCIATIONS CONFERENCE IS AN EVENT UNLIKELY TO BE REPEATED.

BOTTOM: CITY OF TORONTO CHIEF ADMINISTRATOR SHIRLEY HOY POSES WITH AUTHOR/ACTIVIST JUNE CALLWOOD.

IN BRIEF



A TOTAL OF 60 READING AND HOMEWORK HELP PROGRAMS AT LIBRARY BRANCHES IN TORONTO GIVE CHILDREN THE SELF-CONFIDENCE THAT COMES OF KNOWING THEY CAN READ AS WELL AS THE OTHER KIDS IN THEIR CLASSES AT SCHOOL.

The Library as Exhibitor

TD Gallery exhibits at our flagship branch, Toronto Reference Library, are our way of giving the people of Toronto a taste of some of the exciting special collections they might otherwise never know about. Exhibits in 2003 included: *Audubon Images on Stamps*, showcasing treasures from the Library's rare first edition of John James Audubon's *The Birds of America* and Audubon stamps from around the world; *Toronto: A Place of Meeting*, a revitalized version of a popular earlier exhibit showcasing images from Toronto's past; *Other Worlds: Get There from Here*, featuring books, art and ephemera from the Merrill Collection of Science Fiction, Speculation and Fantasy; and *Toronto Through the Lens*, a view of the city's past through late 19th and early 20th century photographs.

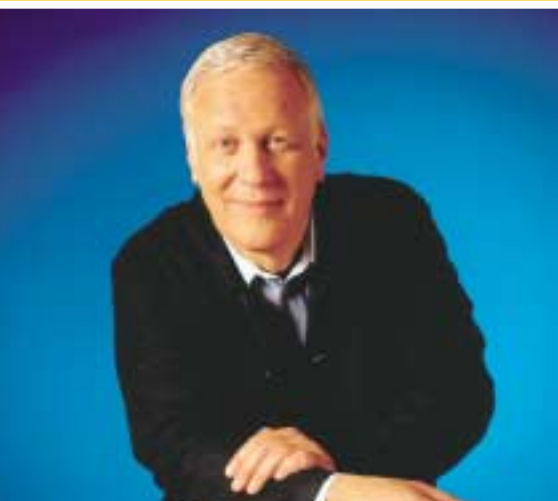
Besides exhibits taken from our own collections, we also offer Torontonians a gateway to local culture through gallery space at select branches where local artists can exhibit and sell their work free of charge.



TOP: *TWILIGHT, CARLTON AND PARLIAMENT* BY E. JANE HUNTER ©1984 FROM THE EXHIBIT *TORONTO: A PLACE OF MEETING* SHOWCASING IMAGES FROM TORONTO'S PAST.

BOTTOM: *FOOLISH GUILLEMOT* FROM THE LIBRARY'S RARE FIRST EDITION OF JOHN JAMES AUDUBON'S *THE BIRDS OF AMERICA* FROM THE EXHIBIT *AUDUBON IMAGES ON STAMPS*.

The Library as Cultural Gateway



TOP: CBC RADIO HOST ANDY BARRIE APPEARED AT TORONTO REFERENCE LIBRARY IN FEBRUARY TO HELP CELEBRATE FREEDOM TO READ WEEK.

BOTTOM: SANDRA SHAMUS APPEARED AT TORONTO REFERENCE LIBRARY TO WRAP UP THE SPRING PERFORMING ARTS LECTURE SERIES.

Throughout 2003, Toronto Public Library continued to give everyone in the city access to writers, artists, designers, directors, musicians and more.

The Performing Arts Lecture Series, sponsored by Starbucks Coffee Canada in cooperation with the Library and in celebration of the performing arts in Canada, continued to provide a perspective on Canadian arts as seen from the wings, from beneath the stage, under the greasepaint and before the crowd. Appearing in the series: Stratford Festival Artistic Director Richard Monette; theatrical designer Astrid Janson; classical pianist Anton Kuerti; arts critic Paula Citron; flutist Robert Aitken; and, in the final gala event in April, beloved Canadian comedienne Sandra Shamus. In 2003, the Library was recognized by its peers as the Performing Arts Series was honoured with a 2003 John Cotton Dana Library Public Relations Award, the most prestigious award of the American Library Association.

Authors, journalists and advocates for intellectual freedom participated in events to mark Freedom to Read Week 2003 and a special appearance by Robert Munsch at North York Central Library marked Ontario Public Library Week in October.

When I visited the Reference Library, I was told by people there that Toronto... is the most heavily used library city in North America... I was astounded by what a hangout it is.

– CBC Radio host Andy Barrie

The Library as Collector

In 2003, we added well over a half million items to our collection, bringing our total holdings to 10.6 million items. Many of these books, CDs, DVDs and other material were popular, bestselling or award-winning items, but many were not. To help our patrons find interesting, but less well-known materials from our collections, we produced a variety of booklists in 2003. Besides *Much Reading* for teens and *Best Books for Children*, initially produced in 2001, we produced a number of adult booklists, including *Great Reads* and *The Canadian Experience*. In addition to print book lists, we maintain a diverse range of Recommended Reading lists on our website. Books related to current events, seasonal books and lists of the books and other material that have just hit the Library's shelves are some of the types of booklists offered on the Library website.

The 4.1 million multilingual items we circulated in 2003 accounted for about 14 percent of total circulation. We continue to support and accelerate the integration of newcomers into Canadian society by offering English as a Second Language materials. The need is acute, as evidenced by the 10 percent increase in circulation over 2002, with over a half million ESL items borrowed.

One of the most exciting advantages provided by the amalgamation of Toronto's library systems was the increased access it gave everyone in the city to library books and other materials. In 2003, we filled 3.7 million holds, a seven percent increase over 2002.

While most Torontonians can take advantage of the opportunities afforded by the proliferation of local library branches across the city, there is a small group who cannot. For them, we make our collections accessible through our Home Library Service, a delivery program for people who cannot leave their homes. Besides continually renewed deposit collections of Toronto Public Library material in 71 nursing homes and seniors residences, we delivered books to nearly 2,300 patrons. Home Library Service circulation topped 560,000 in 2003.

Every one of my five grandchildren and seven great grandchildren is an avid reader and library user.

—Richview Branch patron Sally Ferguson



TOP: TORONTO PUBLIC LIBRARY BOOKMOBILES SERVE AREAS OF THE CITY WHERE THERE IS NO EASY ACCESS TO ONE OF OUR 98 LIBRARY BRANCHES.

BOTTOM: IMAGE FROM *TALES IN T.O.*, A BOOKLIST SET IN TORONTO FOR KIDS OF ALL AGES.

TORONTO PUBLIC LIBRARY FOUNDATION AND FRIENDS



EACH YEAR TORONTO PUBLIC LIBRARY STAFF AND THEIR FAMILIES PARTICIPATE IN THE TORONTO NISSAN CHALLENGE FUN RUN TO RAISE MONEY FOR HOME LIBRARY SERVICES.

Annual Donors

We are proud to recognize the support of these generous individuals, organizations and corporations, who make the work funded by the Annual Giving Campaign possible. Our donors help the Toronto Public Library enhance and expand important literacy programs and services for children and youth as well as improve the Library's collections and facilities.

Corporate, Foundation and Association Grants

The Foundation gratefully acknowledges the support of the following organizations who gave generous financial support during the year.

Patrons (\$25,000+)

Division 7 Kiwanis Clubs – Casa Loma, Humber Valley, Islington, Kingsway, Lakeshore, Sunnylea Clubs
Friends of Toronto Public Library, North and South Chapters
MintoUrban Communities Inc.
Norman and Marian Robertson Charitable Foundation
TD Bank Financial Group
TD Friends of the Environment Foundation
The Toronto Star

Benefactors (\$10,000 - \$24,999)

Kiehls
The Catherine and Maxwell Meighen Foundation

Leaders (\$5,000 - \$9,999)

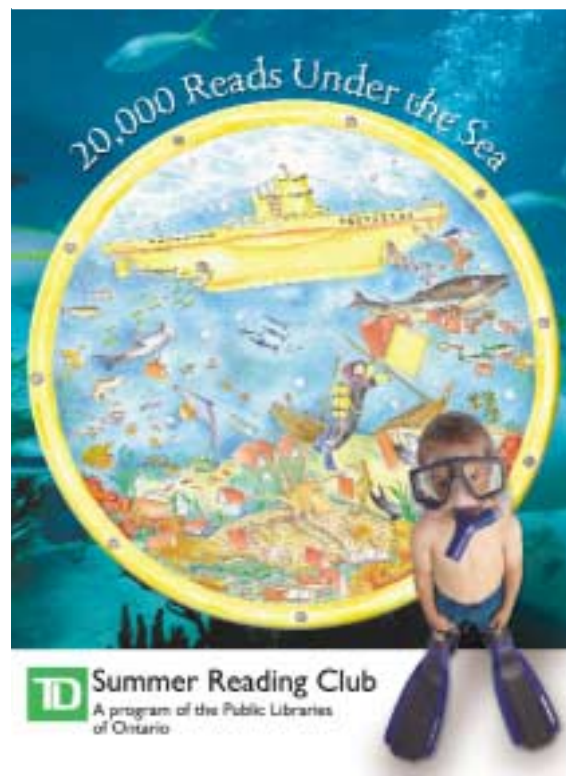
Bicklette Limited
Books for Business
Starbucks Coffee Company
The W. Garfield Weston Foundation
Whitehots Inc.

Partners (\$1,000 - \$4,999)

Army, Navy and Air Force Veterans In Canada, York Unit 383
The Boland Foundation
The Bootmakers of Toronto
CIBC
CVS
David Mason Books
ITC Systems
The Kingsway Kiwanis Club
Kingsmill Foods Company Limited
Lions Club of Weston
Remington Homes
S & B Books
The Sam Sorbara Charitable Foundation
Laurentien/Papermate

Friends (\$249 - \$999)

Blake, Cassels & Graydon LLP
The Board of Management of the Greektown on the Danforth Business Improvement Association



TD SUMMER READING CLUB 2003 LOGBOOK.

The Burton Charitable Foundation
CanadaHelps.Org
Chartered Accountants of Ontario
Children's Book History Society
Harbinger Communications Inc.
Laurel Chapter #164, Order of the
Eastern Star
Lever Ponds, A Division of Unilever
Library Bound Inc.
Quill Communications
Random House of Canada Limited
Sharon House Corporation
Stricker Books
Warner Home Video
West Humber Collegiate Institute

Individual Donors – the Literary Circle

Members of the Literary Circle take a leadership role by making a difference in the lives of many by supporting the Toronto Public Library and helping us strengthen our community, one person at a time.

Conservators' Circle (\$10,000 - \$24,999)

The following members of the Conservator's Circle, with a minimum contribution of \$10,000, demonstrated their commitment to sustaining our venerable cultural institution as a place where discoveries are made and dreams are pursued.

Jane Dobell
Clara Lahmer
Janet McKelvey

Collectors' Circle (\$5,000 - \$9,999)

The following members of the Collector's Circle made a minimum contribution of \$5,000, which helps to preserve our proud heritage and provides tools all Torontonians need for an exciting future.

Richard Boxer
Sophia Lucyk
Muriel Mummery

Readers' Circle (\$1,000 - \$4,999)

The following members of the Reader's Circle show the way by making a minimum contribution of \$1,000 and setting an example for others to follow.

Anne Bailey
Suzanna Birchwood
Vickery Bowles
Josephine Bryant
Brenda Clark
Carolyn Cooper
Ron Dyck
Valerie Elia
Ben Fried
Rick Goldsmith
Chester Gryski
Garth and Betty Hazlett
Larry Hughsam
Elinor Kelly
Kathryn Kennedy
Daniel Keon
Helen Kontoulakos
Jean and Kenneth Laundry
Alice Lorriman
Judy Malkin and E. Jacobson

The Hon. Margaret McCain
Ken Meader
Linda Mackenzie
Barbara Michasiw
Susan Murray and John Butler
M.P. Oakley
Jane Pyper
David Self
Ken Settingington
Steven Smith
Ruth Stedman
Richard Watts

Friends

The Foundation gratefully acknowledges the generous support of the following individuals who gave gifts between \$250 - \$999.

Anonymous (6)
Ruth Acker
Bruce Aikin
Jocelyn Allen
Irene Anderson
P.M. Anderson
Apicha Bha-Aryaphatn
Pearl Baxter
Dorothea Beatty
Lesley Bell
Michael Bell
Kean Bhattacharya
Katherine Bischooping
David J. Bishop
Jennifer Blunt
Sheila Bourke
Nancy Boxer
Robert Bradshaw
B. Brett

Juliane Brown
Mary Brown
Laura Brown
Meyer Brownstone and Diana Mosser
Patricia Brückmann
Jean Burnet
Mabel Byrne
Heather Carmody
Katherine Cathers
Morgan Chapman
Nancy Chavner
So Sane Cho-Wing
Pamela Christian
Milton Chrystsaitis
Barbara Church
J. P.T. Clough
Trevor Cobain
Jean and Glenn Cochrane
Rita Cox
David Clark
Alberta Craft
Arlene Escobar Danos
Lindsay Davis
Mary DeToma
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Florence Drake
Stephen Dulmage
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Gunes Ege
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Edgar Hung
Gary Huston
Christopher Hutsul
Mizan Ibrahim
Derek Jubb
Deslyn Jules
Selia Karsten
Greg Kelner
Shelley King
David Kondo
David Kotin
Mary Kutarna
Henry Labatte and the late Marie
Labatte
Ron LaFlamme
Salina Lai Yung Lee
Suzanne La Rose
A. Leggett
Lily Leung
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Judith Mappin
Helen Marchant
Gillian Mason
Joyce McClelland
Robert McClintock
Kim McCulloch
Leslie McGrath
Lori P. McLeod
Mary McMahan-Weaver
Stephanie Meredith
Elizabeth Metcalfe
Muriel Milne

Jeannine Moritsugu
Ajon Moriyama
Nadine Oppalfens
Ellen Pekilis
Paul Petras
Diana Pitfield
Michael Poirier
William Ponke
Margaret Porter
Hobie Post
Warren Randall
Olivia Rehmer
Margaret Rieger
Barbara Rusch and Donald Zaldin
Nigel Russell
Judy Sarick
Yvonne Sawden
Kathy Scardellato
Frances Schwenger
Ernest Sedwick
Rosalie Sharp
M. E. Simon
M. Smith
Helen Bryan Smith
Winnifred Smith
W. Smith
Paul Spence
Ronald D. Spohn
L. Faye Stephenson
Edward E. Stewart
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Lorna Toolis
Allison Towse
Michael Ufford
Jeannette Valeriotte
Ruth Veit
Bill Vrantsidis
Marilyn Walsh

A. Michael Wenban
Linda Whelpdale
Gail J. Whitbeck
Brenda Whitlock
L.D. and E.M. Woodruff
Patricia Wright

Gifts-in-Kind

Patrons (\$25,000+)

The Toronto Star

Benefactors (\$10,000 - \$24,999)

Enbridge Gas Distribution Inc.
Morris Norman
Hope Boyd Thomson

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Keith Garebian

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The Ram Group Inc.
Rosalie Wise Sharp
Manraj Singh Kang
Dorothy Smith
Don Stevenson
Bill Vrantsidis
Rex Williams

Friends of the Arthur Conan Doyle Collection

The Library recognizes the work of the Friends of the Arthur Conan Doyle Collection in their generous contributions to this unique special collection. On behalf of the worldwide membership of the Friends, the Library would especially like to thank the following donors.

Partners (\$1,000 - \$4,999)

The Bootmakers of Toronto
Garth and Betty Hazlett

Friends (\$249 - \$999)

Anonymous
Doreen Hammond

Mary McMahon-Weaver
Warren Randall
Barbara Rusch and Donald Zaldin

Friends of the Merrill Collection

The Library acknowledges the support of the Friends of the Merrill Collection of Science Fiction, Speculation and Fantasy in maintaining and expanding this wonderful collection. A special thanks to donors who support this collection.

Friends (\$249 - \$999)

Quill Communications
Lorna Toolis

Friends of the Osborne Collection

Special collections deserve special friends. The Friends of the Osborne and Lillian H. Smith Collections have been integral in soliciting support for this unique treasure. The Library thanks all donors who provided financial support for the collection this year. Special thanks to the Friends for their support towards cataloguing the Osborne Collection this year.

Patrons (\$25,000+)

Norman and Marian Robertson
Charitable Foundation

Benefactors (\$10,000 - \$24,999)

Jane Dobell
Clara Lahmer

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Bicklette Limited
The W. Garfield Weston Foundation

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Judith Mappin
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Lori P. McLeod

Diana Pitfield
Margaret Rieger
Judy Sarick
Helen Bryan Smith
Virginia Tenny
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Brenda Whitlock

Osborne Gifts-in-Kind

The Library gratefully acknowledges gifts of rare and original treasures to the Osborne Collection.

Patrons (\$25,000+)

Estate of Joan Bodger
Susan Cooper
Jane Dobell
Anita Hunter Farley and Heather Hunter
Vernon Mould
Judith St. John
Mark Thurman

Benefactors (\$10,000 - \$24,999)

Frank and Juanita Lechowick
Erica Rutherford

Leaders (\$5,000 - \$9,999)

Joan M. Askwith
Gerald Budner
Ken Nutt
Frances Tyrrell



AN ORIGINAL UNDATED PEN AND INK DRAWING BY WALTER CRANE, "SIR SATYRANE MAKES A TOURNEYMENT," ILLUSTRATING A SCENE FROM *THE FAERIE QUEENE*. A GIFT FROM THE FRIENDS OF THE OSBORNE AND LILLIAN H. SMITH COLLECTIONS, IN MEMORY OF JOHN LEONARD DERBECKER. OSBORNE COLLECTION OF EARLY CHILDREN'S BOOKS.

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Marilyn Helmer
Margaret Holmes
Kyle Jolliffe
Clara Lahmer
Allan Ledgerwood
Leslie McGrath
V.M. Norwood
Margaret Payne
Anne Sutherland
George Walker

The Heritage Society

The Heritage Society honours individuals who have included the Foundation in their estate plans, ensuring that the Library will have the resources to provide quality programs and services for future generations.

The following members of the Heritage Society included Toronto Public Library in their wills, as the beneficiary of insurance policies and other planned giving vehicles.

Anonymous (2)
Sophia Lucyk

In Memorium/Tribute

Donations were received in memory/tribute of the following people.

Total donations received
\$10,000 - \$24,999

Albert Lahmer

Total donations received
\$1,000 - \$4,999

Alice Kane
Douglas Craig McDonald

Total donations received
\$250 - \$999

Louis Vanterpool Boverne
Ralph Cochrane
Edith Dunn
John McAuley
Brian McClintock
Mike Meredith
Lillian Sedgwick

Endowments

The Foundation gratefully acknowledges the donors who have established endowments for both general and specific purposes during the year.

Muriel McKay Endowment Fund
Rob Mummery Endowment Fund

The Carnegie Society

The Carnegie Society, created to recognize the enduring commitment of donors to the Foundation, honours the Foundation's most prestigious donors whose cumulative financial support begins at \$25,000. The following donors are recognized as permanent members of the Carnegie Society in gratitude for their extraordinary support for the vision and mission of the Foundation.

\$1,000,000+

TD Bank Financial Group
The Toronto Star

\$250,000 - \$999,999

Estate of Catherine Fine
Friends of Toronto Public Library,
North and South Chapters
John Sullivan Hayes

\$100,000 - \$249,999

Atomic Energy of Canada Limited

James Bain
 Avie Bennett
 Jane Dobell
 Laszlo Gal
 Heritage Canada
 The Catherine and Maxwell Meighen
 Foundation
 Paul Silverstein

\$25,000 - \$99,999

Estate of Joan Bodger
 Stephen Brown
 Canada Council for the Arts
 The Chawkers Foundation
 Division 7 Kiwanis Clubs – Casa
 Loma, Humber Valley, Islington,
 Kingsway, Lakeshore, Sunnylea
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 MintoUrban Communities Inc.
 Muriel Mummery for the Rob
 Mummery Endowment Fund
 Morris Norman
 William Prusin
 Norman and Marian Robertson
 Charitable Foundation
 Rotary Club of Toronto

Rotary Club of Toronto – Leaside
 Chapter
 David and Emily Sheldon
 Frank Sommers
 Mary Suddon
 Ann Sullivan
 Mark Thurman
 Maria Trzeciakiewicz
 The W. Garfield Weston Foundation

Benefactors and Patrons

The Estate of Joan Bodger

Noted Canadian storyteller and author Joan Bodger, who died in July 2002, left her archives to the Osborne Collection, where much of her research was done. The archives document her extraordinary life and varied career. Her children's books are *Clever-Lazy* (1979, 1997), *Belinda's Ball* (1981), *The Forest Family* (1999) and *Tales of Court and Castle* (2002). Her first book *How the Heather Looks* (1965) appeared in a new edition in 1999. Her autobiography *The Crack in the Teacup* was published in 2000.

Susan Cooper

Susan Cooper Cronyn, the distinguished author of *The Dark is Rising* series and of numerous award-winning books, gave the Osborne Collection notebooks and manuscripts for her books *Greenwitch*, *Silver on the Tree*, *Over Sea*, *Under Stone*, *The King of Shadows*, *Seaward* and *Green Boy*. This material adds to



JAMES AUSTIN, PRESIDENT OF THE CONSUMERS' GAS COMPANY, 1874-1897. OIL ON CANVAS, BY JOHN COLIN FORBES 1846-1925. GIFT OF ENBRIDGE GAS DISTRIBUTION, INC. CANADIAN HISTORICAL PICTURE COLLECTION.

Osborne's Susan Cooper archival holdings. Susan Cooper presented the sixteenth annual Helen E. Stubbs Memorial Lecture, *To Be a Pilgrim*, at the Osborne on November 6, 2003.

Jane Dobell

In addition to her generous monetary support of the Osborne Collection's conservation program, Jane Dobell continues to enhance our collections with well-chosen gifts of children's books and original and printed artwork. Among the many highlights are a set of early *The Ontario Readers*, published by the T. Eaton Co., together with other textbook materials, works by Brunhoff, Burgess, Pene du Bois, Sendak, Potter and collectible early Disney material. Jane Dobell has served on the Executive of the Friends of Osborne for many years, and has worked energetically to promote the Collection and to raise funds for acquisitions and special projects. Her gifts of beautiful and important books and book-related art have greatly enriched the Collection over the years.

Enbridge Gas Distribution Inc.

Enbridge Gas presented the Library with oil portraits of four prominent Toronto business persons. James Austin, John L. Blaikie, William H. Pearson, and Arthur Hewitt, former executives of the Consumers' Gas Company. They were important in both the history of the company and

in the development of Toronto. The portraits are a welcome addition to the Canadian Historic Picture Collection.

The Friends of Toronto Public Library, North Chapter

For the past ten years, the Friends of Toronto Public Library, North Chapter have been raising much-needed funds through Book Ends, their volunteer-run used bookstore, to support Leading to Reading. Their continued support in 2003 enabled the Library to fund Leading to Reading in four locations.

The Friends of Toronto Public Library, South Chapter

The Friends of Toronto Public Library, South Chapter provided funds through their volunteer-run used bookstore, Book Ends South, and through various book sales to support several library projects including the Toronto Reference Library's writing programs and the children's literacy initiative, English Can Be Fun.

Anita Hunter Farley and Heather Hunter

The literary archival material of beloved Canadian children's author, Bernice Thurman Hunter was, following her wish, donated by her daughters to the Osborne Collection. This extensive gift consists of correspondence, manuscripts, lecture scripts, awards and photographs.

Included are drafts and other materials related to the Booky trilogy: *That Scatterbrain Booky* (1981), *With Love from Booky* (1983), and *As Ever Booky* (1984), which contain stories based on the author's own childhood in Toronto during the Depression.

Kiehls

Kiehls made a generous donation that enabled the Library to reach out to at-risk youth at shelters and community programs across the city. Well-known authors, including Teresa Toten, Marnie Woodrow and Anne Carter, conducted workshops at shelters and in library branches encouraging youth to express themselves through creative writing and to contribute to our *Young Voices* publication.

District 7 Kiwanis Clubs

The District 7 Kiwanis Clubs, comprising the Casa Loma, Humber Valley, Islington, Kingsway, Lakeshore and Sunnylea Chapters, provided generous support for the Kiwanis Outreach Story Time program. This project is a reading and literacy program geared to young children, parents and caregivers living in high-needs areas in Toronto West. The program promotes the importance of reading and early literacy development in children and informs caregivers of all the resources available at the Library.

Clara Lahmer

Mrs. Clara Lahmer has endowed a named lecture in memory of her husband Albert. Albert Lahmer was devoted to books and reading and was keenly interested in children's literature. The Lahmers were friends of Toronto Public Library children's librarian Helen E. Stubbs, and enjoyed attending lectures at the Osborne Collection. The inaugural Albert Lahmer Memorial Lecture, *A Tree of Angels: Reflections on Books, Writing and the Imagination*, by award-winning children's author Michael Bedard, will be held at Osborne on April 22, 2004.

Frank and Juanita Lechowick

Frank and Juanita Lechowick have greatly enhanced the Osborne Collection's Canadiana holdings with an extensive gift that included James de Mille's *The Two Uncles*; Sarah Jeanette Duncan's only juvenile title, *The Story of Sonny Sahib*; early children's novels; fine modern illustrated books; and a number of small press First Nations Canadian stories.

Janet McKelvey

As a founding member of the Literary Circle Membership program, Janet McKelvey made a generous donation in 2003 to help the Library enhance collections, expand programs and services and improve facilities. Janet McKelvey has been a strong supporter of the Library and

Foundation for many years. In 1997, she joined the newly founded Board of the Toronto Public Library Foundation and has, since then, been instrumental on this Board. In her role, first as Vice-Chair and then, in 2003 as Chair, she has been critical in helping the Foundation raise over \$10 million to support Toronto Public Library.

The Catherine and Maxwell Meighen Foundation

The Catherine and Maxwell Meighen Foundation has provided continued support for the Home Library Service. This year they enhanced their support, which went a long way in purchasing talking books for the Mobile Library Service.

MintoUrban Communities Inc.

MintoUrban Communities Inc. continued to support the Leading to Reading children's literacy program at the Northern District branch in 2003.

Morris Norman

Morris Norman donated four manuscript volumes relating to the Don Jail, 1838-1960, including registers of prisoners and records of punishments. These volumes document a wide range of information about inmates in Toronto including name, age, religion, education and occupation, as well as the type of offence and length of punishment. Mr. Norman has been a collector of Canadiana for many years.



JOHN L. BLAIKIE, PRESIDENT OF THE CONSUMERS' GAS COMPANY, 1906-1912. OIL ON CANVAS, BY J.W.L. FORSTER 1830-1938. GIFT OF ENBRIDGE GAS DISTRIBUTION, INC. CANADIAN HISTORICAL PICTURE COLLECTION.

This represents his most recent donation to the Library.

Norman and Marian Robertson Charitable Foundation

The Norman and Marian Robertson Charitable Foundation has made a special gift to the Osborne Collection to support conservation of the Collection's large archival acquisitions. With this support, new materials that require boxing and special protection for safe handling have been made available to researchers within a short period of time. Marian Robertson is a long-time supporter and Friend of the Osborne Collection. Her donation has helped sponsor an important aspect of collection preservation and care and facilitated access to high-demand archival materials.

Erica Rutherford

Artist and illustrator Erica Rutherford generously donated 13 original acrylic paintings from her *The Owl and the Pussycat: The Poem* (1986). These brilliantly coloured, dramatic works of art, previously on loan to the Osborne Collection, have been featured in a number of exhibitions and are widely admired.

Judith St. John

Judith St. John, children's librarian at Toronto Public Library from 1934 to 1952, and Head of the Osborne Collection from 1952 to 1979,

generously presented her personal collection of some 65 letters written to her by John Masefield, poet laureate of Great Britain, dated 1958 to 1966. These handwritten letters, with numerous enclosures such as watercolour sketches, cards and photographs, celebrate years of friendship between a distinguished librarian and a famous man of letters. Masefield wrote a number of children's novels, of which *The Midnight Folk* (1927), its sequel *Box of Delights* (1935) and the sea story *Jim Davis* (1911) are the best known.

TD Bank Financial Group

TD Bank Financial Group supported the TD Summer Reading Club and has pledged to carry the program national in 2004. TD also provided funds to support a new children's initiative at Toronto Public Library, Kindergarten Outreach, making their gift a significant one.

TD Friends of the Environment

TD Friends of the Environment generously supported the purchase of books and other materials in library branches across the City of Toronto. The books addressed important environmental topics.

Hope Boyd Thomson

Toronto Public Library completes its run of the Toronto tabloid, *Hush*, thanks to a generous donation by Hope Boyd Thomson. *Hush*, published

from 1927-1973, reported the seamier side of life, covering stories generally avoided by the mainstream papers. The paper is an invaluable source for historical researchers studying city life and changing social attitudes.

Mark Thurman

The children's book illustrator and artist donated an important archive, consisting of 26 sketchbooks, correspondence, original and printed art to Osborne. This material adds to Mark Thurman's previous gift of archives to the Collection. The sketchbooks, which span his entire career, are of particular interest, not only because of the personal history and development they contain, but also for the number of sketched caricatures and portraits of notable Canadian children's authors and illustrators.

The Toronto Star

The Toronto Star continues to give much appreciated support by providing copies of its daily newspaper at no charge, to all 98 Toronto Public Library branches. In 2003, The Toronto Star extended its support to offer complimentary newspapers for the public at the Toronto Reference Library and North York Central Library.

FINANCIALS AND STATISTICS



READING TO THERAPY DOGS HELPS CHILDREN IMPROVE THEIR LITERACY SKILLS AND GAIN SELF-CONFIDENCE. NEARLY 233,000 CHILDREN ATTENDED TORONTO PUBLIC LIBRARY PROGRAMS IN 2003.

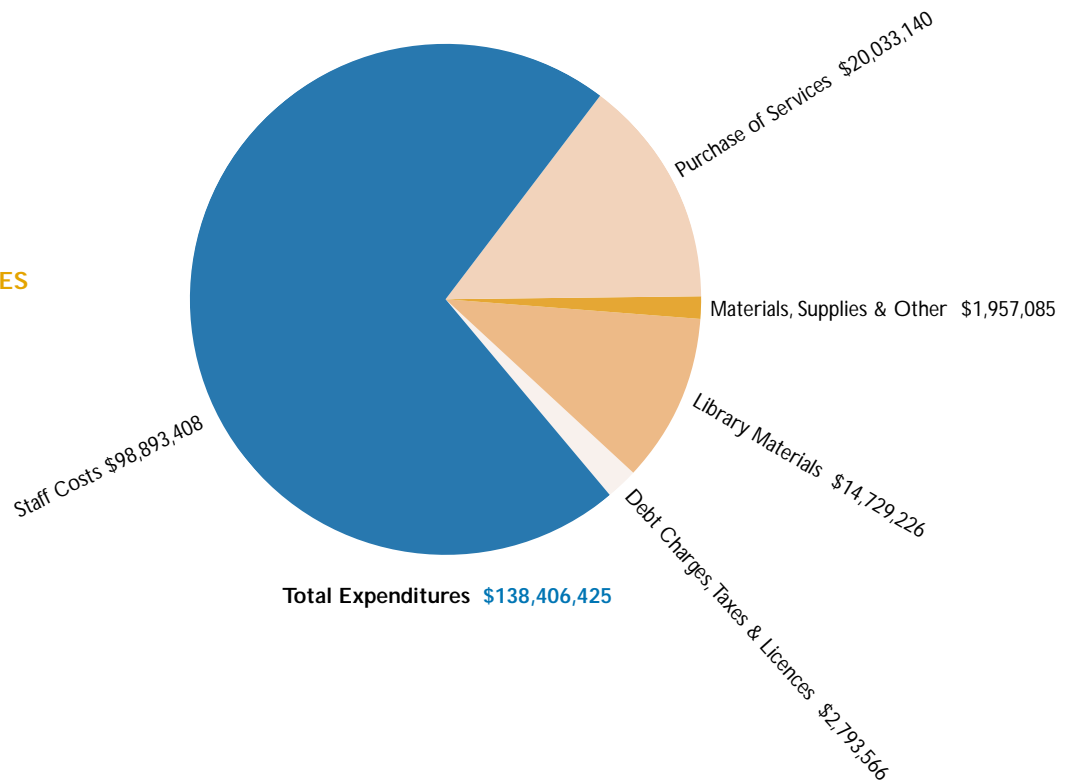
TORONTO PUBLIC LIBRARY BOARD

STATEMENT OF OPERATIONS

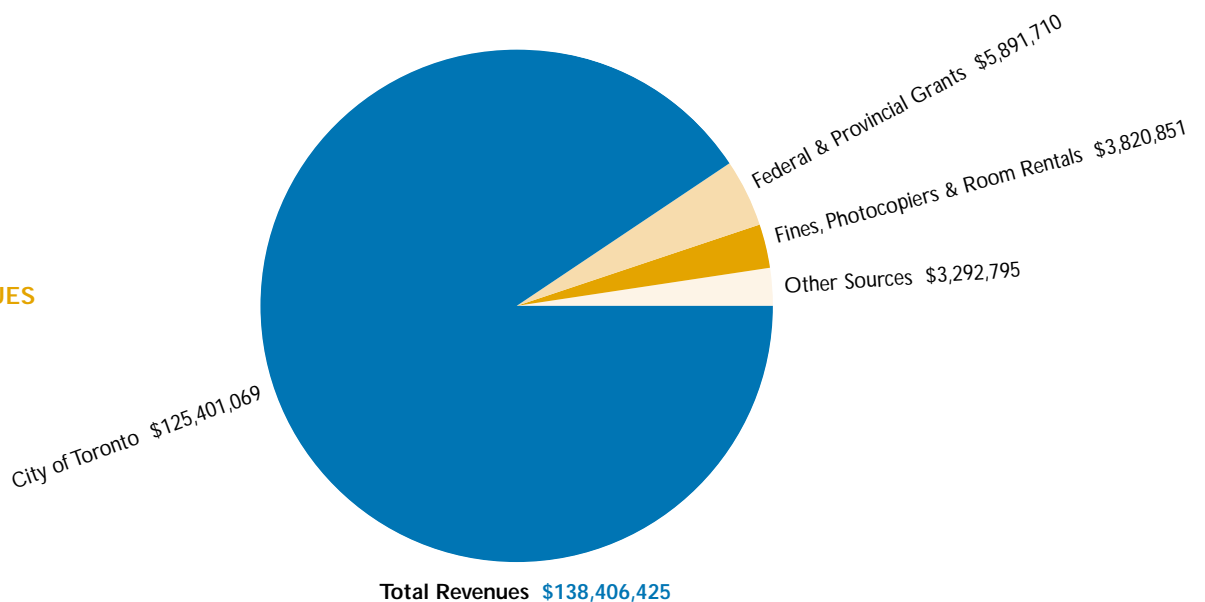
Year Ended December 31, 2003.

Excerpted from audited Financial Statements.*

EXPENDITURES



REVENUES



*Complete Financial Statements available on request.

TORONTO PUBLIC LIBRARY FOUNDATION

STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES

Year Ended December 31, 2003.

*Excerpted from audited Financial Statements.**

	2003	2002
REVENUES		
Donations & Sponsorships	1,524,088	1,667,500
Donations-in-Kind	330,475	455,868
Interest	16,876	34,794
	\$ 1,871,439	\$ 2,158,162
EXPENSES		
Professional Fees	9,074	9,912
Development Office	414,723	316,587
Grants to Toronto Public Library & Toronto Public Library Trust Funds	1,509,743	2,158,648
Direct Charitable Activity	7,865	25,134
	\$ 1,941,405	\$ 2,510,281
EXCESS OF EXPENSES OVER REVENUE	(69,966)	(352,119)
FUND BALANCES Beginning of Year	120,310	472,429
FUND BALANCES End of Year	\$ 50,344	\$ 120,310

Financial Position

As at December 31, 2003.

*Excerpted from audited Financial Statements.**

	2003	2002
ASSETS		
Cash & Short-Term Investments	382,509	602,419
Accounts Receivable	55,012	8,318
Grants & Sponsorships Receivable	466,834	250,000
Deferred Charges	191,775	207,030
	\$ 1,096,130	\$ 1,067,767
LIABILITIES		
Due to Toronto Public Library	573,237	684,208
Due to Friends, South Chapter	–	7,120
Accounts Payable & Accrued Liabilities	5,715	6,129
Deferred Revenue	466,834	250,000
	\$ 1,045,786	\$ 947,457
FUND BALANCES		
Total Fund Balances	\$ 50,344	\$ 120,310
	\$ 1,096,130	\$ 1,067,767

*Complete Financial Statements available on request.

STATISTICS

	2003	2002
LIBRARY USE		
Circulation	28,667,470	29,224,857
In-Library Use	9,580,377	10,412,149
Information Requests	7,332,747	8,378,467
Visits	16,595,318	18,181,092
Holds Filled	3,675,696	3,427,356
Individuals using Public Workstations	4,402,232	5,291,508
WEB SERVICES		
Virtual Visits*	17,065,293	13,609,751
Database Queries/Searches	9,987,771	2,947,128
Items Examined	30,119,120	26,856,711
Virtual Information Requests	21,821	19,467
PROGRAM ATTENDANCE		
Preschool	152,696	154,537
Children	232,945	248,595
Teen	17,585	13,481
Adult	45,170	66,328
Senior ^{††}	6,885	–

*Includes website, databases, catalogue, Dial-a-Story.

^{††} Senior programs were grouped with adult programs in 2002.

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As of December 31, 2003

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Suzanna Birchwood, *Director, Marketing & Communications*
Vickery Bowles, *Director, North/East Region*
Nancy Chavner, *Director, South/West Region*
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CONTACT US

Toronto Public Library
789 Yonge Street
Toronto, Ontario, Canada
M4W 2G8
416-393-7000

Toronto Public Library Foundation
789 Yonge Street
Toronto, Ontario, Canada
M4W 2G8
416-393-7123

Answerline
416-393-7131

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