

# 2SLGBTQ+ Services

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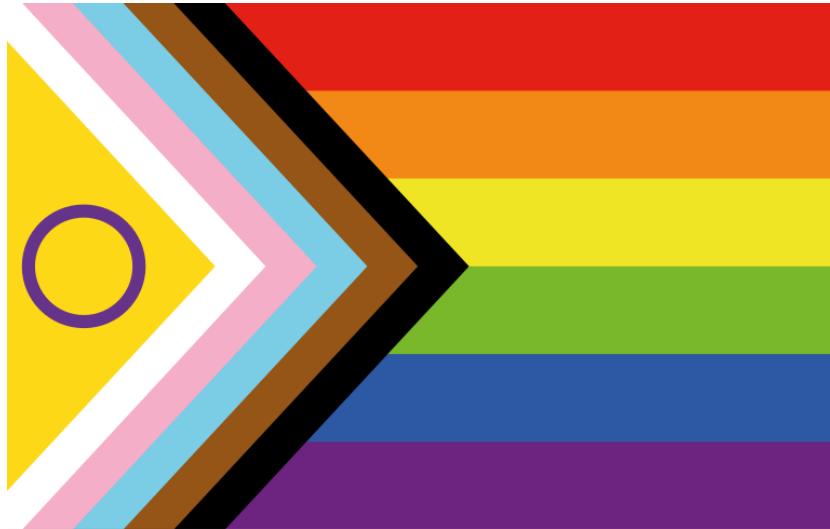
Senior Manager, Lillian H. Smith/Yorkville/Northern District Area and  
2SLGBTQ+ Services Committee Chair

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# 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



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

## toronto public library results

### key highlights

- TPL staffers continue to rely on technology services, with more than a third of respondents noting they used technology to help them do their job more effectively.
- In particular, users using TPL for internet access were much more likely to report having access to a computer (70%) compared to the general population (27%).
- TPL technology is used by 47% 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, finding employment, and improving their health.
- The data demonstrates the vital role TPL plays in addressing the digital divide in Toronto, particularly for Indigenous persons, low-income households, newcomers and 2SLGBTQ+ customers.

**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

# Staff Support



# Thank you!

## Questions?

