

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: Capital Projects & Building Operations, 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, Enterprise Projects and Facilities Management

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

Leads TPL's strategic planning, policy, research, evaluation, stakeholder management, data & analytics, performance management and reporting. We also provide leadership and direction to the organization on enterprise level risk management, privacy, records management and Board governance.

Director, Finance & Treasurer

Responsible for development & oversight of \$200+ million annual operating budget, \$50+ million capital budget, as well as procurement, accounting, payroll, leases and contract administration.

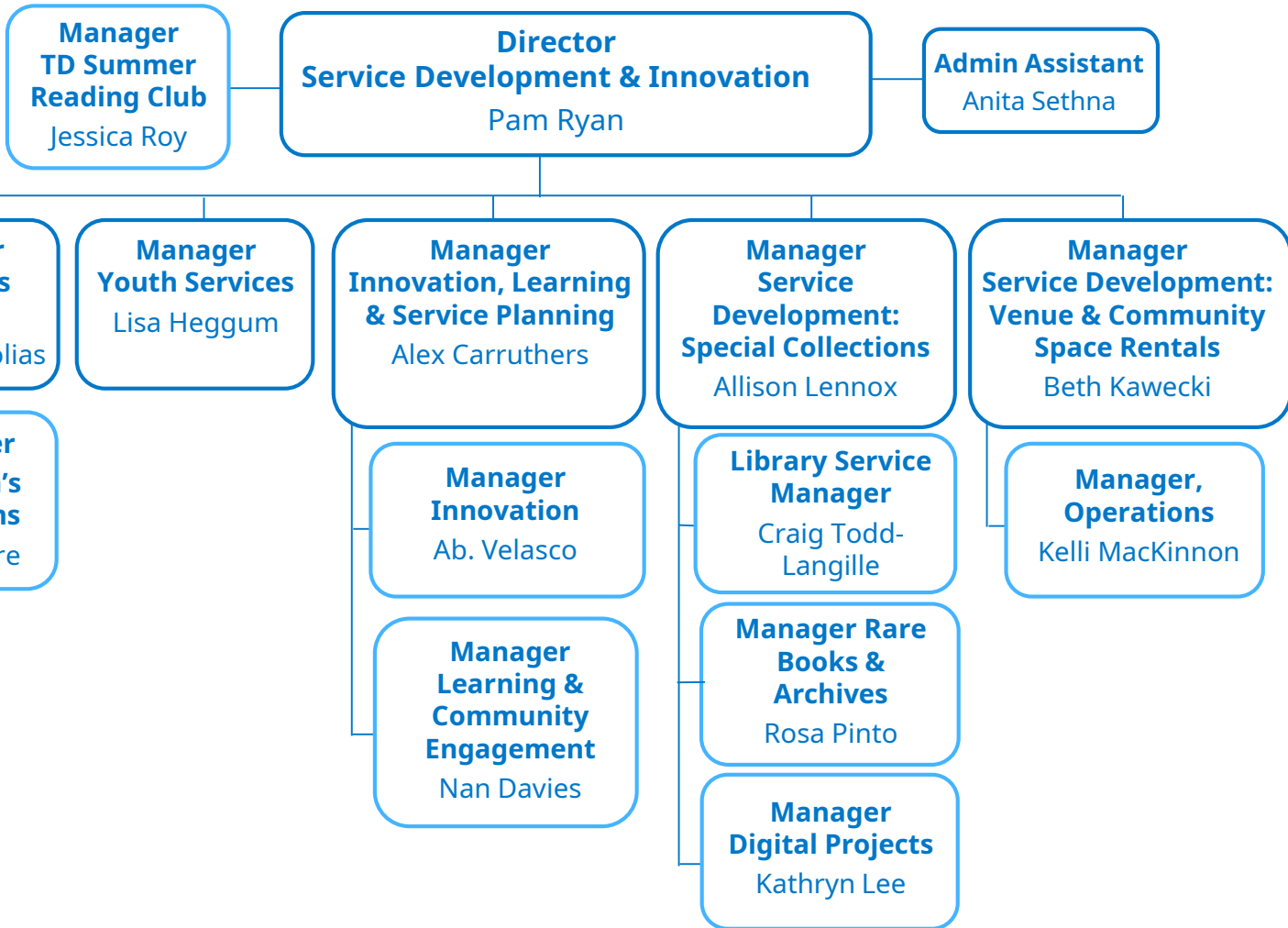
Director, Human Resources

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

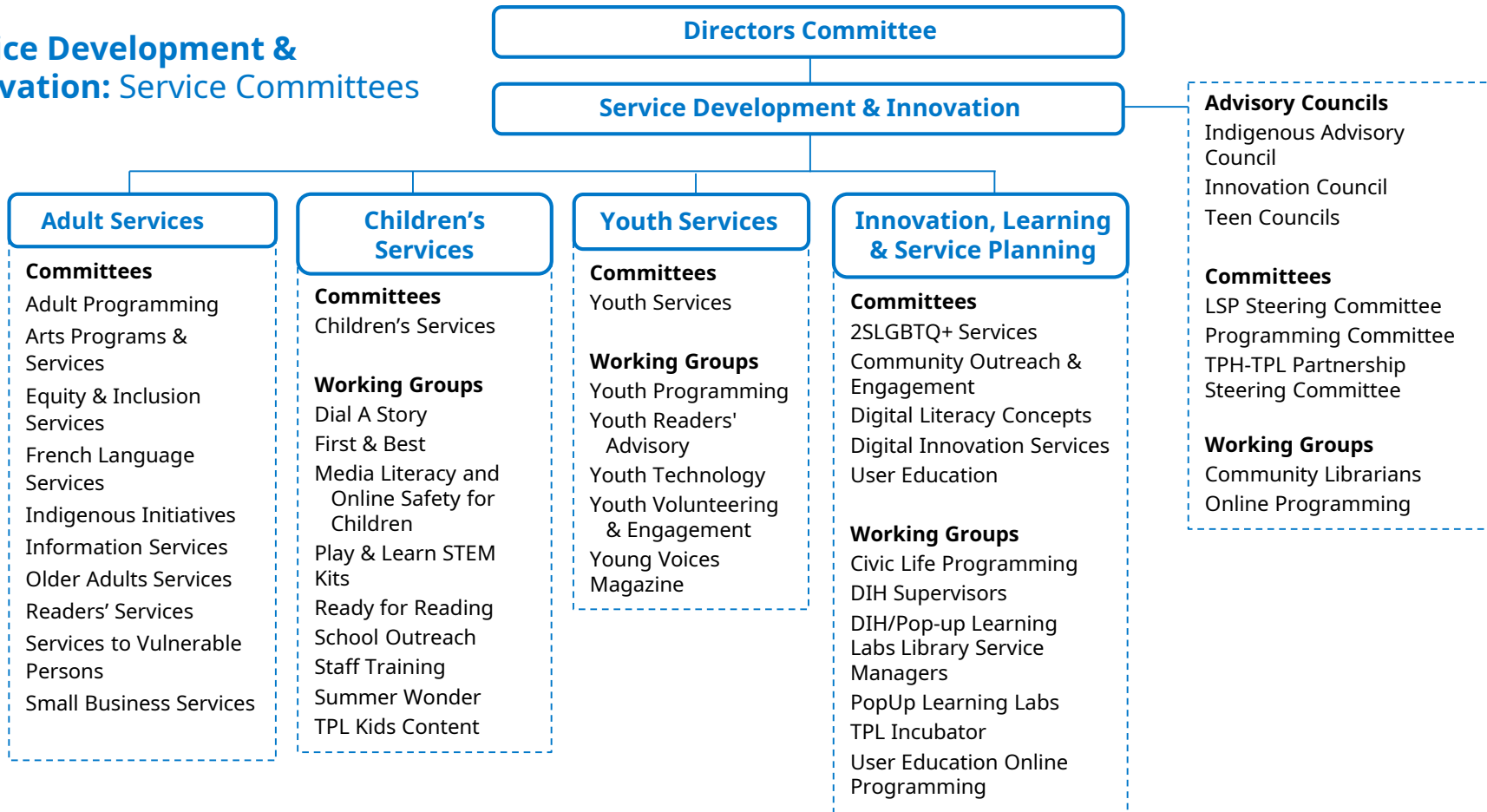
Director, Communications, Programming & Customer Engagement

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



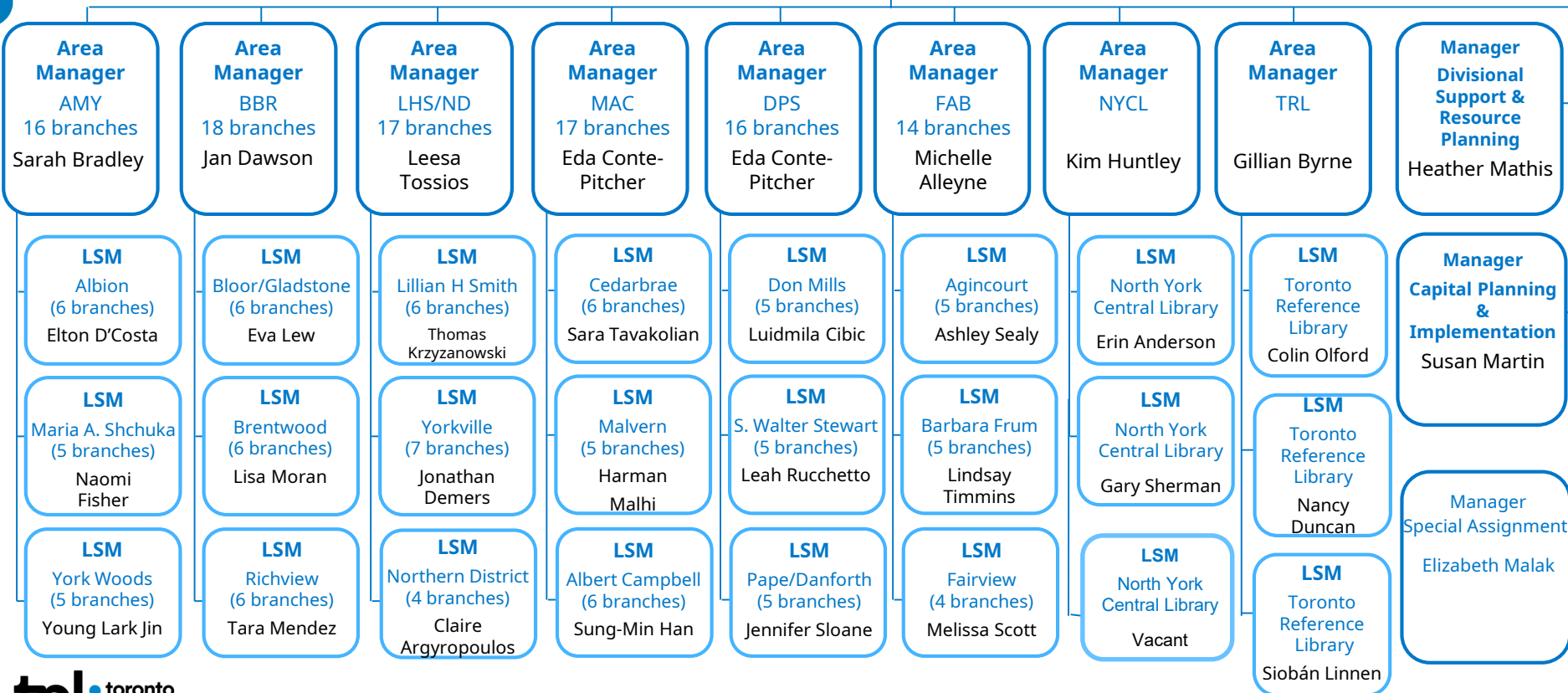
Service Development & Innovation: Service Committees



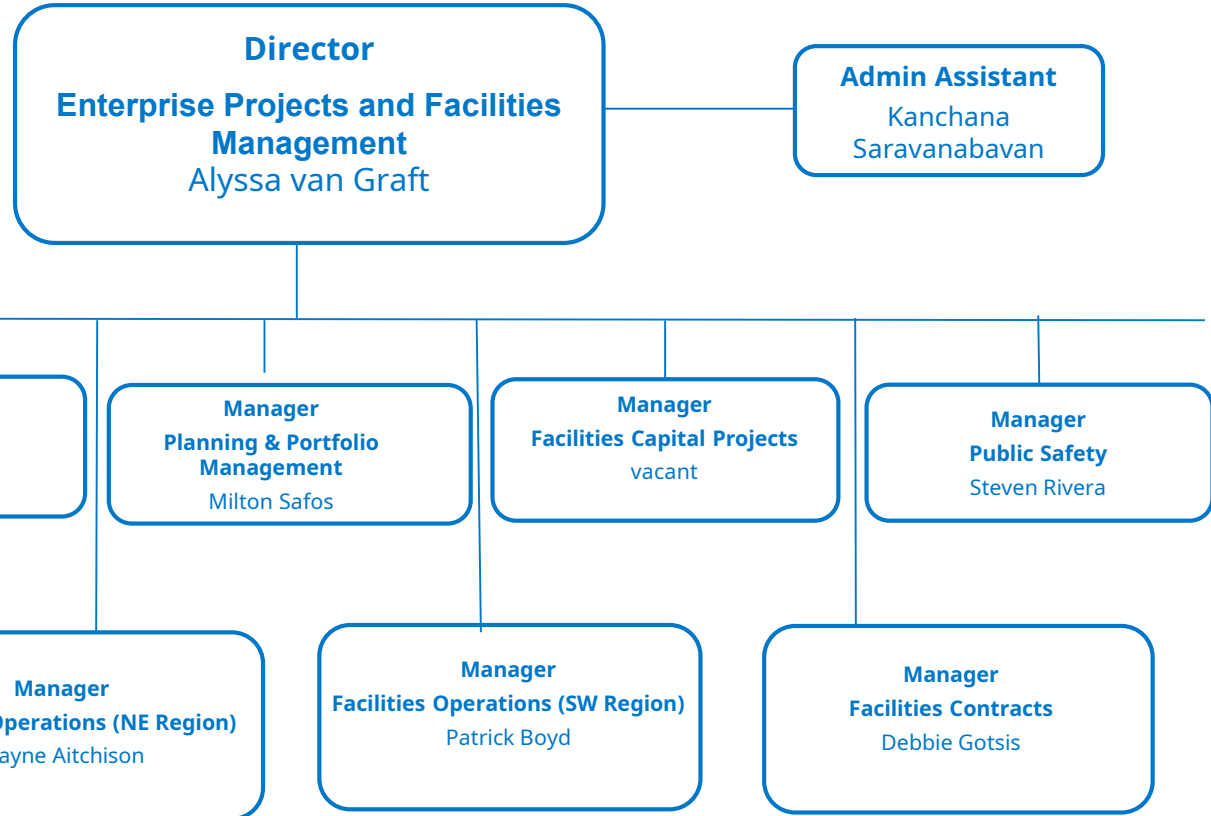
Branch Operations & Customer Experience

Director
Branch Operations & Customer Experience
 Moe Hosseini-Ara

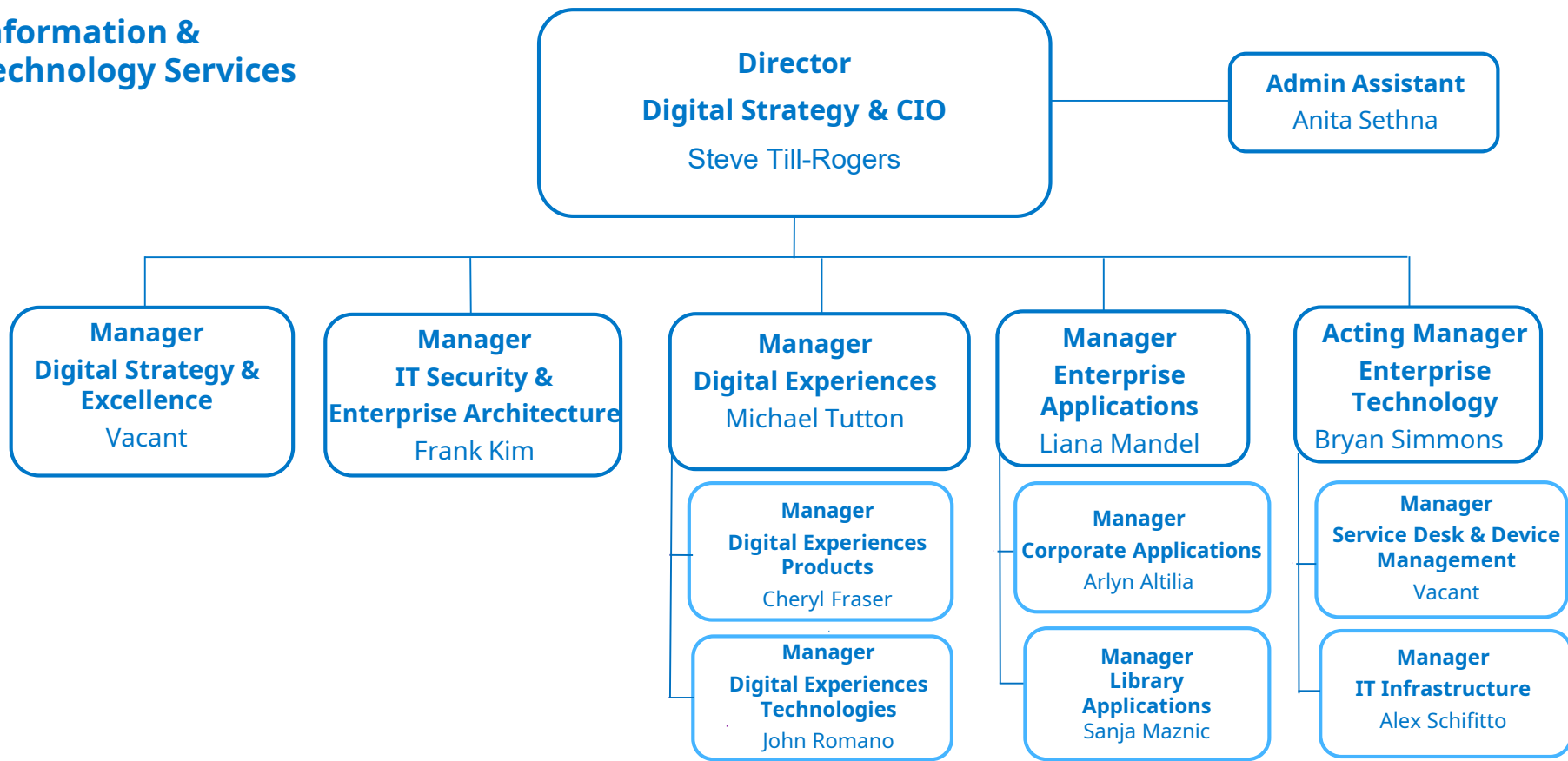
Admin Assistant
 Kanchana Saravanabavan



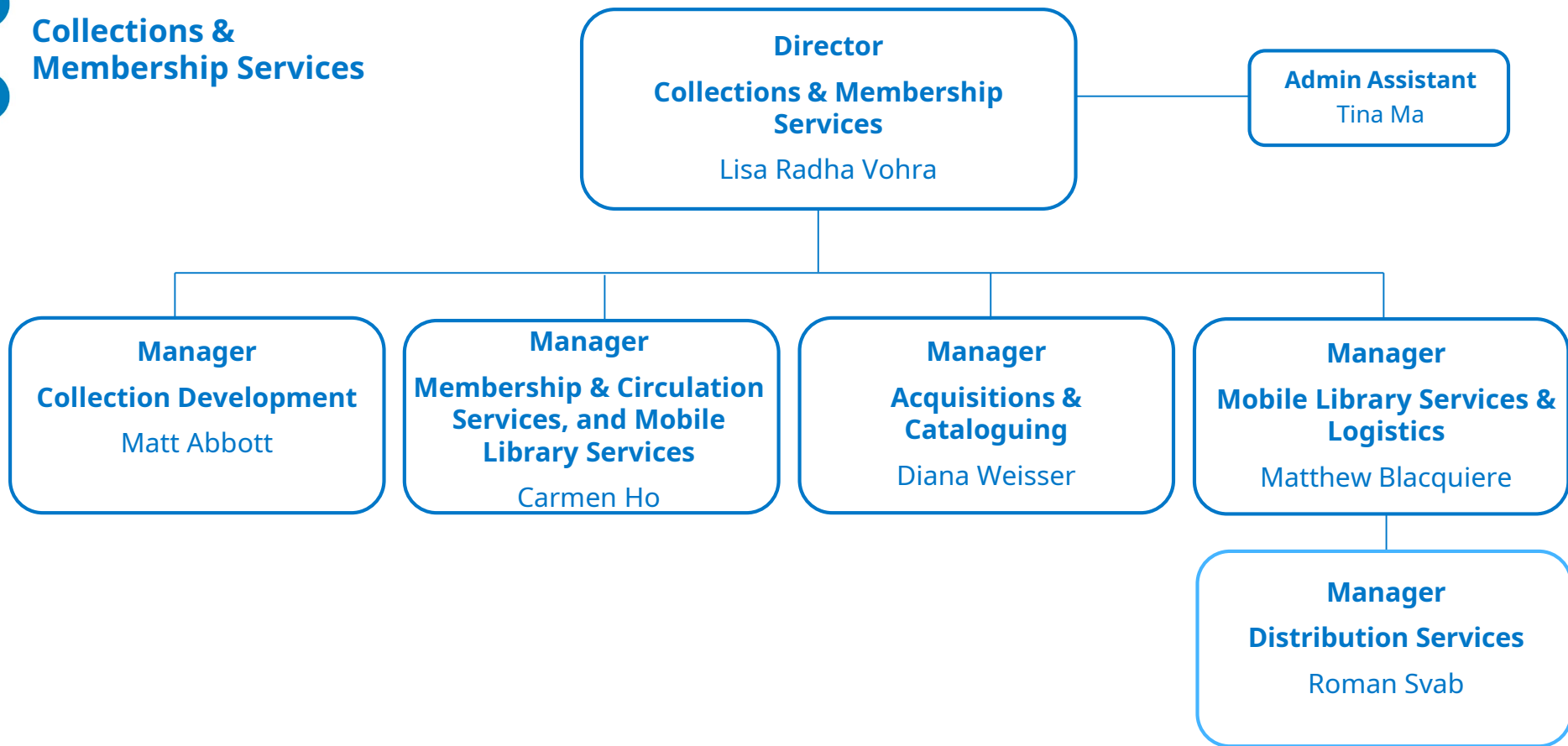
Enterprise Projects and Facilities Management



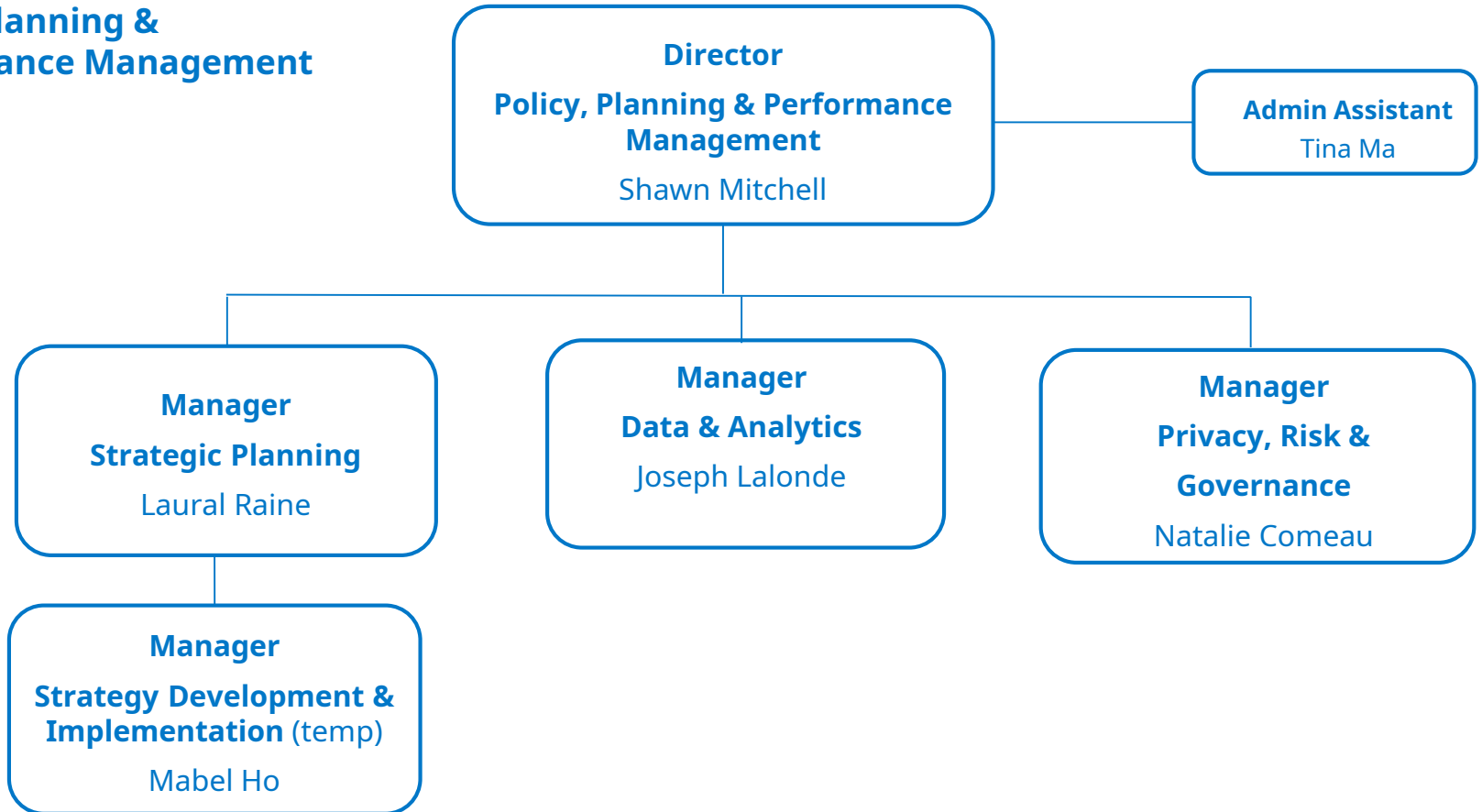
Information & Technology Services



Collections & Membership Services



Policy, Planning & Performance Management



Finance

Director
Finance and Treasurer
Howard Balter

Admin Assistant
Tina Ma

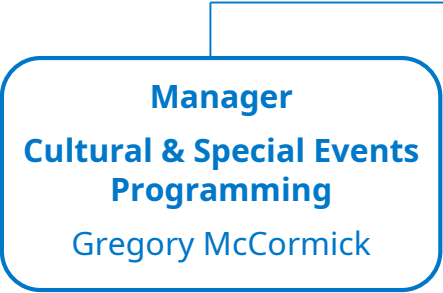
Manager
Budget & Financial Reporting
vacant

Manager
Accounting & Payroll
Wayne Lam

Manager
Procurement & Contracts
Susie Mahendran

Manager
Tenants & Leases
Harvey Mooradian

**Communications,
Programming &
Customer Engagement**



Human Resources

