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Sep. 26, 2005

To the Members of the TPL Board,

Ms. Gillian Mason (Chair)
Mr. Bill Booth (Vice-Chair)

Ms. Louise Aspin

Mr. Matthew Church
Councillor Gay Cowbourne

Councillor Janet Davis
Dr. Kathy Gallagher Ross

Mr. Murthy Ghandikota
Mr. Okeima Lawrence

Councillor Kyle Rae

Councillor Karen Stintz
Councillor Sylvia Watson

Ms. Kate Wilson

I need your help and read my letter please.

I have written an e-mail to City Mayor one month ago to talk about this matter. But the e-mail was transferred to City Librarian Bryant. She answered my e-mail.

I was disappointed with the response from City Librarian Bryant via Mayer Miller.

I think there is a big gap between what Board Chair of TPL Gillian Mason said in Message from the Chair at summer 2005 issue of What's ON and What TPL did.

My daughter and I have read the summer 2005 issue of What's On, and in this issue, there was a "Message from the Chair," and in this message the Chair strongly advised teens to read during the summer and help enthusiastic young audiences "read up" on the program they'd **just attended**., so my daughter registered in a program, named "Rebels and Heroes Teen Book Club" at Downsview Library. The details of this program are as following:

Rebels and Heroes - Teen Book Club

Spend summer **reading and talking** about selected books. Register at the library. The first book will be ready for **pickup** the first week of July.

July 21 - *The Curious Incident of the Dog in the Nighttime*

August 11 - *The First Stone*

August 25 - *The Outsiders*

Thursdays, July 21, August 11, 25 at 7-8 p.m.

Downsview

I had first registered my daughter one week before July 21st at the Downsview library and signed out a copy of the first book on that same day. The library had a rule about that book; we have to return the book to the Downsview library and no other branches. My daughter had always waited for that day to come, but on July 20th the library called and cancelled the program, because only one person registered, so on July 23rd, we went directly to the Dowsview library and returned the book. We did all we were suppose to do, but the library didn't. I think that even though one person registered, they

shouldn't cancel the program, because on the flyer and What's On about the program, it never mentioned about the minimum number of people needed in order for the program to happen and never said that it was a discussion program.

"...Spend summer **reading and talking about** selected books..."

Even if it WAS a discussion program, the staffs of the library can also discuss with teens. The staffs should know more about the teens, while the teens should know more about the adults. Don't forget that TPL stands for Toronto **Public** Library, and **NOT** Toronto **Private** Library. I believe that they should care more about the only person that registered for the program, because that person truly wants to participate. On July 23rd, I asked what was the minimum number of people needed in order for the program to proceed, but the staff never answered and just simply said that the program wouldn't happen with one person registered.

On that day, July 23rd, we still signed out for the second book, which was supposed to happen on August 11th. The book was *The First Stone*. When the date arrive, August 11th, the library never called me to conform with me if the program will ever happen, and we were the one who called them to check if it'll happen, and it didn't. This is how TPL suppose to service their users, customers and supporters?

I believe that TPL should concern the following:

1. The program have to happen during the date it was printed on the flyer or What's On, it's like a promise if you printed it on. We don't have to participate in your programs, there are tons and tons of amazing camps and programs during the summer, but we chose to participate and support TPL's programs and in return we expect you to do the program and teach our sons and daughters information.
2. Even if it was a discussion program, an hour isn't enough. Some time would be wasted settling down, or wait for late participations.
3. Don't simply cancel programs. It will give us an impression that even if you registered a TPL program, it will never happen, doesn't even bother on registering.
4. TPL should think about WHY their program wasn't popular and no one wanted to participate.
5. TPL should publish What's On early. It comes up too late, especially in summer-time.
6. TPL should make their promise come truth towards children and teens.
7. TPL Board needs a teen Board Member. To know teen's needs, thinking, opinion.....

And finally, I wish that the Board Members should know this problem and help TPL to become better and better. Thanks,

Alan Che