



Workforce & Life Skills Development 2021 Programs & Services

Toronto Public Library Board
February 22nd, 2021

Pam Ryan
Director, Service Development & Innovation

strategic plan 2021 action plan

		Q1	Q2	Q3	Q4
pandemic response and recovery					
1 opening up our public space					
1.1 Create and implement the Spaces as a Service program	Build a multi-year AODA action plan and complete AODA 2021 initiatives Roll out Incident Management system				
1.2 Develop and implement a facilities sustainability strategy, roadmap and action plan	<i>focus in future years</i>				
1.3 Reimagine Tier 4 of the Service Delivery Model	Develop a strategy, roadmap and action plan for digital spaces and services				
2 broadening digital access, literacy, and inclusion					
2.1 Develop and implement a strategy, roadmap and action plan for access to technology and digital literacy	Develop a strategy, roadmap and action plan to expand access to technology and digital literacy				
3 building pathways for workforce and life skills development					
3.1 Develop and implement a strategy, roadmap and action plan to support workforce development	<i>focus in future years</i>				
4 providing the vital ingredients for a democratic society					
4.1 Develop and implement an advocacy strategy, roadmap, action plan	Develop and execute the advocacy strategy, action plan and policy				
4.2 Develop and implement an equity strategy, roadmap and action plan	Develop the equity strategy, roadmap and action plan				

Adult Literacy



- Funded in part by the Ministry of Labour, Training & Skills Development and part of the Employment Ontario Network
- Supporting learners looking to build their foundational literacy skills and develop workforce literacy skills
- Assist learners in build their resumes, preparing cover letters and employment-related skills development
- Connecting learners to Employment Service agencies, Second Career and other community supports

Supporting Shelter Residents

A Community Librarian supports shelter residents in entering/re-entering the workforce through virtual Book-A-Librarian sessions:

- Looking for employment opportunities
- Skills development to support workforce related skills (digital literacy)
- Sharing online resources aimed at supporting residents and shelter staff on Employment, Small Business, and Online Training



Employment Supports

Online Program Series with Dixon Hall Employment Services

- Four part series with topics such as resume and cover letter writing and job interview preparation

Virtual Caseworker Initiative with Toronto Employment & Social Services

- Pilot project for TESS clients without digital access to meet with their caseworkers virtually at the Library

Small Business/Entrepreneur Programs

- Entrepreneur-In-Residence
- Artrepreneur-In-Residence (ArtIR)
- With City of Toronto and Toronto Business Development Centre:
 - Business Inc.
 - Exploration into Self Employment
- Small Business Programming

2021 Personal Finance Campaign

- 12 programs delivered by subject experts that include CPA Canada and Canada Revenue Agency
- Topics include tax filing, effective tax benefits and credits, COVID-19 emergency benefits and CERB repayments, TFSAs and estate planning, tax tips for freelancers

Prosper Canada's Prosperity Gateways Cities for Financial Empowerment

- Toronto Poverty Reduction Strategy initiative
- Service development partnership with Prosper Canada to design and integrate proven and scalable financial empowerment services into TPL programs and services
- *Design phase* – virtual workshops with TPL staff, community agencies and customer interviews to work through concepts and understand which Financial Empowerment supports are of most value

Google IT Support Professional Program



Let's Learn Tech



Career Coaches in Residence



Digital Canopy & Digital Literacy Interns

Digital Canopy

- In 2021, 15 Youth will take part in 12 weeks of learning circles led by TPL's Let's Learn Tech team to give them the skills to work providing Tier 1 ITS support

Digital Literacy Interns

- Eight interns gaining hands-on professional experience in Digital Innovation Hubs and in the delivery of the Seniors Tech Help calling service
- Paired with experienced mentors, supported to develop professional goals, and provided with networking opportunities to connect with departments across TPL

With thanks to:

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