



TPL Strategic Priority #3: Workforce Development Services

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Workforce Development is one of Toronto Public Library's Five Strategic Priorities in our 2020-2024 Strategic Plan



Here is a high-level view of the plan,
which will guide our work over the next five years.



3 | building pathways for workforce development

We will **empower** Torontonians...

When you use the library, you're in control. Whether you're accessing our online courses or coming into your local branch for resources, you can chart your own learning path at your own pace.

to **succeed**...

With the collections, tools and supports we provide, you can be prepared to navigate life and work transitions and seize any opportunity you choose.

in a **changing workforce and economy.**

We will continue to evolve in order to provide relevant, flexible tools and supports to help you achieve your educational and career goals.

short term

what **success** looks like

Torontonians know about, can conveniently access, and use our tools and resources to meet their professional development goals.

medium term

Our customers have the skills, develop networks, and benefit from mentoring opportunities to support their personal and professional goals.

TPL is a leading partner for workforce and job skills development, offering equitable and affordable access to services and resources for Torontonians.

some examples of what you'll see



Partnering with industry-leading technology companies to provide training for professional job opportunities.



Hosting regular meetups, networking and mentorship opportunities.



Collaborating with colleges and universities to create innovative and flexible pathways to learning for children and youth.

"Training for working Canadians is scarce, and the people who most need it are the least able to get it ... Canada needs to create effective and inclusive systems of training, which are essential for innovation, growth, employment and good incomes."

- Skills, Training and Lifelong Learning report for Public Policy Forum, Daniel Munro



focus on **equity:**

Closing the gap for those who are least able to access the opportunities provided by the knowledge economy.

one example:

Youth unemployment rates have been trending upwards in Toronto since the early 2000s.⁴ This rate is significantly higher for racialized youth, newcomers, and youth with lower education.⁵ Many youth struggle to find work and lack the necessary knowledge, skills, supports and professional connections to be successful.

We will work with strategic partners to provide youth with career coaching programs and networking opportunities. Through these programs, youth will develop career and education paths that will help them enter the workforce.

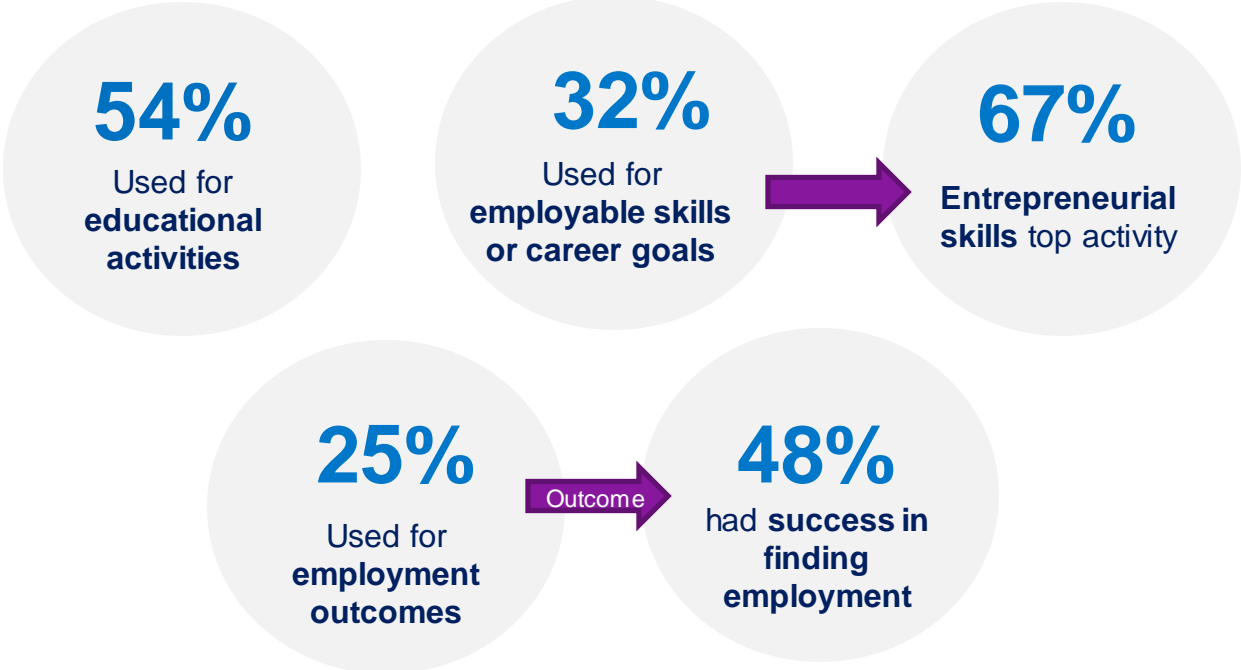
long term

Quality of life and the standard of living for Torontonians is improved through the opportunities we offer.

TPL Bridge Results

Workforce Development

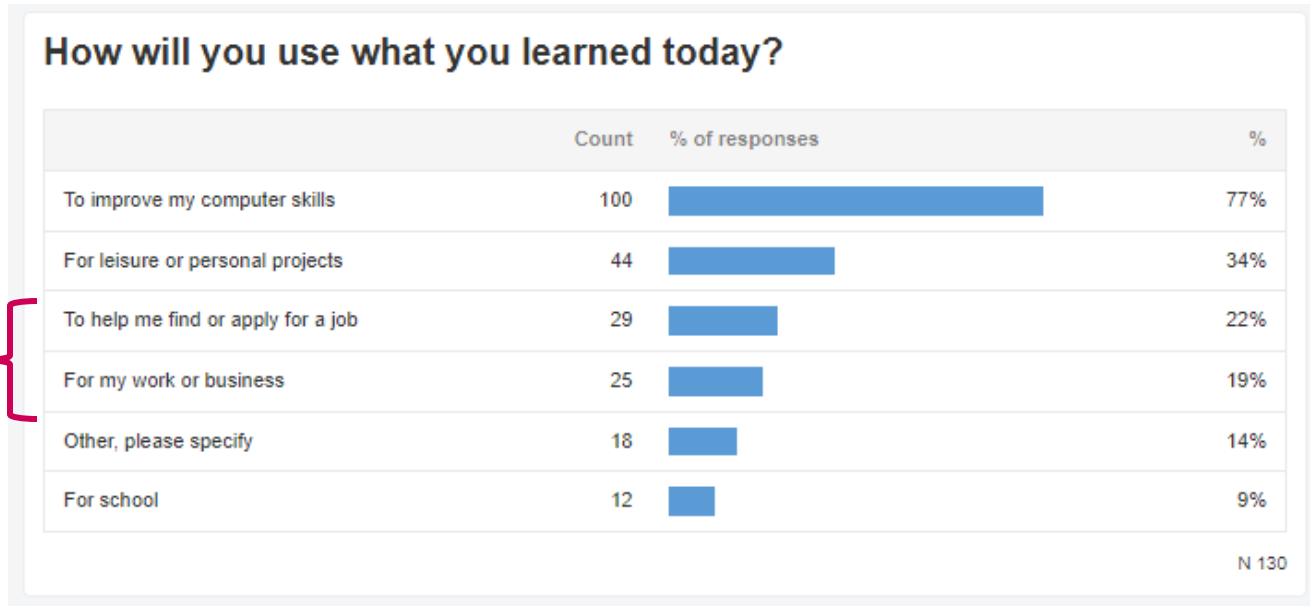
Libraries facilitate access to workforce development.



*In 2022, The TPL Bridge Patron Survey collected 8561 patron responses and 1143 patron open feedback comments.

User Education – Computer Classes

Over 40% of learners attend classes for work, business or job search



- **Industry recognized courses** in technology, business, design, management, leadership and more
- **Guided Learning Pathways** to assist learners in determining next steps for skills upgrading

eLearning

Your Toronto Public Library card gives you free access to online services that can help you learn new skills.

[Find a Guided Learning Pathway](#)

[Discover the Learning Pathway for you](#)

Popular Courses



[Introduction to Microsoft Excel 2019/Office 365](#)

Gale Courses



[Drawing for the Absolute Beginner](#)

Gale Courses



[How to Support Your Employees' Well-Being](#)

LinkedIn Learning

Book a Librarian



2022

- 201 Job Search sessions
- 68 Business sessions

Examples

- Job Search for a Data Analyst with a gap in employment
- Job Search in IT sector, looking for bridging programs that could lead to job placements
- Developing a business plan for a moving and packing company
- Job search for French teacher with international credentials
- Research on recruiting construction professionals specializing in concrete

Innovation Services



Virtual Interview Rooms



"This is why we all love our public libraries.

The TPL is a public institution doing an outstanding job of providing public access and accommodation to the needs of families, children, seniors and all the varied marginalized people in our society.

TPL truly furthers the principles of openness, transparency, and accountability to all of us."

- VIR User (March 2023)

Let's Learn Tech



IT Essentials Learning Circle at NYCL eLearning Lab

Self-Paced Courses

Let's Learn Tech online hosts 15 free, interactive and self-paced courses from Cisco Networking Academy

Learning Circles

Let's Learn Tech ran 17 learning circles with 205 learners in 2022

Let's Learn Tech Impact



IT Essentials Learning Circle at NYCL eLearning Lab

"I was offered a great employment opportunity, which I have accepted. I learned a great deal in the IT Essentials program, and that knowledge actually helped me in securing this position. I also wanted to thank [library staff], for sharing their knowledge and time with me."

- Julie-Ann (IT Essentials Learning Circle Participant)

Equity-Focused Pilots

Level Up Tech & Digital Canopy



Digital Canopy learners on a virtual tour of Cisco Canada's Innovation office

- Programs designed to address barriers to employment opportunities in the IT industry for BIPOC youth
- Course facilitation using the learning circle model
- Ten youth completed the training and graduated from the Digital Canopy Wi-Fi program
- 45 young adults completed a Level Up Tech program to become certified in Python coding

Equity-Focused Pilot Impact

Level Up Tech



Completers of the Level Up Tech program attend their graduation ceremony at CL, November 2022

“I enjoyed studying with other BIPOC young adults, as it was nice to know that others like me were also trying to learn how to code. I am very grateful that the TPL has dedicated resources towards inspiring our group of youth”

– **Felecia (Level Up Tech participant)**

“I was really happy that TPL offered a free voucher for the exam. It was really helpful for me financially, and it helped me advance in my career when I lost my job due to Covid. Thanks to TPL for offering this free program.”

– **Jay (Level Up Tech participant)**

Adult Literacy Services



- 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 with resume-building, preparing cover letters and employment-related skills development
- Connecting learners to Employment Service agencies, Second Career and other community supports

tpl:



**Adult
literacy
services**

**EMPLOYMENT
ONTARIO**

Small Business Services



- Series of free programs and seminars to help customers run their small business
- Access to trained and dedicated staff
- Specialized business resources
- Spaces to meet and work

tpl:small business



Christen N. James

entrepreneur in residence

your connection to success



Take part in free workshops, seminars and one-on-one consultations with entrepreneur, Christen N. James.

Turn your ideas into a reality and meet other entrepreneurs pursuing their goals. Visit the website to find out more.

October 5 to November 26

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tpl.ca/eir

Entrepreneur In Residence

- Supports aspiring entrepreneurs and small business owners through the delivery of programs, seminars, workshops and consultations
- 8 week residency
- Supports TPL's Small Business Month
- Over 260 participants supported through programs and one-on-one consultations

tpl:

Entrepreneur In Residence

tpl:small business

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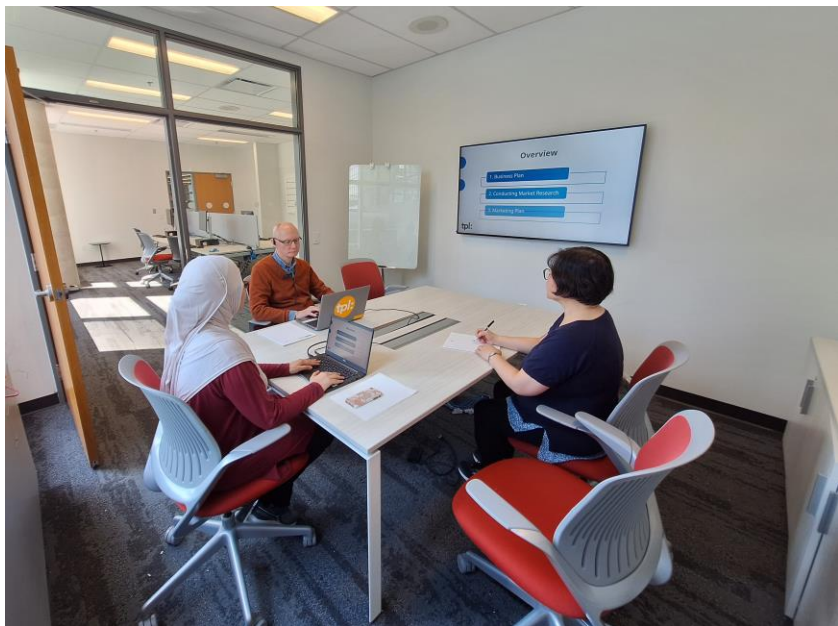
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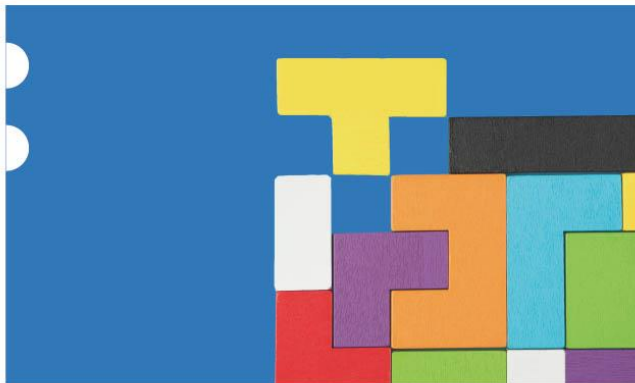
tpl.ca/eir

- “It was really inspirational, makes your goals feel more achievable as it shows you how to get there which makes it less scary.”
 - “Her dynamic personality was full of enthusiasm and warmth and was evident in a matter of seconds after we met. You are fortunate to have someone like that working for you.”
- **Participants, Entrepreneur in Residence Programming**

Entrepreneur Suite



- Dedicated co-working space where entrepreneurs can work and connect with other entrepreneurs and access resources to help grow their ventures
- Space consists of co-working and individual spaces for meetings and connection
- Located in the Business, Science and Technology Department at North York Central Library



business inc. your connection to success

Take part in an eight-week business program. Learn from professionals and make your business dreams a reality.

Virtual orientation

sessions:

Tuesday, March 29, 1 pm, 6 pm

Thursday, March 31, 10 am, 6 pm

North York Central Library

5120 Yonge Street

Course:

Tuesdays, April 26-June 14,
6-9 pm, Room 1

Danforth/Coxwell Branch

1675 Danforth Avenue

Course:

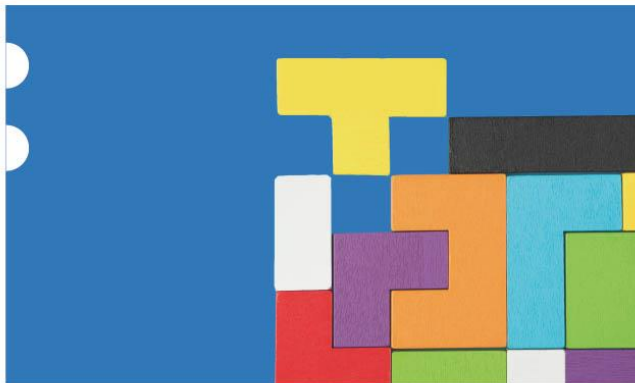
Thursdays, April 28-June 16,
6-9 pm, Program Room



Business Inc. programs are offered at Toronto Public Library in partnership with the Toronto Business Development Centre and the Economic Development & Culture Division of the City of Toronto. Funding is generously provided by the Toronto Public Library Foundation through a gift from the Estate of Norman G. Hinton.

Business Inc

- 8-week program offered in partnership with the City of Toronto and Toronto Business Development Centre
- Help prepare/update business plan, access a business advisor and network with other entrepreneurs
- In 2022, 61 participants completed the program



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Business Inc

- "I really enjoyed learning about marketing. But the #1 most important thing I learned came from the community aspect [of the program]. I learned there are a lot of people just like me who have a dream to start a business. Knowing that there are other people in my shoes made me feel a lot more confident about my idea."

- **Business Inc. Participant (Spring 2022)**



TORONTO
PUBLIC LIBRARY

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public library
foundation

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Artist in the Library & Arts Exhibits



- Opening up our public spaces for Artists to promote and showcase their work
- In partnership with the Toronto Arts Council (TAC), 10 artists will provide onsite programming and community engagement in 2023
- In 2023, 51 artists will be hosting solo exhibits in branches across the city

Strategy & Next Steps

City Council Motion – May 10, 2023

"....provide an overview of City of Toronto workforce development initiatives and report back in 2024, alongside the Economic Development Plan and Inclusive Economic Development reports, on opportunities to strategically coordinate and collaborate with other orders of governments on City workforce development initiatives, with a focus on low-income residents, social assistance clients and equity-deserving communities".

Thank you!

