

**Jane Pyper - Re: Parliament Street Branch and MAP Passes**

---

**From:** Miguel avila-velarde <latinoboyto@gmail.com>  
**To:** Leesa Tossios <ltossios@torontopubliclibrary.ca>, Jane Pyper <jpyper@torontopubliclibrary.ca>  
**Date:** April 23, 2012 11:23 AM  
**Subject:** Re: Parliament Street Branch and MAP Passes  
**CC:** Linda Hazzan <lhazzan@torontopubliclibrary.ca>, <bgray@torontopubliclibrary.ca>  
**Attachments:** April21tpl.jpg; april21tpl1.jpg

---

Dear Lessa:

As promised I took pics once again of this past Saturday April 21 line up for MAP PASSES outside the Parliament Branch, No I don't see the line ups to diminish any time soon.

I interviewed the first three people on line, The first Library patron arrive at 7:30 a.m the Second and Third around 15 and 10 minutes later. I arrived at 8:55 a.m for the record.

There were parents with their Children in tow. All on the above and mentioned were aiming at getting a Zoo Pass . Do you believe still that 3 passes down from 5 will appease everyone? How can I beat at the first on the line... what be there at 7:00 a.m is your assumed response???

I firmly believe is wrong and unethical for you to argue the lines are going to diminish as the numbers decreases as per your explanation of the new policies.. On the contrary numbers will creep up once the weather is warm and kids are out of school.

No, the parent with children did not got a pass for the Zoo, nor the ROM or the Ontario Science Centre.. sad but true. I must press to get this matter at the next Library Board meeting.

Miguel Avila  
Ward 28

On Fri, Apr 6, 2012 at 9:56 AM, Miguel avila-velarde <latinoboyto@gmail.com> wrote:

Dear Leesa:

I have read your thoroughly explanation with great interest. I would like to remain optimistic that some time in the near future the T.P.L branch at Parliament will provide with either a "Lottery System" or something similar to assist the patrons to get a Map Pass without the need to freeze outside from early hours or other weather related problems..

I will be monitoring the line ups for the record.

Sincerely,

Miguel Avila  
Ward 28

On Wed, Apr 4, 2012 at 2:35 PM, Leesa Tossios <[ltossios@torontopubliclibrary.ca](mailto:ltossios@torontopubliclibrary.ca)> wrote:

Dear Mr. Avila,

This is Leesa Tossios, Library Service Manager, Yorkville District. The Parliament Street branch is under my responsibility. Thank you for taking the time to comment on the dissemination of our MAP passes at the Parliament Street branch.

Linda Hazzan has shared your feedback with me regarding the MAP program at Toronto Public Library, and specifically, the distribution of MAP passes at the Parliament Branch.

As Linda has indicated, the library is evaluating the program, including the methods of disseminating passes. There are pros and cons to both the line up and lottery systems. At present, with the changes implemented in the MAP program several months ago, whereby each borrower may only have a MAP pass for each venue once every three months, we have seen our line ups become much more moderate and people are not lining up in the numbers or at the very early hour that they were in the past. The library, through these procedural changes, is getting the passes into the hands of a diverse group of our customers. These changes have been popular with our customers.

At the Parliament branch, we still do have line ups that form prior to the branch's opening, but the lines are no where near as long as they were in the past.

Concerns are often voiced by those whose nearest branches use the lottery system that they cannot guarantee themselves a pass by getting to the branch early, the way others can whose branches use the line up system. Therefore, as stated above, there are pros and cons to each system.

The Library system as a whole continues to evaluate the MAP program and input from people like you is valuable to us in this process. We continue to strive to increase accessibility of the passes that the venues are making available to us.

I will be sure to have Mr. Gray and the staff at Parliament update me on MAP pass distribution at the branch so that I can continue to provide feedback into the system evaluation of the program. I assure you that your feedback is important to us. Please let me know if I can be of further help.

Sincerely,  
Leesa Tossios

Leesa Tossios  
Toronto Public Library  
Library Service Manager, Yorkville District  
22 Yorkville Avenue.  
Toronto, ON M4W 1L4  
416-393-7642  
[ltossios@torontopubliclibrary.ca](mailto:ltossios@torontopubliclibrary.ca)

**Jane Pyper - Re: Lottery System and T.P.L at Parliament Branch**

---

**From:** Miguel avila-velarde <latinoboyto@gmail.com>  
**To:** Jane Pyper <jpyper@torontopubliclibrary.ca>, Maggie Gosselin <mgosselin@torontopubliclibrary.ca>, Councillor McConnell <councillor\_mcconnell@toronto.ca>  
**Date:** May 4, 2012 10:58 AM  
**Subject:** Re: Lottery System and T.P.L at Parliament Branch  
**CC:** Linda Hazzan <lhazzan@torontopubliclibrary.ca>, Leesa Tossios <ltossios@torontopubliclibrary.ca>, Barrie Gray <bgray@torontopubliclibrary.ca>, Erin Byrnes <erinmariebyrnes@gmail.com>, Ashleigh Gaul <ashleighgaul@gmail.com>

---

Dear Chief Librarian:

I have discarded the reply from Mrs Maggie Gosselin as ambiguous , therefore I wish to add this item at the next board meeting of the Toronto Public Library, Please --a reply is requested.

Thanks in advance,

Miguel Avila  
Ward 28

On Sun, Apr 29, 2012 at 2:54 PM, Miguel avila-velarde <latinoboyto@gmail.com> wrote:  
April 29, 2012

Dear Jane, Pyper  
Chief Librarian

I am encountering a bureaucratic wall in the person of Leesa Tossios, I can't imagine the library could have total disregards for Children and Elderly People.

I saw families yesterday saturday 2012 04 28 being on the lines as early as 6:55 am. how it could be possible to wait that long?

The Lottery system ensures that this absurdities are avoided as in other branches.

The Toronto Zoo passes are a favorite and sadly they have been lowered from 5 passes at each library down to 3 passes.. People were telling me the Zoo should increase the number of passes issue for the T.P.L but that is a matter for another day at the Zoo Board which I will undertake in due time.

The T.P.L branch is located among the Thirteen (13) priority neighborhoods, where the regular ( poor) people can not attend the zoo due to the high and exuberant prices.

I am abiding not to take pics INSIDE the T.P.L property both the video and pics were taken on a fair distance and on City Property at the point of risking my life so that others can benefit from, **because that is who I am an unselfish person.**

See attached You Tube Video: <http://youtu.be/Te3ec-4ON6o>  
28 for your view and study.

and pic taken off property from 2012 04

**From:** Maggie Gosselin  
**To:** Miguel avila-velarde  
**CC:** Anne Bailey; Councillor McConnell; councillor\_ainslie@toronto.ca; cou...  
**Date:** 03/05/2012 4:28 PM  
**Subject:** Re: Lottery System and T.P.L at Parliament Branch

Dear Mr. Avila

I am writing regarding your correspondence about the distribution of MAP passes at Parliament Street Branch.

The issue has been discussed with all staff concerned with MAP passes at Toronto Public Library - this includes branch staff, managers and staff specifically responsible for the administration of the MAP pass program at Toronto Public Library.

Please be assured that your concerns have been carefully considered. There are currently different pass distribution systems in place, a lottery system is used in a very few locations and we are not expanding this method to additional locations for the reasons that have already been explained to you.

We continue to review distribution to ensure equity of access and thank you for bringing your concerns to our attention. We have thoroughly investigated and reviewed the situation and have no additional information to provide. We will not be corresponding further on this matter.

Sincerely,

Maggie Gosselin

Maggie Gosselin  
Area Manager, Toronto Public Library  
416-393-7691

Northern District Library  
40 Orchard View Blvd