



BUSINESS ARISING

6.

2011 Annual Performance Measures and 2010 Benchmarking Information: Request for Additional Information

Date:	May 28, 2012
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

At the April 30, 2012 Board meeting in considering the *2011 Annual Performance Measures and 2010 Benchmarking Information* report, the Board requested the following additional information:

- a. the 'Open Hours Vision' approved by the Library Board;
- b. square footage and weekly open hours to Attachment 1: Branch Summary Statistics: January to December 2011;
- c. open hours information for Attachment 2: Average Visits by Hour of Day and Attachment 3: Average Circulation by Hour of the Day;
- d. additional comparator measures, including efficiency measures for Canadian libraries.

The Open Hours Vision approved by the Library Board in 2006 will be provided to the Board at the June 25, 2012 meeting.

The revised charts referenced above are provided as Attachments 1, 2 and 3.

A response to the request to provide additional comparator, efficiency measures for Canadian libraries will be provided at a future meeting. The Ontario Municipal Benchmarking Initiative (OMBI) includes a process to determine comparative costing between participating libraries. Currently, comparative costing is not available for other Canadian and American libraries and requires further research and analysis to provide for meaningful comparisons.

CONTACT

Katherine Palmer; Director, Planning, Policy and E-Service Delivery;
Tel: 416-395-5602; Fax: 416-393-7083; Email: kpalmer@torontopubliclibrary.ca

Elizabeth Glass; Manager, Planning and Development; Tel: 416-395-5551;
Fax: 416-395-5826; Email: eglass@torontopubliclibrary.ca

SIGNATURE

Jane Pyper
City Librarian

ATTACHMENTS

Attachment 1: Branch Summary Statistics: January to December 2011 – Revised
Attachment 2: Average Visits by Hour of Day Charts – Revised
Attachment 3: Average Branch Circulation by Hour of Day – Revised