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October 17, 2005

Mr. Alan Che

Dear Mr. Che:

I am writing in response to the letter you distributed at the Toronto Public Library Board meeting on September 26, 2005.

I understand your disappointment in the cancellation of the teen book club program at the Downsview branch. As you know, the program was cancelled because a teen book discussion group is not viable with only one participant. In an effort to provide alternatives for your daughter, programs at other nearby libraries have been suggested. In addition, it was suggested that a reader's advisory consultation meeting be set up between one of the Downsview librarians and your daughter. However, you have indicated that you are not interested in these alternatives.

In your letter, you mention that you were notified in July about the cancellation of the book club program, and then you went to the library for the second session of the program on August 11. I apologize for this misunderstanding. Staff should have been clearer when they contacted you in July about the cancelled program to make sure you understood that this meant all sessions are cancelled.

It is unusual to cancel a program. However, this does happen from time-to-time. I wish we could guarantee that cancellations will never happen in the future, but this is not realistic as occasionally situations arise which necessitate the cancellation of a program.

With respect to youth membership on the Library Board, in accordance with the Ontario *Public Libraries Act*, Board members must be at least 18 years of age to be eligible. City of Toronto Council appoints citizen representatives to the Board, and in keeping with the City's focus on youth, a member of the Toronto Youth Cabinet was appointed to the Board in 2004.

In response to your comments concerning the publication of *What's On*, distribution to the branches occurs two weeks prior to the period it covers. The summer *What's On* covers July and August and is available in the branches by mid-June.

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Thank you for bringing your concerns to our attention. If you would like further information or to discuss some other programs that might be of interest to your daughter, please contact Vickery Bowles, Director, North/East Region at 416-396-8811.

Yours sincerely,

Gillian Mason
Chair, Toronto Public Library Board

Copy to: Vickery Bowles, Director, North/East Region