



2SLGBTQ+ Services

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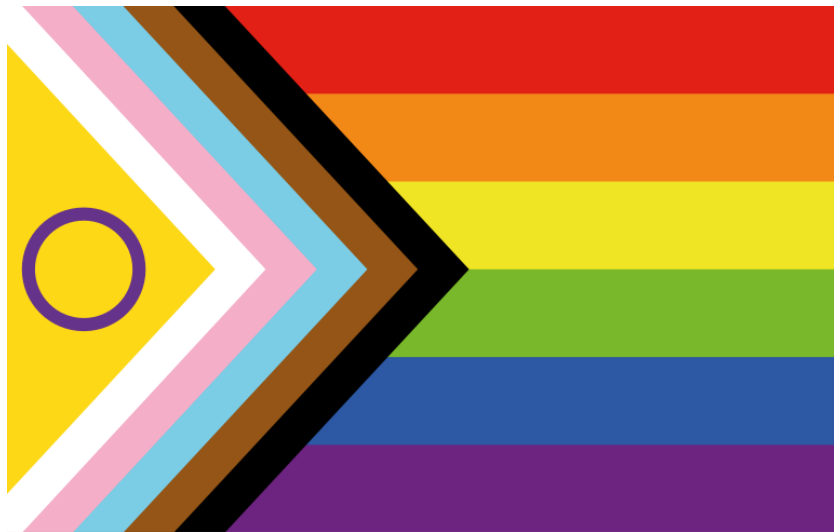
Senior Manager, Lillian H. Smith/Yorkville/Northern District Area and
2SLGBTQ+ Services Committee Chair

September 29, 2025

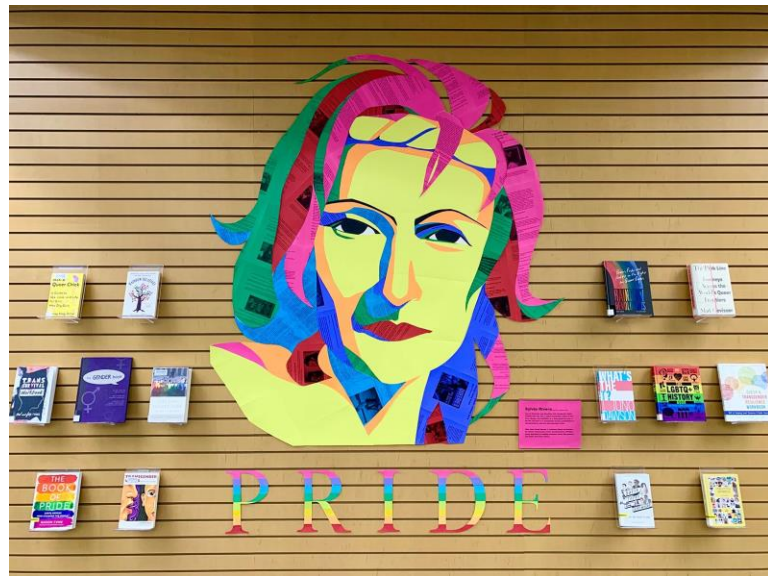
Queer and Trans People Belong @ TPL



Rainbow Presence



The Pride Collection and 2SLGBTQ+ Material Visibility



1,127+

customers

67 in-person
programs



3

outreach events

314+ people
engaged



6,924

Pride Celebration
webpage visits



1,777

Dial-A-Story
listeners



2SLGBTQ+ Programs



- Center 2SLGBTQ+ experiences and worldviews
- Build togetherness
- Promote culturally safe and respect dialogue between customers
- Increase awareness of 2SLGBTQ+ issues
- Promote 2SLGBTQ+ authors and artists

Technology

primary outcomes

35% reported the library gave them access to technology they would not otherwise have had

..... **57%** among Indigenous persons

..... **51%** among gender minorities

..... **49%** among persons with disabilities

75% reported increased digital comfort as a result of using library technology service(s)

..... **87%** among gender minorities

..... **83%** among sexual minorities

..... **82%** among newcomers

secondary outcomes

41% reported increased community or social engagement as a result of using library technology service(s)

..... **59%** among gender minorities

..... **56%** among newcomers

..... **53%** among sexual minorities

20% reported using technology service(s) to access online government resources

..... **37%** among Indigenous persons

..... **36%** among gender minorities

..... **33%** among low-income households



impact of technology services in Ontario public libraries: Bridge 2023/2024 Report

toronto public library results

key highlights

- TPL customers continue to rely on technology services, with more than a third of respondents noting they used technology they would not otherwise have access to.
- In particular, those using TPL for internet access were much more likely not to have access at home (59%) compared to the general population (29%).
- TPL technology is used by 48% of customers to establish and maintain social connections.
- The results show that TPL technology has a significant impact on helping people succeed in advancing their education and career development.
- The data demonstrates the vital role TPL plays in bridging the digital divide in Toronto, particularly for Indigenous persons, low-income households, newcomers and 2SLGBTQ+ customers.

tpl • toronto
public library

tpl.ca/impact

Staff Support



Thank you!

Questions?

