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**COMMUNICATIONS  
GENERAL CORRESPONDENCE**

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**TORONTO PUBLIC LIBRARY BOARD MEETING – September 23, 2019**

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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 Lisa MacLeod, Minister, Tourism, Culture and Sport dated August 14, 2019 welcoming her to the position of Minister of Tourism, Culture and Sport, for information.
2. receives Communication (b) from Ian Strang received on September 5, 2019 regarding the Toronto Public Library website, for consideration and response, in the September 23, 2019 Closed Meeting of the Board as the subject matter being considered involves the security of the property of the board (see Agenda Item No. 27).

August 14, 2019

The Honourable Lisa MacLeod  
Minister of Tourism, Culture and Sport  
438 University Avenue, 6<sup>th</sup> Floor  
Toronto, Ontario M7A 2A5

Dear Minister MacLeod:

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](http://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 21<sup>st</sup> 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 DAO provides free access to digital material of historical importance to Ontario and Canada.

The DAO 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**

### **Chair**

Sue Graham-Nutter

Councillor Paul Ainslie  
Andrea Geddes Poole  
Jonathan Hoss  
Fenton Jagdeo

Jennifer Liu  
Councillor Gord Perks  
Alim Remtulla

**City Librarian**  
Vickery Bowles

In 2018, 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 provided Ministry staff with a full report in 2018 on the Library's findings.

The year 2019 is the last of the Library's four-year strategic plan *Expanding Access, Increasing Opportunity, Building Connections*. There has been substantial progress made over the past four 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 21<sup>st</sup> 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. The Board is currently in the process of creating a new strategic plan for 2020-2024. The development of a new strategic plan is an exciting opportunity for the Library to be outward looking and future focused, and to harness technology and innovation to drive excellent public service efficiently. Consultation throughout the planning process ensures the Library fulfills both its legislative mandate to provide responsive service and the aspirational vision to be the world's leading library, making Ontario residents and communities more resilient, knowledgeable, connected and 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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c: The Honourable Doug Ford  
Premier of Ontario