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STAFF REPORT INFORMATION ONLY

Reimagining tpl.ca (the Digital Experience Platform Project) - Update

Date: January 26, 2026

To: Toronto Public Library Board

From: City Librarian

SUMMARY

The purpose of this report is to provide an update on the launch of the reimaged tpl.ca web site delivered within the Digital Experience Platform Project (DXP Project).

The DXP Project is part of TPL's 2025-2029 Digital Strategy. The purpose of the project is to replace TPL's current web site and catalogue with an improved digital experience platform via a cloud solution that provides new functionality and creates operational efficiencies.

FINANCIAL IMPACT

This report has no financial impact beyond what has been approved in the current year's budget.

The Director, Finance & Chief Financial Officer has reviewed this financial impact statement and agrees with it.

ALIGNMENT WITH STRATEGIC PLAN

The implementation of the new digital experience platform aligns with the strategic plan priority of awareness and availability and goals including:

- Torontonians are aware of what we offer
- Torontonians can conveniently access library collections and programs where, when and how they want to.

EQUITY IMPACT STATEMENT

The new digital experience platform broadens access and drives inclusion for all by providing effective digital access online, via a mobile app, and by increasing online access to library materials, programs, services, and information about the Library. In particular, the new platform will help TPL meet AODA standards for its website and mobile app as well as provide navigation and improved presentation options in multiple languages.

DECISION HISTORY

At its April 22 2025 meeting, the Library Board approved the [2025-2029 Digital Strategy](#).

At its June 24 2024 meeting, the Library Board approved the [Digital Experience Platform – Award of Contract](#).

ISSUE BACKGROUND

The DXP Project is part of TPL's 2025-2029 Digital Strategy roadmap and modernization goals. The purpose of the project is to replace TPL's current web discovery solution with an improved digital experience platform via a cloud solution that provides new functionality and creates operational efficiencies.

In 2009, TPL implemented a modular discovery layer called Endeca providing a streamlined search experience for customers to access TPL collections and online resources and information. This custom solution is the foundation of TPL's current web presence and has served TPL's customers well for many years. However, the current architecture is lacking features available in modern library digital experience platforms which will be challenging to develop and implement within the current platform. It has been almost five years since a new release of Endeca, and no further development or enhancements are expected. Therefore, with the existing technology reaching end-of-life, it is necessary to replace TPL's current solution.

Also, because the Library employs several technologies to deliver its current DXP – many of which are also outdated or end-of-life – the operation and management of TPL's online presence has led to high maintenance and support costs, increased potential of cyber risk, gaps in automation, disjointed workflows, and challenges with the effective improvement of the customer experience.

The replacement of TPL's DXP offers the Library an opportunity to introduce new functionality, which many of its customers have come to expect as part of their online experiences. These include more personalized interactions, intuitive navigation, and mobile access to collections, services, programming and customer accounts.

COMMENTS

Based in Toronto, BiblioCommons is a North American leading online library customer engagement and discovery layer provider used by over 500 public libraries around the world, many of which are large urban library systems.

The BiblioCommons DXP suite of products are purpose-built for libraries and will provide TPL opportunities to offer a consistent, modern and seamless customer experience while optimizing business processes and improving content management, service delivery and promotion capabilities.

Examples of enhancements to the online customer experience include improved search results from the catalogue, one click check out of digital resources hosted with Overdrive, and integrated event registration. The customer preview started on January 6, 2026, and the new digital experience platform officially launched on January 19, 2026.

BiblioCommons' cloud-hosted service model addresses challenges related to the risk of aging infrastructure, high maintenance expense and the cost of operating multiple platforms. A migration to a BiblioCommons hosted service will also result in operational efficiencies enabling more staffing capacity to address other opportunities within the Digital Strategy.

In addition to migration of TPL's website and associated online services, the implementation includes the adoption of a mobile app, launching January 26, 2026, as a much-requested net new service offering for TPL customers. The Android and Apple iOS mobile app will provide customers with a direct connection to TPL's catalogue, account information, events, and other services.

CONCLUSION

Services offered by BiblioCommons align with TPL's strategic plan and Digital Strategy by enhancing the Library's digital library services, improving customer engagement, and streamlining manual operations.

By leveraging BiblioCommons' intuitive platform and expertise, TPL is ensuring that its resources for loan and program registration are accessible online, via an app for the community as expected, and on a reliable stable platform.

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SIGNATURE

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