

2016-2019 Strategic Plan Update

Date:	February 26, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to provide the Toronto Public Library Board with an update on three initiatives that significantly expand Toronto Public Library’s capacity to advance the *Expanding Access, Increasing Opportunities, Building Connections, Toronto Public Library’s Strategic Plan 2016-2019* outcomes:

1. The Digital Strategy
2. The Digital Literacy Vision
3. Bridge: Technology Assessment Toolkit

FINANCIAL IMPACT

There is no financial impact beyond what has already been approved in the current year’s budget.

The Director, Finance & Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

The Toronto Public Library Board approved the 2017 Strategic Work Plan Status Update and 2018-2019 Strategic Work Plan report at its January 2018 meeting,

<https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2018/jan29/15-2017-strat-plan-work-plan-update-2018-2019-work-plan-combined.pdf>

which includes initiatives highlighted in this report.

The Toronto Public Library Board received the report Advocacy for Bandwidth, Digital Inclusion and Digital Library at its June 19, 2017 meeting:

<https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2017/jun19/19-advocacy-bandwidth-digital-inclusion-digital-literacy.pdf>

COMMENTS

The purpose of this report is to provide an update on three initiatives that significantly advance the Library's Strategic Plan outcomes:

1. The Digital Strategy
2. The Digital Literacy Vision
3. Bridge: Technology Assessment Toolkit

The Strategic Plan provides a future-oriented and systematic approach to branch and service planning, embedding the idea that digital and technology services transform all aspects of library operations, driving efficiency and effectiveness with the result of improved outcomes for all Torontonians.

The Digital Strategy

The Digital Strategy enables the achievement of strategic plan outcomes while making the library more nimble and responsive through a focus on:

- a modernized customer experience;
- partnerships with technology community;
- a transformed back office.

Initiatives in 2018 advance all areas of library operations through improvements to the IT digital infrastructure, a transformed back office (VOIP and sorters, a Customer Relationship Management System, Online Room Booking, and a new Human Capital Management System) and improved capability to capture and analyze data.

The Digital Literacy Vision (Attachment 1)

The Vision responds to the 2017 Strategic Plan Work Plan initiative to “Develop and implement a new customer service model that meets customer needs and incorporates digital literacy and technology support as a core public service.” TPL currently provides a wide variety of services that support digital literacy. Access to equipment, one-on-one support, training classes, wi-fi, and online training resources are offered. However, until now there was no formal statement encompassing all of the services that TPL provides that defines what customers can expect. The Vision firmly embeds digital literacy and technology support as a core public service and will inform service development, branding and marketing, and staff training.

Bridge: Technology Assessment Toolkit

The Bridge Technology Toolkit was developed by TPL with seven partner libraries to assess and improve technology services in public libraries across Ontario. The Toolkit enables libraries to gather and benchmark data on the availability, use and outcomes for Ontarians of technology services. Implementation of the Toolkit will build the collective capacity of libraries to deliver services that are responsive to the rapidly changing technology landscape and respond to the unique needs of their local communities. It will also help libraries understand and demonstrate not only how technology services directly benefit residents and communities, but how these services align and support the move to

egovernment service delivery and the broader social and economic priorities of government at the municipal, provincial and federal level.

CONTACT

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SIGNATURE

Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1: Digital Literacy Text and Graphic

Toronto Public Library Digital Literacy Vision

Toronto Public Library's Digital Literacy Vision aims to empower Torontonians to **discover** all we have to offer, **learn** the skills to drive their interests and passions, **create** digital and physical projects, and **share** those creations with the broader community.

A digitally literate society has the skills to **find, understand, create, evaluate, and communicate** with digital resources and technologies. A digitally literate citizen can use these skills to actively participate in, and contribute to, a vibrant, informed and engaged civic society.

Toronto Public Library has offered innovative and impactful digital literacy services and programs for years. Building on the success of these services, this comprehensive vision outlines what we do and why, to set a clear direction for future service and program development. The resources in this package are designed to inform our branding and marketing, and clarify the roles of staff and the goals of relevant library facilities.

The Library is a place for everyone, whether they are working with digital tools for **the first time**, or have been **for many years**. The Library provides a variety of learning opportunities, from independent study to classrooms, online, in-branch or in the community. People of all ages and abilities can engage in a way that suits them best.

With a wide variety of resources, classes, equipment and support Torontonians can **discover** what is possible with technology through the Library; they can **learn** to work with software and apps, computers and devices, and emerging technologies. TPL staff help Torontonians to navigate the online landscape, safeguard their digital privacy and security, develop their skills and pursue their professional goals.

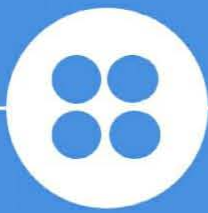
At TPL, ideas and experiments are nurtured and realized. TPL's spaces, equipment, online resources and staff supports help Torontonians **create** anything from résumés and portfolios, to prototypes to audio and video art. Informed staff help creators understand their intellectual property options. With community partnerships, exhibits, and opportunities for civic engagement and cross cultural exchange, TPL makes it easy for Torontonians to **share** their creations.

Digital Literacy is core to achieving Toronto Public Library's vision of making Torontonians more resilient, more knowledgeable, more connected, and more successful.

TPL: Digital Literacy Vision



On Your Own



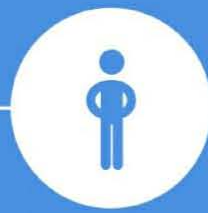
In Groups



At your own pace



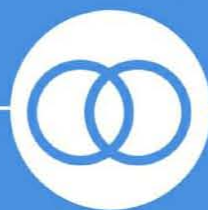
Online



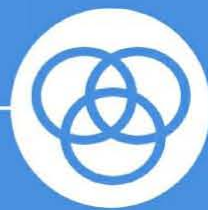
In Person



Beginner



Intermediate



Advanced