

# BRIDGE

technology  
assessment  
toolkit

closing the gap on technology access & inclusion

Toronto Public Library Board  
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the vision



every Ontarian has **convenient, local access**

to the **technology they want and need**, and the  
**comfort and confidence to use it,**

so that they can access **economic, educational,  
social, health and civic opportunities**

to achieve **prosperity, advancement,  
and overall well-being**



# libraries in the digital age

# libraries across Ontario (pop 14.2 million)



**71.6 million**  
in-person visits



**104.8 million**  
visits to library websites



**883,950** new technology uses  
**15 million** workstation uses

**20.8 million** wireless sessions  
**156,036** digital literacy program attendees




**310** library systems  
**934** branches





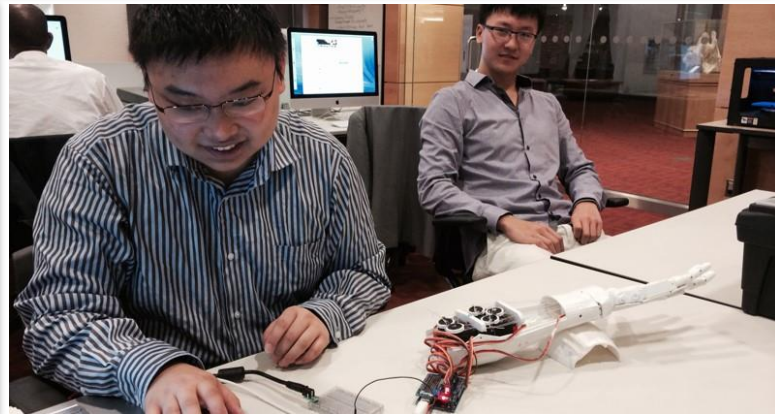
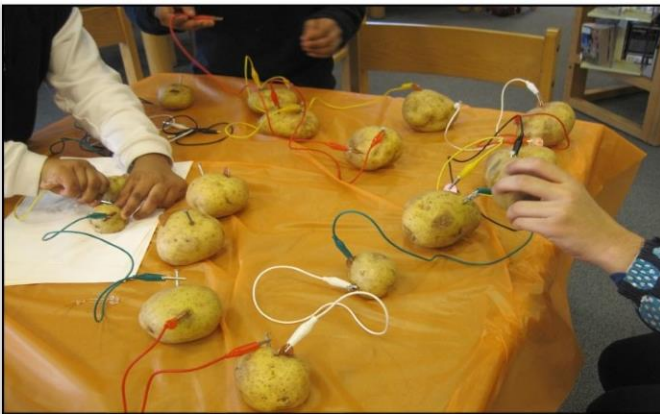
the foundations  
for lifelong  
success in the  
21<sup>st</sup> century, are  
increasingly  
dependent on  
access to online  
services and  
networks



A photograph of a public institution, likely a library or community center, showing several people using computers at a long desk. The scene is overlaid with a semi-transparent white box containing text. The background features a red wall and a window. The text reads: "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".

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

# opportunities for creativity and innovation



## opportunities for experiential, collaborative & self-directed learning



opportunities for all





the what and why of the  
technology assessment toolkit



outcome assessment framework

## PRIMARY OUTCOMES

**digital inclusion** | **digital literacy**

## outcome assessment framework

### PRIMARY OUTCOMES

**digital inclusion** | **digital literacy**

### SECONDARY OUTCOMES

community, social  
& civic engagement

creativity &  
innovation

workforce  
development

entrepreneurship &  
business development



what we found

# digital inclusion

respondents who **would not have had access otherwise**

**56%** used technology  
at the library

68% for respondents age 55+

63% for respondents  
identifying as low income

**46%** accessed the internet  
at the library

# digital literacy

respondents who **used technology at the library**

**44%** were introduced to **new technology**

use led to longer term adoption of the technologies

**52%** for respondents age 55+

**84%** increased their **digital comfort**

after having used one or more technology services at the library

# community, social and civic engagement outcomes

respondents who **used technology at the library**

**81%** increased their level of **community** engagement

**81%** increased their level of **social** engagement

**34%** accessed **online government resources**

# creativity and innovation outcomes

respondents who **used technology  
at the library**

**41%** made **creative products**

multi-media and writing projects most common

# entrepreneurship & business development outcomes

respondents who **used technology at the library**

**36%** used for **business-related activities**

**93%** small businesses with <20 employees

# workforce development outcomes

respondents who **used technology  
at the library**

**64%** used it for  
**educational activities**

**45%** developed  
**employable skills**

**36%** developed  
**job search skills**

**43%** had success in finding a job



next steps



more **understanding**  
more **access**  
more **advocacy**



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# Questions?

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