BudgetTO

Toronto Public Library

2024 Operating Budget and 2024-2033 Capital Budget & Plan Briefing to Budget Committee

January 16, 2024

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Toronto Public Library (TPL) 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 and supportive environment.



TPL Strategic Plan and 2024 Budget



Opening up our public space 2

Broadening Toronto's digital access and inclusion



Building pathways for workforce development



Providing the vital ingredients for a democratic society

Investing in staff and an innovative service culture

- Support an inclusive economic recovery as part of the City's recovery and rebuild strategy
- Provide affordable, accessible and resilient digital supports as a public service for all

Advance equity in the city and workplace, supporting the shared outcomes of the City's equity strategies.

- Implement strategies to ensure the safety and security of TPL staff and customers in our welcoming and accessible public spaces
- Implement strategies to support community resilience and the mental health & well-being of Torontonians, particularly the most vulnerable people and communities.

TPL Strategic Plan and 2024 Budget

TF	PL strategic priorities	public space	digital inclusion & literacy	workforce development	a democratic society	public service excellence
	City of Toronto Corporate Strategic Plan	Ø		Ø		\otimes
	Raising the Village	Ø	Ø			
	Smart CityTO	Ø	\bigotimes	Ø	Ø	Ø
	TOcore	Ø				
City of Toronto Key Strategies	Toronto Action Plan to Confront Anti-Black Racism	Ø		Ø		Ø
Strat	Toronto Civic Engagement Strategy	Ø			Ø	
Key	Toronto Newcomer Strategy	Ø	\otimes	Ø	Ø	
onto	Toronto Poverty Reduction Strategy	Ø	Ø	Ø	Ø	
Tor	Toronto Resilience Strategy	Ø			Ø	
ty of	Toronto Seniors Strategy	Ø	Ø			
ö	Toronto Strong Neighbourhoods Strategy	Ø	Ø	Ø	Ø	
	Toronto Youth Equity Strategy	Ø	Ø	Ø		
	Toronto's Recovery and Rebuild Strategy	Ø	Ø	Ø	Ø	Ø
	Transform TO	Ø				

+

Our Health, Our City

Reconciliation Action Plan

SafeTO

Gender Equity Strategy (forthcoming)

city impact: these are some of the long-term impacts that we are helping the city to achieve.

Reduce poverty

Improve community safety

Ø Increase democratic participation

Contribute to a low-carbon city
 Grow Toronto's economy

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TPL Strategic Plan and 2024 Budget

tpl's digital strategy

our ambition

To deliver exceptional digital value & experiences

our committment

To provide our staff and customers with the right combination of technologies and supports

our approach

To create a modern, connected and sustainable data and technology environment that is transformation-ready



our journey of reinvention 2020 2021 2022 2023 2024 setting the direction setting the direction establish a unified digital direction, informed by assessment and leading practice optimizing the foundation

strengthen our capabilities, processes and technologies to enable reinvention

enabling our transformation

invest in new technologies and capabilities to exceed customer expectations and enable innovation and growth

toronto public library

How Well We Are Doing – Summary



Opening up our public space 2



Building pathways for workforce development



Providing the vital ingredients for a democratic society

Investing in staff and an innovative service culture

- **Steady increases in usage of TPL services** across all service areas this year. In some cases, nearing pre-pandemic levels
- Increased reliance on library services for access to computers, internet and digital literacy supports, particularly among youth, seniors and equity-deserving groups
- TPL continues to provide **important community supports**
- Successfully breaking down barriers to access and improving service to equity-deserving groups
- Making good progress on **modernizing our digital capabilities and** business operations
- Significant progress in addressing safety and security issues in our branches, through a multi-pronged, trauma-informed approach.

How well we are doing – increasing demand

Steady increases in usage of TPL services across all service areas this year. In some cases, nearing pre-pandemic levels



And more increases expected with economic uncertainty and expected downturn. During the last recession, TPL saw increased usage across a number of measures

- Visits to the library increased by 8%
- Use of library computers increased 13%
- In-library use of materials increased 12%

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How Well We're Doing – increased reliance on in-branch services

In-branch library services are essential to **building digitally inclusive communities and supporting digital literacy.**

Torontonians who used technology at the library:

61% reported that it was their *only* access to **technology**

76% Indigenous customers

73% low income customers

Of those 61%:

81% reported that it was their *only* access to the **Internet**

86% youth, low income and Indigenous customers

39% used TPL technology services to access online government services or resources
63% Indigenous customers
53% low income customers
52% customers with disabilities
82% reported increased digital comfort as a result of technology access.
88% Indigenous customers

I have learned a lot about how to use the computer. **This lesson has opened a new chapter in my life.** Now that I have the basic knowledge. 'I will not rest on my laurels.' I'll continue to build on what I've learned so far.

- feedback from a **Seniors Digital Literacy Program** participant 8

How Well We're Doing – increased reliance on in-branch services

In-branch library services support **social inclusion**, and economic and academic success.

- Space for vulnerable populations (esp. in extreme weather, use of washrooms)
- Meeting rooms and work / study spaces
- Youth Hub drop-in services (Jan July 2023)
 - 94,366 teens accessed TPL's 24 Youth Hubs
 - 1,099 programs were offered with 10,809 participants
- In-person programming increasing since reinstatement in April, 2022
 - 33,163 programs / 642,331 attendees (2022 Apr 2023 Jun)

Almost 60% of Youth Hub participants reported having discovered a new interest or learned about new opportunities to be involved in their communities.

Over 50% reported having met an adult in the program who acted as a mentor they could turn to for support. toronto public library - 2023 Youth Outcomes Framework: TPL Youth Hub Participant Survey

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How Well We Are Doing – Modernization

improving customer experiences modernizing our digital services & business operations

Ongoing technological innovation and operational efficiencies

- Operationalized IT Security, Risk and Governance Program, to improve cyber security threat awareness and reporting
- Ongoing replacements/upgrades to telephony, applications and infrastructure to reduce cost, improve performance, and increase user technology adoption
- Leverage City investment with technology partnerships to improve services

Customer service modernization

- System-wide replacement of desktop computers for Reserve a Computer (RAC)
- Online **incident management system** to more efficiently manage and mitigate safety risks
- Modernization of payment processing: Integration between point-of-sale system, Integrated Library System and financial systems



How Well We Are Doing – Modernization

improving customer experiences modernizing our digital services & business operations

Ongoing technological innovation and operational efficiencies

- Operationalized IT Security, Risk and Governance Program
- Established an Information Security Policy requiring annual security reports to the Board;
- + Participation in the City of Toronto Cybersecurity Confirmation Program;
- + More rigorous updating of application software, hardware and patching;
- + IT staff dedicated to cybersecurity;
- + Mandatory cybersecurity training for all staff.

- Engaged cybersecurity experts MNP to lead the investigation and recovery efforts.
- Focus on restoring systems and enhancing security – rebuilding each system, validating its integrity before bringing each one back online.
- Large, complex undertaking
 - hundreds of servers
 - thousands of public and staff computers
 - interconnectivity of systems and services
- Advancing TPL Digital Strategy much of this work was planned, so has been accelerated as a result of the incident

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How Well We're Doing – Outcomes



Social Impact Study measuring the value of library experiences

How many people visited the library?

How did the library impact its visitors?

How many items were checked out from the collection?

How did the collection impact library users?

How many people attended the event? How did the event impact the participants?

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How Well We're Doing – Outcomes



How Well We're Doing – Focus on equity & inclusion

2023 partnerships & community supports

- Social Inclusion & Engagement
- Food Security
- Digital Access and Inclusion

Mental health & well-being supports

- Social service team partnership with Gerstein Crisis Centre
- Service coordination with the **Toronto Community Crisis Service**
- **Naloxone** available in all branches with staff training
- Washroom sensor pilot
- Staff training in trauma-informed service approaches
- Dedicated staff for service development to vulnerable populations
- **Partnerships with TPH** including distribution of RAT tests in TPL branches
- Social inclusion supports integrated across all TPL service pillars

As a community librarian, I've witnessed firsthand the transformative power of partnership and connection.

- TPL Community Librarian, Newcomer agencies

How Well We're Doing – Focus on equity & inclusion

Poverty reduction strategy initiatives

- 1. Implement the **TPL Open Hours Plan**
- 2. Build free financial empowerment interventions into TPL services
- 3. Implement a permanent **community librarian team**
- 4. Implement the recommendations of the **Youth Hubs** evaluation
- 5. Implement a Social Service Team
- 6. Implement Food Security programming and service initiatives
- 7. Distribute free PRESTO cards at TPL branches

Newcomer Services

- Settlement Services in partnership with settlement agencies
- Library Resources
 - **Books, movies, music, digital content** and Welcome to the Library info in 40+ languages
 - **Citizenship practice tests** and IELTS study resources
 - Staff able to provide **service in any language** with Language Line, a global interpretation service
 - **Outreach initiatives** including providing free children's books and PRESTO cards
 - **Community Librarian** working in Newcomer agencies

How Well We're Doing – Focus on Reconciliation and Equity & Inclusion



Indigenous initiatives

As part of our response to the Truth and Reconciliation Commission of Canada's (TRC) 94 Calls to Action (PDF), TPL established Strategies for Indigenous Initiatives (PDF) in consultation with Indigenous communities. The strategies outline our commitment to Reconciliation through indigenizing our physical and online spaces, incorporating Indigenous content into our collections and programs, and educating our customers and staff on Truth and Reconciliation, residential schools and treaty relationships. TPL is a committed partner in helping the City of Toronto achieve the goals of its Reconciliation Action Plan (2022-2032).

toronto public library		tp	.ca/indigenous				
Reconciliation.	2000+ participants attended 43 Indigenous programs	14.3% increase in holds on 'Read Indigenous' titles	65% of TPL staff completed Indigenous Cultural Competency Training				
to better understand our obligations and responsibilities, and to take active steps towards	:		:				
Indigenous communities	2021 initiatives at a glance						
TPL is committed to improved relationships with	knowledge of Ind	<mark>genous people."</mark> ember, Strategic Council Survey	r				
focus on Reconciliation:	leaders, writers, o and settlers to set	nelp through bringir activists, artists for l e and hear and lear remely in the prome	ndigenous folks m from. Your library				

- Create welcoming and inclusive spaces
- Include Indigenous voices in programs; help customers discover Indigenous content
- Decolonize TPL's cataloguing practices
- Extended TPL membership to persons living on First Nations reserves



d Pride rainbow-wrapped pillars outside Yorkville Branch, home to TPL's Pride Collection.

2SLGBTQ+ initiatives

Toronto is home to the largest Two-Spirit, lesbian, gay, bisexual, transgender and queer or questioning (25LGBTG+) population in Canada and is one of the largest 25LGBTG+ communities in North America. TPL has developed an extensive service plan focused on the goal that all members of this community feel welcome and represented in our spaces and feel welcome and represented in our spaces and by our programs, services, collections and staff.

toronto public library			tpl.ca/pride					
	increase in use of online and print 2SLGBTQ+ collections	increase in visits to the Pride Collection website	participants attended 32 2SLGBTQ+ online programs					
help engage and amplify queer voices.	1300%	187%	3,477					
ensuring that spaces, collections and services reach and reflect 2SLGBTQ+ communities to	ER:	:	:0					
TPL is committed to	2021 initiat	ves at a glar	nce					
focus on. equity:	embrace and share about 2SLGBTQAI+ lives." - 2SLGBTQ+ program attendee							
	"I just love that	TPL is making gre	at efforts to					

- Offering a Gender-Affirming Care benefit
- Introduced up to 70 hours paid time off for staff who are transitioning
- Year-round 2SLGBTQ+ programming
- Improved cataloguing practices
- Increasing 2SLGBTQ+ collections



- Equity & Intellectual Freedom Statements
- Staff training
- Public programming
- Advocacy (e.g. Book Sanctuary)

How Well We're Doing – Focus on safety & security

Eight opportunity areas identified to enhance safety & security

- 1. Focus on welcoming all
- 2. Strengthen TPL staff training
- 3. Strengthen collaboration between TPL staff and TPL management
- 4. Increase investment in service development
- 5. Expand and strengthen connections to community resources
- 6. Accelerate improvements to physical spaces
- 7. Use security guard services intentionally as part of a broader suite of resources and tools that support the prevention and resolution of incidents.
- 8. Strengthen documentation, evaluation, and ongoing learning

Example actions underway and completed

- Adoption of trauma-informed approach
- Violence Prevention & Response Program training rollout
- Branch town halls in high-incident locations
- Social Service team pilot with Gerstein Crisis Centre
- Work with SafeTO Toronto Community Crisis Service
- Risk assessments at all high incident branches
- Addition of six Library Safety Specialist positions
- Incident Reporting & Mgmt System

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Operating Budget												
2023 Budget		Budget		2024 Budget	2024 Budget		ουτι	FLOOK				
\$ Millions	Dudget	Projection	excl COVID	buuget	\$	%	2025	2026				
Revenues	\$21,051	\$22,051	\$21,976	\$21,579	(\$397)	-1.8%	\$20,192	\$20,192				
Gross Expenditures	\$234,610	\$242,110	\$231,982	\$252,052	\$20,071	8.7%	\$263,143	\$271,599				
Net Expenditures	\$213,559	\$220,059	\$210,006	\$230,473	\$20,467	9.7%	\$242,950	\$251,407				
Approved Positions**	1,838.3	1,838.3	1,838.3	1,900.2	N/A	N/A	1,926.3	1,943.6				

*Projection based on 9 Month Variance

**YoY comparison based on approved positions

2024 Budget includes \$2.4 M in budget enhancements to support Open Hours

10 Year Capital Budget & Plan												
\$ Millions 2024 2025-2033 T												
Gross Expenditures	\$40.8	\$524.6	\$565.4									
Debt	\$25.6	\$338.4	\$364.0									





Heading into 2024 with:

- A 2023 operating deficit of **\$6.5 million**, mostly structural
- A **significant state of good repair backlog**, expected to grow to \$214 million by the end of 2033 (10% of asset value)
- Reduction in development charges funding would result in higher SOGR backlog and negatively affect services



2024 Key Risks & Challenges

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Increasing demand for vital services in a complex/ diverse service environment

- Steady demand for library spaces and services, for a broad range of functions and activities.
- Impacts of digital disruption, economic, societal, demographic drivers; equity and health and safety issues; are all factors transforming library service models



Ongoing collection development pressures

- Use of and demand for collections in multiple formats and languages remains high, with demand for ebooks and audiobooks increasing exponentially.
- Difficulty meeting soaring demand for eCollections because high prices and restrictive licensing models limit access.
- Reduced purchasing power due to inflation and US dollar conversion costs.



Modernizing library services and improving customer experiences

- Customer expectations for seamless omni-channel, personalized, modern digital services.
- Access to new and emerging technologies; support for digital & other literacies are vital and growing service areas.
- End of life for back office applications; transition of IT infrastructure to the Cloud/SaaS.
- Improve cyber security controls and datadriven decision-making capabilities

2024 Key Risks & Challenges

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COVID and inflation-related impacts

- Inflation-related contract pressures, economic increases
- COVID-related impacts on revenues, increased health and safety costs, unpredictable impact on operations and staffing
- Operational impacts related to staff shortages caused by the pandemic and by a challenging labour market.



Equitable access to library services

Vulnerable seniors and other equity-deserving groups face barriers to access while being the most in need of library services that will support their resilience, well-being, and economic support and recovery.



Safety & security

Increased costs and impacts on human resources to provide required supports to address incident prevention and response (safe facility design, security audit, security systems, adjusted security guard coverage, staff training)



Facilities maintenance and improvement

- Responding to population growth undersized branches, underserved communities, steady demand for branch services
- State of Good Repair backlog expected to grow to \$214 million by the end of 2032, more than 10% of asset value.

2024 Budget – Key issues and opportunities

focus on efficiency & continuous improvement

Self-serve checkout

In all 100 branches (90% usage)

Sorters

13 in-branch (74% usage by public); one central

Lean Six Sigma efficiencies

Holds processing; Materials acquisition & processing; Shelving; Scheduling

Technological efficiencies

VOIP, Enhanced/Integrated printing and payment systems, self-checkout payments, consolidated customer service desk, BI & Analytics



Increased open hours 535 hrs/week of open hours added since 2007



Shorter delivery times From 7 days to 3 days



Reduced cycle time of materials processing From **4-6 weeks** to **2-3 days**

Improved customer service Shorter wait times

Shorter wait times for materials, staff freed up to deliver higher value services to customers



- While meeting steadily increasing demand
- With high customer satisfaction

2024 Priority Actions

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Increase Library Open Hours to achieve multiple outcomes:

- Help to advance and increase the impact of key City of Toronto strategies
- Respond to post-pandemic patterns of work, study, education and leisure
- Manage increasing demand for library services
- Drives strategic outcomes such as
 - greater digital inclusion
 - increased children literacy supports
 - reduced barriers to access for equitydeserving groups, including seniors and youth.



Support the Library's and the City's recovery. Focus on equity, Truth & Reconciliation, mental health & well-being, SafeTO, workforce development, and building resilience, especially for Toronto's most vulnerable populations



Act on recommendations from Safety & Security Discussion Table to ensure a welcoming and safe environment for staff and customers.



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



Continue to add community-based services and expand digital literacy and access.

2024

+8 branches will have increased Monday to Saturday service
+8 branches will receive increased Sunday service

+16 branches will have increased Monday to Saturday service
 +5 branches will move to Year Round Sunday service
 All 67 Sunday branches will increase to 5.0 hours per week

+8 branches will have increased Monday to Saturday service



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2024 Operating Budget Submission

Toronto Public Library



How the 2024 Operating Budget is Funded & Where the Money Goes

Where the Money Comes From (\$252.1M)

Where the Money Goes (\$252.1M)

In \$ Millions





In \$ Millions

toronto public library

2024 Net Operating Budget

(In \$Millions)	2023 Budget	2023 Projection*	2023 Budget excl COVID	2024 Base Budget	2024 New / Enhanced	2024 Budget	Change v. 202 excl CO	
By Service	\$	\$	\$	\$	\$	\$	\$	%
Revenues								
Toronto Public Library	21,051.3	22,051.0	21,976.1	21,579.5		21,579.5	(396.6)	(1.8%)
Total Revenues	21,051.3	22,051.0	21,976.1	21,579.5		21,579.5	(396.6)	(1.8%)
Expenditures								
Toronto Public Library	234,610.3	242,110.0	231,981.6	249,602.3	2,449.9	252,052.2	20,070.6	8.7%
Total Gross Expenditures	234,610.3	242,110.0	231,981.6	249,602.3	2,449.9	252,052.2	20,070.6	8.7%
Net Expenditures	213,559.0	220,059.0	210,005.5	228,022.8	2,449.9	230,472.7	20,467.2	9.7%
*Projection based on 9 Month Variance	2							

*Projection based on 9 Month Variance

Key Points Sustained COVID-19 impacts • 2023 Structural Deficit Salary & Benefit cost increases • Open Hours Budget Enhancement

2024 – 2033 Capital Budget & Plan Submission

Toronto Public Library



Capital Assets to Deliver Services

Buildings

Asset Value – \$2.0 Billion

• 100 branches and 2 service buildings, total 2.0 million sq. ft

Vehicle Fleet

Asset Value – \$5.1 Million

44 vehicles (including 2 bookmobiles)

IT Infrastructure

Asset Value – \$41 Million

- Desktops (PCs, laptops, tablets, printers, scanners, Monitors, RFID security Gates)
- Software Applications
- Servers, networks, sorters, self-service equipment

Library Materials

Asset – 10 Million physical items

 Access to hundreds of thousands of recreational, elearning and other digital content titles by download, streaming or online viewing



2024 Capital Budget Breakdown

Where the Money Comes From (\$40.8M)

Where the Money Goes (\$40.8M)



In \$ Millions





\$565.4 Million 10-Year Gross Capital Program

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Aging Infrastructure Maintenance	Branch Expansion	Information Technology	Modernization and On-Line Services
\$192.4 M 34% 🔽 🔽	\$272.3 M 48% 🖌 🔀	\$59.3 M 11% 🖌	\$41.4 M 7%
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
Maintain service levels in good state of repair	Respond to population growth and need	Maintaining & improving IT infrastructure	Modernize library services

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

☑ - Project includes workforce development requirements as outlined in the City's Social Procurement Program



2024 – 2033 Capital Program Breakdown

Where the Money Comes From (\$565.4M)

Where the Money Goes (\$565.4M)



In \$ Millions





State of Good Repair (SOGR) Backlog

Accumulated SOGR Backlog \$ and as % of Asset Value (\$ Million)



\$Millions	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
Backlog \$	\$173	\$169	\$165	\$169	\$180	\$189	\$202	\$206	\$210	\$214
Backlog as % of Asset Value	8.5%	8.2%	8.0%	8.2%	8.5%	8.9%	9.5%	9.5%	9.7%	9.9%



Thank you

toronto.ca/budget



Appendices

Toronto Public Library



2024 – 2033 Capital Budget & Plan by Project Category



		2024 - 2033 Tabled Capital Budget and Plan by Category											
\$ Millions	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	Total		
Health & Safety & Legislated	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	15.0		
SOGR	18.3	22.5	22.2	21.5	24.4	26.2	25.6	22.3	25.4	28.5	236.6		
Service Improvements & Growth	21.0	35.6	34.4	35.5	32.6	29.4	32.1	34.7	28.6	29.9	313.8		
Total	40.8	59.6	58.1	58.5	58.5	57.1	59.2	58.5	55.4	59.9	565.4		



Capital Needs Constraint - \$189.8 Million

(In \$ Millions)													
Project Description	Total	Non Debt	Debt		Cash Flow (In \$ Millions)								
Project Description	Project	Funding	Required	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
NOT INCLUDED													
City Hall Relocation and Expansion	30.801	26.489	4.312		0.307	0.528	0.217	6.642	11.715	11.392	-	-	-
Danforth/Coxwell Relocation and Expansion	25.648	22.057	3.591		0.246	0.422	0.174	4.251	6.568	7.398	6.589	-	-
Weston Renovation & Expansion	21.354	7.901	13.453		0.325	0.557	0.230	3.588	5.543	6.232	4.879	-	-
Barbara Frum Renovation	39.473	8.289	31.184		-	-	0.384	0.659	0.271	6.633	10.248	11.543	9.735
Mimico Centennial Renovation & Expansion	26.463	12.320	14.143		-	-	0.261	0.448	0.184	4.509	6.967	7.848	6.246
Northern District Renovation & Expansion - Constructio	46.106	33.196	12.910		-	-	-	6.070	8.337	9.876	10.969	10.854	
													-
Total Needs Constraints (Not Included)	189.845	110.252	79.593	-	0.878	1.507	1.266	21.658	32.618	46.040	39.652	30.245	15.981



