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STAFF REPORT ACTION REQUIRED

Enterprise Learning Management System – Award of Contract

Date: February 23, 2026

To: Toronto Public Library Board

From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval to award a non-competitive contract to Cornerstone OnDemand Inc. for an enterprise learning management system (LMS) inclusive of software licensing, learning content, monthly hosting, ongoing enhancements, and technical support. The contract term is for a period of two years, from March 15, 2026, to March 14, 2028, at a total value of \$545,175, excluding Harmonized Sales Tax (HST).

Toronto Public Library (TPL) relies on Cornerstone's cloud-based LMS as the central platform for mandatory corporate training (e.g. cybersecurity, AODA, health & safety, etc.), professional development, programming, and tracking staff learning history. Awarding the contract ensures continuity of critical services that underpin the Connected Workplace and Digital Strategy priorities and avoids operational, financial, and service risks associated with an LMS transition during active modernization initiatives.

This award is being made in accordance with TPL's Procurement Policy, Section 6 Non-Competitive Solicitations, which allows for the provision of additional deliverables from an existing vendor or supplier to be incorporated into a new agreement when a change in vendor or supplier cannot be made without significant economic or technical impacts to the Library.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approve a non-competitive procurement contract with Cornerstone OnDemand Inc. for enterprise LMS licensing, hosting, technical support and enhancements for a two-year term from March 15, 2026, to March 14, 2028, at a value of \$545,175 (excluding HST).

FINANCIAL IMPACT

The total value of the contract with Cornerstone OnDemand for enterprise LMS licensing, hosting, technical support and enhancements for the period March 15, 2026, to March 14, 2028, is \$545,175, excluding HST. The anticipated annual operating costs are shown in the following table.

Description	Total (excluding HST)
Year 1 - March 15, 2026 – March 14, 2027	\$267,243
Year 2 - March 15, 2027 – March 14, 2028	\$277,932
Total	\$545,175

Funding for the 2026 subscription is included in the approved 2026 Operating Budget. Funding for subsequent years will be submitted as part of future Operating Budget requests.

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

ALIGNMENT WITH STRATEGIC PLAN

The Cornerstone LMS directly supports the Toronto Public Library's 2025–2029 Strategic Plan by enabling staff with the tools, training, and support needed to deliver high quality, community focused services. Extending the LMS contributes to these priorities by sustaining a modern platform for continuous learning and professional development.

This contract supports key Strategic Plan priorities, including:

- **Learning & Growth (Priority 3):** Expanding access to skills development and supporting staff in building digital literacy, service excellence, and professional capabilities.
- **Awareness & Availability (Priority 4):** Equipping staff with the knowledge and confidence to deliver high quality, personalized service and act as ambassadors for library programs and resources.
- **Focus on Staff:** Ensuring employees have the tools, learning opportunities, and supports necessary to deliver on organizational priorities across all neighbourhoods.
- **Technology & Digital Inclusion:** Maintaining a modern digital platform for staff learning, helping the organization remain adaptable to technological change and service expectations.

EQUITY IMPACT STATEMENT

The licensing agreement for the LMS supports equitable access to staff learning across TPL. The LMS provides a centralized, accessible platform that ensures all employees—regardless of their branch, employment status, schedule, or role—can participate in mandatory training, onboarding, and professional development opportunities.

The platform enables the delivery of equity, inclusion and human rights training in compliance with provincial legislation and TPL policy. The platform also enables AODA-compliant content and ensures that training materials are accessible to staff with diverse needs. By supporting consistent access to learning resources for

part-time staff, pages, temporary workers, and equity-deserving groups, the LMS helps reduce barriers related to geography, technology, and scheduling.

This contract strengthens TPL's commitment to fostering an inclusive, supportive workplace where all staff have the opportunity to build skills, achieve compliance requirements, and contribute meaningfully to public service.

ISSUE BACKGROUND

TPL relies on the Cornerstone OnDemand LMS as its enterprise platform for delivering and tracking mandatory corporate training, onboarding programs, and professional development for all staff. The LMS supports key organizational requirements such as cybersecurity training, AODA and accessibility compliance, health and safety instruction, and role-specific learning pathways. The platform is used by more than 2,500 employees annually and is integrated into TPL's staff lifecycle processes, ensuring consistent delivery of training across more than 100 branches.

Cornerstone's cloud-based environment provides secure, scalable, and readily available service that aligns with TPL's Digital Strategy and HR modernization efforts. Transitioning to a new LMS at this time would introduce substantial risk and disruption related to data migration, staff retraining, business process redesign, and reintegration with HR systems. Maintaining the current platform during this period ensures continuity of learning delivery and compliance tracking while supporting organizational stability.

The original contract with Cornerstone OnDemand Inc. was awarded by leveraging an agreement through the City of Toronto for the supply, delivery, implementation and support of an Enterprise eLearning Initiative under the City Librarian's authority and in accordance with TPL Purchasing Policy section 4.6 – Procurement of same goods and services as another public body. The original contract term was five (5) years from March 15, 2019, to March 14, 2024, at a contract value of \$504,652.

At the conclusion of the initial five-year term a non-competitive procurement under the City Librarian's authority and in accordance with TPL Purchasing Policy section 6 – Non-Competitive Solicitations, was issued for two years from March 2024 to March 2026 at a value of \$345,489 that allowed TPL to continue to leverage

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this critical service to support mandatory corporate training, onboarding programs, and professional development for all staff.

COMMENTS

Given these dependencies and the importance of continuity in supporting staff capability and compliance, TPL is recommending to continue to leverage Cornerstone OnDemand Inc. for a two-year period while it undertakes a broader evaluation of market-leading learning management solutions. During this period, TPL will assess emerging LMS capabilities, evolving sector standards, and opportunities for improved integration, accessibility, analytics, and user experience.

In parallel, the City of Toronto is expected to complete its own corporate market review of learning systems in 2026. The results of that analysis will inform TPL's future LMS roadmap, including whether shared technology alignment, joint procurement, or coordinated vendor strategies may be advantageous.

This two-year contract provides operational stability for staff training while positioning TPL to make an evidence-based, forward-looking decision on the enterprise learning platform that will best support its long-term strategic, workforce, and modernization goals.

The award of this contract is being made in accordance with TPL Purchasing Policy section 6 – Non-Competitive Solicitations. A non-competitive procurement is required as a change cannot be made for economic or technical reasons without causing significant inconvenience prior to the expiration of the current contract. Executing a new contract will ensure uninterrupted access of the LMS and associated online content libraries, maintaining continuity of services for TPL staff.

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SIGNATURE

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