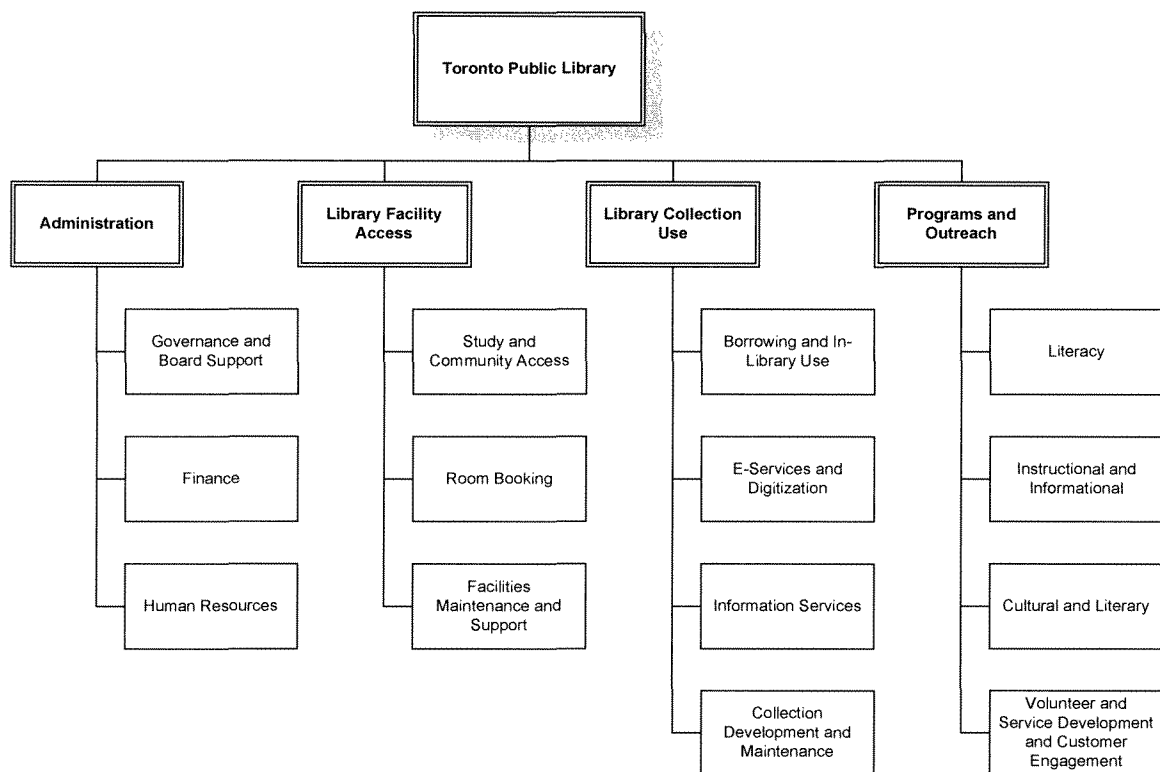


## 1.0 Program Map

Toronto Public Library - Program Map



## **2.0 Service List & Purpose Statements**

### **3.1 Service 1: Administration**

The Library Board oversees library service. The City Librarian is responsible and accountable for the effective and efficient management and delivery of library services in order to achieve service excellence and equitable access and provides policy guidance and advice to the Board.

Finance ensures compliance with financial requirements and supports library operations through financial controls and monitoring with accounting, budgeting and reporting, payroll and purchasing activities.

Human Resources provides recruitment and retention strategies, supports compensation and benefits plan, administers and renews the Collective Agreement with Library Local CUPE 4948, supports diversity initiatives and ensures compliance with the agreement and all applicable legislation.

### **3.2 Service 2 – Library Facility Access**

Library branches provide space for individual and group uses including: reading, study, research, meetings, lifelong learning, social interaction, and collaboration. The library fulfills a critical role in ensuring access to digital information and communications through the provision of technology in the form of public computers, internet access and wireless service. Zoned spaces that accommodate the different needs of diverse customers include customer service spaces, reading lounges, interactive early literacy centres, children and teen zones, older adult areas and individual and group study spaces.

Attractive, functional and accessible public library spaces stimulate interest, and are designed for flexible use, efficiency of operation and sustainability. Safe and welcoming spaces strengthen the social fabric and economic vitality of Toronto's local communities.

### **3.3 Service 3 – Library Collections use**

Collections are available in multiple formats and languages and a range of reading levels to support informational, educational, cultural and recreational pursuits that meet the diverse needs and interests of Torontonians. Materials may be borrowed, accessed on line or used in branches. Collections are available through neighbourhood and district libraries.

Research and Reference libraries provide comprehensive, specialized collections and services and preservation of resources for current customers and future generations.

Electronic content extends customer access to the library collections, making e-books, digitized materials and online databases available 24/7 from the library's website.

Library staff answers questions, provides recommendations for leisure reading and helps customers find their own information sources.

## **Service 4 – Programs and Outreach**

Cultural, literary, informational and instructional programs engage members of the community with the library and its collections and services and provide alternative ways of learning and accessing information. Author readings, book clubs and summer reading clubs promote and support reading and collection use; information programs support job seekers and business owners and residents with learning activities. In addition, storytime and family literacy programs build early reading and literacy development skills in pre-school children, and class visits for children and youth encourages reading and library use. Literacy tutoring is available for adults in several library locations.

Volunteers support library programs and services including children's homework help, reading and literacy instruction; adult literacy tutoring; Friends of the Library initiatives and youth engagement groups. Volunteer youth gain community service hours and build leadership skills, and adult volunteers have opportunities to share knowledge and experience in meaningful ways.

Consultation and collaboration with community partners and residents supports service development.

