

## 2006 Achievements

97% of Toronto residents agree that public libraries are an important resource for the community. 90% are satisfied with the variety of books and other materials to borrow.

*2006 Telephone Survey*

### KEY PRIORITY AREA: BOOKS AND CULTURE

GOALS	HIGHLIGHTS
Increase spending to build collections and improve access	<p><b>Collections</b> The overall collections budget was \$16.7 million in 2006 including \$1 million spent on system-wide projects that reflect strategic plan priorities.</p> <p><b>Integrated Library System</b> An RFP was issued, a vendor was selected and contract negotiations began for a new ILS. Over 50 people took part in the focus groups and 1100 surveys were completed to gather input into the Chinese and French language versions of the catalogue.</p>
Champion and promote reading: contribute to Toronto's literary culture	<p><b>Book Clubs</b> Book Buzz, an online book club, was introduced. The discussion of one book each month attracted 255 members and over 11,000 monthly visits to the site. The Summer Reads program, asking adults and teens to recommend great summer reading material, was publicized both in branches and on Book Buzz. A total of 13 branches took part in 2006 and 379 ballots were completed.</p> <p><b>Visiting Authors</b> Author visits were enhanced through the Canada Council Grant and included over 240 programs, including authors and illustrators. Participating authors and speakers included: Linwood Barclay/William Weintraub, Karen Connelly, Camilla Gibb, Ian Brown, Laura Penny, Cecily Ross, Howard Engel, Pier Giorgio Di Cicco and Sara Diamond.</p> <p><b>Keep Toronto Reading</b> 2,783 people attended lectures, readings and programs in branches across the city.</p> <p><b>Writers-In-Residence</b> Rabindranath Maharaj, whose writings focus on the immigrant experience, reviewed 123 manuscripts and held 6 workshops. Chester Brown, an author of graphic novels with huge appeal to teens, reviewed 27 manuscripts, held two workshops and gave two lectures.</p> <p><b>KidsSpace</b> The KidsSpace website, offering homework help, stories, games, reading tips and a variety of other features, was redesigned. Children can hear, read or tell a story. The new site received 189,994 visits after going live in March.</p> <p><b>Summer Reading Club</b> 30,437 children registered in Toronto and an additional 11,691 children received posters; an overall 5% increase in reading kits distributed compared to 2005.</p>
Broaden Torontonians' access to the City's civic and cultural life	<p><b>Cultural Events</b> TPL participated in Asian Heritage month, Black History month, Nuit Blanche and a variety of other cultural events through programs, displays in branches and presence at cultural events in the city.</p> <p><b>Partnerships</b> Many branches reported partnerships with a wide variety of community agencies, associations and institutions. Examples include Heritage Toronto, which installed historical plaques in the Riverdale and Beaches branches, and promotion of the Nutcracker with The National Ballet of Canada. Branches participated in music and art festivals, artwalks, and cultural events organized by local BIAs.</p> <p><b>Public Space</b> The Library offers theatres and other community meeting spaces to support and facilitate the City's civic and cultural life, for example the Palmerston branch hosted the Kids' Fringe 2006 theatre festival. Other branches offering theatres include York Woods, Mimico and Fairview, each of which received upgrades and renovations. 15 branches hosted regular ongoing exhibits of work by local artists.</p>

RESULTS	TOTAL	% INCREASE
Virtual information requests	23,213	11%
Programs	20,552	9%
Program attendance	528,055	12%

## 2006 Achievements

75% of households with income less than \$49,000 report visiting the library in the past year (vs. 71% of all households)

*2006 Telephone Survey*

**KEY PRIORITY AREA:  
LOW-INCOME  
NEIGHBOURHOODS**

GOALS	HIGHLIGHTS
<p>Provide library service that meets the needs of low-income neighbourhoods in identified areas</p>	<p><b>Kindergarten Outreach</b> The Kindergarten Outreach initiative, a program which offers children library cards, contacted 33,970 students, visited 1,657 classes and 438 schools. 98% of schools in City priority neighbourhoods were reached.</p> <p><b>Ready for Reading</b> The background materials for Ready for Reading were prepared and 186 staff members were trained. This pre-school literacy program promotes pre-reading skills.</p> <p><b>Kids@Computers</b> 980 children from low-income families received free computers and attended training sessions at 10 library locations. 77 volunteers took part in the program. The program is offered by Toronto Social Services in partnership with other agencies.</p> <p><b>Wordprocessing Expansion</b> Wordprocessing on public computers expanded to all library branches. 36 free office software training courses were conducted with a focus on priority neighbourhoods, attracting 272 participants.</p> <p><b>Storytime Outreach</b> The Storyteller in Residence conducted 16 sessions outside of the Library, including TCHC buildings and youth shelters, with 1,122 participants. Paloma and Kiwanis programs reached 7763 children in local communities. Initiatives such as Leading to Reading shelter outreach, which was provided by 10 branches to 170 children living in shelters in 2006, reached their highest levels of attendance ever.</p> <p><b>Leading to Reading</b> This program provided one on one support to children reading below grade level in 38 branches.</p>
<p>Increase our contribution to community capacity building</p>	<p><b>City Priority Neighbourhoods</b> Libraries were strong community partners in priority neighbourhoods. Listed are examples of initiatives, many delivered in partnership with community agencies, with a focus on pre-school literacy, employment, community safety, and programming for youth.</p> <p><b>Jamestown</b> – Albion Library Albion staff partnered with community agencies to host an Albion Civic Engagement Forum and All-Candidates meeting for both the Federal and Municipal elections.</p> <p><b>Jane/Finch</b> – York Woods; Jane/Sheppard; Humber Summit, Woodview Park A partnership with P.A.V.E., Parents Against Violence resulted in Open Mike programs to promote talent and creativity. A teen parenting program was offered by the Library with the Ontario Early Years Centre Public Health at Jane-Finch Mall.</p> <p><b>Weston Mount Dennis</b> – Weston; Mount Dennis; Maria A. Shchuka; Richview The Library participated in local youth events such as Canada Day Extravaganza, Literacy Night at Fairbank Middle School and the Volunteer Fair at York Humber High School.</p> <p><b>Dorset Park</b> – McGregor Park Neighbourhood Action Team established in November 2006; two meetings held at the Library.</p> <p><b>Lawrence Heights</b> – Barbara Frum The Library participated in the Build a Playground in a Day project in 2006. A focus group was conducted with a Neighbourhood Action Team to improve awareness and access to library service.</p>

## 2006 Achievements



**Westminster-Branson** – Centennial

Neighbourhood Action Team established in November 2006.

**Flemingdon Park/Victoria Village** – Flemingdon Park; Victoria Village

Working Together Project continues in the Flemingdon Park neighbourhood, a federally funded initiative developing successful models for community-based programming. Pre-employment support programs including computer training, life-skills training and networking offered in the Flemingdon and Thorncliffe communities.

**Crescent Town** – S. Walter Stewart; Dawes Road

Library is a partner in the establishment of a Neighbourhood Action Team, hosting meetings and sharing information to support the establishment of a community health centre.

**Steeles-L'Amoureux** – Agincourt; Bridlewood; Steeles

Library established a partnership with Toronto Police Services for an Information Booth in the Agincourt District Branch and the Steeles Branch (one afternoon per month). Library staff participated in the Bridlewood and Glen Dover service fairs.

**Eglinton East/Kennedy Park** – Bendale; Cedarbrae; Kennedy/Eglinton,

Library staff promoted TPL's services at the July 15<sup>th</sup> City Service fair, approximately 450 people attended. Toastmaster Youth Leadership program established at Cedarbrae in Fall 2006.

**Kingston Galloway** – Morningside; Cedarbrae

Morningside Branch was used as a site for a documentary about local community teens "who hang at the library" (Global TV's "Shattered Dreams".)

**Scarborough Village** – Cedarbrae

Library partnered in the Scarborough Town Centre job fair and provided a Legal Aid Clinic to 756 clients.

**Malvern** – Malvern

The Library provided an outreach program to Toronto Home Care Caregivers and parents on developing reading readiness in preschoolers. Co-sponsorship with Diaspora Dialogues saw a "Youth Writing Camp" in August at Malvern Branch. As part of the Teen Speaker Series, Paulette Senior, long-time Malvern resident and CEO of YWCA Canada spoke to 135 students from Alexander Sterling PS and Blessed Mother Teresa SS and Pearson CI.

RESULTS	TOTAL	% INCREASE
Number of people using public workstations in branches	5,204,332	13%
IT Training Attendance	11,988	8%
User Education Programs	1,522	2%
User Education Attendance	11,206	9%

## 2006 Achievements

89% of newcomers in Toronto reported visiting a public library in the past year. When visiting a library, newcomers usually go to:

- Find specific information for school or work
- Find a quiet place to study or read
- Browse for CDs, DVDs, or videos to borrow
- Read newspapers and magazines
- Use the computers

*2006 Telephone Survey*

### KEY PRIORITY AREA: NEWCOMERS

GOALS
Contribute to the successful adaptation of newcomers to Toronto
Help to address barriers to employment for immigrants

HIGHLIGHTS
<p><b>Settlement Workers in Libraries</b> For many newcomers, a trip to the public library is their first stop when arriving in Toronto. The Settlement Workers in Libraries program, offered in partnership with Citizenship and Immigration Canada and local agencies, provides an orientation to the Library and essential settlement services. The summer program was expanded to three new locations, Brookbanks, Humber Summit and Victoria Village, bringing the total number to 31 branches. A year-round settlement program was introduced in Toronto Reference Library, where 581 newcomers were served. Additional locations were added: Agincourt, Parkdale, Albion, Thorncliffe Park and Flemingdon Park.</p>
<p><b>Dial-A-Story</b> 29 stories were added in each of two additional languages: Somali and Tamil, bringing the total number of languages to 10. The new languages are extremely popular, for example, Somali received 1,740 calls after the October launch date.</p>
<p><b>English Can Be Fun</b> The English Can Be Fun program was held in 22 branches, with two new locations introduced in neighbourhoods with a high proportion of newcomers: Bendale and Kennedy Eglinton.</p>
<p><b>ESL, Citizenship Classes and Other Newcomer Programs</b> TPL expanded a variety of ESL classes in partnership with the TDSB and TDCSB in branches throughout the city, resulting in a 24% increase in program attendance.</p>
<p><b>Targeted Collections</b> TPL received \$200 000 from Citizenship and Immigration Canada to improve collections related to employment, accreditation and advanced language learning.</p>
<p><b>Job Search Training</b> Job search classes extended their service to 19 additional branches. The number of visits to job search classes at the North York Central Library increased by 50%.</p>
<p><b>Employment Resources</b> The Library website promoted employment resources for newcomers and multilingual web content was enhanced to include information on How to Get a Library Card in 18 languages, and English Can Be Fun application forms in 15 languages.</p>

RESULTS	TOTAL	% INCREASE
Multilingual Circulation	4,875,269	6%
ESL Programs	450	51%
ESL Program Attendance	14,674	24%
SEPT locations	31	10%

## 2006 Achievements

Households with children use the TPL more frequently than any other group: 61% visit the library at least once a month.  
2006 Telephone Survey

**KEY PRIORITY AREA:  
YOUTH**

GOALS	HIGHLIGHTS
Create library services that address the needs of youth	<p><b>Youth Advocate</b> A youth representative position was introduced on the Library Board.</p> <p><b>Youth Advisory Groups (YAGs)</b> Many youth participate in YAGs. Participants help to plan library programs and special events, participate in leadership initiatives and create displays, write book reviews and design newsletters while working towards community service hours.</p> <p><b>Circulation</b> Teen circulation increased by 29% in 2006: the circulation of graphic books increased by 103% and teen paperbacks by 58%.</p> <p><b>Program Expansion</b> 1,648 youth programs were conducted in 2006, 14% more than in the previous year, with an emphasis on City priority neighbourhoods. Attendance increased by 10%, with 30,766 youth participating in programs. Sample programs include Teen Book and Movie Club, introduced in 2006, which serves youth in a priority area of the City. Two local music concerts were held at TRL and NYCL to launch new collections of music by emerging Toronto bands.</p>
	<p><b>Teen Read Month (October)</b> Events in Teen Read Month included 33 visiting authors and 825 youth attendees in 2006. Visiting authors included Joe Morse and Kathy Stinson.</p> <p><b>Writing Conference</b> Over 750 submissions were received by Young Voices, a youth writing conference, and 125 youth participated in a teen writing conference.</p> <p><b>Youth Literacy</b> Nine branch locations offered literacy programs for youth between 16 and 18 not attending school.</p>
	<p><b>High School Outreach</b> High school outreach had a very successful year reaching 813 classes, 219 schools and contacting 23,441 students. The program promotes electronic services, Ramp, and volunteer opportunities at the library. All priority neighbourhood schools were reached in 2006.</p> <p><b>Work Placements</b> Co-op placements were offered for over 100 high school, college and university students.</p> <p><b>Youth Employment</b> 38 programs related to youth employment were held in branches throughout the City and the Library participated in many local employment fairs.</p> <p><b>Homework Help</b> Homework Clubs provided assistance to teens in 6 branches in 2006: Cedarbrae, Fairview, Maria A. Shchuka, Parkdale, Sanderson, and York Woods. School support was offered through a variety of partnerships, including Pathways to Education at the Parliament branch and the JUMP (Junior Undiscovered Math Prodigies) program at Malvern. Study halls continued at a number of locations.</p>
	<p><b>Volunteerism</b> The Library had 1,486 youth volunteers in 2006, a total which rose almost 9% over the two previous years. Five additional Youth Advisory Groups were created in 2006, bringing the total to 29. Two Albion YAG members attended Youth Community Development and Leadership training at the HeartWood Centre in Halifax. Subsequently they've conducted training for Albion YAG members, TPL youth services librarians, and students at the North Albion Collegiate Institute. They also participated in a session at OLA.</p> <p><b>Youth Summit</b> TPL held its first Youth Summit in 2006 to offer youth volunteers an opportunity to develop leadership skills, share ideas and network. 125 youth attended the summit.</p>
Encourage youth to read	
Support youth in school, career development and employment	
Expand access to high quality volunteer experiences for youth through the city	

RESULTS	TOTAL	% INCREASE
Teen Circulation	758,066	10%
High School Outreach (students)	23,441	18%
New Teen Registration	10,356	10%
Number of Youth Advisory Groups	29	21%

## 2006 Achievements

93% of TPL users are very satisfied with the overall quality of public library service in Toronto and with the helpfulness of library staff. Nine in ten users are satisfied with the library environment, and the attractiveness and cleanliness of branches.  
*2006 Telephone Survey*

### OPERATING PRINCIPLES

GOALS	HIGHLIGHTS
Support the essential role of staff in achieving the Library's strategic objectives	<p><b>Staff Training</b> 5026 participants attended 261 training sessions to support local branches including: Customer Service, Supervision and Electronic Services. New training sessions were offered, such as Ready for Reading, which was conducted with 186 staff members. Other new courses in 2006 included: Storytelling with Dan Yashinsky, Writing Instruction That Makes Sense, Setting Effective Limits, and User Experience: Usability and User-Centred Design.</p>
Preserve and maintain the legacy of public buildings and public space	<p><b>Capital Building Program</b> 12 projects were included in the Capital Building Program: Morningside and Pape/Danforth reopened while projects are ongoing at Bloor/Gladstone, Jane/Dundas, S. Walter Stewart and Toronto Reference Library. Planning is underway for Jane/Sheppard, Thorncliffe, Dufferin/St. Clair, Cedarbrae and Brentwood.</p> <p><b>State of Good Repair</b> 19 projects were completed as part of TPL infrastructure renewal in 2006.</p> <p><b>Special Projects Program</b> 37 buildings were completed as part of the 2006 Special Projects Program aimed at maintaining attractive public spaces through painting and minor renovations.</p> <p><b>Hours</b> A vision for the expansion of open hours was developed and approved by the Library Board. 6.5 permanent hours were added to 2 branches with no financial impact: Morningside and Pape/Danforth.</p>
Ensure that the priorities of the Strategic Plan are reflected and integrated with the budget-planning process	<p><b>Public Consultation – Buildings</b> Public meetings, open houses and focus groups were held to consult the public on major renovations and building projects taking place at the following branches: S. Walter Stewart, Bloor/Gladstone, Jane/Dundas, Dufferin/St. Clair and Woodside Square.</p>
Ensure governance structures and relationships support the direction and democratic quality of the Strategic Plan	<p><b>Public Consultation – Hours</b> A city-wide consultation began in December 2006 to inform subsequent phases of the TPL long term vision to improve open hours, and will continue in 2007.</p> <p><b>Telephone Survey</b> 1250 telephone interviews were conducted as part of a comprehensive customer survey which took place in 2006. Feedback was obtained on a variety of aspects of library service including collections, open hours, facilities and library staff.</p> <p><b>ILS Multilingual Catalogue Consultation</b> Over 50 people participated in focus groups and 1100 surveys were completed as part of the consultation on the multilingual catalogue for the new ILS.</p>

RESULTS	TOTAL	% INCREASE
Holds filled	4,394,409	1%