

**Nancy Marshall**

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**From:** Linda Mackenzie  
**Sent:** Thursday, September 18, 2014 11:42 AM  
**To:** [REDACTED]  
**Cc:** Nancy Marshall; Anne Bailey  
**Subject:** RE: forward to TPL Board RE: Response to Your Toronto Public Library Customer Feedback Form

Dear Ms. Bowslaugh;

Your email correspondence of September 10, 2014 has been forwarded to me for review and response as I have responsibility for the Toronto Reference Library.

I am sorry that you have experienced delays in picking up and returning interlibrary loaned microfilm at the main floor desk at the Toronto Reference Library. Staff have made many changes in the service model at this desk in an effort to streamline the workflow for improved customer service. For example, a single line for service rather than specialized lines was introduced as the most efficient way to ensure customers are able to secure service from the first available staff member. More recently, self-service check out has been introduced to facilitate customers checking out their own loans without the need for staff intervention.

However, as you have noted, the wide range of services delivered and the high activity levels at the desk do often result in a lineup for service. You have suggested that interlibrary loaned microfilm could be more quickly picked up and returned in the Toronto Star Newspaper Room where many of the Reference Library's microfilm readers are located. This is an excellent suggestion, and I am pleased to advise you that this change will be implemented. In future, when staff contact customers to advise them that their microfilm loan has arrived, they will indicate that the pickup location is in the Newspaper Room. As you have microfilm still available for use, staff will advise you directly when the pickup location change has been made.

Again, I am sorry that you experienced a delay in service, but appreciate you taking the time to convey your concern to the Library. Suggestions from our customers are valued and often, as in this case, contribute to service improvements. As requested, your correspondence will be shared with the Library Board.

Yours truly,

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