

City Librarian

Library Board Officer

Philippa Williamson

Admin Assistant

Patricia Selmes

100 branches

Director, Service Development & Innovation

Leads service development, introduces new and innovative services, plans & develops all public service programs to be delivered through TPL's online and in-branch networks. Responsible for TPL's service committees.

Director, Branch Operations & Customer Experience

Responsible for all aspects of the operations of the 100 branches, including: the delivery of public service programs and services, and the delivery of a superior Customer Experience at every point of need along the customer's journey

Director, Transformational Projects

Responsible for annual business planning, the execution of strategic enterprise and facilities projects, and change management. Manages the state of good repair plans and maintenance of all TPL branches and buildings.

Director, Digital Strategy & CIO

Champions the advancement of TPL's digital vision and leads the ITS team to deliver innovative, reliable and valued information & technology solutions to enable TPL's service delivery and strategies directions.

Director, Collections & Membership Services

Champions Torontonians' free access to diverse and responsive library materials in all its forms by selecting, purchasing, cataloguing, processing and distributing library materials into the hands of our customers.

Director, Policy, Planning & Performance Management

Responsible for Board governance, strategic planning and accountability framework, policy research and development, service evaluation, privacy and risk management, staff training and development.

Director, Finance

Responsible for development & oversight of \$200+ million annual operating budget, \$40+ million capital budget as well as procurement, accounting, payroll, leases and contract administration.

Director, Human Resources

Leads TPL's people and equity functions including human resources, employee experience, labour relations, equity and inclusion, accessibility, health and safety and emergency planning.

Director, Communications, Programming & Customer Engagement

Responsible for corporate print & online communications, marketing & brand management, premier programming, content strategy & editorial, media and stakeholder relations, issues management & advocacy on key issues.

Service Development & Innovation

Director
Service Development & Innovation
Pam Ryan

Admin Assistant
Anita Sethna

Manager
Adult Services
Aly Velji

Manager
Children's Services
Diane Banks

Manager
Youth Services
Lisa Heggum

Manager
Innovation, Learning & Service Planning
Kim Christmas

Manager
Service Development: Special Collections
Allison Lennox

Manager
Service Development: Venue & Community Space Rentals
Beth Kawecki

Manager
Adult Programs
Justine Gerroir

Manager
Children's Programs
Vicky Tourkolias

Manager
Social Development
Amanda French

Manager
TD Summer Reading Club
Jessica Roy

Manager
Innovation
Ab Velasco

Manager
Learning & Community Engagement
Alex Carruthers

Manager
Digitization & Preservation
Eric Schwab

Manager
Rare Books & Archives
Michelle Lovegrove Thomson

Manager
Sales & Operations
Kelli MacKinnon

Service Development & Innovation

Director Service Development & Innovation

Adult Services

Accessibility Services
Arts
Adult Literacy
Equity & Inclusion Services
French Language Services
Health Partnerships
Indigenous Initiatives
Information Services
Newcomer Services
Older Adults Services
Readers' Services
Small Business, Personal Finance, & Workforce Development
Services to Vulnerable Populations
Volunteers

Children's Services

After School Programming
Family Engagement
KidsStops & Discovery Zones
Leading to Reading
Ready for Reading
School Outreach
Summer Wonder
TD Summer Reading Club
TPL Kids (online)

Youth Services

High School Outreach
Programming & Workforce Development
Teen Spaces (in-branch)
TPL Teens (online)
Youth Engagement (e.g. Volunteering)
Youth Hub Service
Young Voices Magazine

Innovation, Learning & Service Planning

Community Engagement & Partnerships
Digital Innovation Services
LGBTQ2S+ Services
Outreach Services
Service Planning
User Education, eLearning & Workforce Development

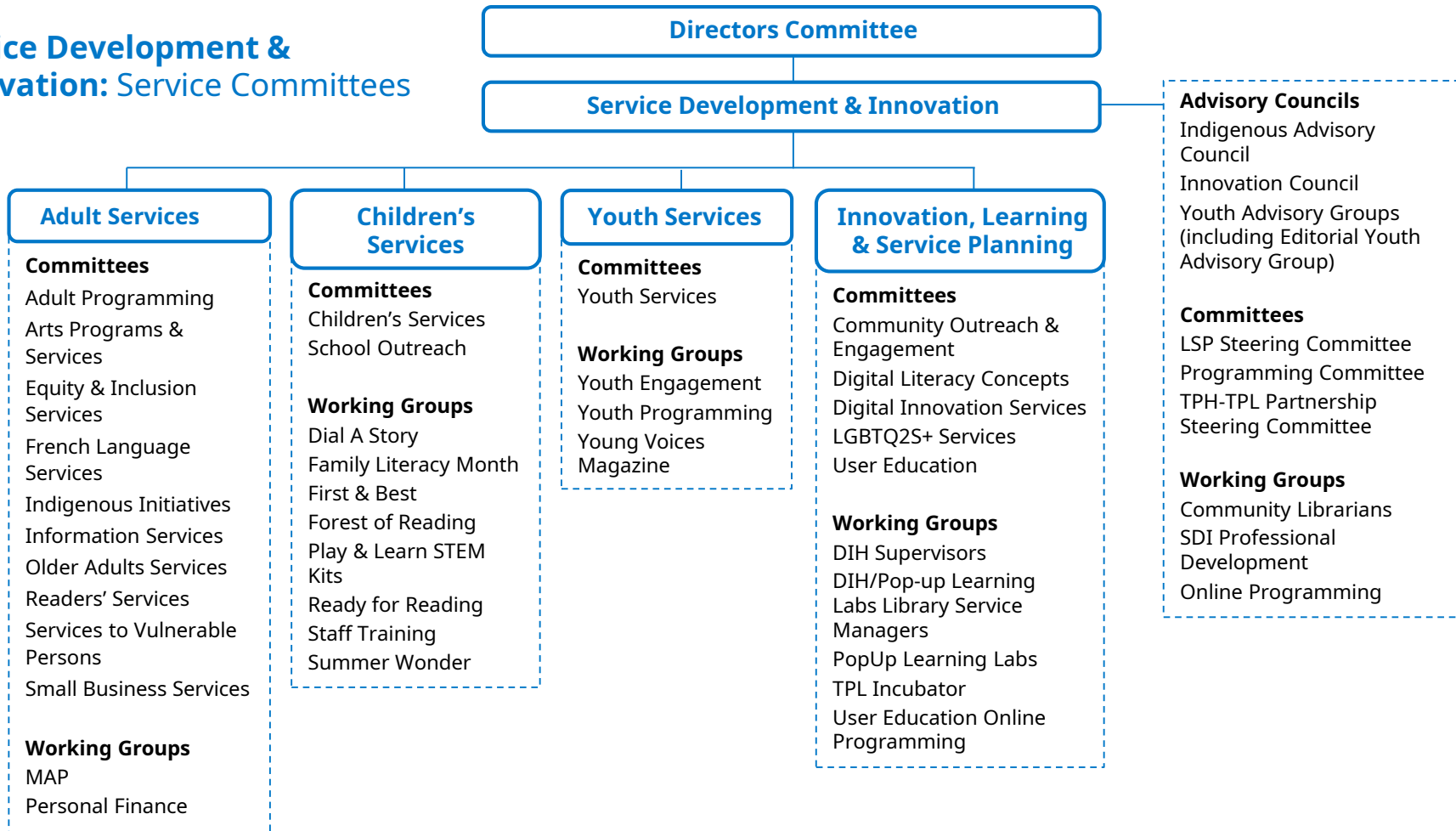
Service Development: Special Collections

Conservation and Preservation
Friends Groups
Local History
Special Collections
TD Gallery/ Exhibitions
TPL Digital Archive / Digitization

Service Development: Venue & Community Space Rentals

Venue Rentals
Community Room Rentals
Theatre Rentals

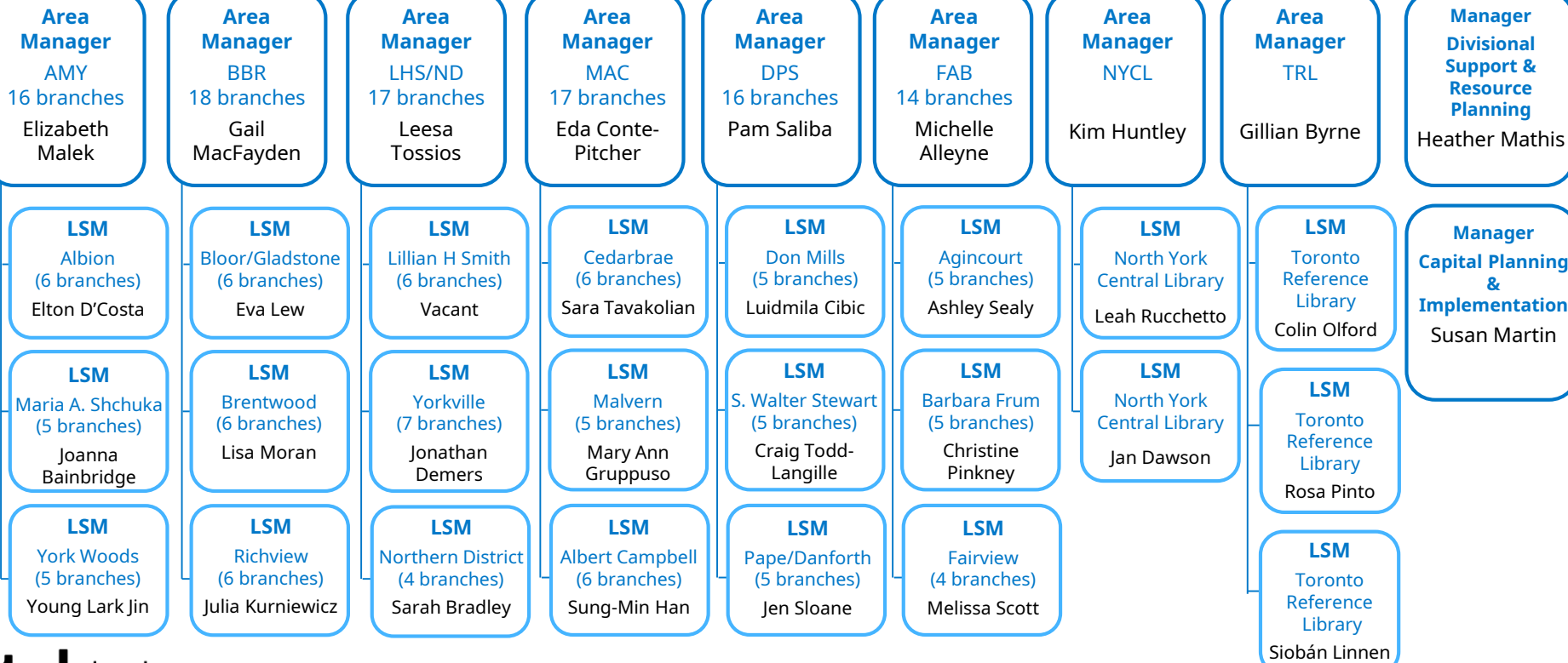
Service Development & Innovation: Service Committees



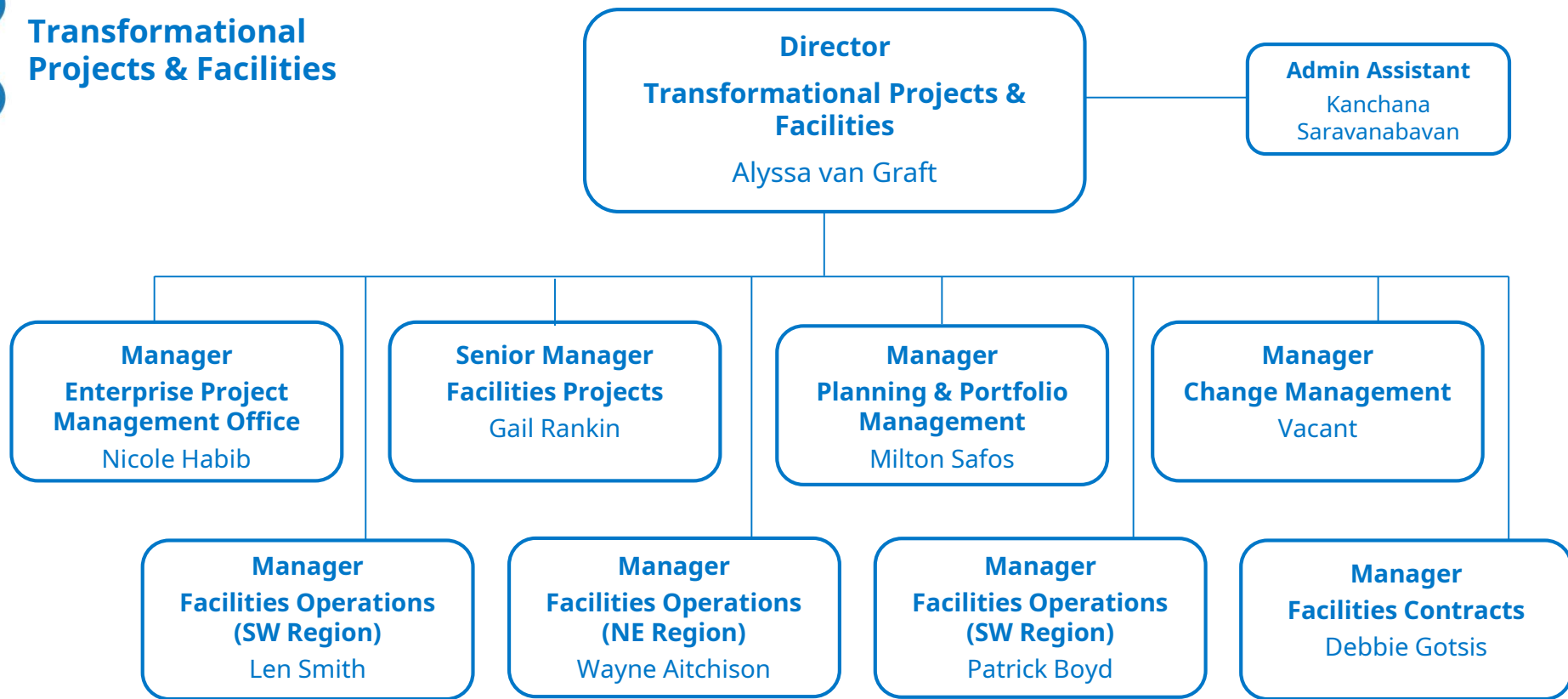
Branch Operations & Customer Experience

Director
Branch Operations & Customer Experience
 Moe Hosseini-Ara

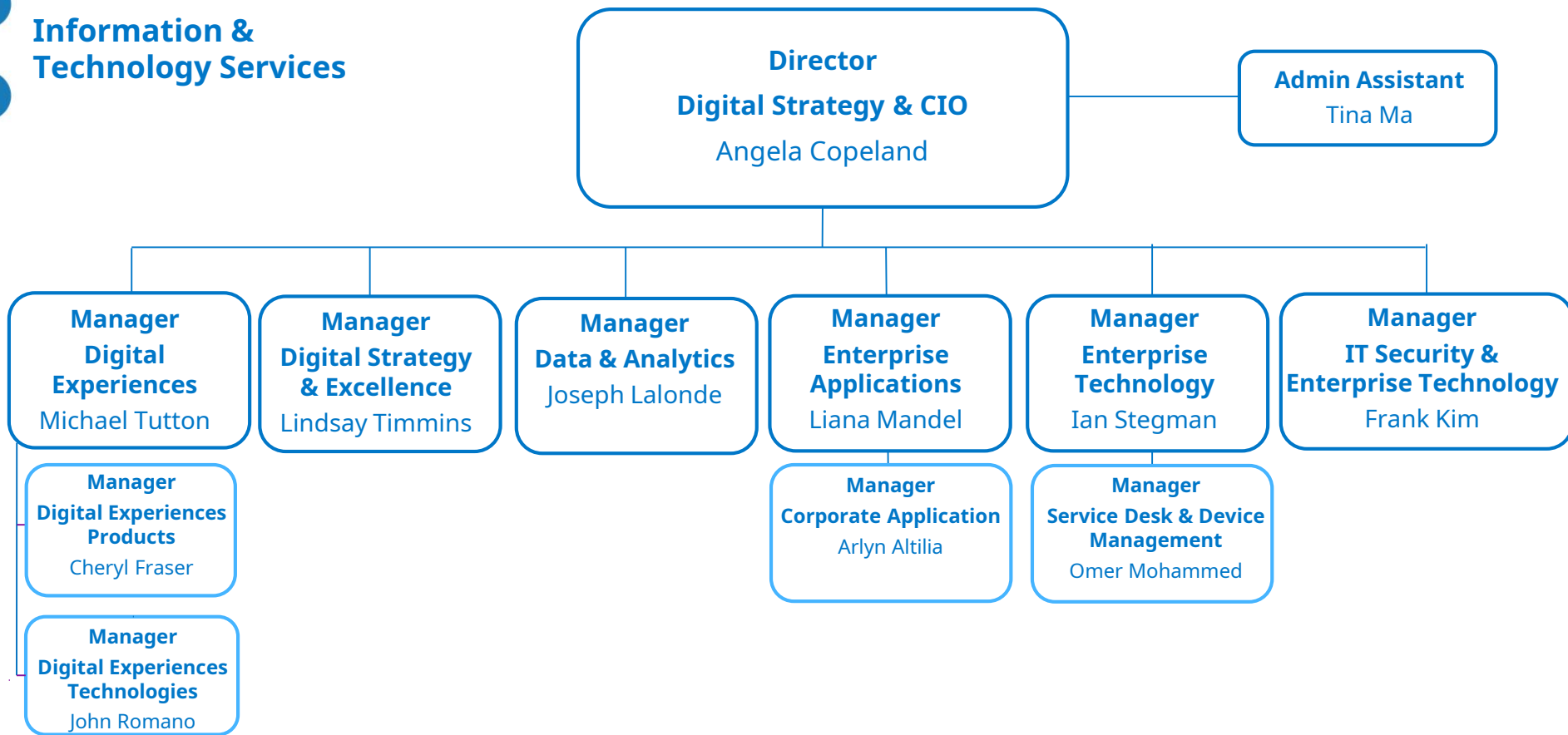
Admin Assistant
 Kanchana Saravanabavan



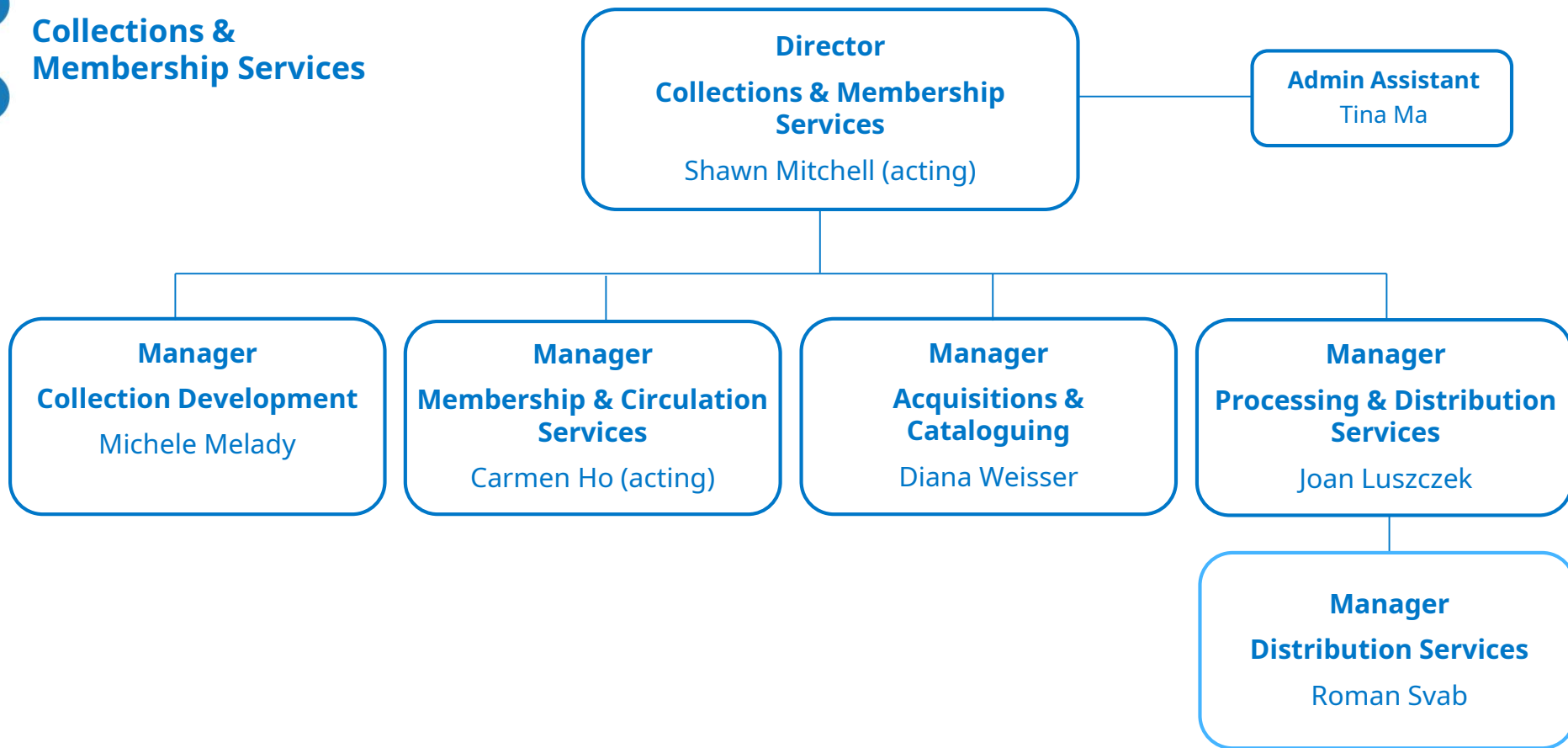
Transformational Projects & Facilities



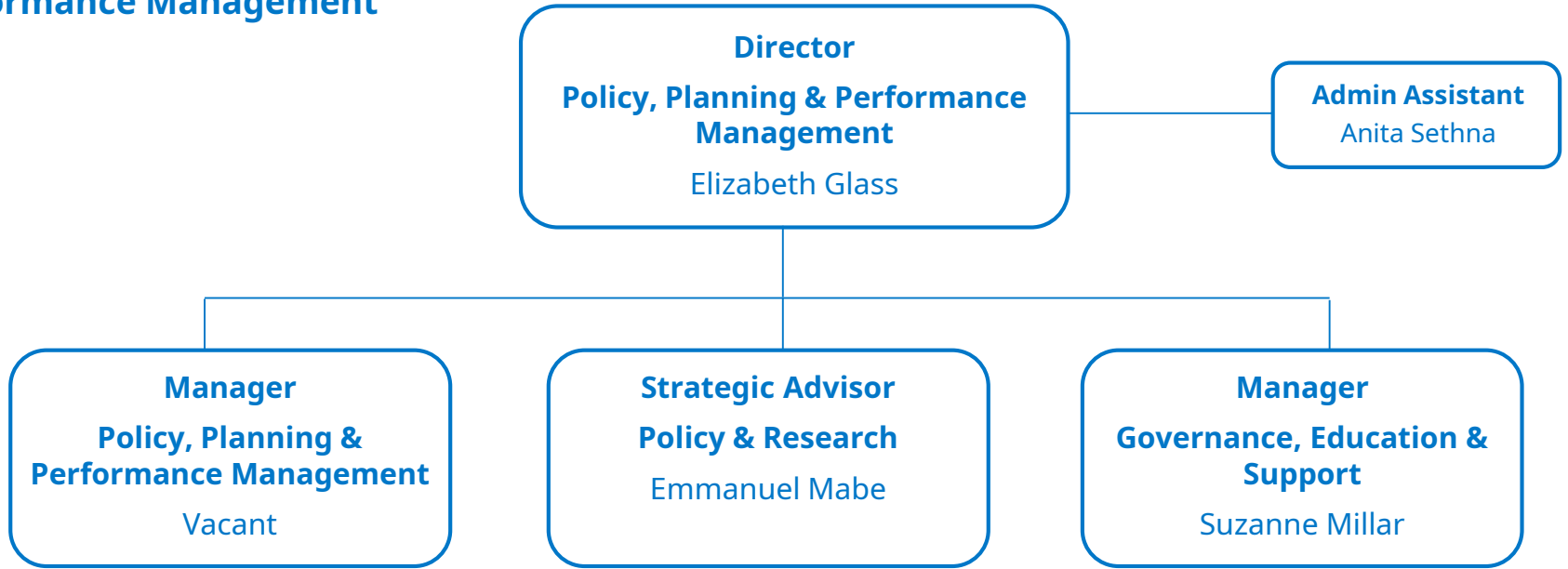
Information & Technology Services



Collections & Membership Services



Policy, Planning & Performance Management



Finance

Director
Finance, and Treasurer
Larry Hughsam

Admin Assistant
Tina Ma



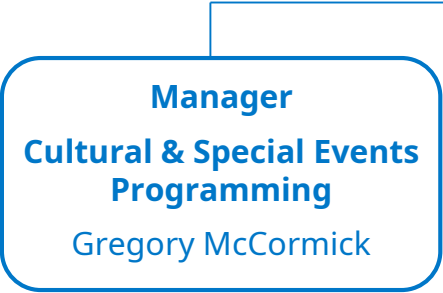
Manager
Budget & Financial Reporting
Howard Balter

Manager
Accounting & Payroll
Wayne Lam

Manager
Procurement & Contracts
Tony De Sciscio

Manager
Tenants & Leases
Harvey Mooradian

**Communications,
Programming &
Customer Engagement**



Human Resources

