



STAFF REPORT ACTION REQUIRED

10.

Core Service Review – City Manager's Report

Date:	September 13, 2011
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report is an updated version of the report considered by the Toronto Public Library Board on July 26, 2011.

The purpose of this report is to transmit the Core Service Review and Service Profile prepared by KPMG LLP for Toronto Public Library for consideration by the Board.

This report was considered by Executive Committee on July 28th as part of the review of KPMG's report on the City Agencies.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. considers the List of Opportunities identified in the City Manager's report to Executive Committee, July 21, 2011.

FINANCIAL IMPACT

The City is currently reporting a 2012 beginning operating spending pressure estimated at \$774 million. The Core Service Review is intended to align City services and service levels within the context of the 2012 operating budget.

The Director, Finance & Treasurer has reviewed this financial impact statement and is in agreement with it.

DECISION HISTORY

In April 2011, City Council approved the report, *Service Review Program, 2012 Budget Process and Multi-year Service Planning Process*.

Reports to the Board in May and June provided updates about the Library's participation in the process and information provided to the City and KPMG.

At the meeting held July 26, 2011 the Toronto Public Library Board deferred consideration of the City Manager's Core Services Review report to Executive Committee until the September 13, 2011 Board meeting:

That the Toronto Public Library Board:

- *defers consideration of the City Manager's report until the September 13, 2011 Library Board meeting; and*
- *requests KPMG representatives to attend the September 13, 2011 Library Board meeting.*

COMMENTS

In response to the Board motion above, the City Manager advised that KPMG will not be attending the September 13th Board meeting as their contract with the City of Toronto has been completed. The City Manager has confirmed attendance for the September 13th meeting.

On July 28, 2011 Executive Committee considered the Core Service Review Summary and Service Profiles prepared by KPMG and the results of the public consultation.

At that meeting, Executive Committee:

1. *Directed that the list of opportunities contained in Appendix A, Part 2, of the KPMG Standing Committee Summary be further considered by the Executive Committee on September 19, 2011;*
2. *Requested the City Manager to review the list of opportunities to ensure service efficiencies are maximized to meet the 2012 budget targets and multi-year service and financial planning objectives and report to the Committee on September 19, 2011;*
3. *Recommended that the City Manager review opportunities identified in the KPMG report related to efficiencies through shared service models for communications, facilities management, fleet, real estate, information technology, legal services, human resources, and finance and administration for all City Divisions and large City agencies, including Toronto Library, Toronto Police, Toronto Transit Commission, Toronto Zoo and other agencies as appropriate; and incorporate as appropriate in the 2012 and 2013 budget process;*
4. *Recommended that the City Manager consider all opportunities identified in the KPMG report related to City Agencies and incorporate as appropriate in the 2012 and 2013 budget process.*

The City Manager's report (Attachment 1) provides further information about the process employed by KPMG, the City's public consultation process, and provides some key observations and next steps.

The Executive Committee meeting scheduled for September 19, 2011 will consider the City Manager's review of the list of opportunities to ensure service efficiencies are maximized to meet the 2012 budget targets and multi-year financial planning objectives. Thereafter, City Council will make final decisions on the Core Service Review on September 26 and 27, 2011.

CONTACT

Katherine Palmer; Director, Planning, Policy, and E-Service Delivery; Tel: 416-395-5602; Fax: 416-393-7083 Email: kpalmer@torontopubliclibrary.ca

SIGNATURE

Jane Pyper
City Librarian

ATTACHMENTS

Attachment 1: Core Service Review – City Manager's Report