

Nancy Marshall

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**From:** [REDACTED]  
**Sent:** Wednesday, September 10, 2014 1:05 PM  
**To:** Nancy Cole  
**Cc:** Nancy Marshall  
**Subject:** forward to TPL Board RE: Response to Your Toronto Public Library Customer Feedback Form

Hi Nancy,

The overreliance on the circulation desk as a primary point of access for services leads to extensive delays and frustrations for library patrons. It is daft to force patrons to wait in a long line to access and return films while several people sign up for library cards (often to be told they have not brought required ID because they have not understood the online instructions, which, quite frankly rely on a tiny hidden link to provide an additional level containing key information).

It seems that your existing departmental structures are dictating your processes. Your processes are often an inconvenience to the taxpayer who is using your services while providing excessive accommodation for many underworked and obviously bored and cranky staff members (and "volunteers" who have been found manning your primary point of contact quite incompetently).

Your processes fail to meet the international standards of excellence to which a library like TPL should aspire. Yours is an institution which has clearly not undertaken process re-engineering exercises since the 70s when paper slip requests had their last hurrah.

The departing senior leadership of TPL seems to have valued socializing with rich donors in order to engineer a renovation of dubious strategic vision value while letting fundamental systems and staff morale slip below functional levels and the actual purpose of the institution to be obscured behind glass pods, large conference rooms, and wet walls.

I had previously considered directing a general concern about a need for process reengineering to the board. As this is the second time I have found staff immediately dismissive of customer feedback, that seems the appropriate course of action.

Sincerely,

Jessica Bowslaugh, M.I.St.

PS-Nancy Marshall: I request my contact information be withheld from the public record, thank you.