

Auditor General Report – Results of Follow-up of Previous Audit Recommendations – Toronto Public Library Response

Date:	June 16, 2008
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This purpose of this report is to provide a response to the Auditor General's report on *Results of Follow-up of Previous Audit Recommendations* which provides the status of implementation of recommendations contained in their 2006 report *Fines and Income Review – Toronto Public Library*.

FINANCIAL IMPACT

There is no financial impact of this report beyond what has already been approved in the current year's budget.

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

DECISION HISTORY

At its meeting of June 19 2006, the Library Board adopted a report from the Auditor General entitled *Fines and Income Review – Toronto Public Library* which contained 32 recommendations (http://www.torontopubliclibrary.ca/abo_boa_06jun19.jsp). At the same meeting, Library staff submitted a report of responses to the audit recommendations and an action plan. As part of their annual work plan, the Auditor General follows up on the status of recommendations arising from their audits.

Subsequent to the audit, the new City of Toronto Act, which came into effect in January 2007, exempts the Toronto Public Library Board from the jurisdiction of the Auditor General. In order for the Auditor General to perform a review of the status of the implementation of their recommendations, at its December 2007 meeting, the Library

Board approved a request for the Auditor General to perform a follow-up review (<http://www.torontopubliclibrary.ca/pdfs/board/07dec10/12.pdf>).

ISSUE BACKGROUND

The Public Libraries Act is based on a principle of free library services. The Toronto Public Library's mandate is, above all, to preserve and promote equitable, universal access to information and high quality services and programs, in a welcoming and supporting environment. Administrative procedures, internal controls and standard revenue collection procedures, while acting as very valuable tools for the Library for maximizing revenues, must be carefully balanced against this mandate. The Library fully supports those recommendations for incremental improvements that maximize revenues and improve operational efficiencies as long as they do not come at the expense of the service, privacy and accessibility the Library is committed to providing the people of Toronto.

COMMENTS

The Auditor General's follow-up review report on the status of the implementation of recommendations is covered under agenda item 19, *Results of Follow-up of Previous Audit Recommendations*. Of the 32 recommendations contained in the Auditor General's *Fines and Income Review – Toronto Public Library* report, 24 recommendations have been fully implemented and these are listed on Attachment 1 of agenda item 19. The remaining eight recommendations are not fully implemented at this time and are listed on Attachment 2 of agenda item 19 along with management's comments and action plan. Four of the outstanding recommendations are related to the implementation of the centralized room booking system, CLASS, which has been delayed and is scheduled to be completed in 2009. Three of the outstanding recommendations are related to exploring the reporting capabilities of the newly implemented integrated library management system (ILS). One recommendation relates to lowering the dollar limits on the equipment used to add value to Library charge cards, and this will be done in 2008 when photocopiers are scheduled for replacement.

The Library continually strives to make its operations efficient and effective and overall, it feels it has achieved an appropriate balance between establishing a responsible level of internal controls and meeting strategic service priorities with operational efficiency. While being fiscally responsible, the Library has managed to significantly grow its usage with virtually no increase in staffing since the 10 percent staff reduction immediately after amalgamation. With a circulation of 29 million items, 16 million visits to the library, and over 20 million virtual visits to the website, Toronto Public Library is the busiest library in North America.

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SIGNATURE

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