



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 reimagined [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.

CONTACT

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Steve Till-Rogers, Director, Digital Strategy & Chief Information Officer, Tel: 437-228-1211;
Email: stillrogers@tpl.ca

SIGNATURE

Moe Hosseini-Ara
City Librarian



reimagining [tpl.ca](https://www.tpl.ca) DXP program update

Lisa Radha Vohra
Director, Collections & Membership Services

Steve Till-Rogers
Director, Digital Strategy & CIO

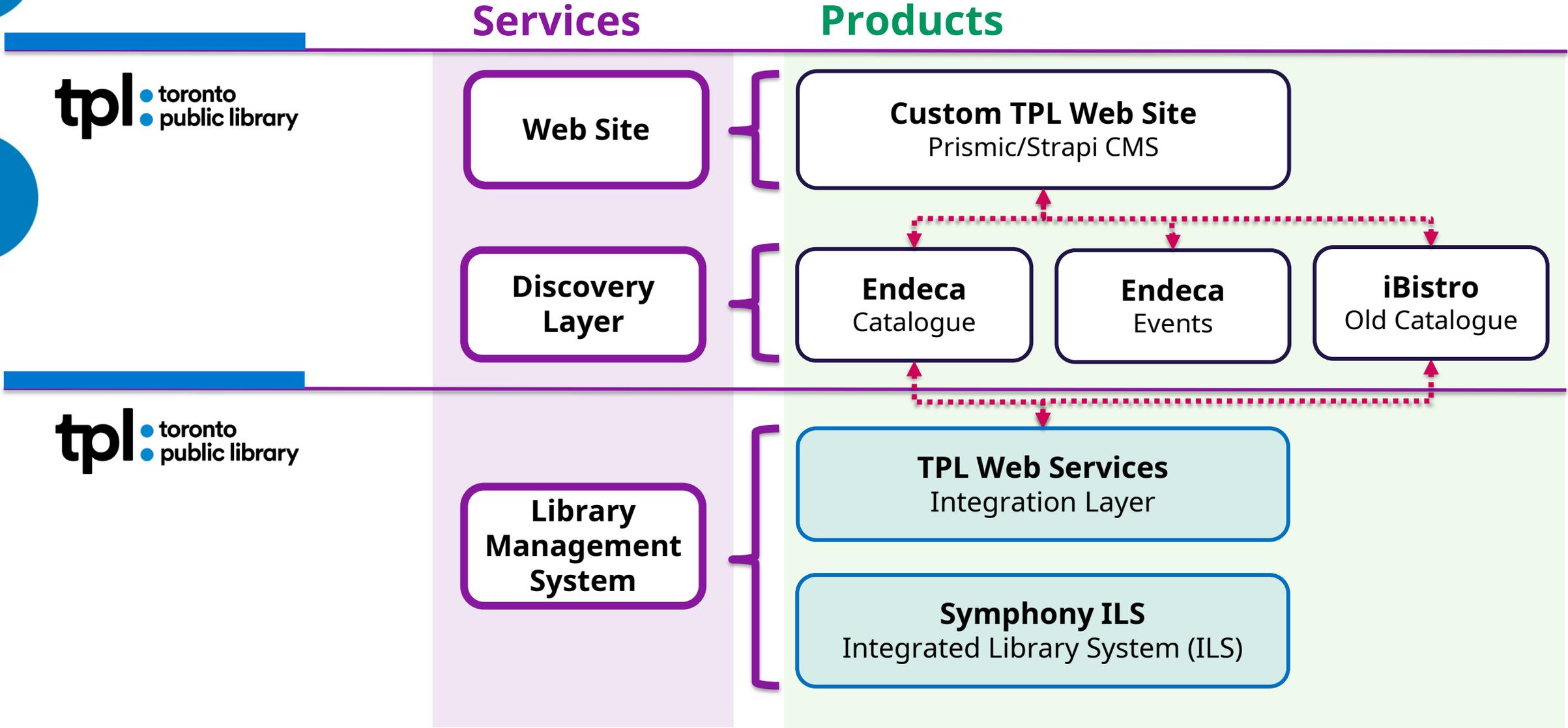
Management Council
January 27, 2026

where are we at?

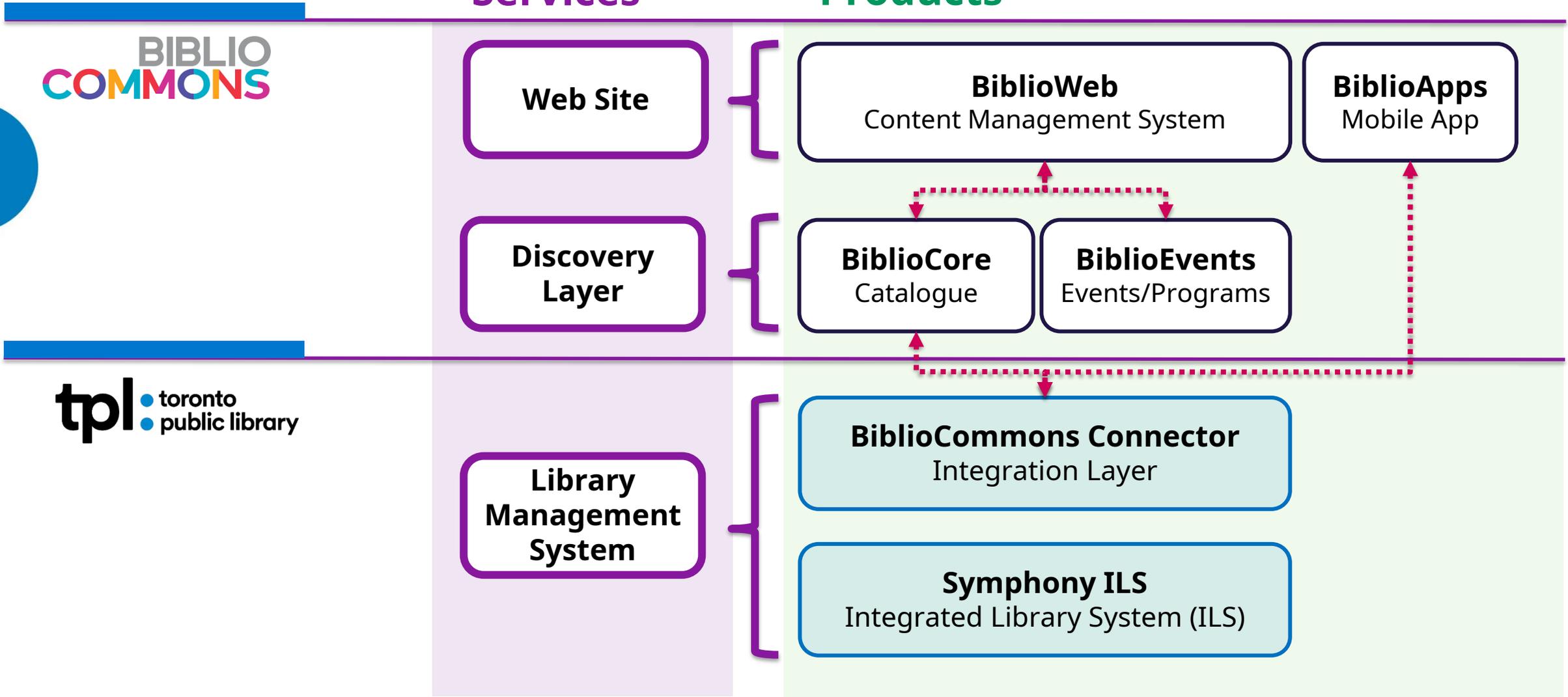


- ✓ Nov 1 Staff preview
- ✓ Jan 6 Customer preview
- ✓ Jan 19 Website/Catalogue/Program Registration Launch
- ✓ App Launch

Former Digital Experience Platform



Current Digital Experience Platform



November – January Preview and 2026 Launch



- Staff preview started in November
- Customer preview was available from January 6 – 18th
- Full site went live on January 19, and the Library launched the new TPL app

- get familiar with the new site; identify quality control issues or unexpected behaviours
- browse programs, search the catalogue, experience the features of the new site



- + Tutorial videos
 - + AMAs
 - + FAQs
 - + branch experience package
- and more!

Additional training and learning supports

for staff who manage and enter programs and events
and provide customer support

Get the most from your online experience

Explore your new online account and discover helpful features along the way.

[Learn more](#)

welcome to our new site

Featured



Keep your resolutions with free online courses



Find trusted resources to make informed health decisions



Unleash your creativity at a Digital Innovation Hub

Try new tech, spark your creativity and bring your ideas to life in a welcoming space for makers and dreamers alike.



Discover our Winnie-the-Pooh exhibit



Learn a new language with Mango



Drop in to a Youth Hub



Borrow a musical instrument



Book a virtual interview room

New releases

For adults For teens For kids



Keyword search: **andré alexis**

Save search

Broaden search

Search other resources

Available at

Sort by: Relevance

1 to 20 of 61 results

Format

Books

Book (38)

eBook (11)

Audiobooks

eAudiobook (10)

Movies & TV

DVD (7)

Streaming Video (1)

Music & Sound

Streaming Music (7)

Music CD (2)

Accessible Formats

DAISY (4)

New at the library

Titles I can...

Content

Audience

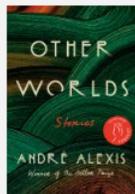
Form/Genre

Topic

Regions

Author

Languages



Other Worlds

Stories

by Alexis, André

★★★★★ (1 community rating)

Book, 2025

Available [View location availability](#)

Place hold

For Later

eAudiobook, 2025

All copies in use
Holds: 91 on 18 copies

Place hold

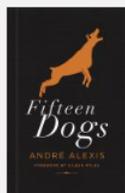
For Later

eBook, 2025

All copies in use
Holds: 104 on 25 copies

Place hold

For Later



Fifteen Dogs

An Apologue

by Alexis, André

★★★★☆ (626 community ratings)

eBook, 2015

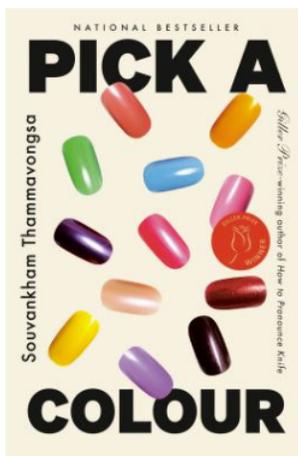
First edition.
Available

Book, 2015

Available [View location availability](#)

eAudiobook, 2015

Search results



Pick a Colour

Thammavongsa, Souvankham, 1978-

★★★★☆ (65 community ratings) ☆☆☆☆☆ Rate this

Book, 2025

eBook

eAudiobook

All copies in use

All copies in use

"From Giller Prize and O. Henry Award winner Souvankham Thammavongsa comes a revelatory novel about loneliness, love, labour, and class, an intimate and sharply written book following a nail salon owner as she toils away for the privileged clients who don't even know her true name. Ning is a retired boxer, but to the customers who visit her nail salon, she is just

[Read more](#)

Available for checkout at select locations

298 copies 8 available
1042 on hold

Availability by location

Place hold

For Later

Home

Programs

Storytime, computer classes, author events and more

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Find programs for all audiences

[All Audiences](#) | [Adults](#) | [Older Adults](#) | [Younger Adults](#) | [Teens](#) | [School-Age Children](#) | [Pre-School Children](#) | [Online](#)

Need help accessing online programs? Check out our [Online Programs Help Guide](#).

Upcoming programs

- NOV 16** Chart a Course! A Merrill Collection Exhibit
Nov 16th - Feb 1st | All day
[LibriArts Series](#)
- DEC 14** 100 Years of Winnie-the-Pooh: Celebrating Bears In...
Dec 14th - Mar 1st | All day
[LibriArts Series](#)
- JAN 2** Artists of Tomorrow
Jan 2nd - Jan 31st | All day
[North York Central Library](#)

[View more events >](#)

Featured



Family Time

Saturday, February 28, 2026

10:30am-11:30am

Albert Campbell

[Ready for Reading Storytimes](#) | [Reading Programs & Storytimes](#) | [Preschool Children \(0-5\)](#) | [English](#)

Join us for stories, songs, rhymes and activities in this program for children ages 5 and under and their parents or caregivers.

Family Time runs from 10:30 AM to 11:00 AM. Children, parents and caregivers are invited to Stay and Play, from 11:00 AM to 11:30 AM.

This event is also offered on

- FEB 28** Saturday, February 28 10:30am-11:30am
Albert Campbell
- MAR 7** Saturday, March 07 10:30am-11:30am
Albert Campbell
- MAR 14** Saturday, March 14 10:30am-11:30am
Albert Campbell

[View all upcoming events \(10\) >](#)

programs

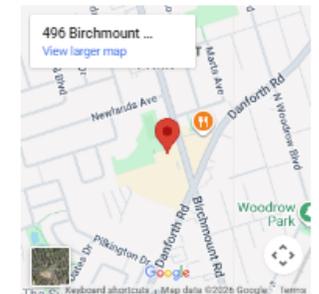


Location

Albert Campbell

Auditorium

Open from 9:00am-5:00pm on the day of the event



496 Birchmount Road
Toronto, ON M1K 1N8

[Get directions >](#)

Contact

Albert Campbell Library

2:50 📶 100

tpl: 🔔 📧 ⚙️

Hello LibraryLists

Overdue 📅 0 Due soon 📅 0

Ready 📖 0 Fees due 💰 0.00

Staff lists

GENERAL RECOMMENDATIO...

Salon Series - Spring 2026 Reading List

Events

GENERAL

Little J

🏠 Home 📖 My Borrowing 🔍 Search 📖 My Shelves 📍 Locations

Checked Out 1 >

📅 Due later 1 >
Next due on Feb 3

On Hold 19 >

✓ Ready 6 >

⊖ Not ready 2 >

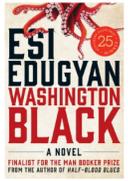
⏸ Paused 11 >

Borrowing History >

2:51 📶 100

< **Washington Black**

1 to 1 of 1 results 🔍 Refine (1)



Washington Black
Edugyan, Esi

★★★★☆

📖 Book, 2018 ⋮

Available

+ eAudiobook, 2018 ⋮

Available

📱 eBook, 2018 ⋮

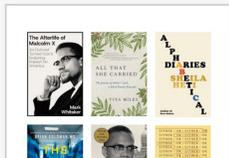
Available

+ DAISY, 2022 ⋮

All copies in use

🏠 Home 📖 My Borrowing 🔍 Search 📖 My Shelves 📍 Locations

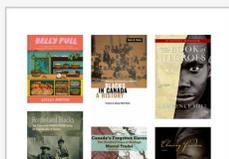
Staff lists from TPL and other libraries



GENERAL RECOMMENDATIONS

Salon Series - Spring 2026 Reading List

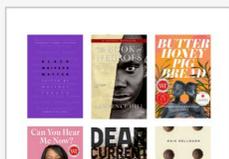
tpl: [TPLPicks_Adults](#)
Toronto Public Library



GENERAL RECOMMENDATIONS

Legacies of the Transatlantic Slave Trade in Canada - Books for Adults and Youth

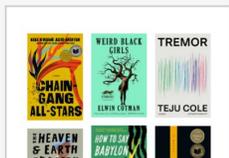
tpl: [TPLPicks_Adults](#)
Toronto Public Library



GENERAL RECOMMENDATIONS

Black Canadian Authors

tpl: [TPLPicks_Adults](#)
Toronto Public Library



GENERAL RECOMMENDATIONS

Book Club Sets to Go - Books by Black Authors

tpl: [TPLPicks_Adults](#)
Toronto Public Library

2:52



My Shelves

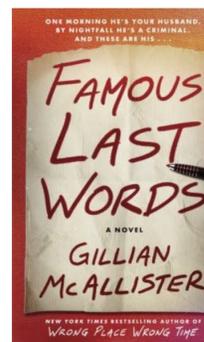
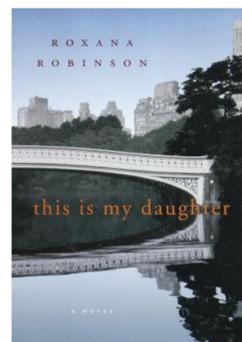


Completed 152 >

In Progress 0 >

For Later 19 >

Available from your For Later shelf



Home



My Borrowing



Search



My Shelves



Locations

2:52



Locations

101 locations

Filter

A-Z

DISTANCE



Toronto Reference Library

789 Yonge Street

Closed until 9:00AM tomorrow



Agincourt

155 Bonis Ave

Closed until 9:00AM tomorrow



Albert Campbell

496 Birchmount Road

Closed until 9:00AM tomorrow



Albion

1515 Albion Road

Closed until 9:00AM tomorrow



Alderwood



Home



My Borrowing



Search



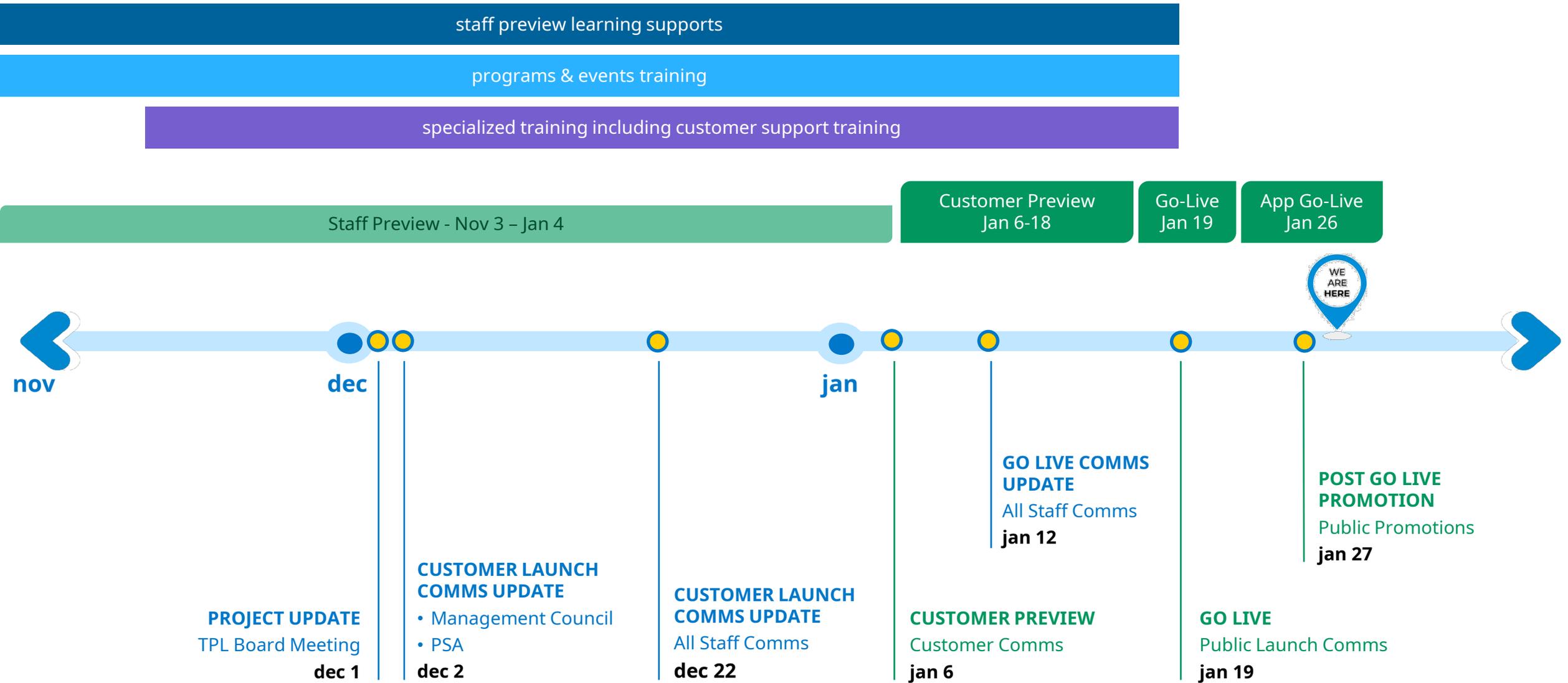
My Shelves



Locations

app

project and communication timelines





thank you
questions?