

City Librarian's Office

City Librarian

Library Board Officer
Sara Tavakolian

Admin Assistant
Patricia Selmes

100 branches

Director, Service Development & Innovation

Leads service development, introduces new and innovative services, plans & develops all public service programs to be delivered through TPL's online and in-branch networks. Responsible for TPL's service committees.

Director, Branch Operations & Customer Experience

Responsible for all aspects of the operations of the 100 branches, including: Capital Projects & Building Operations, the delivery of public service programs and services, and the delivery of a superior Customer Experience at every point of need along the customer's journey

Director, Enterprise Projects and Facilities Management

Responsible for annual business planning, the execution of strategic enterprise and facilities projects, and change management. Manages the state of good repair plans and maintenance of all TPL branches and buildings.

Director, Digital Strategy & CIO

Champions the advancement of TPL's digital vision and leads the ITS team to deliver innovative, reliable and valued information & technology solutions to enable TPL's service delivery and strategies directions.

Director, Collections & Membership Services

Champions Torontonians' free access to diverse and responsive library materials in all its forms by selecting, purchasing, cataloguing, processing and distributing library materials into the hands of our customers.

Director, Policy, Planning & Performance Management

Leads TPL's strategic planning, policy, research, evaluation, stakeholder management, data & analytics, performance management and reporting. We also provide leadership and direction to the organization on enterprise level risk management, privacy, records management and Board governance.

Director Finance & CFO

Responsible for development & oversight of \$200+ million annual operating budget, \$50+ million capital budget, as well as procurement, accounting, payroll, leases and contract administration.

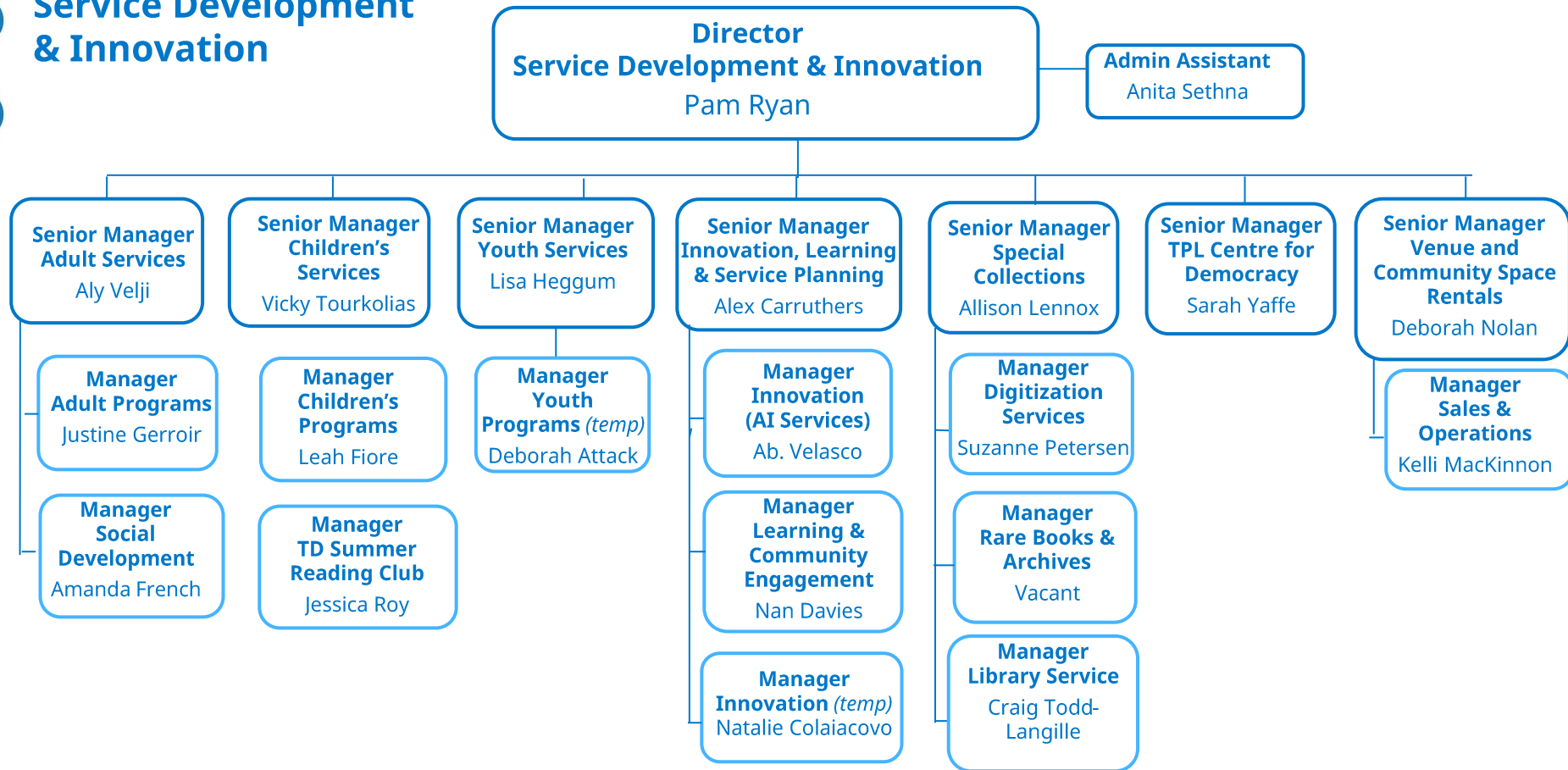
Director, Human Resources

Leads TPL's people and equity functions including human resources, employee experience, labour relations, equity and inclusion, accessibility, health and safety, emergency planning and staff learning and development.

Director, Communications, Programming & Customer Engagement

Responsible for corporate print & online communications, marketing & brand management, premier programming, content strategy & editorial, media and stakeholder relations, issues management & advocacy on key issues.

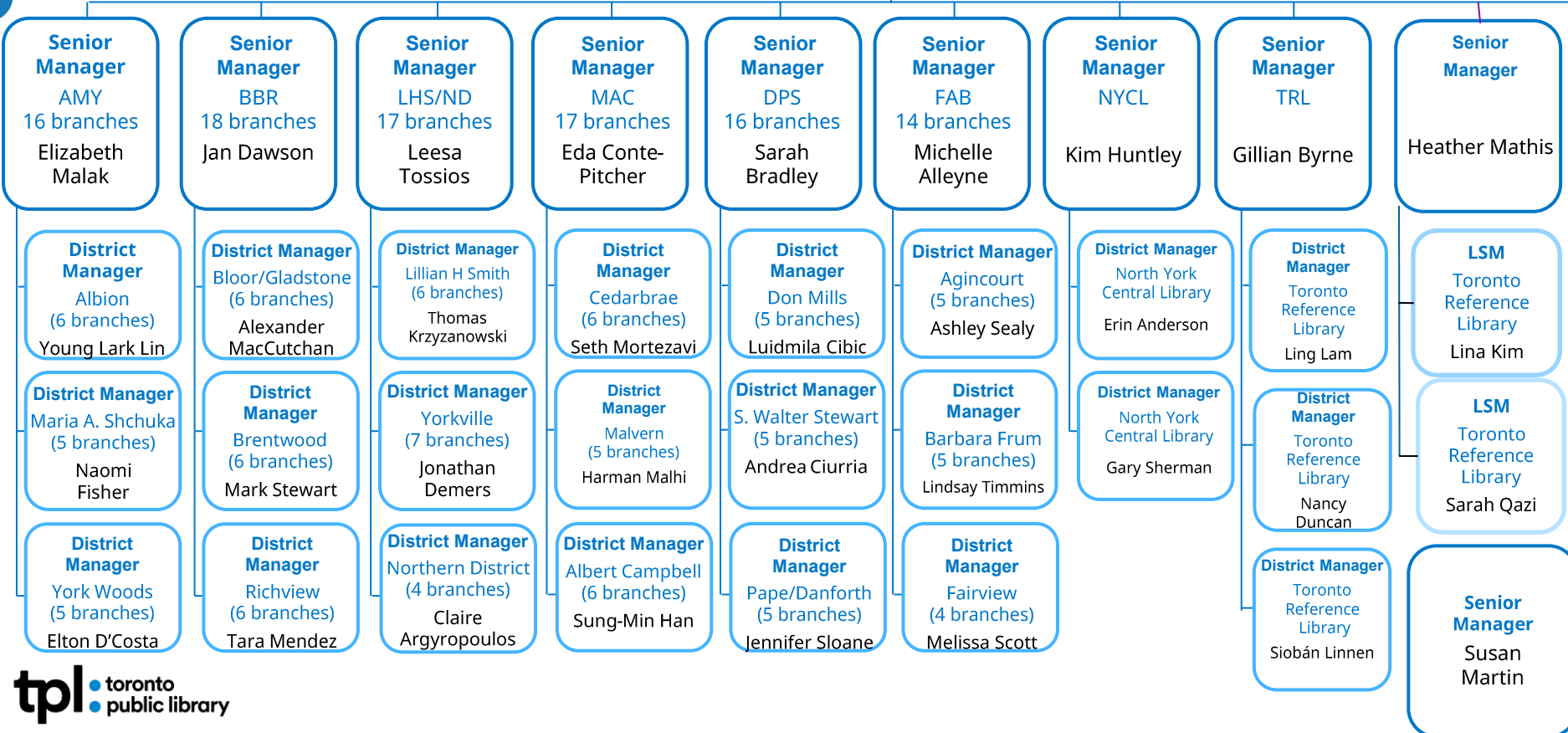
Service Development & Innovation



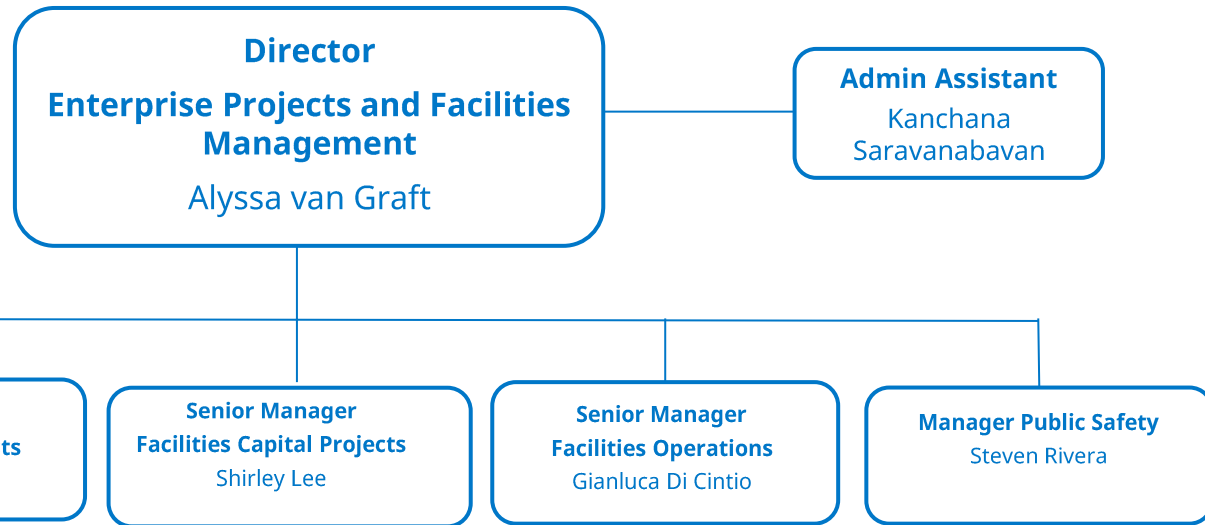
Branch Operations & Customer Experience

Acting Director
Branch Operations & Customer Experience
 Heather Mathis

Admin Assistant
 Kanchana Saravanabavan



Enterprise Projects and Facilities Management



Information & Technology Services

Director
Digital Strategy & CIO
Steve Till-Rogers

Admin Assistant
Anita Sethna

Manager
Digital Strategy & Excellence
Anita Deol

Manager
IT Security & Enterprise Architecture
Frank Kim

Senior Manager
Digital Experiences
Michael Tutton

Manager
Digital Experiences Products
Cheryl Fraser

Manager
Digital Experiences Technologies
John Romano

Senior Manager
Enterprise Applications
Liana Mandel

Manager
Corporate Applications
Arlyn Atilia

Manager
Library Applications
Sanja Maznic

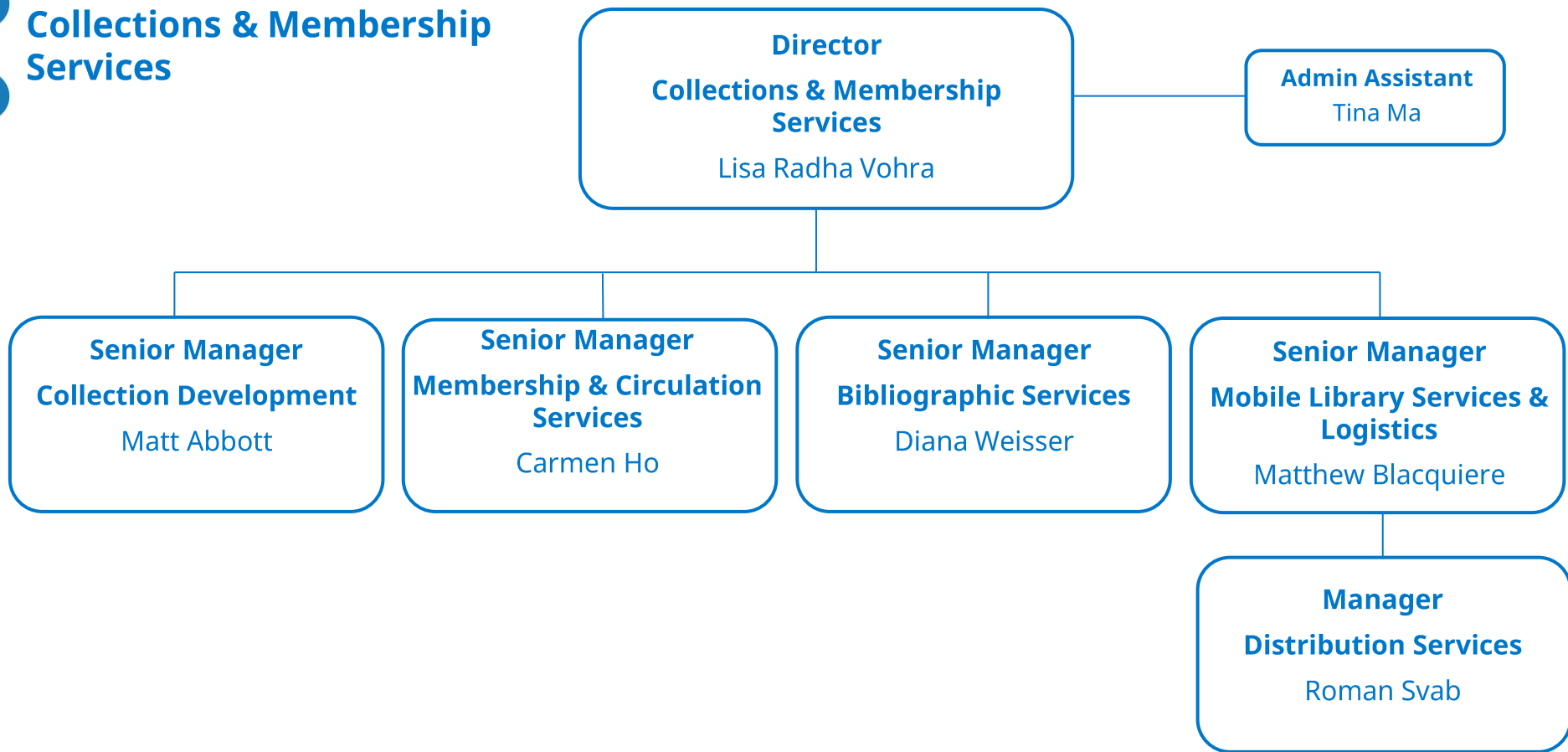
Senior Manager
Enterprise Technology
Andrew Riem

Manager
Workspace Technology
Farhan Aslam

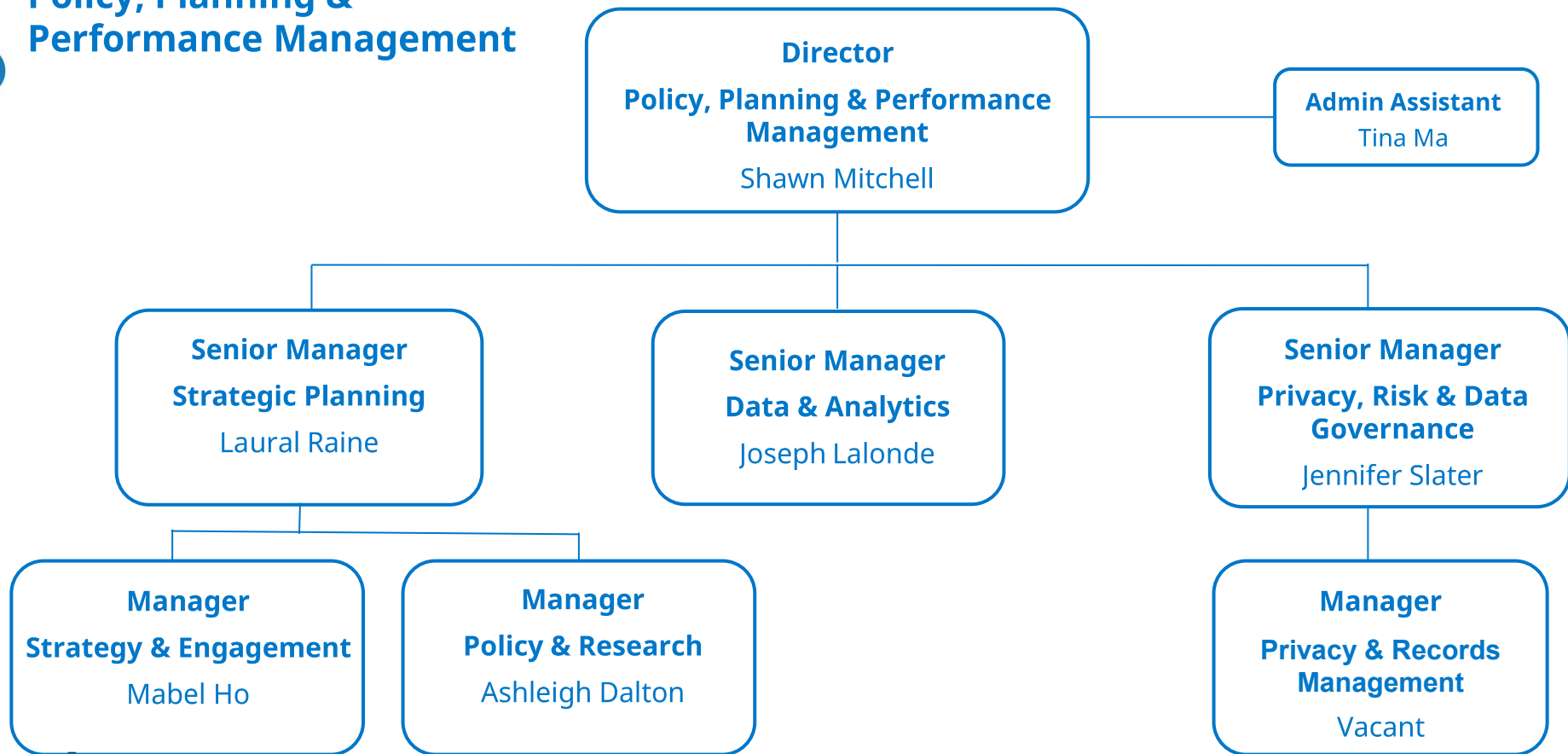
Manager
Hybrid Cloud
Alex Schifitto

Manager
Network & Telecom
Thuong Tran

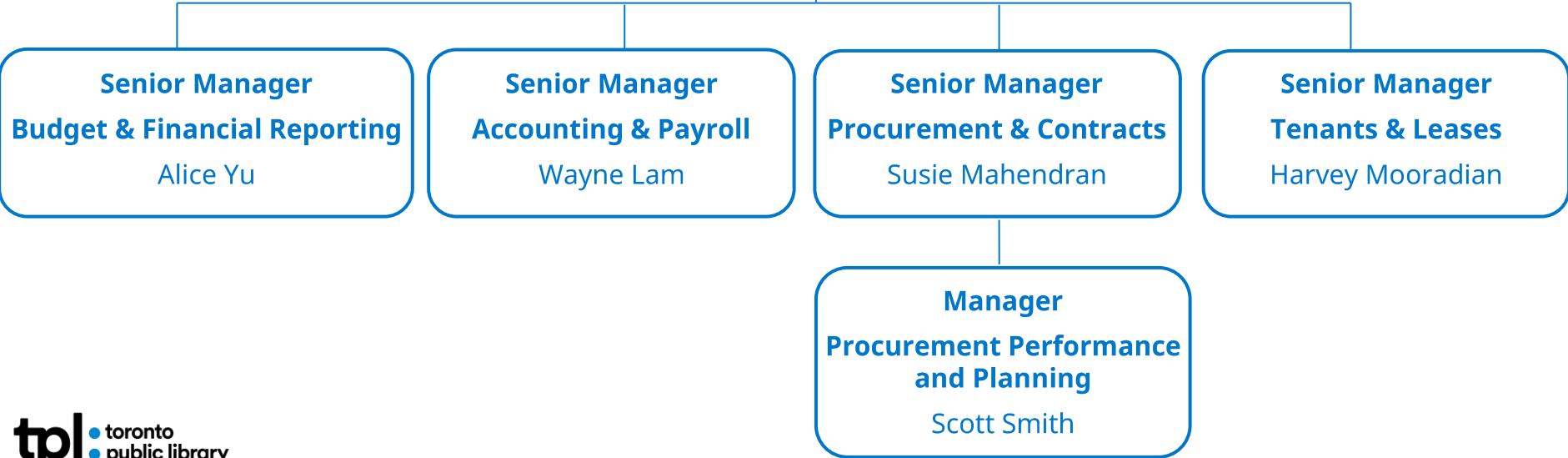
Collections & Membership Services



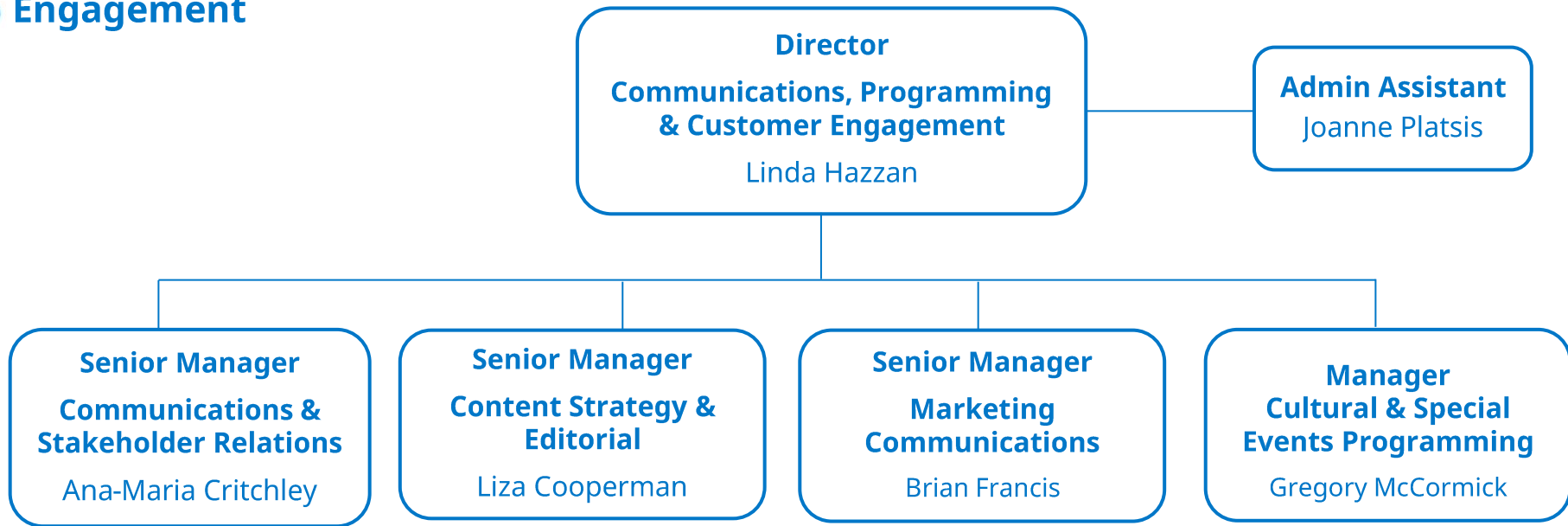
Policy, Planning & Performance Management



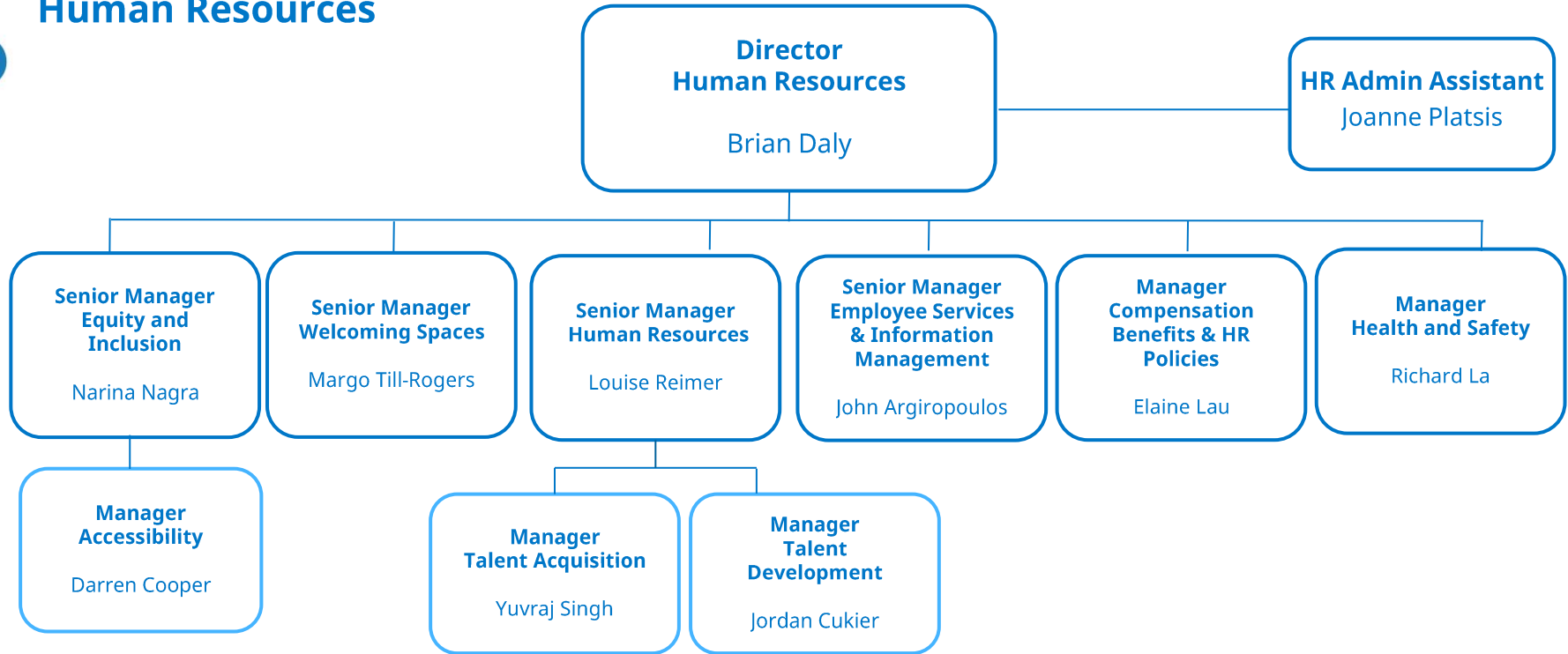
Finance



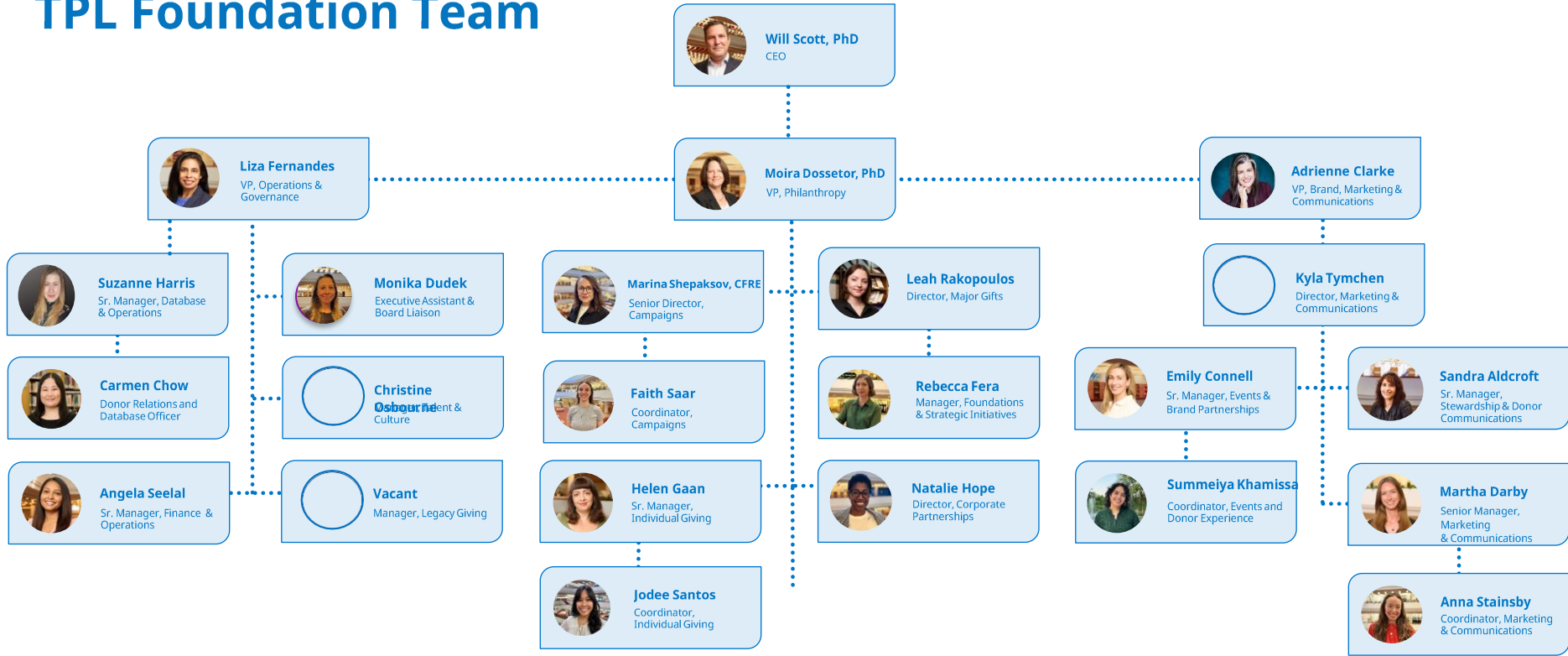
Communications, Programming & Customer Engagement



Human Resources



TPL Foundation Team



Contact information is available on the TPL Foundation [website](#)

