

# 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.

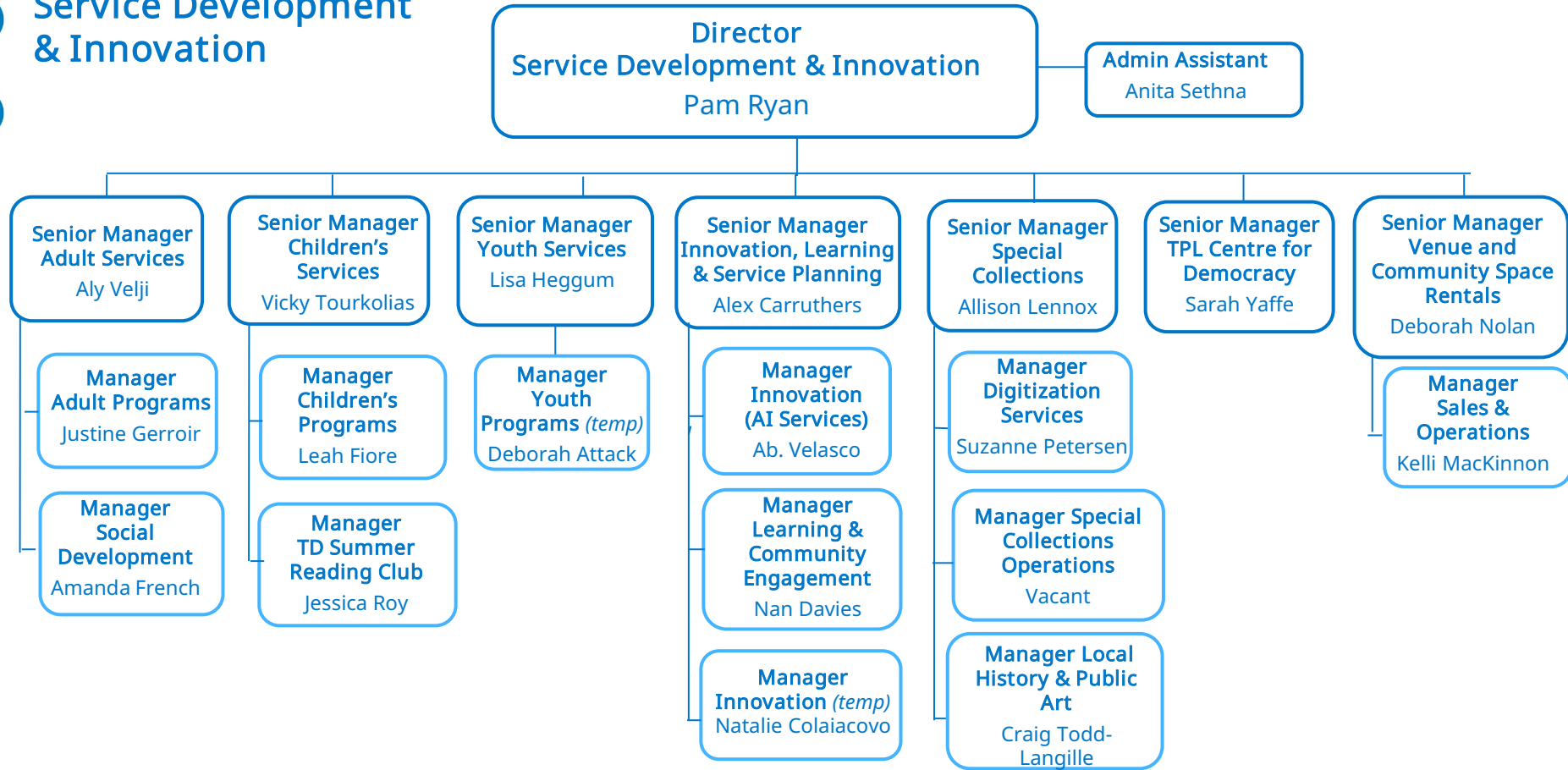
## Director, Human Resources

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.

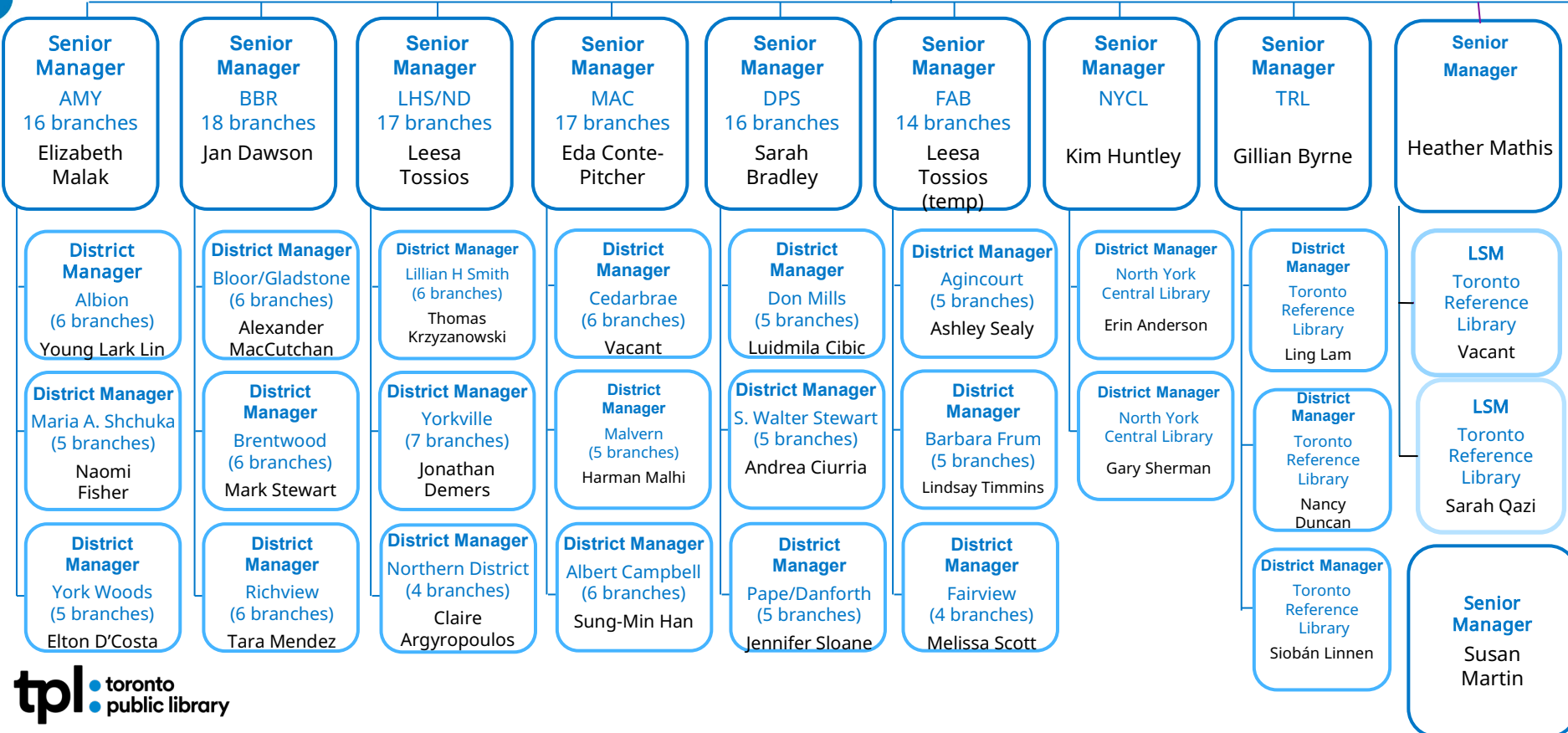
# Service Development & Innovation



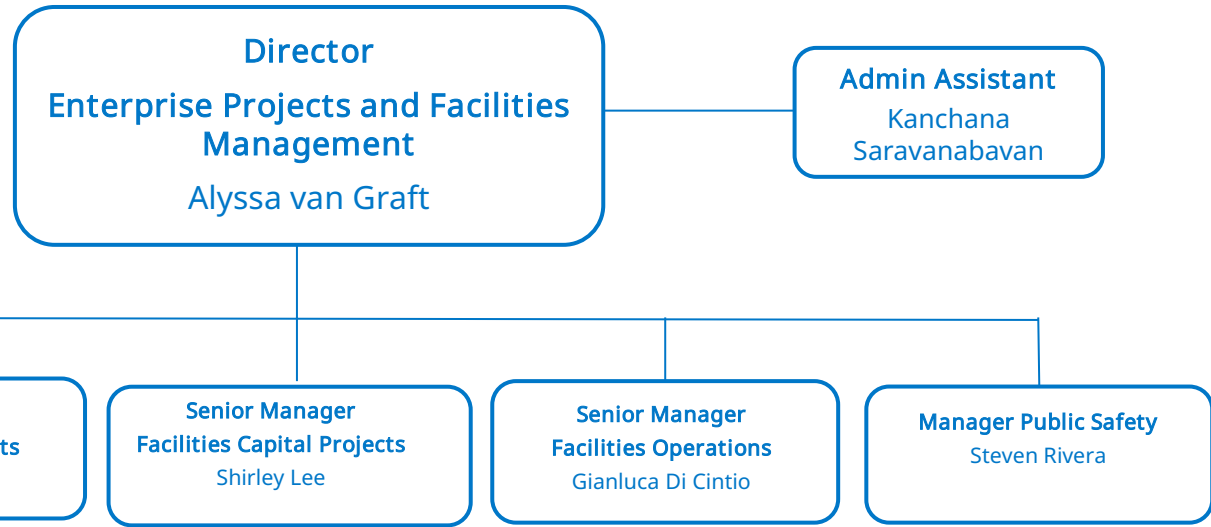
# Branch Operations & Customer Experience

**Acting Director**  
Branch Operations & Customer Experience  
Heather Mathis

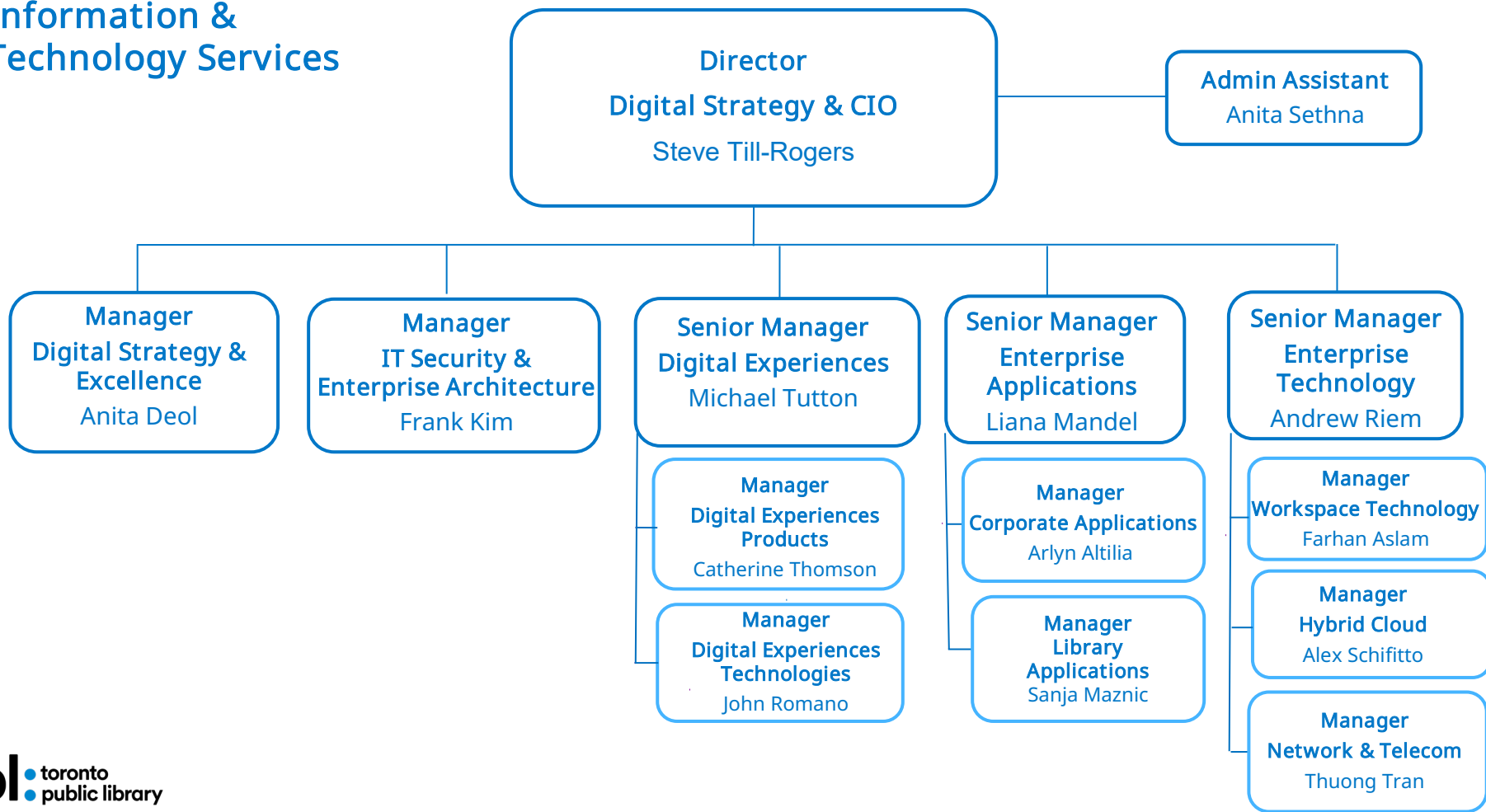
**Admin Assistant**  
Kanchana Saravanabavan



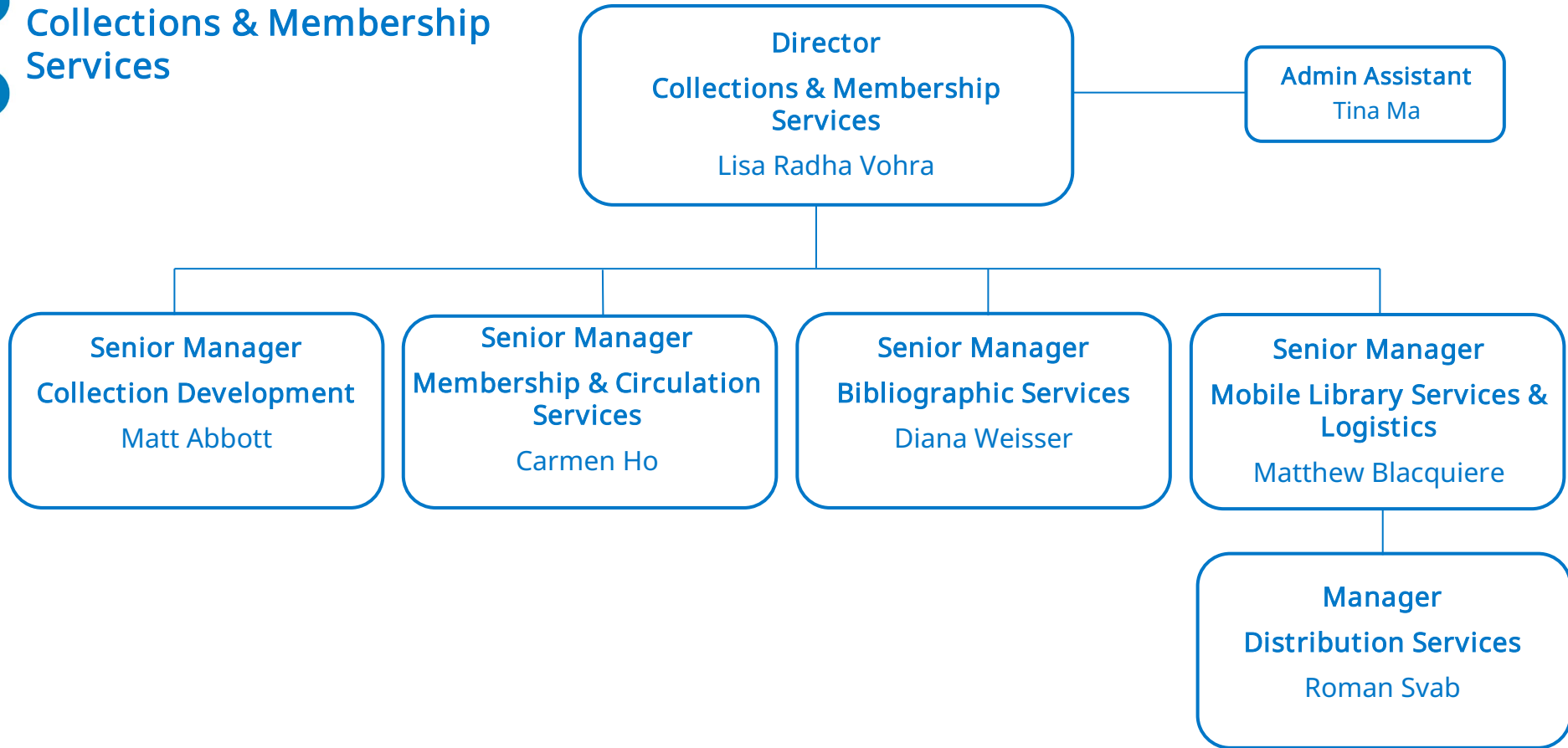
# Enterprise Projects and Facilities Management



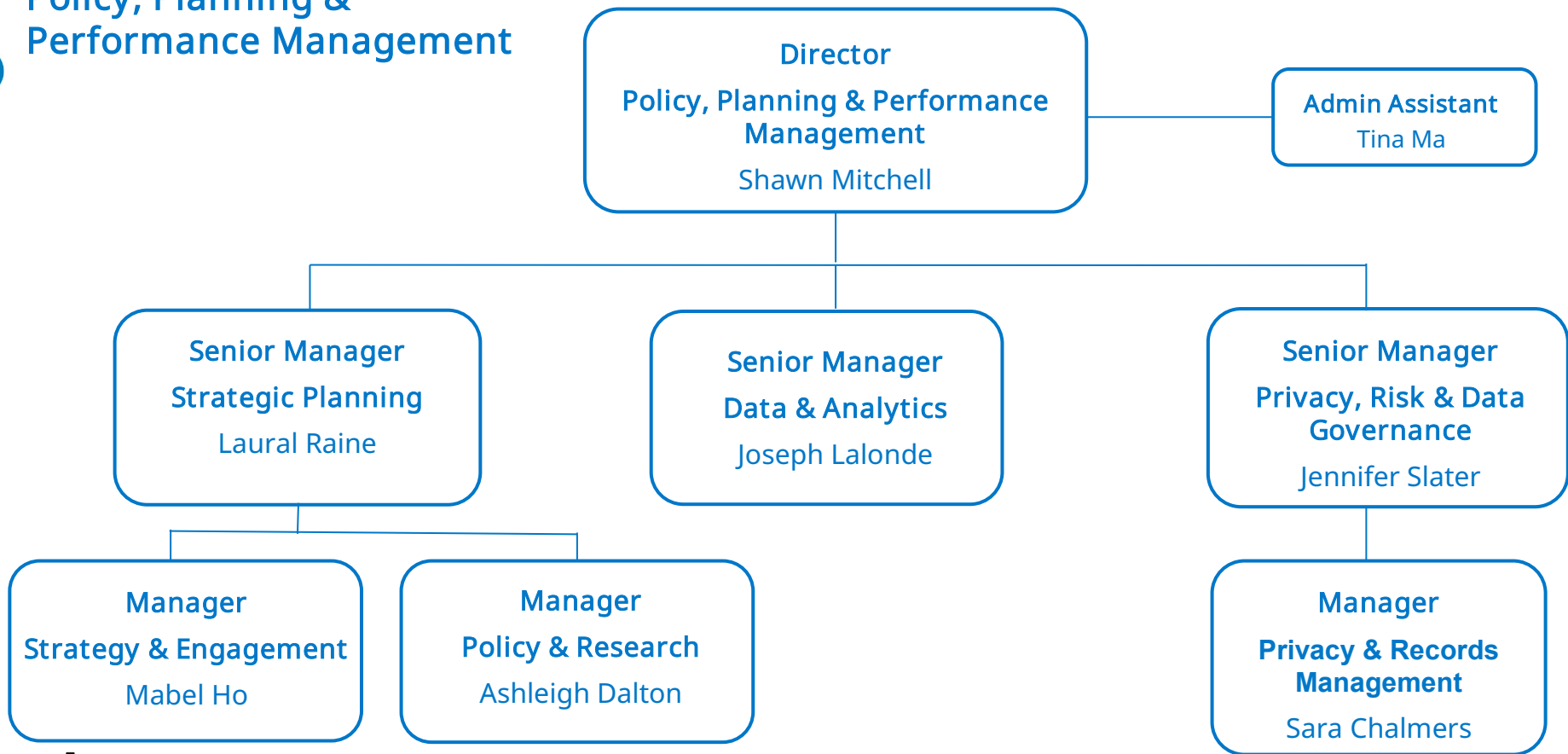
# Information & Technology Services



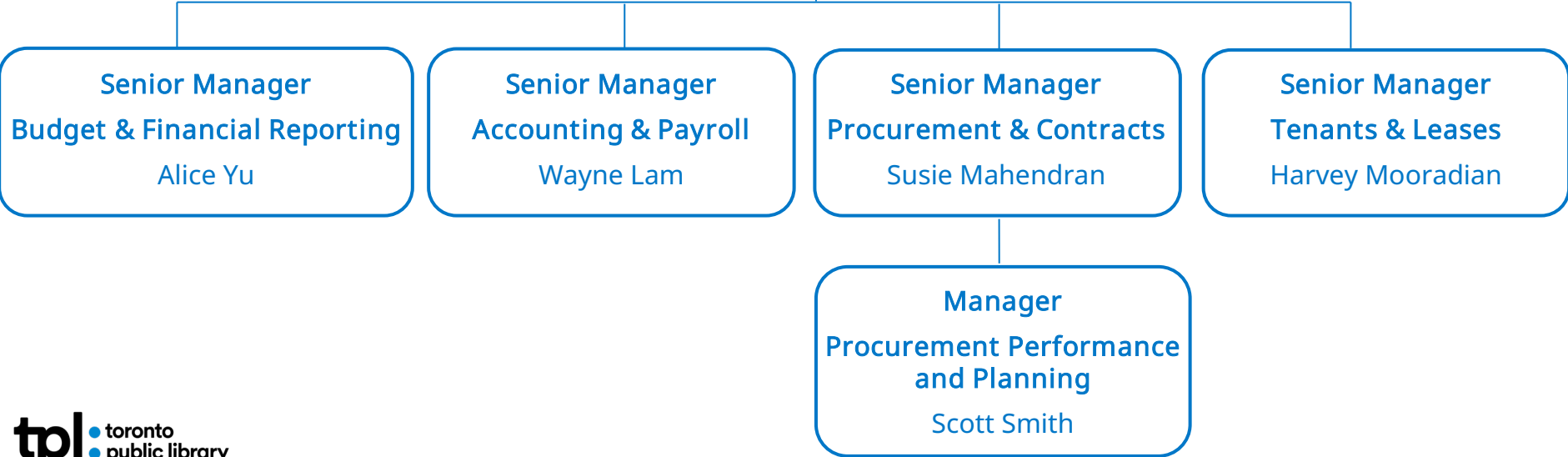
# Collections & Membership Services



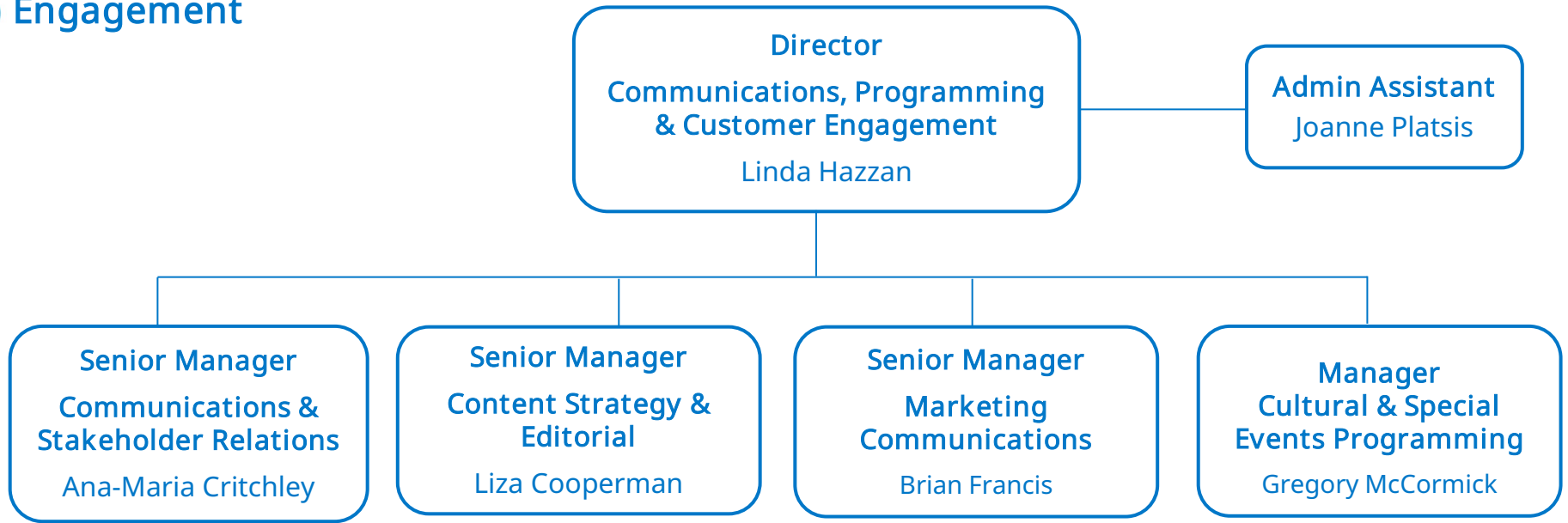
# Policy, Planning & Performance Management



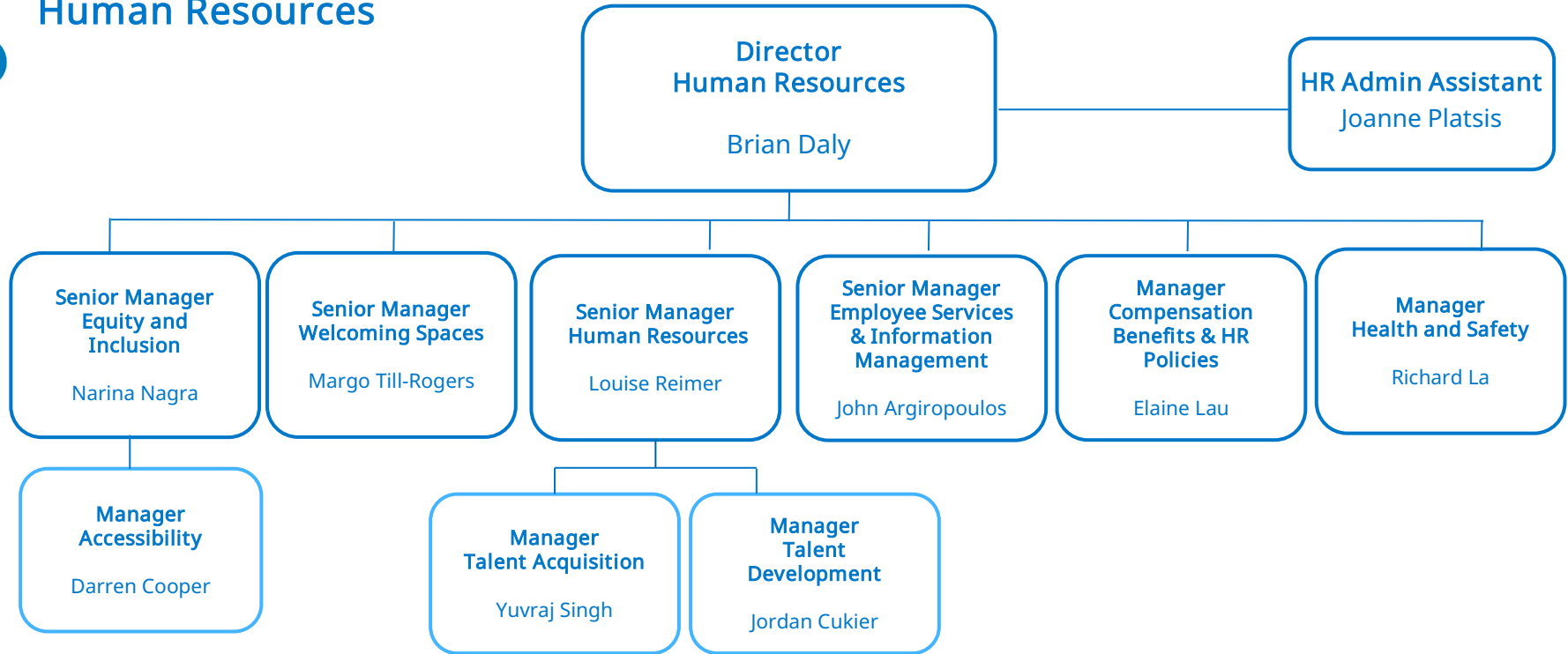
# Finance



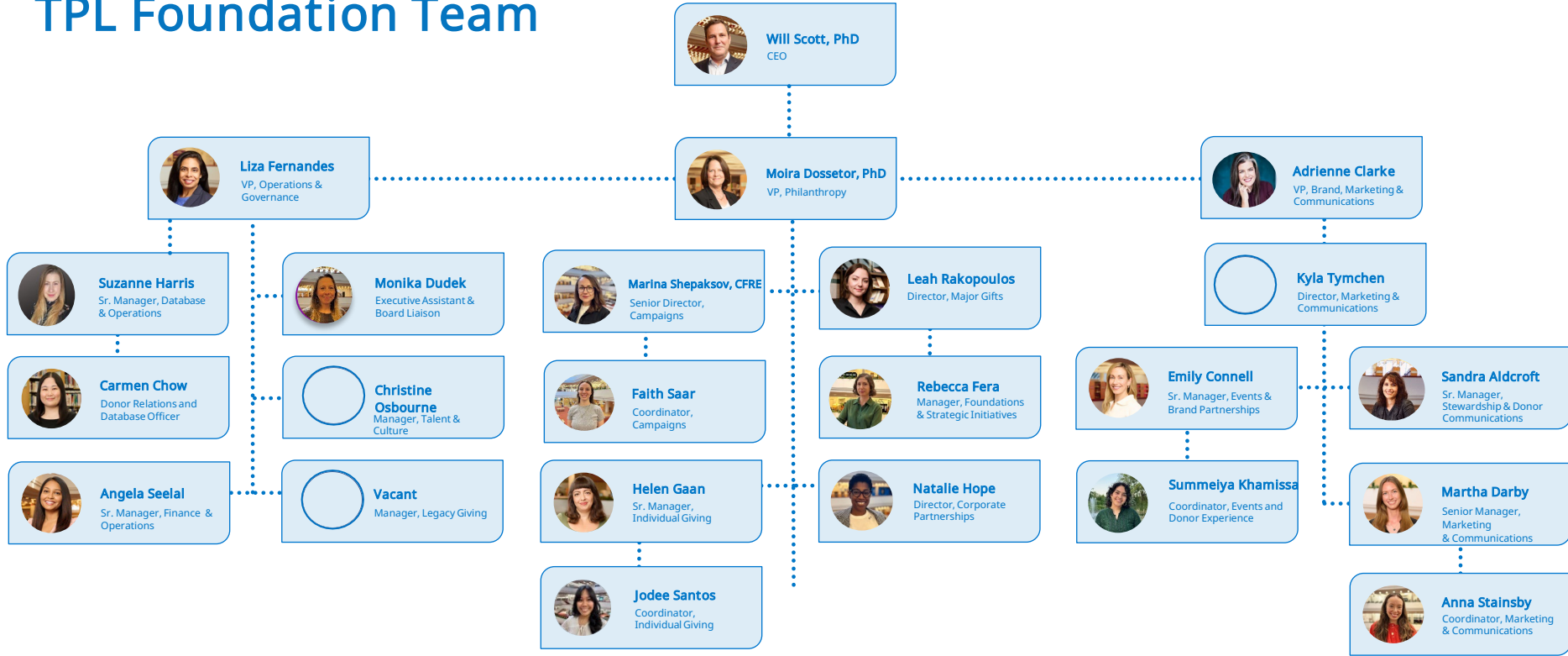
# Communications, Programming & Customer Engagement



# Human Resources



# TPL Foundation Team



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