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**COMMUNICATIONS
GENERAL CORRESPONDENCE**

TORONTO PUBLIC LIBRARY BOARD MEETING – November 19, 2018

It is recommended that the Toronto Public Library Board:

1. receives Communication (a) from Sue Graham-Nutter, Chair, Toronto Public Library Board to the Honourable Michael Tibollo, Minister, Tourism, Culture and Sport dated November 9, 2018 welcoming him to the position of Minister of Tourism, Culture and Sport, for information.

November 9, 2018

The Honourable Michael Tibollo
Minister of Tourism, Culture and Sport
900 Bay Street
Hearst Block, 9th Floor
Toronto, Ontario M7A 2E1

Dear Minister Tibollo:

On behalf of the staff and Board of the Toronto Public Library, please accept our congratulations on your appointment as Minister, Tourism, Culture and Sport. We look forward to working with you on advancing public libraries in the future.

By way of introduction, Toronto Public Library is the largest public library system in Canada with a network of 100 branches across Toronto consisting of 81 neighbourhood branches, 17 district branches and two research and reference facilities. The Library's collections include over ten million items in more than 40 languages, and the Library's website, tpl.ca, offers 24/7 access to a broad selection of electronic resources and librarian expertise.

The Toronto Public Library serves residents and communities in ways no other institution can. We empower Torontonians to thrive in the digital age and global knowledge economy through expanded access to technology, lifelong learning and diverse cultural and leisure experiences, online, in our branches and in the community. The foundations for lifelong success in the 21st century are increasingly dependent on access to online services and networks. No other public institution has the mandate and reach, physical and technical infrastructure, talent and community presence to support digital inclusion and literacy for all.

The Digital Archive Ontario (DAO) is a popular resource made possible in part by annual financial support from the Ministry of Tourism, Culture and Sport. Developed and managed with resources from the Toronto Public Library, the VRL provides free access to digital material of historical importance to Ontario and Canada.

The VRL is a unique and vast digital collection of high-quality images, including Ontario photos, postcards, maps, fire insurance plans, and views of towns and cities over time, culled from the Library's collection and dating back to the 1880s. The site also offers universal access to extensive Canadian literary programming and librarian expertise relevant to Ontarians. It provides librarians with resources and content relevant to their daily work and their local communities to supplement their own local history collection. All content and resources are available on the Library's website 24/7.

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Library Board

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Vickery Bowles

Earlier this year, Toronto Public Library successfully completed a two-year project, funded by the Ministry of Tourism, Culture and Sport, designed to support public libraries across Ontario in their provision of technology services. The outcome of the project is the **Bridge Technology Services Assessment Toolkit** – a software-based solution for gathering and analyzing data – for libraries to easily assess the need for technology services in their communities, measure the outcomes they deliver, and benchmark those outcomes against other libraries across the province. TPL has reviewed initial findings from the project with Ministry staff, and I attach a recently completed relevant report.

The year 2018 is the third of the Library's four-year strategic plan *Expanding Access, Increasing Opportunity, Building Connections* (see attached). There has been substantial progress made over the past three years with the following six strategic priorities:

- Advancing our digital platforms
- Breaking down barriers to access and driving inclusion
- Expanding access to technology and training
- Establishing TPL as Toronto's centre for lifelong and self-directed learning
- Creating community connections through cultural experiences
- Transforming for 21st century service excellence.

The strategic plan is critical to ensure that we continue to deliver library services that reflect and meet the changing needs of Toronto residents. Successful implementation of the plan is transforming service delivery, building support and usage, and achieving the vision of making Toronto's residents and communities more connected and more successful.

I would welcome an opportunity to meet with you at your convenience and have requested library staff to contact your office in the near future to arrange a meeting.

The Toronto Public Library Board is pleased to count the Ministry of Tourism, Culture and Sport as one of our partners.

Sincerely,



Sue Graham-Nutter
Chair, Toronto Public Library Board

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Attachment 1: [Technology Access in Public Libraries: Outcomes and Impacts for Ontario Communities](#)

Attachment 2: [Toronto Public Library – Strategic Plan 2016 – 2019 – Expanding Access – Increasing Opportunity – Building Connections](#)

c: The Honourable Doug Ford
Premier of Ontario