# BUDGET

# **Toronto Public Library**

2022 Operating Budget and 2022-2031 Capital Budget & Plan Briefing to Budget Committee

January 19, 2022

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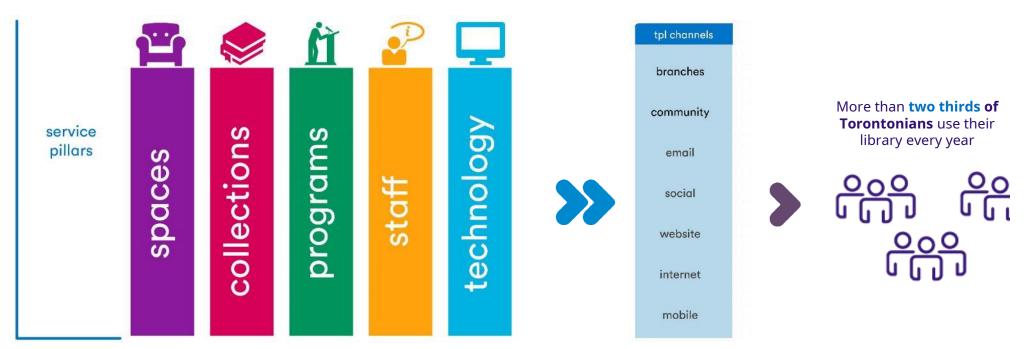






# **Toronto Public Library Services**

vision and mission read : learn : create : connect Toronto Public Library provides free and equitable access to services that meet the changing needs of Torontonians. The Library preserves and promotes universal access to a broad range of human knowledge, experience, information and ideas in a welcoming environment.





# **Toronto Public Library– Outcomes**



### **Online programs**

**96%** learned something new

**91%** would participate in future TPL programs

Ready for Reading **39%** were new or lapsed library customers

2,300+programs<br/>delivered150,000attendees/<br/>views

This is a fantastic way of allowing us to continue to use our library for all sorts of learning.

Amazing - I am learning Anishinaabemowin ... Thank you TPL for helping to share, teach and preserve this priceless language.



# **Seniors Tech Help**

On-demand and appointmentbased support to:

- connect seniors with their families and friends online
- provide seniors with device basics help
- help seniors access TPL digital resources

The Seniors Tech Help must be kept so we seniors can get the help we need. I had a 50 minute talk with one young man who helped me learn to sync my overdrive books to my Kobo. I have had many operations and am 82 years old so I need to be able to talk to a person who understands my problem and can talk me through to the solution.

Thank you so much for the service provided by TPL to seniors such as myself during these many months. Being 81 years of age, I found myself being pretty special in that someone "cared" about our well being.

# **Toronto Public Library– Outcomes**

TPL has supported the community with critical social services throughout the pandemic. **The library partnered with Ontario Health to boost vaccine confidence and vaccination rates.** 



TPL continues to design **outreach campaigns** to meet the shifting needs of Torontonians brought about by the pandemic.



\*January-July 2021

# **Toronto Public Library – Community Supports**

### 2021 partnerships & community supports

- Social Inclusion & Engagement
  - Seniors wellness checks
  - ~ Care Kits and Sock distribution
  - PRESTO card distribution
  - Washroom access during closure restrictions
  - Online Newcomer Settlement services
  - ~ Bloom Cam
  - ~ ArtworxTO / StrollTO installations
    - + Vaccination Supports
      - Seniors vaccination calls
      - Mobile vaccine clinics

- Digital Access & Inclusion
  - ~ Internet Connectivity Kits
  - ~ WiFi Hotspot Lending
  - ~ Branch WiFi
  - ~ Seniors Tech Help service
- Literacy & Learning
  - ~ Online Adult Literacy service
  - Online school outreach
  - ~ Online Leading to Reading service
- Food Security
  - Food bank installations at two branches (Albion, Jane/Sheppard)

### **Toronto Public Library – Modernization**

### **Ongoing technological innovation and operational efficiencies**

- 2020-2024 Digital Strategy approved by Library Board in January
- Launched **IT Security, Risk and Governance Program** to achieve a safe and secure IT environment, including protection from cyber security threats
- **Ongoing replacements/upgrades to telephony, applications and infrastructure** to reduce cost, improve performance, and increase user technology adoption
- Implementing a **Data & Analytics Program** to enable data-informed decisions

### **Customer service modernization**

- Implemented **Digital Access Card (DAC)** for on-line registration to digital services
- Implemented new **Special Collections digital archive system** to improve archiving, presentation and discovery
- Implementing an **incident management system** to support Rules of Conduct guidelines and mitigate safety risks



# **2022 Budget Overview**

Operating Budget											
	2021	2021 Projection*	2022 Budget	Chg from 2021 Proj.		OUTLC	OKS				
\$ Thousands	Budget	Projection	Budget	\$	%	2023	2024				
Revenues	\$17,460	\$15 <i>,</i> 960	\$19 <i>,</i> 020	\$3,061	19.2%	\$18,517	\$18,629				
Gross Expenditures	\$220,508	\$214,008	\$228,190	\$14,182	6.6%	\$238 <i>,</i> 353	\$245,618				
Net Expenditures	\$203,048	\$198,048	\$209,170	\$11,122	5.6%	\$219,836	\$226,988				

\*Projection based on 9 Month Variance

10 Year Capital Budget & Plan										
\$ Thousands	2022	2023-2031	Total							
Gross Expenditures	\$50,625	\$466,159	\$516,784							
Debt	\$38,912	\$321,954	\$360,866							

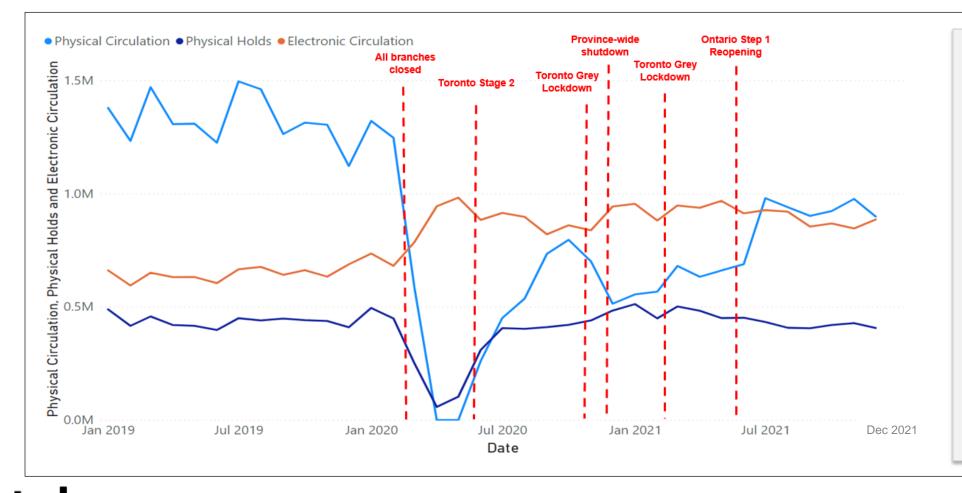
Note: Includes 2021 carry forward funding to 2022

# **How Well We Are Doing**

Service	Measure	2019 Actual	2020 Actual	2021 Target	2021 Projection	Status	2022 Target	2023 Target			
Outcome Measures											
Toronto Public Library	Physical circulation per capita	7.8	4.3	7.3	4.3	•	6.0	6.7			
Toronto Public Library	eBook and eAudiobook circulation per capita	2.7	3.8	3.6	4.0	•	3.9	4.0			
Toronto Public Library	User satisfaction with variety of programs and classes offered	83%	83%	83%	83%	•	83%	83%			
Service	Measure	2019 Actual	2020 Actual	2021 Target	2021 Projection	Status	2022 Target	2023 Target			
			Service Measu	res							
Toronto Public Library	Library open hours	265,672	150,091	272,500	165,756	•	279,391	279,391			
Toronto Public Library	Library materials budget per capita	\$6.88	\$6.99	\$6.80	\$7.09	•	\$7.25	\$7.38			
Toronto Public Library	User satisfaction with the variety of books and other materials available	88%	88%	88%	88%	•	88%	88%			
toronto public library	• 80% - 100	0% •	64 - 79%	● 63% a	nd Under						

# **How Well We Are Doing – Circulation**

### Physical circulation shows strong resurgence aligned with reopenings



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- Similar to in-person branch visits, physical circulation has shown a strong resurgence aligned with reopenings.
- Physical holds have stayed steady at pre-pandemic levels for most of 2021, suggesting strong customer engagement with the library despite branch closures.
- Use of our e-collections has increased significantly since the start of the pandemic, and these higher levels have been maintained throughout.

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# **Toronto Public Library – eCollections**

### Use of digital collections continues to increase

### Collections: 2021 vs. 2020 (and vs. 2019)



**E-Circulation** (OverDrive, Hoopla, RB Digital, Kanopy)



(41% increase over same period 2019)



**E-Learning** (BrainFuse, Mango Languages, Gale Courses)



(59% increase over same period 2019)



**E-Newspapers** (PressReader, NY Times, Toronto Star archive, Globe & Mail archive)



(72% increase over same period 2019)

333,588 click-throughs



### Digital Resources + Other Web databases

(Ancestry, Consumer Reports, JSTOR, Academic OneFile)

13% **İ** 

(47% increase over same period 2019)

**3,721,737** pageviews

**837,205** sessions

1,094,509

searches

### 75,751

new users

#### 10,901,451 total checkouts + circulation + plays

465,629 sessions

# **How Well We Are Doing**

Service	Measure	2019 Actual	2020 Actual			Status	2022 Target	2023 Target		
Other Measures										
Toronto Public Library	Well maintained spaces to improve customer experience (total virtual + physical visits)	47.7 M	37.5 M	46.7 M	37.8 M	•	46.4 M	51.1 M		
Toronto Public Library	Youth Hubs to support youth and address goals of the Toronto Poverty and Youth Equity Strategy	13	23	23	23	•	24	25		
Toronto Public Library	Total Operating Cost per Library use	\$1.94	\$2.82	\$2.34	\$3.63	•	\$2.60	\$3.02		
Toronto Public Library	Torontonians who agree public libraries are an important resource for the community	90%	90%	90%	90%	•	90%	90%		

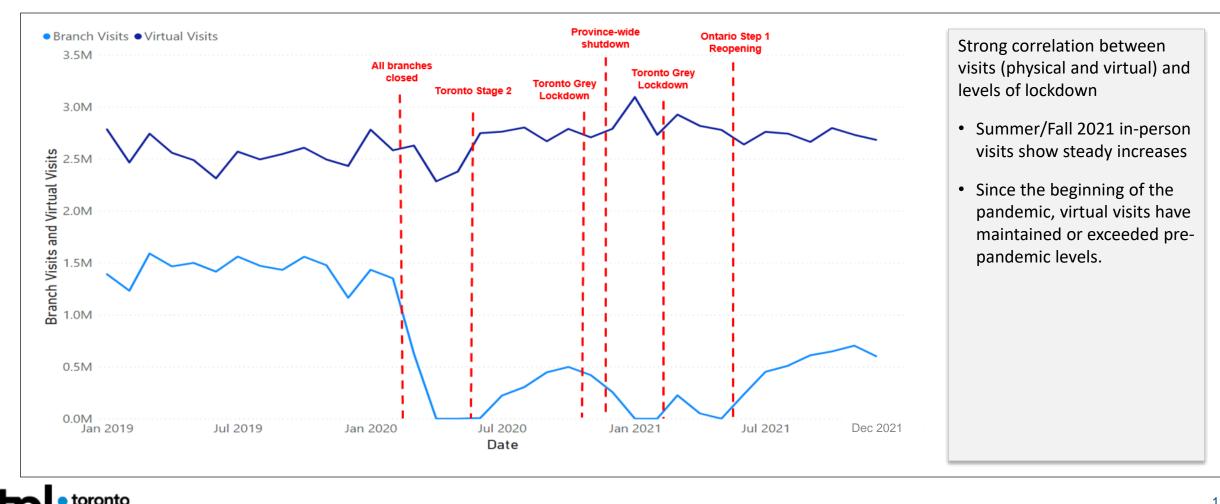


**64 - 79%** 

# **How Well We Are Doing – Visits**

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### Steady increase in in-branch visits as stepped reopening continues



# **2022 Key Risks and Challenges**

- COVID impact: reduced revenues, increased costs, unpredictable impact on operations and staffing
- Digital Services Modernization
  - Accelerate digital capabilities
  - Increase cyber security controls
  - Improve data driven decision-making
- Contract pressures, economic increases
- Establishing an Asset Replacement reserve
- Support equity and inclusion, especially for vulnerable populations, through poverty reduction initiatives



# **2022 Priority Actions**



Fully reinstate services while ensuring a safe and healthy environment for staff and customers.

Encourage customers to return to their branch and help them understand all TPL has to offer.



Advance TPL's digital strategy to create a modern, connected and sustainable data and technology environment that is transformation-ready; improve customer/employee experiences



Develop hybrid models of digital/in-person service delivery; continue to add digital services and community-based services as needed. Expansion of digital literacy and access.



Support the City's equity, poverty reduction and economic recovery objectives, with a focus on fines elimination and support for vulnerable communities; improved accessibility to physical space



Improve TPL's Employee Experience

- Productivity & collaboration tools and processes
- DE&I and digital literacy training and education



# **Climate Lens**

### **Opening up our public space:**

- Reimagining our spaces and services to ensure our branches are places of refuge during extreme weather situations
- Using latest design and construction technologies to create and operate buildings that are sustainable, environmentally friendly, and climate resilient

### **OPERATING**

- Groundskeeping transition from gaspowered to electric or manual equipment
- Garden design low water, native plantings
- Energy efficiencies retrofitting of LED lighting; incorporating Smart building technology in new branch builds

### CAPITAL

- All projects strive to achieve highest levels of TO Green Standards; conduct net zero & geothermal feasibility studies on all new projects since 2020
  - Centennial & Dawes Road branches will achieve net zero carbon, and have geothermal heating/cooling
  - Bridlewood incorporating solar panels
- HVAC Replacing HVAC units system-wide for top efficiency
- Green roofs incorporated into new designs where possible

# **Climate Lens**

### **2022** Climate Initiatives proposed in the Capital Budget

	Supp	oorts	(\$000s)							
Initiatives proposed in the 2022 Capital Budget	Reduces	Improves	2022	2023-2031						
initiatives proposed in the 2022 capital baaget	GHG	Climate	Budget	Capital						
	Emissions	Resiliency	Duuget	Plan						
Existing Projects (Based on 2021 - 2030 Capital Budget and Plan)										
Climate Initiatives Projects - see project listing on slide 33	Yes	Yes	12,016.0	204,691.0						
Changes to Existing Projects (Increases and Decreases)										
Climate Initiatives Projects - see project listing on slide 33	Yes	Yes	6,547.0	93,664.0						
New Projects added to the 2022 - 2031 Capital Budget and Plan										
Pleasant View - construction phase	Yes	Yes		4,031.0						
St. Lawrence - Interim Relocation	Yes	Yes		3,240.0						

\*Information above includes full project / sub-project 2022-2031 Budget and Plan cash flows. Does not break out the climate component costs separately



# 2022 Operating Budget Submission Toronto Public Library



# **2022 Operating Budget**

(In \$000s)	2020 Actual	2021 Budget	2021 Projection*	2022 Base Budget	2022 New / Enhanced	2022 Budget	Change v Project	
By Service	\$	\$	\$	\$	\$	\$	\$	%
Revenues								
Toronto Public Library	21,875.4	17,459.7	15,959.7	19,620.4	(600.0)	19,020.4	3,060.7	19.2%
Total Revenues	21,875.4	17,459.7	15,959.7	19,620.4	(600.0)	19,020.4	3,060.7	19.2%
Expenditures								
Toronto Public Library	209,948.0	220,508.0	214,008.0	228,190.4		228,190.4	14,182.4	6.6%
Total Gross Expenditures	209,948.0	220,508.0	214,008.0	228,190.4		228,190.4	14,182.4	6.6%
Net Expenditures	188,072.6	203,048.3	198,048.3	208,570.0	600.0	209,170.0	11,121.7	5.6%

\*Projection based on 9 Month Variance

2022 Operating Budget										
Change vs 2021 Budget										
	%									
Base Budget Increase	0.742	0.3%								
COVID Impact	4.779	2.4%								
Enhancements	0.600	0.3%								
Total	6.122	3.0%								



#### Where the Money Comes From Where the Money Goes In \$ Millions In \$ Millions 209.2,92% **Property Tax** Salaries and Benefits \$163.2,72% **Other Revenues** 6.4, 3% Services and Rent \$ 39.6, 17% 5.7,3% Fed / Prov Subsidies Reserve / Reserve Fund Draws 4.4,2% Library Materials \$21.4,9% **Transfers from Capital** 1.9,1% Equipment, Materials & \$3.2,1% Supplies User Fees 0.7,0% **Contributions & Transfers** \$ 0.8, 0%

- Salaries and Benefits accounts for 72% of TPL's budget and is subject to collective agreement
- Other budget increases related to contracts and COVID-19-related health and safety
- The Public Libraries Act requires free publicly funded library service

# **New / Enhanced**



**\$0.900 M in new investments for elimination of teens & adults overdue fines** 



\$0.600 M partial funding from City supporting Poverty Reduction Strategy



\$0.300 M contributed through fundraising by TPL Foundation



**\$0.900M** TOTAL NEW / ENHANCED INVESTMENTS TO ADDRESS KEY PRIORITIES

# 2022-2031 Capital Budget & Plan Submission Toronto Public Library



# **Capital Assets to Deliver Services**

### Buildings

- 100 branches and 2 service buildings, total 1.9 million sq. feet
- Replacement value \$1.7 billion

### **Library Materials**

- 10 million physical items
- Access to hundreds of thousands of recreational, e-learning and other digital content titles by download, streaming or online viewing

### IT Infrastructure including sorters, self-service equipment and online service delivery

• Replacement value - \$41 million

### **Vehicle Fleet**

- 44 vehicles (including 2 bookmobiles)
- Replacement value \$4.2 million



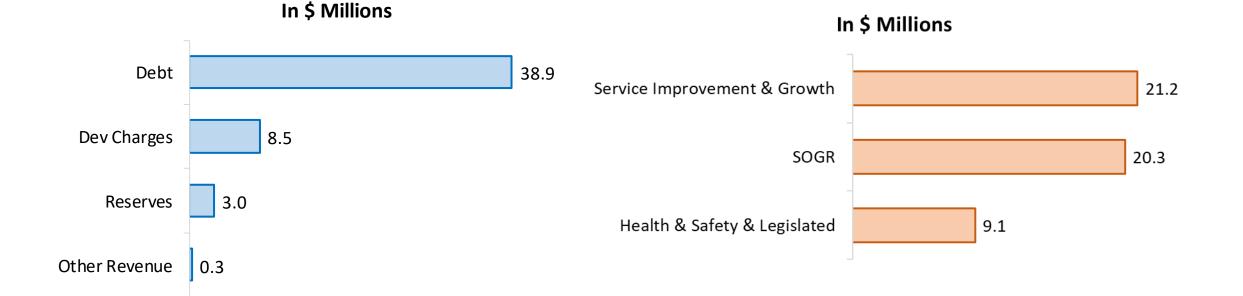
### **2022 Capital Program Breakdown - \$50.6 Million**

### Where the Money Comes From

2022 Capital Budget

### Where the Money Goes

2022 Capital Budget





# **\$516.8 Million 10-Year Gross Capital Program**

### **Capital Needs Constraints of \$33.8 Million**

い			
Aging Infrastructure Maintenance	Branch Expansion	Information Technology	Modernization and On-Line Services
\$189.2 M 🔽 🗹 37%	\$220.8 M 🔽 🔀 43%	\$58.7 M 11%	\$48.1 M 9%
Branch Renovations Structural maintenance Building systems Accessibility retrofits	Branch relocations Branch renovations and expansions	Workstations Servers Networks Printers	Self-service fines payments at self-checkout stations & online Customer service modernization

Project supports Climate Resiliency and / or Greenhouse Gas (GHG) Reduction\*
Project includes social procurement spending
\*Information above includes full project / sub-project 2022-2031 Budget and Plan cash flows. Does not break out the climate component costs separately
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# How the 10-Year Capital Program is Funded

City of T	oronto	Provincial Funding	Federal Funding			
\$516. 100		\$0 M 0%	\$0 M 0%			
Debt	\$ 360.9 M,70%					
Reserve / Reserve Funds	\$ 10.7 M, 2%					
Development Charges	\$ 142.8 M, 28%					
Other	\$2.5M, 0.5%					



# **Thank You**



# Appendices



# **COVID-19 Financial Impact - Operating**

	In \$ Thousands											
COVID-19 Impacts	2021 Net	2022										
	2021 Net	Revenues	Gross	Net								
Revenue Loss												
Revenue loss	3,632.6	(1,554.0)	(79.5)	1,474.5								
Sub-Total	3,632.6	(1,554.0)	(79.5)	1,474.5								
Expenditure Increase												
Replacement and usage of MERV13 filters			655.0	655.0								
Janitorial services and supplies impact	1,300.0		650.0									
Guard services impact	1,000.0		2,000.0	2,000.0								
Sub-Total	2,300.0		3,305.0	3,305.0								
Total COVID-19 Impact	5,932.6	(1,554.0)	3,225.5	4,779.5								

### Impacts and Recovery

#### 2022 Budget

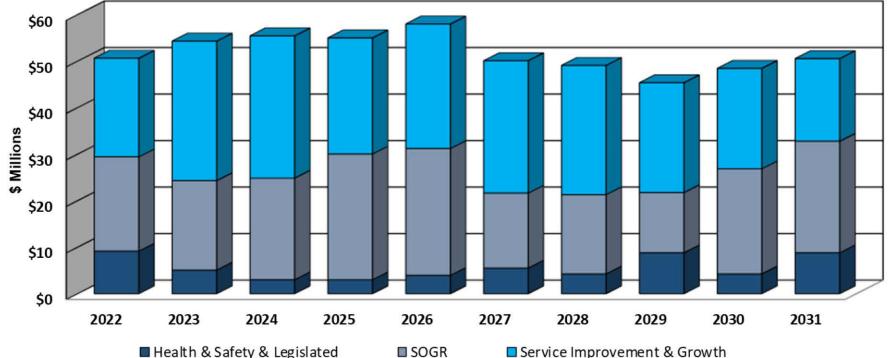
- Reduced revenue from venues, room rentals, print and tenants
- Increased HVAC maintenance costs from change in filter type and replacement frequency
- Increased janitorial services and supplies (PPE)
- Increased guard services

### 2021 Forecast vs. Budget

- Revenue loss higher than budget
- Guard services cost higher than budget
- Janitorial costs in line with budget



# **2022 – 2031 Capital Budget & Plan by Project Category**



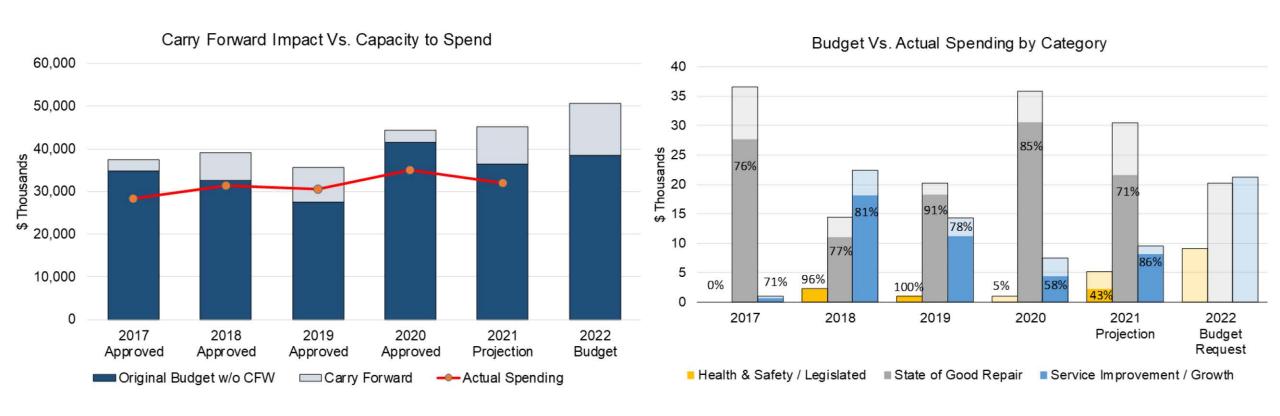
Health & Safety & Legislated

Service Improvement & Growth

		2022 - 2031 Staff Recommended Capital Budget and Plan by Category									
\$ Millions	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	Total
Health & Safety & Legislated	9.1	5.1	3.0	3.0	3.9	5.5	4.2	8.8	4.2	8.8	55.7
SOGR	20.3	19.2	21.8	27.0	27.3	16.1	17.0	12.9	22.6	24.0	208.4
Service Improvement & Growth	21.2	30.0	30.6	25.0	26.8	28.5	27.8	23.6	21.6	17.8	252.7
Total	50.6	54.3	55.4	55.0	58.0	50.1	49.1	45.4	48.4	50.5	516.8

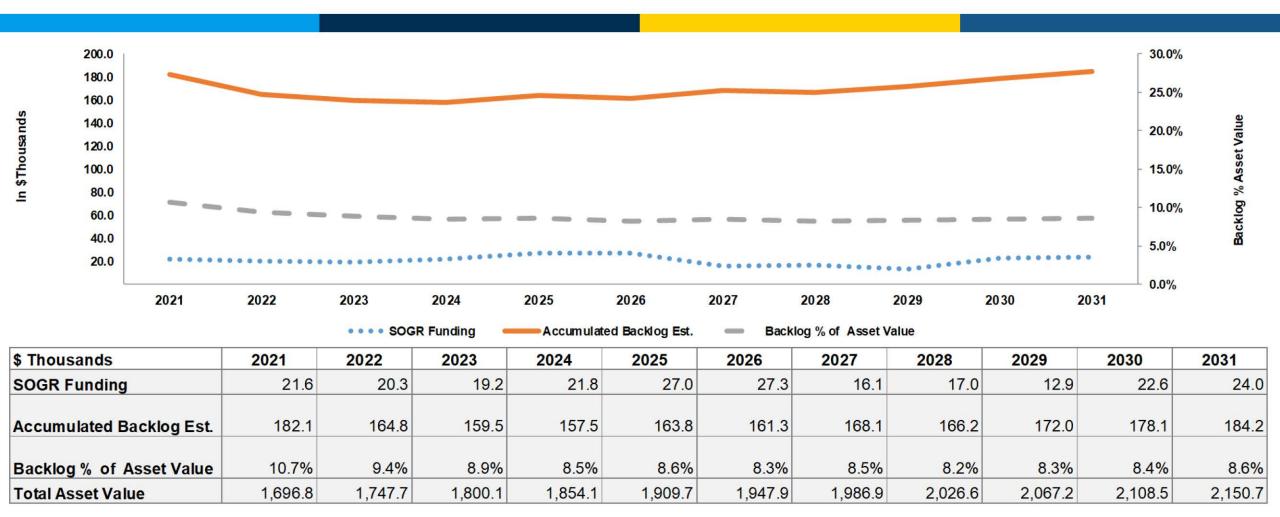


# **Capacity to Spend**





# **State of Good Repair (SOGR) Funding and Backlog**



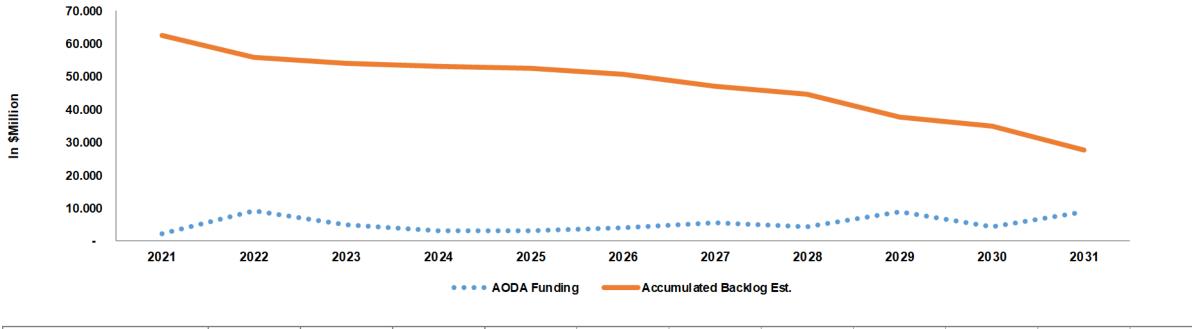
• Property Condition Assessment was completed in 2020

• At the end of 10 years the SOGR backlog will increase from \$182.1 million to \$184.2 million

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Backlog as % of asset value

Backlog as % of asset value steady due to assumption of asset value increases over time

# Accessibility for Ontarians with Disabilities Act (AODA) Funding and Backlog



\$ Million	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
AODA Funding	2.240	9.139	5.067	2.994	2.984	3.933	5.488	4.241	8.791	4.241	8.791
Accumulated Backlog Est.	62.550	55.912	54.050	53.218	52.362	50.524	47.059	44.700	37.696	34.963	27.570

• At the end of 10 years the AODA backlog will decrease from \$62.5 million to 27.6 million bronto bublic library

# 2022 Capital Budget & 2023 - 2031 Capital Plan Including Carry Forward Funding

(In \$000s)		2022 Budget	2023 Plan	2024 Plan	2025 Plan	2026 Plan	2027 Plan	2028 Plan	2029 Plan	2030 Plan	2031 Plan	2022 - 2031 Total	Health & Safety & Legislated	SOGR	Growth & Improved Service
Albert Campbell Renovation	Z	3,385	1,124									4,509	1,246	3,263	
Answerline & Community Space Rental Modernization		744										744			74
Barbara Frum Renovation			375	579	3,344	5,166	5,321	3,654				18,439	1,026	17,413	
Bayview - Bessarion Relocation & Expansion		3,035	500									3,535	873		2,66
Bridlewood Relocation & Expansion		2,534	6,362									8,896	723		8,17
Centennial Renovation & Expansion	Z	1,505	6,600	5,948	2,500							16,553	454		16,09
Christie Site											67	67			6
Dawes Road Reconstruction and Expansion		448	4,866	7,519	7,744	5,318						25,895	984		24,91
Deer Park Relocation and Expansion		144										144			14
Digital Experiences		1,961	2,204	1,856	1,696	1,642	2,060	1,765	1,703	1,767	2,505	19,159			19,15
Etobicoke Civic Centre New Construction		299	564	6,069	6,761	6,964	9,558					30,215			30,21
High Park Renovation & Expansion		244	418	172		3,701	6,100	5,498				16,133	1,927		14,20
Lillian H Smith Renovation & Expansion				745	1,278	527	1,194	6,681	9,175	11,813	9,734	41,147	2,332		38,81
Maryvale Relocation & Expansion		1,735										1,735	982		75
Mimico Renovation & Expansion							310	532	219	3,596	5,556	10,213	6,039	4,174	
Multi-Branch Renovation Pgm - SOGR		6,032	5,557	5,230	4,793	4,940	5,060	5,260	5,417	5,580	7,954	55,823		55,823	
Multi-Branch Renovation Pgm - Accessibility Retrofit		3,286	2,642	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	17,928	17,928		
North York Central		1,134										1,134		1,134	
Northern District - Streetscaping		914										914		914	
Northern District Renovation		275	430	3,187	5,253	4,734						13,879	538	13,341	
Parkdale Relocation and Expansion			502	862	355	5,940	9,177	9,452	6,490			32,778	983		31,79
Parliament Street Relocation and Expansion				396	680	280		4,889	7,553	7,780	5,342	26,920	4,348		22,57
Perth Dupont Relocation & Expansion		1,398	3,359									4,757	1,521		3,23
Pleasant View Library Renovation & Expansion		268	368	1,986	2,045							4,667	450		4,21
Port Lands New Construction										451	698	1,149			1,14
Richview Building Elements	Z	719	1,212	1,554								3,485		3,485	
Sanderson Neighbourhood Library Renovation					368	632	261	1,230	4,504	6,959	7,167	21,121	5,382	15,739	
Service and Digital Modernization		7,000	6,615	4,959	2,130	1,160	1,189	1,218	1,249	1,286	1,351	28,157			28,15
St. Lawrence Interim Relocation			54	83	751	1,237	1,115					3,240	595		2,64
St. Lawrence Relocation & Expansion					-						561	561			56
Technology Asset Management Program		5,180	6,914	6,133	5,776	6,815	5,236	5,391	5,550	5,707	5,996	58,698		58,698	
TRL Renvoation		3,646	3,126	3,000	2,000	2,000	2,000	2,000	2,000	2,000	2,101	23,873	4,806	19,067	
Weston Renovation & Expansion	Z	303	502	3,647	6,011	5,417	,	,	,	,		15,880	1,513	14,367	
Wychwood Renovation and Expansion	Z	2,468										2,468			2,46
York Woods Renovation & Expansion	Z	1,968										1,968	1,019	949	
Total Expenditures (including carry forward from 2021		50.625	54.294	55.425	54.985	57.973	50.081	49.070	45.360	48,439	50.532		55.669	208.367	252.74

- Project supports Climate Resiliency and / or Greenhouse Gas (GHG) Reduction

- Project includes social procurement spending

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\*Information above includes full project / sub-project 2022-2031 Budget and Plan cash flows. Does not break out the climate component costs separately

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### Capital Needs Constraints: \$33.772 Million, including:

- City Hall Library Relocation and Expansion (\$16.130 million)
- Danforth/Coxwell Library Relocation and Expansion (\$17.642 million)

