



## STAFF REPORT INFORMATION ONLY

### 2025 Strategic Plan Progress Annual Report

**Date:** April 20, 2026  
**To:** Toronto Public Library Board  
**From:** City Librarian

#### SUMMARY

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This report provides an update on the progress of the 2025–2029 Strategic Plan. It presents the results from the 2025 Strategic Plan Measurement Framework and the 2025 Equity Statement Goals, along with service-level statistics. Together, these results provide an overview of how TPL is advancing its strategic goals and serving the community. The report also outlines the 2026 Strategic Action Plan, which sets out the key initiatives for the coming year to advance the workstreams identified in the Strategic Plan Implementation Roadmap.

Progress is measured using a streamlined, outcome-focused framework that translates the Plan’s four priorities into 16 specific objectives, each with a specific outcome metric.

The 2025 results reflect a library system that is increasingly responsive to the diverse needs of the communities it serves, while advancing key City of Toronto priorities. Strong progress was made in the first year of the plan, with early results showing positive trends and momentum toward achieving the strategic goals.

Service-level statistics for 2025 also demonstrate growth, driven by increased availability of branch and digital services, achieved in good measure by extended open hours. Measures of service quality such as customer satisfaction have remained strong, with TPL's 2025 annual Customer Satisfaction Survey showing that 91% of customers are satisfied with library services, 91% are happy with staff helpfulness, and 85% are satisfied with digital and online services. These results are consistent with the 2024 survey, indicating steady, high satisfaction levels.

TPL's 2026 Action Plan will build on this momentum, ensuring the Library stays responsive to the evolving needs of Toronto's communities. In addition to achieving outcomes for Torontonians, TPL will remain focused on delivering long-term positive impacts for the organization, the city, and the global community. The success of these efforts will be evaluated at the end of the five-year plan.

## **FINANCIAL IMPACT**

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This report has no financial impact beyond what has already 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**

TPL's Strategic Plan outlines TPL's priorities, defines what success looks like, and provides examples of how these goals will be achieved. The Strategic Plan Implementation Roadmap outlines how TPL will achieve its strategic objectives and outcomes, and an annual action plan will be developed each year.

The Strategic Plan Measurement Framework and service-level statistics track progress towards the Plan's outcomes and are reported to the Board annually. By measuring performance, TPL can make data-informed decisions, adjust to shifts in the service environment as needed, and ensure accountability and transparency to Torontonians.

## EQUITY IMPACT STATEMENT

TPL's Strategic Plan includes a commitment to helping level the playing field for all Torontonians, with a particular focus on equity-deserving groups and vulnerable populations. The Plan integrates a focus on equity in everything TPL does to understand and break down barriers to access and increase inclusion. This ensures that everyone who wants to use the Library feels welcome and represented in its spaces, is able to access services, and can benefit from the outcomes TPL is working towards.

TPL's Strategic Plan Measurement Framework and service-level statistics track progress towards these outcomes and the equity goals identified in [TPL's Equity Statement](#).

## DECISION HISTORY

At its meeting on April 22, 2025, the Board received the [2025-2029 Strategic Plan Implementation and Measurement Framework and 2020-2024 Strategic Plan Results](#) that provided an overview of how TPL plans to achieve the outcomes of its Strategic Plan over the five years.

## BACKGROUND

TPL is measuring progress on its 2025-2029 Strategic Plan using a streamlined, outcome-focused Measurement Framework. This framework translates the Plan's four priorities into 16 specific objectives, each with a specific outcome metric. Each priority includes one strategic objective focused on the supports needed for staff to achieve that priority and drive overall success. In addition to the outcomes TPL is striving to achieve for Torontonians, the Library is also working towards longer-term impacts for the organization, the city, and the global community.

### Key Data Sources

Several data sources are used to measure the success of the Strategic Plan and ensure continuous improvement:

- **Customer Satisfaction Annual Survey:** Open to all TPL customers, this survey provides key insights into progress the Library is achieving, as well as areas for improvement, including aspects related to the Strategic Plan.

- **Library Service Use and Awareness Pulse Survey:** Introduced in October 2025 to establish baseline data, this survey, conducted by Forum Research Inc., tracks progress on the strategic objective of increasing awareness and service use among current library users. It uses a statistically valid random sample that reflects the target population based on 2021 census data. The survey will be repeated in 2027 and 2029, at the end of the Strategic Plan period.
- **Program Participant Feedback Surveys:** These surveys collect customer feedback on both in-person and virtual programs, helping refine offerings, measure program outcomes, and track progress on Strategic Plan initiatives.
- **Strategic Plan Progress & Impact Annual Staff Survey:** Launched in January 2026 and open to all TPL staff, this survey is a key tool for measuring the effectiveness of staff initiatives outlined in the Strategic Plan and establishing a baseline for progress.
- **Service-level Statistics:** TPL's service-level statistics serve as overall measures linked to TPL's Strategic Plan, reflecting progress toward the Library's long-term goals. They provide an overview of TPL's 2025 public service statistics, trends, and comparisons across five main areas: circulation, visits, programs, use of technology in branches, and library membership.

2025 served as a transition year, focused on establishing baseline metrics, evaluation tools, and processes. While some metrics have already been collected, others are still in development and will be fully implemented in future years.

## COMMENTS

The 2025 results reflect a library system that is increasingly responsive to the diverse needs of the communities it serves, while advancing key City of Toronto priorities. Strong progress was made in the first year of the plan, with early results showing positive trends and momentum toward achieving the strategic goals.

Service-level statistics for 2025 also demonstrate growth, driven by increased availability of branch and digital services, achieved in good measure by extended open hours. Measures of service quality such as customer satisfaction have remained strong, with TPL's 2025 annual Customer Satisfaction Survey showing that 91% of customers are satisfied with library services, 91% are happy with staff

helpfulness, and 85% are satisfied with digital and online services. These results are consistent with the 2024 survey, indicating steady, high satisfaction levels.

In addition, the Library Service Use and Awareness Pulse Survey conducted by Forum Research Inc. found that the library holds meaningful personal significance for many users, with 70% of customers saying it is very or extremely important to them.

## **2025 Strategic Plan Measurement Framework Results**

Toronto is facing a range of challenges, from social isolation and misinformation to rapid technological changes like AI, threats to democratic values, a shortage of public spaces, pandemic-related learning losses, and rising living costs. These issues impact residents' well-being, success, and sense of community. TPL's 2025-2029 Strategic Plan is focused on addressing these challenges, and also on creating opportunities. By bringing people together, supporting civic engagement, creating welcoming spaces, improving literacy and skills, and expanding services to more neighbourhoods, TPL is helping to build a more inclusive Toronto where everyone can adapt, connect and thrive.

In the first year of the Strategic Plan, results show strong progress, with early outcomes highlighting positive trends and momentum toward achieving the strategic goals. A key enabler of progress for the Strategic Plan is the Toronto Public Library Foundation, whose funding plays a crucial role in advancing and accelerating these outcomes. TPL's Digital Strategy is also essential, ensuring staff and customers have access to the technology and tools they need to succeed. Key highlights from year one are outlined below. More detail about these and additional initiatives are available in the full progress report in Attachment 1.

### **Social Connection, Civic Engagement and Democracy**

Efforts to increase opportunities for social connection and community across Toronto support the outcome metric of the percentage of participants who report feeling a strong sense of social connection. While this metric will be measured in future years, TPL initiated or moved forward several initiatives that advance this outcome.

- Majority of the funding for an \$8.56M initiative to increase social connection and belonging for seniors has been secured through Waltons Trust and the TPL Foundation. This initiative will support the Social Connection, Civic Engagement and Democracy and the Awareness and Availability priorities by introducing a new public library Social Prescription service model,

enhancing programming at library branches, and extending outreach to Naturally Occurring Retirement Communities (NORCs), including Toronto Community Housing sites. It is made possible by a historic \$7 million investment over five years from the Waltons Trust, the largest gift ever received by the TPL Foundation as well as the largest ever made to a public library in Canada.

### **Shared Community Spaces**

The Net Promoter Score (NPS) for library spaces is a new measure included in the annual Customer Satisfaction Survey, and serves as a baseline measure of customer satisfaction by the likelihood of users to recommend TPL spaces. TPL's very positive score of 68 in 2025 reflects the success of the Library's ongoing efforts to improve its spaces and accessibility, ensuring they meet the diverse needs of the Toronto community.

- TPL made significant progress in improving its spaces and accessibility, completing 39 projects as part of its capital program to address the State of Good Repair (SOGR) backlog and invest in critical infrastructure. This total includes minor renovations at 16 branches, such as upgraded lighting, new study spaces and furniture, and the addition of water fountains. These improvements support TPL's strategic goal of creating welcoming, collaborative spaces across the city.
- TPL also launched its second 2025–2029 Multi-Year Accessibility Plan (MYAP), progressing with its long-term roadmap for improved accessibility. Key initiatives included accessibility upgrades in 14 SOGR and Capital Projects, and progress on system-wide inclusive washroom accessibility, including signage design, completed inventories and ongoing fabrication and installation of signs.

According to the Strategic Plan Progress & Impact Annual Staff Survey, 73% of staff respondents reported increased confidence in their skills and knowledge to provide welcoming spaces. These results can be attributed to new and expanded learning pathways including those focused on safe and welcoming spaces and equity and inclusion.

- TPL launched the Safe and Welcoming Spaces Learning Pathway, featuring a new Trauma-Informed Practices workshop. A total of 2,705 sessions were completed through the pathway, with 931 focused on the Trauma-Informed Practices workshop. The rollout of the Human Rights and Workplace

Harassment 101 e-learning module continued as part of the Equity & Inclusion Learning Pathway, with 90% of staff completing the module.

## **Learning and Growth**

Efforts to increase literacy rates among children and youth across Toronto support the outcome metric of the percentage of participants who report increased confidence in their literacy skills.

- 78% of participants in Leading to Reading reported increased confidence in their literacy skills. The service is now offered at 29 locations with 1,092 volunteers supporting the expanded service. 15,614 one-hour meetings between children and volunteers were held.

84% of participants reported increased confidence in managing their finances, career, wellness, and life skills through TPL programs and services that support their personal and professional goals.

- The Financial Empowerment Service expanded to five branches, offering free, personalized financial counselling and literacy through community agency partners. A total of 1,227 counselling appointments and drop-in sessions were offered, along with 20 programs serving 216 participants. The service unlocked \$2.036M in accessed benefits for customers in 2025.
- TPL launched the Your Health Matters service to provide expert health and wellness information through curated collections and programs. This includes dedicated collection displays at 19 library branches and branded collections on a wide range of health-related topics across the system, with the Adult and Teen titles selected in partnership with Toronto Public Health. TPL also launched the Bridging Minds program series in partnership with Women's College Hospital, delivering 12 programs that engaged 3,959 participants in health and wellness discussions.
- TPL's Social and Crisis Support Services, provided by the Gerstein Crisis Centre, expanded to eight additional branches, bringing the total to 12 locations. This program places crisis workers in library branches to offer short-term counselling, mental health support, healthcare and housing referrals, and wellness programming. In total, 6,323 crisis sessions and 1,121 programs were delivered, reaching 8,586 participants.
- Access to workforce development and entrepreneurship programs was expanded for equity-deserving groups, including newcomers, Black entrepreneurs, and women entrepreneurs. These programs are designed to strengthen job search, career development, and business growth skills. A

total of 187 programs were delivered, engaging 1,774 participants.

88% of participants reported increased confidence in their digital literacy skills, particularly in AI, empowering them to adapt to technological changes and thrive in the modern world.

- As part of TPL's award-winning AI Upskilling Initiative, 57 Google AI Essentials Course Learning Circles were delivered, engaging 1,026 learners across 212 sessions and totalling 3,144 session visits. The Innovator in Residence program offered 35 AI-focused programs, attended by 387 participants. Additionally, 23 "What is Artificial Intelligence?" staff-led programs were held, with 223 attendees. The inaugural AI Summit was also hosted, with 460 attendees.
- To support effective implementation of TPL's AI Policy, a process was established for assessing AI tools to ensure alignment with the policy principles. Guidelines for Responsible Use of AI for staff were developed, along with a rollout plan and training for Copilot Chat as the approved AI tool for staff use, to ensure staff have the tools and supports they need to use themselves, and support customers with emerging technologies.

### **Awareness and Availability**

The average library user accesses nearly eight distinct library services, based on data from the Library Service Use and Awareness Pulse Survey. This baseline helps guide TPL's focus on maintaining and potentially growing this diversity of use, with an emphasis on increasing access to and awareness of the range of services it offers.

- A key focus in 2025 was preparing for the January 2026 launch of the new library website and mobile app, which will enhance awareness and usage of services through enhanced search and discovery capabilities, staff content management tools, and updated web content.

Expansion of library hours enhanced access to TPL programs, services and spaces and responded to consistent feedback received from residents during Strategic Plan consultations. These extended hours led to a significant increase in use of library services, with 371,990 branch visits on days with expanded hours in 2025.

- Successfully launched expanded Monday to Saturday open hours on July 2 at 18 branches and expanded Sunday hours at all 100 branches on October 19, adding a total of 7,100.5 new open hours, and resulting in all TPL branches being open on Sundays.

- As a result of the expansion of regular library hours on Mondays and the opening of all branches on Sundays, visits on Mondays and Sundays experienced notable annual increases of 12% and 24% respectively.

Based on results from the Strategic Plan Progress & Impact Annual Staff Survey, 72% of staff participants reported increased knowledge about TPL services through staff learning opportunities, enhancing their ability to serve as champions for the library in their communities.

- Additionally, results from the annual Customer Satisfaction Survey show that 92% of customers are satisfied with staff knowledge and 91% are satisfied with staff helpfulness, serving as a strong indicator of the impact of staff development efforts.
- Implementation and communication plans for the Customer Experience initiative are underway, with the evaluation framework currently in development.

## 2025 Equity Statement Results

This report provides an update on the implementation of the seven goals from TPL's [Equity Statement](#), which was approved by the Board in December 2022. The goals are outlined in Attachment 2, along with brief descriptions of the initiatives TPL implemented to support them during the reporting period. The successful completion and advancement of these initiatives demonstrate TPL's strong commitment to ensuring that library customers, partners, staff, and the public can freely and equitably access or deliver library services that meet the evolving needs of Torontonians.

## 2025 Service-level Statistics

The service-level statistics show positive growth compared to the previous year, partially driven by increased availability of branch and digital services, as well as extended open hours. Note that Q1 2024 was still impacted by TPL's recovery from the cybersecurity incident, which led to a temporary reduction in service availability. As a result, the strong upward trend observed in 2025 reflects both this recovery and ongoing demand for library services. Key highlights are outlined below, and more details are available in Attachments 3 and 4.

## Circulation of Materials

TPL is seeing a continued strong and positive increase in the number of materials borrowed, with a significant shift toward the use of digital materials.

- Total circulation increased by 10.9%, reaching 31.2 million transactions in 2025, including 13.3 million physical circulation and 17.9 million electronic circulation, the highest in several years.
- Digital materials now make up more than half of circulation, with electronic circulation accounting for 57.4% of the total in 2025, compared to just 26.3% in 2019.
- TPL became the first library in the world to reach a cumulative total of 90 million digital loans, with the number expected to exceed 100 million by early 2026.

### **Visits to TPL**

Strategic efforts to increase the availability of library services, in particular by expanding open hours, supported growth in in-branch visits. Electronic visits remained strong and consistent.

- TPL saw a total of 46 million visits in 2025, maintaining steady numbers over the past two years.
- Branch visits reached 14.2 million in 2025, a 5.8% increase from the previous year. Visits in early 2024 were impacted by the cybersecurity recovery, so the higher Q1 numbers in 2025 reflect a return to normal.
- Mondays and Sundays experienced notable increases of 12% and 24% respectively, following the expansion of library open hours and the opening of all branches on Sundays. The full impact of Sunday hours, which began in October, will likely be seen in 2026.
- Electronic visits remained steady, with a slight 1.9% increase to 32.1 million from 31.5 million in 2024.

### **In-Person and Virtual Programming**

TPL's expanded in-person offerings and sustained demand for virtual programs drove overall growth in program attendance.

- More than 852,000 participants attended 43,017 in-person and virtual library programs in 2025, a 9.9% increase from 2024.
- The top three in-person program categories with the highest attendance were On Civil Society / Community Building (including conversation and social circles and the Youth Hubs drop-in service), Reading Programs and Storytime and Class Visit (including Ready for Reading programs) / Instruction (including school outreach and daycare visits).
- Virtual program attendance and replays increased by 10.4% by prioritizing popular online topics.

## Use of Technology in Branches

Following the 2024 cybersecurity incident, in-branch public computer usage rebounded and continued to grow in 2025. Wi-Fi usage and demand for Digital Innovation Hub (DIH) services also increased.

- Public computer session hours grew by 26.7% to 1.6 million in 2025.
- Wi-Fi usage saw consistent year-over-year growth across all four quarters, with sessions up 7.7% to 6.4 million in 2025.
- DIH activity expanded considerably, with bookings up 82% and visits up 61%, driven by TPL's strategic initiative to expand services, including the opening of three new DIHs (Fairview, Malvern, and Maria A. Shchuka).

## Library Membership and Use

New registrations remained strong, and targeted retention strategies within broader membership and lifecycle management efforts led to a significant increase in renewals.

- New registrations totalled 225,564 in 2025, slightly lower than 2024 (down 4.1%), but still strong compared to historical trends.
- Membership renewals rose by 15.8% to 568,854, reflecting the success of targeted retention initiatives designed to reengage expired memberships by highlighting the value of a library card.
- Active membership grew by 7.3% to 1,106,079, driven by improved overall retention as a result of these efforts.

## Benchmark Comparisons with Other Public Library Systems

TPL continues to be the biggest and busiest urban public library system in North America.

- In North America, TPL ranks first in total circulation, branch visits and total circulation per capita.
- In Canada, TPL ranks first in total circulation, electronic circulation, branch visits, and electronic visits.

More details are available in Attachment 5.

## 2026 Strategic Action Plan

Building on the strong progress made in 2025, TPL's focus now shifts to the next phase of implementation. The following section outlines the 2026 Strategic Action Plan, which sets clear initiatives for the coming year to advance the priorities identified in the Strategic Plan Implementation Roadmap. Planned initiatives for

2026 include:

### **Social Connection, Civic Engagement & Democracy**

- Develop and deliver a year-long programming and marketing initiative focused on building social connection by offering opportunities for customers to hear from leading thinkers, innovators and change-makers exploring how social connections shape our lives and communities; and participate in workshops, engagement activities, and activations that turn those ideas into practice.
- Develop and communicate clear expectations for staff, standardize promotion strategies, and provide consistent staff training to foster social connections across all TPL programs.
- Initiate the capital project for the TPL Centre for Democracy, including the procurement of a public art piece.

### **Shared Community Spaces**

- Create standards for design of branch renovations and new builds.
- Develop TPL's Sustainable Development Goals (SDG) Commitment Statement.
- Begin implementing of the 2026-2029 Equity & Inclusion Action Plan, while continuing core Equity & Inclusion learning for staff and developing the next phase of the initiative.

### **Learning & Growth**

- Expand Financial Empowerment and Social and Crisis Support Services to more branches.
- Continue developing and implementing the AI upskilling programs and initiatives, and increase access to AI software and technologies.
- Release Responsible Use of AI Guidelines to staff and roll out Copilot Chat along with training and support resources; and develop ongoing operationalization processes for implementation of future AI tools.

### **Awareness & Availability**

- Launch the new library website and mobile app and establish a strategic approach to how content is designed, structured, surfaced, and promoted across TPL's website.
- Expand Monday to Saturday hours at nine branches in July resulting in seven-day service at all library branches. Expand Monday to Saturday hours

at seven branches in November completing the 2024-2026 open hours implementation plan.

- Develop and implement a community librarian service delivery model, enabled by outreach vans to expand service reach.

For the full 2026 Strategic Action Plan and more details on these initiatives, refer to Attachment 6.

## CONCLUSION

As TPL moves into the next year of its Strategic Plan, staff will build on this momentum, ensuring the Library stays responsive to the evolving needs of Toronto's communities. In addition to achieving outcomes for Torontonians, TPL will remain focused on delivering long-term positive impacts for the organization, the city, and the global community. The success of these efforts will be evaluated at the end of the five-year plan.

## CONTACT

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## SIGNATURE

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Moe Hosseini-Ara  
City Librarian

## ATTACHMENTS

Attachment 1: 2025 Strategic Plan Action Plan Results

Attachment 2: 2025 Equity Statement Results

Attachment 3: 2025 Public Service Statistics, Trends and Comparisons Report

- Attachment 4: Branch Summary Statistics: January to December 2025
- Attachment 5: How We Compare 2024: The Canadian and American Library Context
- Attachment 6: 2026 Strategic Plan Action Plan
- Attachment 7: 2025 Strategic Plan Progress Annual Report Presentation

## 2025 Strategic Plan Action Plan Results

This document outlines the results of the 2025 Strategic Action Plan workstreams and projects. Of the 44 workstreams in the Strategic Plan Implementation Roadmap, 24 began or continued in 2025. Two workstreams (C4.1.3 Wayfinding and Physical Branch Experience and S4.4.1 Enterprise Communications), originally planned for 2025, were deferred. However, two workstreams (C2.1.1 Service Delivery Model Vision and Implementation Plan and C4.2.4 Expand Program and Service Access), initially scheduled for later years, started in 2025.

### 1. Social connection, civic engagement and democracy

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>C1.1 Increase opportunities for greater social connection and community building</b>	Percentage of participants who report feeling a strong sense of social connection <i>(Reporting starting 2026)</i>	<b>C1.1.1 Social Connections and Programming</b> Develop and implement approaches for how all TPL programs can build social connections and combat social isolation. Active years: 2025-2028	Pilot programs and tools to integrate engagement opportunities into TPL programs.	<b>Connections Programming Series</b> The comprehensive design for the 2026 series was completed, including key events booked, a preliminary marketing strategy developed, and a successful pilot program delivered.
<b>C1.2 Widen participation in civic dialogue</b>	Percentage of participants who report feeling more motivated to participate in civic activities <i>(Reporting starting 2026)</i>	<b>C1.2.1 Civic Engagement and Democracy Learning Centre</b> Develop and implement a vision and service model for a learning and engagement centre focused on celebrating, practicing and promoting democratic values. Active years: 2025-2028	Develop a vision and service model for a learning and engagement centre focused on celebrating, practicing and promoting democratic values.	<b>Centre for Democracy</b> Completed a feasibility study and Implementation Plan with MASS LBP, a project roadmap and renderings for the TPL Centre for Democracy, and a fundraising approach with TPL Foundation. Filled the Senior Manager, TPL Centre for Democracy position.

## 1. Social connection, civic engagement and democracy

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>C1.2 Widen participation in civic dialogue</b>	Percentage of participants who report feeling more motivated to participate in civic activities <i>(Reporting starting 2026)</i>	<b>C1.2.2 Intellectual Freedom, Civic Engagement and Democracy Programming</b> Develop programs that focus on understanding democratic processes, including targeted programs for children, youth, and newcomers, and identify and promote ways to integrate civic engagement opportunities into programs. Active years: 2025-2029	Develop a new high profile programming series and associated marketing campaign as part of On Civil Society that explores the growing social isolation and tribalism that is happening in our city, and how it impacts civic engagement and Intellectual Freedom.	<b>See C1.1.1 Connections Programming Series</b>

## 2. Shared community spaces

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>C2.1 Accelerate enhancements of existing library spaces</b>	Average score for branches meeting Service Delivery Model criteria <i>(Reporting starting 2027)</i>	<b>C2.1.1 Service Delivery Model Vision and Implementation Plan</b> Develop a vision and implementation plan to meet TPL's Service Delivery Model standards in all neighbourhoods. Active years: 2027	N/A	<b>State of Good Repair (SOGR) Program Data and Reporting</b> 39 projects within TPL's capital program were completed to address the SOGR backlog and invest in critical infrastructure. This includes minor renovations at 16 branches, such as upgraded lighting, new study spaces, furniture, and added water fountains.
<b>C2.2 Create welcoming and collaborative spaces</b>	TPL's overall Net Promoter Score (NPS) is <b>68</b> among library customers who would recommend the library space to others.	<b>C2.2.1 Accessible Public Spaces</b> Develop branch specific plans to coordinate and expedite accessibility enhancements to achieve AODA compliance, as part of the Multi-Year Accessibility Plan. Active years: 2025	Develop branch specific plans to coordinate and expedite accessibility enhancements to achieve AODA compliance, as part of the Multi-Year Accessibility Plan (MYAP).	<b>MYAP</b> The second MYAP has been completed and presented to the Library Board. Developed the MYAP Implementation Framework.  <b>MYAP Physical Asset Renewal Program</b> Developed a business case outlining a 10-year plan to address physical accessibility requirements across all TPL locations. Prepared and submitted system-wide accessibility audit specifications for procurement. In 2025, 14 SOGR and Capital Projects included accessibility improvements.

## 2. Shared community spaces

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>C2.2 Create welcoming and collaborative spaces</b>	TPL's overall Net Promoter Score (NPS) is <b>68</b> among library customers who would recommend the library space to others.	<b>C2.2.1 Accessible Public Spaces</b> Develop branch specific plans to coordinate and expedite accessibility enhancements to achieve AODA compliance, as part of the Multi-Year Accessibility Plan. Active years: 2025	Develop branch specific plans to coordinate and expedite accessibility enhancements to achieve AODA compliance, as part of the Multi-Year Accessibility Plan (MYAP).	<b>Inclusive Washrooms</b> Finalized inclusive washroom signage design, completed a washroom facilities inventory, and began sign fabrication and installation across branches.
<b>C2.3 Strengthen the sustainability and resilience of library spaces in response to climate change</b>	Greenhouse gas reduction and resilient building score <i>(Reporting starting 2026)</i>	<b>C2.3.1 Sustainable Practices and Programming</b> Develop SDG Commitment Statement, promote how the library's services support the SDGs, and identify additional actions the library can take to promote the SDGs including programming and climate change mitigation and resilience. Active years: 2025-2029	Develop TPL's Sustainable Development Goals (SDG) Commitment Statement.	<b>Sustainable Development Goals Commitment Statement</b> The Project Charter has been approved, and the work on the environmental scan and consultation plan is underway.

## 2. Shared community spaces

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>S2.4 Enhance staff capability to provide welcoming spaces</b>	73% of staff participants reported increased confidence in their skills and knowledge to provide welcoming spaces.	<b>S2.4.1 Safe and Welcoming Spaces Plan</b> Provide supports to staff, including implementing Workplace Mental Health and Well-Being Action Plan, Safe and Welcoming Spaces Learning Pathway, Trauma-Informed Practices, Library Safety Specialists, and Public Safety Program. Active years: 2025-2029	Implement the Safe and Welcoming Spaces Learning Pathway, including the Trauma-Informed Practices Workshop, expand Library Safety Specialist roles, and launch the Mental Health Action Plan based on the 2024 Mental Health Staff Survey results.	<b>Safe and Welcoming Spaces Learning Pathway and Supports</b> Launched the Safe and Welcoming Spaces Learning Pathway, which includes a new multi-part Trauma-Informed Practices workshop. 2,705 sessions were completed, including 931 for the Trauma-Informed Practices workshop. Added four Library Safety Specialist (LSS) positions, including a Library Safety Specialist Lead.
				<b>Mental Health Action Plan</b> Launched enhanced Employee Assistance Program (EAP) with Telus Health. Implemented new psychotherapy benefit coverage and extended coverage to additional staff groups. Established ongoing joint union/management discussions on psychological health and safety, and workload management.

**2. Shared community spaces**

Objective	Outcome	Workstream	2025 Goal	2025 Result
<p><b>S2.4 Enhance staff capability to provide welcoming spaces</b></p>	<p><b>73%</b> of staff participants reported increased confidence in their skills and knowledge to provide welcoming spaces.</p>	<p><b>S2.4.2 Equity and Inclusion Learning Pathway</b>            Develop and implement an equity and reconciliation learning pathway to enhance staff understanding of the barriers faced by equity-deserving groups, supporting their ability to create welcoming and inclusive spaces.            Active years: 2025-2027</p>	<p>Continue the rollout of Human Rights and Harassment training and launch the next phase of the Equity and Inclusion Learning Pathway, based on the results of the 2024 focus groups with equity-deserving groups.</p>	<p><b>Equity and Inclusion Learning Pathway</b>            Rollout of the Human Rights and Workplace Harassment 101 e-learning continues as part of the Equity &amp; Inclusion Learning Pathway, with 90% staff completed. Results of equity-deserving focus groups have been communicated to management and staff.</p>

### 3. Learning and growth

Objective	Outcome	Workstream	2025 Goal	2025 Result
<p><b>C3.1 Increase literacy rates among children and youth</b></p>	<p><b>78%</b> of participants reported increased confidence in their literacy skills.</p>	<p><b>C3.1.1 Children and Youth Reading and Literacy Initiatives</b>            Implement initiatives that reignite the passion for reading and propel literacy growth, with a focus on children and youth, including expansion of literacy programs such as Leading to Reading in more neighbourhoods.            Active years: 2025-2029</p>	<p>Expand the Leading to Reading service and After School Clubs to more branches. Use the Universal Design for Learning (UDL) framework to inform design of a new program series for early and emerging readers that fosters early literacy and deep reading skills.</p>	<p><b>Expand Leading to Reading Services</b>            Leading to Reading is now offered at 29 locations with 1,092 volunteers supporting the expanded service. <b>78%</b> of survey respondents (parents, caregivers and volunteers) reported increased confidence in the child’s literacy skills as a result of participating in the program. 15,614 one-hour meetings between children and volunteers were held, with 90% of respondents expressing satisfaction.</p> <p><b>After School Clubs Expansion</b>            A total of 44 branches hosted After School Clubs, including five new branches. From September to December, 559 programs were offered, engaging 8,495 participants.</p> <p><b>Universal Design for Learning Program Pilot</b>            Completed preliminary research to develop a framework for a program series designed to foster literacy learning.</p>

### 3. Learning and growth

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>C3.2 Develop life skills and economic resilience</b>	<b>84%</b> of participants reported increased confidence in managing their finances, career development, wellness and life skills because of participating in related TPL programs and services.	<b>C3.2.1 Financial Literacy Services Expansion</b> Expand financial literacy services that provide essential tools and counselling to access financial support resources. Active years: 2025-2029	Expand the Financial Empowerment service to more branches.	<b>Financial Empowerment Services Expansion</b> The financial empowerment service expanded to Cedarbrae, Flemingdon Park, and Thorncliffe, bringing the total to five branches. A total of 1,227 counselling appointments and drop-in sessions were offered, along with 20 programs serving 216 participants. <b>85%</b> of participants reported increased confidence in managing their finances, and 94% expressed satisfaction with the service and programs. This service unlocked \$2.036M in accessed benefits for customers in 2025.
		<b>C3.2.2 Health and Wellness Programming</b> Increase programs and services offering expert health, wellness and recovery supports. Active years: 2025-2028	Develop and implement the Your Health Matters initiative in partnership with Toronto Public Health and the Bridging Minds program series with Women’s College Hospital. Develop the Teen Social Health and Wellness Initiative.	<b>Your Health Matters</b> The initiative was launched in September, featuring dedicated displays with focused collections at 19 locations. Of the 98 programs offered, five centrally planned programs, engaging 197 participants, were selected for pilot evaluation. <b>84%</b> of survey respondents reported increased confidence in managing their wellness, and 89% expressed satisfaction with the programs.

### 3. Learning and growth

Objective	Outcome	Workstream	2025 Goal	2025 Result
<p><b>C3.2 Develop life skills and economic resilience</b></p>	<p>84% of participants reported increased confidence in managing their finances, career development, wellness and life skills because of participating in related TPL programs and services.</p>	<p><b>C3.2.2 Health and Wellness Programming</b>            Increase programs and services offering expert health, wellness and recovery supports.            Active years: 2025-2028</p>	<p>Develop and implement the Your Health Matters initiative in partnership with Toronto Public Health and the Bridging Minds program series with Women’s College Hospital. Develop the Teen Social Health and Wellness Initiative.</p>	<p><b>Bridging Minds</b>            Delivered 12 Bridging Minds programs in partnership with Women’s College Hospital, with 3,959 participants. <b>90%</b> of survey respondents reported increased confidence in managing their wellness, and 95% of survey respondents expressed satisfaction with the programs.</p> <p><b>Teen Social Health and Wellness Initiative</b>            The November teen mental wellness event, a pilot initiative, engaged 70 participants. <b>76%</b> reported increased confidence in managing their wellness, and 97% were satisfied with the event. Additionally, five mental health training sessions were held for TPL’s Teen Council volunteers in the fall, with 35 teens in attendance.</p>

### 3. Learning and growth

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>C3.2 Develop life skills and economic resilience</b>	84% of participants reported increased confidence in managing their finances, career development, wellness and life skills because of participating in related TPL programs and services.	<b>C3.2.3 Life Skills Programming</b> Expand program offerings that develop life skills, support economic resilience and help with navigation to available social supports and community resources. Active years: 2025-2028	Implement and promote the new Learning Pathways website, expand programming by In-Residents experts (including initiatives addressing food insecurity), and launch new Newcomer Services initiatives, such as multi-lingual service navigation resources, videos, and employment skills programming.	<b>Guided Learning Pathways</b> Launched TPL’s new Learning Pathways page, making it easier for customers to find eLearning resources and in-branch programs that match their interests.  <b>Newcomer Services Translation</b> Completed the Request for Proposal (RFP) for video production and the Request for Quote (RFQ) for the materials translation.
		<b>C3.2.4 Social and Crisis Support Services Expansion</b> Expand Social and Crisis Support Services to provide crisis and short-term counselling on access to community services. Active years: 2025-2029	Expand the Social and Crisis Support service with Gerstein Crisis Centre to more branches.	<b>Social and Crisis Support Service Expansion</b> The crisis service and programming provided by the Gerstein team expanded to eight additional branches, bringing the total number of locations to 12. 6,323 drop-in crisis sessions were delivered and 1,121 programs were offered, reaching 8,586 participants. <b>81%</b> of participants reported increased confidence in managing their wellness, and 83% expressed satisfaction with the service.

### 3. Learning and growth

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>C3.2 Develop life skills and economic resilience</b>	<b>84%</b> of participants reported increased confidence in managing their finances, career development, wellness and life skills because of participating in related TPL programs and services.	<b>C3.2.5 Workforce Development Programming</b> Develop, implement and expand access to workforce development and entrepreneurship programs and services that foster job search and career development skills, in response to the evolving global landscape. Active years: 2025-2027	Develop and implement new Newcomer Entrepreneurship, Black Entrepreneurship and Women Entrepreneurship initiatives.	<b>Workforce Development Programming</b> Entrepreneurship programs were offered across the city, including the Newcomer Entrepreneur in Residence and Business Inc. programs, with a total of 118 programs delivered to 1,107 participants. In addition, 32 programs focused on Black entrepreneurs, with 159 participants, and 37 programs focused on women entrepreneurs, with 508 participants. <b>86%</b> of survey respondents reported increased confidence in launching or growing their business, and 94% expressed satisfaction.
<b>C3.3 Bridge the digital divide with new and emerging technologies</b>	<b>88%</b> of participants reported increased confidence in their digital literacy skills.	<b>C3.3.1 AI Policy Implementation</b> Develop and implement an AI Policy to guide responsible and transparent use of AI at TPL with a view of achieving operational value and increased efficiency. Active years: 2025-2026	Initiate TPL's AI policy implementation plan.	<b>AI Policy Implementation</b> Developed process for assessment of AI tools to ensure alignment with AI Policy Principles and drafted Guidelines for Responsible Use of AI for staff. Developed plan to roll-out Copilot Chat as approved AI tool for staff use.

### 3. Learning and growth

Objective	Outcome	Workstream	2025 Goal	2025 Result
<p><b>C3.3 Bridge the digital divide with new and emerging technologies</b></p>	<p><b>88%</b> of participants reported increased confidence in their digital literacy skills.</p>	<p><b>C3.3.2 AI Upskilling Initiative</b>  Expand AI skills program options and increase access to AI software and technologies.  Active years: 2025-2029</p>	<p>Develop and implement the AI upskilling programs and initiatives, and increase access to AI software and technologies.</p>	<p><b>AI Upskilling Initiative</b>  Delivered 57 Google AI Essentials Course Learning Circles with 1,026 learners across 212 sessions and totalling 3,144 session visits. <b>94%</b> of respondents reported increased confidence in applying AI skills, and 98% expressed satisfaction.</p> <p>The Innovator in Residence program offered 35 AI-focused programs, attended by 387 participants. <b>88%</b> of survey respondents reported increased confidence in applying AI skills, and 88% expressed satisfaction.</p> <p>Additionally, 23 "What is Artificial Intelligence?" staff programs were offered, with 223 attendees. <b>82%</b> of respondents reported increased confidence in applying AI skills, and 88% expressed satisfaction.</p> <p>Hosted inaugural AI Summit with 460 attendees and an additional 236 attendees at the kick-off event.</p>

### 3. Learning and growth

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>C3.3 Bridge the digital divide with new and emerging technologies</b>	88% of participants reported increased confidence in their digital literacy skills.	<b>C3.3.2 AI Upskilling Initiative</b> Expand AI skills program options and increase access to AI software and technologies. Active years: 2025-2029	Develop and implement the AI upskilling programs and initiatives, and increase access to AI software and technologies.	<b>AI Upskilling Initiative</b> Developed a shortlist of generative AI tools. Completed user testing, installation and staff training for branches part of the Wave 1 GenAI Tools Pilot. Completed Wave 2 tool assessments and procurement.
<b>C3.3 Bridge the digital divide with new and emerging technologies</b>	88% of participants reported increased confidence in their digital literacy skills.	<b>C3.3.3 Digital Innovation Hubs Expansion</b> Add Digital Innovation Hubs to more branches. Active years: 2025-2029	Add a Digital Innovation Hub at the Fairview Branch, Malvern Branch and the Maria A. Shchuka Branch.	<b>Digital Innovation Hubs Expansion</b> Digital Innovation Hubs opened at Fairview (April), Malvern (May), and Maria A. Shchuka (October), with Fairview also offering an Audio Visual Studio. Since opening, there have been more than 3,236 combined 3D printer and computer bookings across the three locations, as well as 535 Audio Visual Studio bookings at Fairview.

#### 4. Awareness and availability

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>C4.1 Increase awareness and service use among current library users</b>	On average, a library user accesses <b>nearly eight distinct services (7.8)</b> .	<b>C4.1.1 Digital Experience Platform</b> Create environments that improve online and app discoverability, online member and program registration and access to timely, relevant information about a broad range of library services 24/7. Active years: 2025-2029	Launch a single, unified website for customers to search and discover TPL’s collections, services and programs and events, including the introduction of a mobile app. Decommission existing software.	<b>Digital Experience Platform (DXP)</b> Launched the staff preview, completed staff training, testing and web page updates in preparation for the customer preview and full launch in January 2026. The communications plan is underway.
		<b>C4.1.2 Membership Strategy</b> Develop and implement a membership strategy to actively acquire, engage and retain members. Active years: 2025-2029	Develop a membership strategy to actively acquire, engage and retain members.	<b>Membership Strategy</b> Project Charter is approved, the environmental scan is complete, and draft key focus areas are developed.

#### 4. Awareness and availability

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>C4.1 Increase awareness and service use among current library users</b>	On average, a library user accesses <b>nearly eight distinct services (7.8)</b> .	<b>C4.1.3 Wayfinding and Physical Branch Experience</b> Develop wayfinding, digital signage, and visual merchandising strategies to increase awareness and ease of access to services in branches. Active years: 2025-2026	Develop a business case and project resource model for the project.	<b>Wayfinding and Physical Branch Experience</b> Deferred to 2027.
<b>C4.2 Expand availability of library services in all neighbourhoods and online</b>	<b>371,990</b> visits to branches on days with expanded hours.	<b>C4.2.1 Open Hours Implementation</b> Increase library open hours to maximize access to in-branch services and spaces. Active years: 2025-2026	Offer year-round Sunday service at 33 new branches and transition 40 existing seasonal Sunday service branches to year-round, totaling 100 branches with year-round service.	<b>Open Hours Implementation</b> Successfully launched expanded Monday to Saturday open hours on July 2 at 18 branches and expanded Sunday hours at all 100 branches on October 19, adding a total of 7,100.5 new hours. These changes resulted in <b>371,990 visits</b> to branches on days with expanded hours. Overall, 86% of customers reported satisfaction with library hours.

#### 4. Awareness and availability

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>C4.2 Expand availability of library services in all neighbourhoods and online</b>	<b>371,990</b> visits to branches on days with expanded hours.	<b>C4.2.3 Community-Based Services Expansion</b> Expand community-based services to break down barriers to access and ensure services reach equity-deserving groups including increasing community librarian service. Active years: 2025-2029	Develop and implement the Reimagining Naturally Occurring Retirement Communities (NORCs) for 21 <sup>st</sup> Century Cities initiative with Women’s College Hospital, University Health Network’s NORC Innovation Centre, and Toronto Seniors Housing Corporation.	<b>Reimagining NORCs with Women’s College</b> Hired a new community librarian to begin delivering services onsite at Toronto Seniors Housing Corporation locations.  <b>Reducing Social Isolation for Seniors Initiative</b> This five year \$8.56M project was successfully funded through Waltons Trust and TPL Foundation. Key initiatives have begun, including the submission of the van procurement business case to the City, and the hiring and onboarding of the Social Prescription Senior Services Specialist, Community Librarians, and Senior Department Head. Service models and marketing plans are in development, and procurement of Neighbourhood Tech Kits and laptops is underway.

#### 4. Awareness and availability

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>C4.2 Expand availability of library services in all neighbourhoods and online</b>	<b>371,990</b> visits to branches on days with expanded hours.	<b>C4.2.4 Expand Program and Service Access</b> Identify opportunities to create greater availability of programs and services to ensure geographic equity of access across the city, including expanding evening and weekend programming in all neighbourhoods. Active years: 2027-2029	N/A	<b>tpl:map Expansion</b> Eight new tpl:map partners have been added, resulting in 134,000 additional passes.
<b>C4.3 Offer new and innovative ways to access collections to meet evolving community needs</b>	Percentage of customers who report that they are satisfied with access to library materials <i>(Reporting starting 2026)</i>	<b>C4.3.1 Physical Materials Management Strategy</b> Implement a materials management strategy to improve efficiencies and access to collections by optimizing selection, acquisition, cataloguing, processing, inter-branch delivery and circulation processes, including replacement of the central sorter. Active years: 2025-2029	Complete the business case and procurement for a new central sorter.	<b>Central Sorter Replacement</b> The Project Charter is approved, the Request for Proposal (RFP) is posted and the evaluation process is underway.

#### 4. Awareness and availability

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>S4.4 Equip staff to champion and promote library services</b>	72% of staff participants reported increased knowledge about TPL services.	<b>S4.4.1 Enterprise Communications</b> Strengthen enterprise-wide staff communication by implementing improved communication tools and practices, and enhanced training programs, to ensure consistent and comprehensive understanding of TPL's services. Active years: 2025-2026	Develop the business case for the project.	<b>Enterprise Communications</b> Deferred to 2026.
		<b>S4.4.4 Customer Experience Strategy Implementation</b> Work towards TPL's customer experience vision by strategically implementing the Customer Experience Principles and Framework. Active years: 2025-2026	Integrate Customer Experience Principles and Framework into existing processes and projects.	<b>Customer Experience Strategy</b> Customer Experience implementation and communication plans are underway, and the evaluation framework is currently in development. <b>72%</b> of staff report increased knowledge of TPL services. Additionally, results from the annual Customer Satisfaction Survey show that 92% of customers are satisfied with staff knowledge and 91% are satisfied with staff helpfulness, serving as a strong indicator of the impact of staff development efforts.

#### 4. Awareness and availability

Objective	Outcome	Workstream	2025 Goal	2025 Result
<b>S4.4 Equip staff to champion and promote library services</b>	<b>72%</b> of staff participants reported increased knowledge about TPL services.	<b>S4.4.4 Customer Experience Strategy Implementation</b> Work towards TPL’s customer experience vision by strategically implementing the Customer Experience Principles and Framework. Active years: 2025-2026	Integrate Customer Experience Principles and Framework into existing processes and projects.	<b>Branch Experience</b> All branches and departments participating, except those closed for capital projects, newly reopened or facing staffing constraints.

## 2025 Equity Statement Results

Toronto Public Library's (TPL) [Equity Statement](#) was approved by the TPL Board in December 2022. An annual update on progress toward the seven Equity Statement goals was integrated into TPL's Strategic Plan Annual Progress Report, with the [first report published in 2024 \(PDF\)](#), covering initiatives from 2023 and 2024.

The seven goals are outlined below with brief descriptions of examples of 2025 TPL key initiatives implemented in support of each goal during the reporting period. The successful completion and advancement of these initiatives demonstrate TPL's strong commitment to ensuring that library customers, partners, staff, and the public can freely and equitably access or deliver library services that meet the evolving needs of Torontonians.

### **Improve relationships with First Nations, Inuit and Métis communities to better understand our obligations and responsibilities, and to take active steps towards reconciliation.**

- Launched the 2025 Read Indigenous campaign in consultation with the Indigenous Advisory Council featuring titles written by Indigenous authors, illustrators and Knowledge Carriers, and to ensure representation of a diversity of Indigenous voices.
- Commissioned a mural by Anishinaabe Onyota'a:aka artist Tehatsistahawi (Tsista) Kennedy titled "Past and Future Amongst Creation" at the Ethennonnhawahstihnen' branch with the goal to express an artistic narrative, chronicling traditional teachings that illustrate our connections to the land, and how it connects us to one another.
- Expanded TPL's Dial-a-Story collection to feature five additional books written by Indigenous authors and storytellers.
- Redesigned and enhanced TPL's Indigenous Initiatives website to better share and disseminate information and resources in a dedicated online space, featuring collections, reading lists, programs and resources.

**Eliminate racial and social equity barriers in library services, policies and practices by using an Equity Lens in their review and development.**

- Supported the City of Toronto's development of the Toronto Seniors' Strategy 3.0 through feedback and consultation. Identified and developed relevant TPL programs and services for inclusion in this new 10-year strategy.
- Updated the 2025 Spaces Vision Planner, including guiding principles, criteria and governance for the development and implementation of specialized spaces to ensure equitable service delivery.
- Expanded TPL's Social and Crisis Support Services, a drop-in crisis service and wellness and recovery programming provided by Gerstein Crisis Centre to eight additional branches, bringing the total to 12. In 2025, the crisis service provided 11,161 engagements across seven locations and programming reached 8,586 library customers at 12 locations, with an 83% satisfaction rate across the service.
- Opened Digital Innovation Hubs at Fairview (April), Malvern (May), and Maria A. Shchuka (October), with Fairview also offering an Audio Visual Studio.
- Completed the implementation of new Virtual Interview Rooms at Fairview and Malvern branches.
- Conducted an environmental scan and consultation and recommendations for addressing reflection rooms in public library spaces.

**Ensure TPL's workforce represents and reflects the diversity of Toronto's population, through recruitment, hiring, and development practices, and by ensuring that TPL provides a welcoming and respectful working environment for all.**

- Began developing a Mental Health Action Plan informed by findings from the 2024 Workplace Mental Health Staff Survey.
- Established 2026-2029 Workplace Equity & Inclusion Action Plan, informed by equity-deserving staff focus group results.

**Increase awareness of unconscious and systemic biases and the need for continued development of equity, reconciliation, cultural, and human rights and inclusion competencies through educational opportunities for leaders and staff.**

- Continued delivery of TPL's Equity & Inclusion Learning Pathway, including the Human Rights and Workplace Harassment 101 e-learning, to foster a learning culture that supports inclusion and deliver exceptional customer experiences.
- TPL's Pride Alliance employee resource group delivered 24 Positive Spaces training sessions and trained over 500 TPL staff and coordinated staff learning sessions for the International Day Against Homophobia, Biphobia and Transphobia and Coming Out Day in 2025.

**Increase accessibility in the design and delivery of employment practices, services, collections, and physical and online spaces to reflect the diverse needs and voices of our city, including those required of the Accessibility for Ontarians with Disabilities Act.**

- Conducted preliminary research to support the development of a new program series to foster early literacy and deep reading skills and informed by the Universal Design for Learning (UDL) framework.
- Rolled out sensory toolkits for use in children's programs and spaces across 44 branches.
- Developed service delivery guidelines for adaptive technology rooms at Toronto Reference Library and North York Central Library and created an evaluation framework to measure customer use and impact.
- Completed the second 2025-2029 Multi-Year Accessibility Plan and developed an implementation framework to guide delivery and accountability.
- Finalized inclusive washroom signage design, completed a washroom facilities inventory, and began sign fabrication and installation across branches.
- Initiated the Facility Accessibility Audit project to identify areas of non-compliance with the AODA Design of Public Spaces Standards, the barrier-free requirements under the Ontario Building Code, and the City of Toronto

Accessibility Design Guidelines within branches.

**Ensure spaces, collections, and services reach, engage and reflect equity-deserving groups and help them express and amplify their voices.**

- Expanded TPL's Leading to Reading service to the Ethennonhawahstihnen' branch, bringing the service to 29 locations across the system.
- Launched the Your Health Matters initiative in September 2025, featuring curated collections and dedicated displays at 19 locations, along with 98 related programs.
- Through the Teen Social Health and Wellness Initiative, delivered a teen mental wellness event engaging 70 participants and hosted five mental health training sessions for Teen Council volunteers, with 35 teens participating.
- Launched Youth Hub service at three additional branches (Eatonville, Northern District and Woodside Square), creating supportive and welcoming environments where Toronto's youth can connect, learn and grow.
- Developed and implemented the Reimagining Naturally Occurring Retirement Communities (NORCs) for 21<sup>st</sup> Century Cities initiative with Women's College Hospital, University Health Network's NORC Innovation Centre, and Toronto Seniors Housing Corporation, including the addition of a community librarian to deliver onsite services.
- Expanded the Financial Empowerment Service to Cedarbrae, Flemingdon Park, and Thorncliffe, bringing the total to five branches. A total of 1,227 counselling appointments and drop-in sessions were offered, along with 20 programs serving 216 participants.
- New entrepreneurship programs were offered across the city in support of equity-deserving groups, including the Newcomer Entrepreneur in Residence and Business Inc. programs, with a total of 118 programs delivered to 1,107 participants. In addition, 32 programs focused on Black entrepreneurs reached 159 participants, and 37 programs focused on women entrepreneurs engaged 508 participants.
- Added eight new tpl:map partners resulting in 134,000 additional passes to the program, which provides Toronto families with admission to a wide range of world-class attraction and experiences.

- Developed a proposal for a new five-year reducing seniors social isolation initiative that successfully secured \$8.56M in support funding by the TPL Foundation through Waltons Trust.
- Published a staff FAQ on 2SLGBTQ+ Materials and Displays ahead of Pride 2025. Delivered 66 Pride programs with 1,100+ attendees attending. Partnered with the City's Indigenous Affairs Office to host Two-Spirit Ojibwa-Cree Elder and Canada Reads 2025 winner, Ma-Nee Chacaby, for a joint Pride and National Indigenous History Month event. Supported outreach at the 2-Spirit Powwow, Pride Toronto's Community Connect, the Bentway's Pride Connect, and the 519's Glitterbug and Seniors program.
- Successfully launched expanded Monday to Saturday open hours on July 2 at 18 branches and expanded Sunday hours at all 100 branches on October 19, adding a total of 7,100.5 new hours. This initiative supports the City of Toronto's Poverty Reduction Strategy Action due to its impact on increasing access to equity-deserving groups.

**Advocate for and actively break down barriers to information, information literacy and platforms for expression.**

- Developed and implemented a Request for Reconsideration process for space rentals, along with related resources and staff supports.
- Hosted a Digital Expo with nearly 300 attendees and delivered almost 150 programs across more than 50 branches during Digital Inclusion Week, engaging nearly 1,400 participants and supported by an approved Mayor's Proclamation.
- Launched TPL's new Learning Pathways page, making it easier for customers to find eLearning resources and in-branch programs that match their interests.
- Partnered with Elections Canada and Democratic Engagement Exchange to distribute 10,000 Federal election brochures to branches, as well as sending out Vote Pop-Up kits and hosting associated staff training. Updated and shared 2025 elections and democracy-themed reading lists for all ages and refreshed the Celebrate Democracy page on the TPL website to highlight available resources and supports.
- Delivered 12 Bridging Minds programs in partnership with Women's College Hospital to promote health and science literacy across Toronto communities,

empowering individuals to manage their health and advocate for their well-being and that of their families. These programs engaged 3,959 participants.



# Attachment 3 – 2025 Public Service Statistics, Trends and Comparisons Report

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## 1 Executive Summary

This report outlines Toronto Public Library (TPL) 2025 services and usage, as overall measures linked with TPL's Strategic Plan. TPL continues to deliver high-quality services to Torontonians, and five main areas are captured in this report: circulation, visits, programs, use of technology in branches, and library membership.

Comparing 2025 to 2024, it should be noted that Q1 2024 was still impacted by the recovery from the cybersecurity incident, which led to a temporary reduction in service availability. However, even accounting for the cybersecurity incident, 2025 compared to 2024 still showed a positive trend for most metrics. For Q2 to Q4, branch visits, electronic circulation, membership renewal, Wi-Fi usage, and public computer usage all increased from 2024 to 2025. However, physical circulation remained unchanged from Q2 to Q4 and electronic visits decreased using the Q2 to Q4 year-over-year timeframe.

Looking outside of Toronto, TPL continues to rank highly along several key metrics. Using Canadian Urban Libraries Council (CULC) data, TPL has maintained the top spot for branch visits, circulation and electronic visits in 2024. In other areas, TPL has maintained a respectable ranking at fourth place, such as e-visits per capita. TPL has also ranked in the number one spot for circulation, branch visits and population served per branch in comparison to American libraries with comparable populations.

## 2 Branch Closures and Reopenings

The library's commitment to improve access by increasing open hours continued throughout 2025. Branch open hours for the system increased by 3.6% from 283,756 hours in 2024 to 293,903 hours in 2025.

The following are significant closures and reopenings, of 60 or more days that happened in 2025:

### 2.1 CLOSURES IN 2025

- Junction Triangle (formerly Perth/Dupont) closed on June 15, 2025, in preparation for relocation, and reopened on August 20, 2025.

- Dawes Road closed on June 22, 2025, for renovations, which will take approximately 3.5 years to complete.
- Richview closed on June 9, 2025, due to a water main repair and reopened on September 2, 2025.
- Taylor Memorial closed on August 20, 2025, for roof work and reopened on October 18, 2025.
- Thorncliffe closed on January 1, 2025, for renovations and reopened on March 26, 2025.
- Goldhawk Park closed on June 2, 2025, for renovations and reopened on August 18, 2025.

## **2.2 REOPENINGS IN 2025**

- Locke closed on February 11, 2024, for renovations and reopened on September 2, 2025.
- Malvern closed on November 4, 2024, for renovations and reopened on May 5, 2025.

## **2.3 ONGOING CLOSURES**

- Centennial closed on February 19, 2024, for renovations, which will take approximately 3 years to complete. On May 5, 2025, a pop-up location opened as a temporary replacement for this branch.

# **3 Benchmarking**

The data and insights gained from comparing TPL with similar Canadian and American public libraries can help the library identify its strengths, uncover opportunities for growth, and learn from the experiences of peer institutions. Regular benchmarking fosters a culture of continuous improvement, guiding enhancements in TPL's services, operational practices, and overall outcomes.

## **3.1 CANADIAN URBAN LIBRARIES COUNCIL**

TPL was benchmarked against other public library systems in the Canadian Urban Libraries Council (CULC) survey serving populations greater than 500,000.

In 2024, six additional Canadian public library systems submitted benchmarking data to CULC, increasing the total number of participating systems, including TPL, from five to twelve. This improved comparability but may also shift rankings.

In the most recent year available, 2024, TPL ranked #1 for the following:

- total circulation, maintaining the top spot since 2019
- electronic circulation, maintaining the top spot since 2019
- branch visits, maintaining the top spot since 2019
- electronic visits, maintaining the top spot since 2019

TPL ranked as follows in these other areas:

- #2 for electronic circ per capita, up from third in 2023
- #4 for electronic visits per capita, down from second in 2023
- #4 for square footage per capita, down from second in 2023

Please see **Attachment 5: How We Compare 2024: The Canadian and American Library Context** for more details.

## 3.2 NORTH AMERICAN BENCHMARKING

In 2024 comparison to American public library systems serving populations over two million, TPL ranked #1 in:

- total circulation
- total branch visits
- total circulation per capita
- branch visits per capita
- population served per branch

TPL ranked as follows in these other areas:

- #2 in electronic circulation (#1 LA County Library)
- #2 in electronic circulation per capita (#1 LA County Library)

Toronto's population increased slightly in 2024 compared to 2023, while many American comparator cities saw decreases. Although these shifts are not significant this year, they may affect per capita-based key performance indicators in future years.

Please see **Attachment 5: How We Compare 2024: The Canadian and American Library Context** for more details.

# 4 Toronto Public Library Service Trends

## 4.1 CIRCULATION

Circulation comprises both physical and electronic transactions.

<b><u>Total circulation</u></b>		
2025: <b>31,185,648</b>	<b>+ 10.9%</b>	vs.2024
2024: <b>28,119,194</b>		
<b><u>Physical circulation</u></b>		
2025: <b>13,297,224</b>	<b>+ 14.7%</b>	vs. 2024
2024: <b>11,595,454</b>		
<b><u>Electronic circulation</u></b>		
2025: <b>17,888,424</b>	<b>+ 8.3%</b>	vs. 2024
2024: <b>16,523,740</b>		

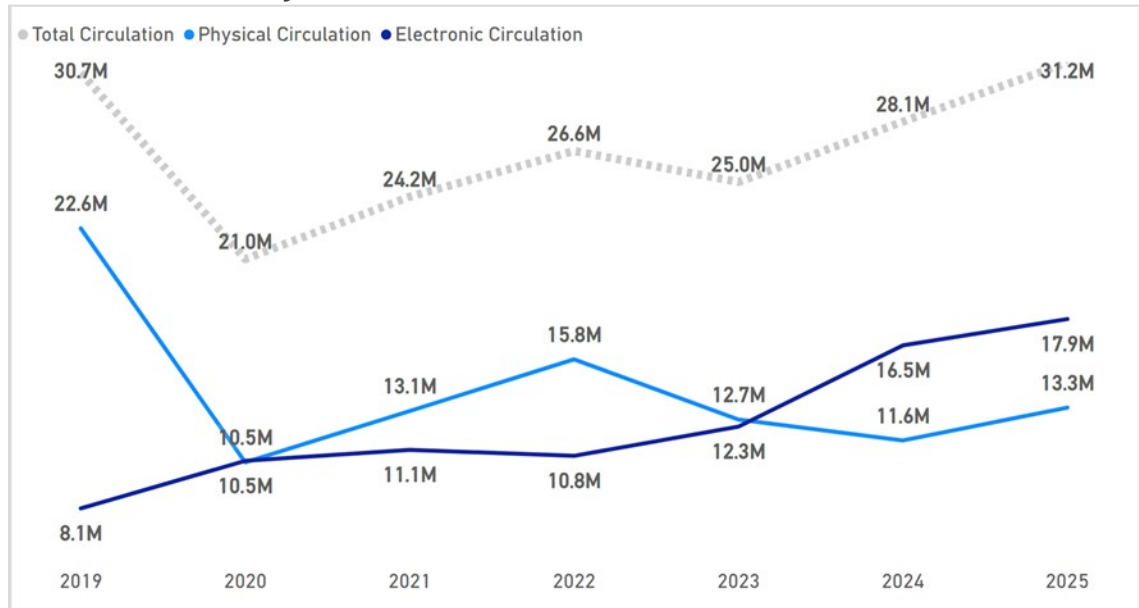
*4.1.1.1 Key influencing factors 2025*

- Due to the impact of the cybersecurity incident, physical circulation in Q1 2024 was lower than normal for that quarter. This created a stronger upward trend for 2025 overall.
- The increase in electronic circulation overall was largely driven by an increase in OverDrive transactions.

**4.1.1 Circulation current highlights 2025**

- Circulation reached 31.2 million transactions in 2025, representing a 10.9% increase from the previous year and slightly surpassing circulation in 2019 (30.7 million). This is the first time since 2019 that TPL has seen a circulation total over 30 million (see Chart 1).

*Chart 1 - Circulation by Year: 2019 to 2025*



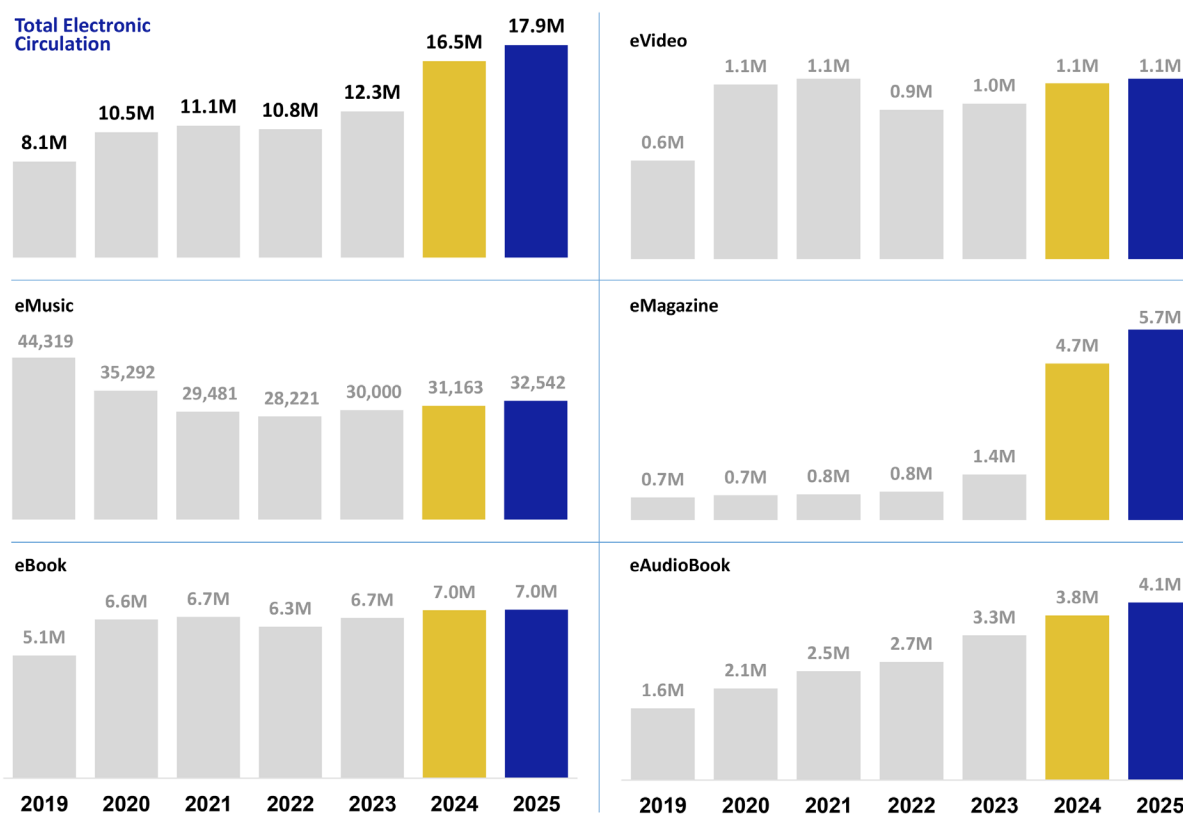
- A strong shift to electronic circulation occurred between 2019 and 2025. In 2025, electronic circulation represented 57.4% of total circulation, while in 2019, electronic circulation only represented 26.3% of the total.

- Physical circulation increased 14.7% between 2024 and 2025. However, if activity from Q1 is excluded, then there was essentially no change between the two years (a 0.1% decrease). This suggests that the increase in physical circulation for 2025 was largely due to the impact of the cybersecurity incident in Q1 2024 limiting activity for that year.
- The increase in electronic circulation for 2025 – 8.3% from 2024 – was driven by an increase in eMagazine circulation, which itself saw a 21.7% increase over 2024 (see Table 1 and Chart 2). This boost for eMagazines may be due to the continued impact of changes made to the OverDrive Libby app in late 2023 that simplified the process for borrowing and subscribing to eMagazine titles.

**Table 1 - Electronic Circulation by Format: 2019 to 2025**

<b>Format</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
eBook	5,113,721	6,602,524	6,711,522	6,305,847	6,663,768	6,983,408	7,007,748
eAudiobook	1,637,820	2,089,673	2,486,121	2,698,292	3,300,114	3,758,066	4,054,110
eMagazine	673,077	739,647	770,638	848,440	1,363,744	4,671,095	5,683,982
eVideo	606,240	1,073,293	1,110,195	917,360	955,894	1,080,008	1,110,042
eMusic	44,319	35,292	29,481	28,221	30,000	31,163	32,542
<b>Total eCirculation</b>	<b>8,075,177</b>	<b>10,540,429</b>	<b>11,107,957</b>	<b>10,798,160</b>	<b>12,313,520</b>	<b>16,523,740</b>	<b>17,888,424</b>
<b>Total Circulation</b>	<b>30,662,033</b>	<b>21,000,916</b>	<b>24,229,094</b>	<b>26,598,932</b>	<b>24,992,899</b>	<b>28,119,194</b>	<b>31,185,648</b>
<b>% of Total Circulation</b>	<b>26.3%</b>	<b>50.2%</b>	<b>45.8%</b>	<b>40.6%</b>	<b>49.3%</b>	<b>58.8%</b>	<b>57.4%</b>

**Chart 2 - Electronic Circulation by Format: 2019 to 2025**

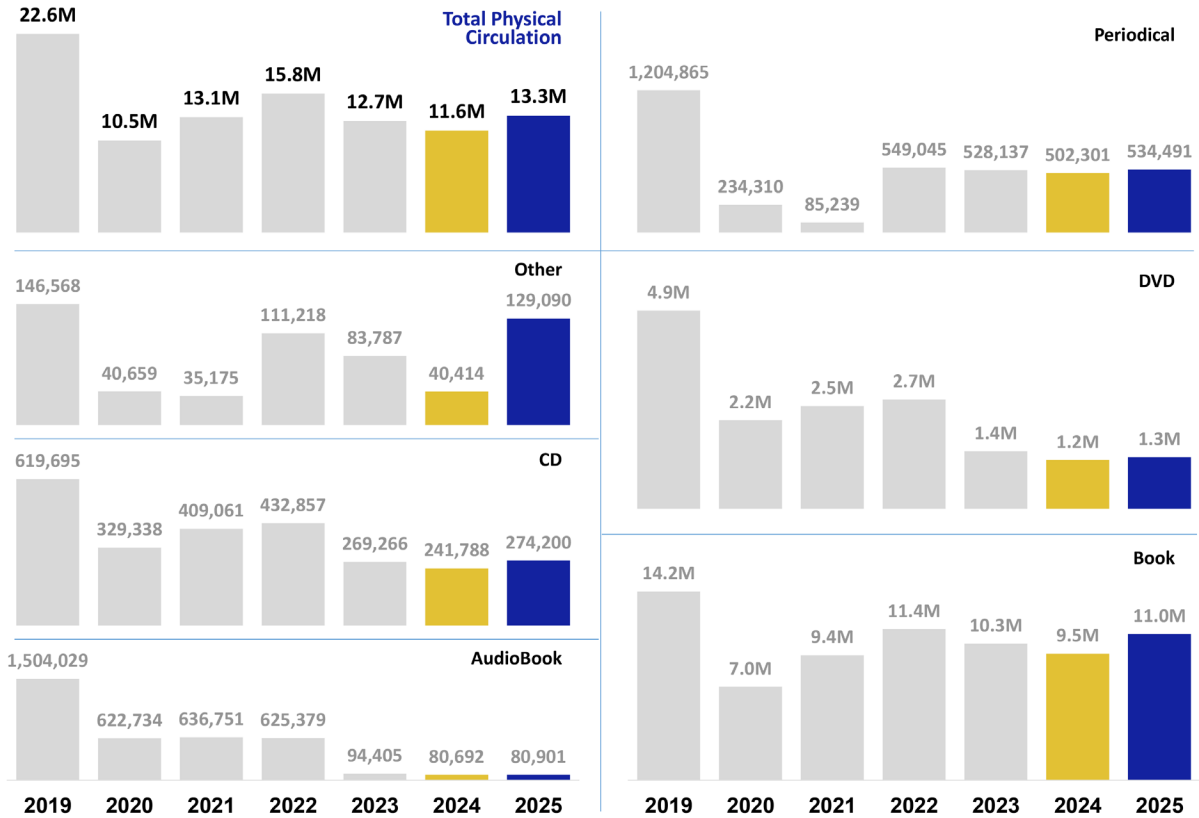


**Table 2 - Physical Circulation by Format: 2019 to 2025**

Format	2019	2020	2021	2022	2023	2024	2025
Book	14,208,685	7,043,773	9,409,904	11,375,076	10,278,928	9,523,485	11,001,119
Audiobook	1,504,029	622,734	636,751	625,379	94,405	80,692	80,901
Periodical	1,204,865	234,310	85,239	549,045	528,137	502,301	534,491
DVD	4,903,014	2,189,673	2,545,007	2,707,197	1,424,856	1,206,774	1,277,423
CD	619,695	329,338	409,061	432,857	269,266	241,788	274,200
Other*	146,568	40,659	35,175	111,218	83,787	40,414	129,090
<b>Total Physical Circulation</b>	<b>22,586,856</b>	<b>10,460,487</b>	<b>13,121,137</b>	<b>15,800,772</b>	<b>12,679,379</b>	<b>11,595,454</b>	<b>13,297,224</b>
<b>Total Circulation</b>	<b>30,662,033</b>	<b>21,000,916</b>	<b>24,229,094</b>	<b>26,598,932</b>	<b>24,992,899</b>	<b>28,119,194</b>	<b>31,185,648</b>
<b>% of Total Circulation</b>	<b>73.7%</b>	<b>49.8%</b>	<b>54.2%</b>	<b>59.4%</b>	<b>50.7%</b>	<b>41.2%</b>	<b>42.6%</b>

\*Other includes cassettes, CD ROMs, technology, instruments, maps, tpl:map passes, ON Parks passes

**Chart 3 – Physical Circulation by Format: 2019 to 2025**



\*Other includes cassettes, CD ROMs, technology, instruments, maps, tpl:map passes, ON Parks passes

## 4.2 TOTAL VISITS

Total visits include both visits to physical branches and visits to electronic services.

Total Visits	
2025: 46,350,769	<b>+3.1%</b> vs. 2024
2024: 44,963,269	

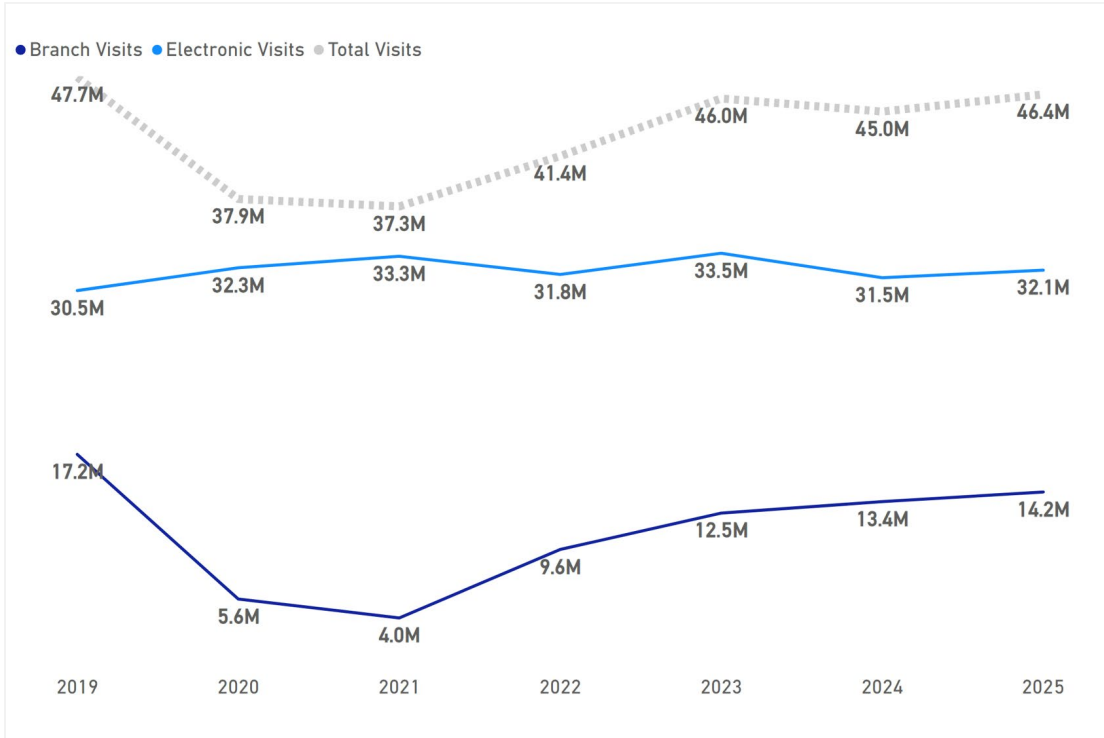
**4.2.1.1 Influencing Factors 2025**

- In-branch visits increased, mostly due to Q1. Q4 saw a 3% increase, which is likely due to expanded hours.
- Electronic visits increased, mostly due to Q1. A decrease for Q2 to Q4 was driven by a change in Kanopy reporting. Kanopy reported about 3 million fewer visits in 2025.

In-branch and electronic visits increased in 2025, largely reflecting Q1 recovery following the cybersecurity incident in early 2024. From Q2 to Q4, branch visits

increased slightly, while changes in electronic visits were primarily influenced by vendor reporting adjustments rather than shifts in user demand. Electronic visits continue to represent a substantial component of total visits, highlighting sustained demand for digital services alongside recovery in in-branch visits (see Chart 4).

**Chart 4 – Branch Visits: 2019 to 2025**



### 4.3 BRANCH VISITS

Branch visits are the broadest measure of in-person service use and are influenced by in-person programming and branch service offerings including collections, technology, and study space.

**Branch Visits**

2025: **14,210,799**      **+5.8%** vs. 2024  
 2024: **13,431,636**

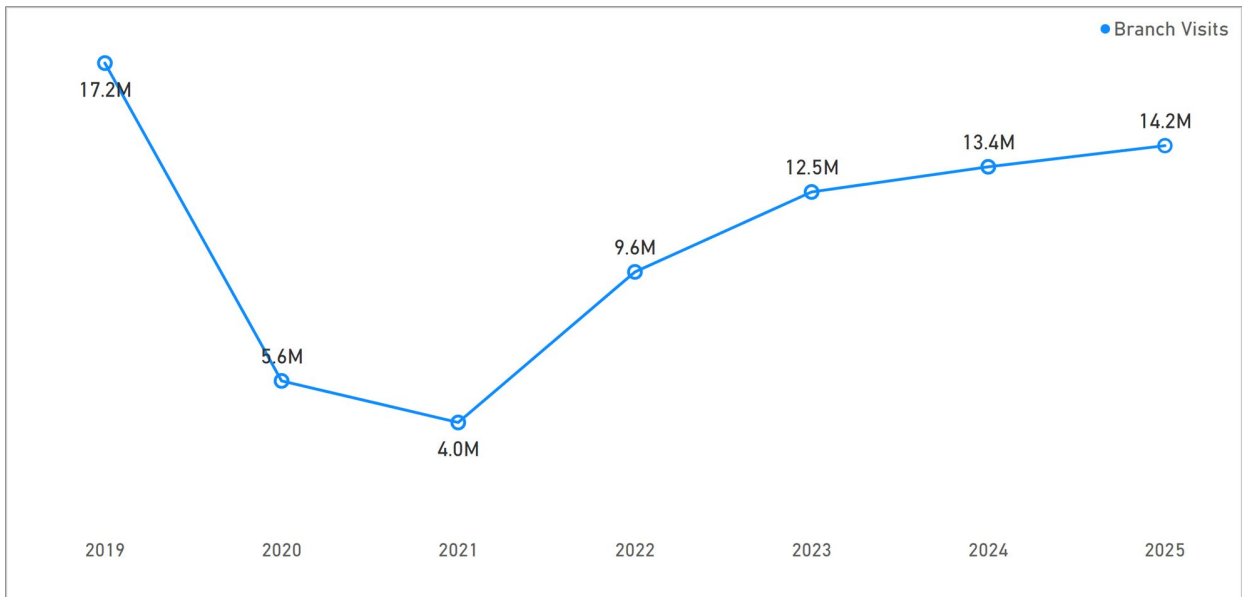
**4.3.1.1 Influencing Factors 2025**

- Branch visits rose in Q1 2025 (23%), driven mainly by the restoration of services during the cybersecurity incident in 2024.
- Following the expansion of regular library hours on Mondays and the opening of all branches on Sundays, visits increased by 12% on Mondays and 24% on Sundays.

**4.3.1 Branch Visits current highlights 2025**

- Branch visits reached 14.2 million in 2025, representing a 5.8% increase from the previous year. This is the highest level recorded since the pandemic, surpassing 2024 (see Chart 5). Visits in early 2024 were affected by the security recovery, so the higher Q1 number in 2025 reflects a return to normal levels. Excluding Q1, visits from Q2 to Q4 increased by 1.2%.

**Chart 5 – Branch Visits: 2019 to 2025**



- Selected branches expanded their operating hours beginning in July, leading to a 12% increase in Monday visits. This was followed by system-wide Sunday openings in October, which saw a 24% increase in

Sunday visits. Given the phased nature of the rollout, the full impact of these changes is anticipated to be more fully realized in 2026.

- With 407K visits in 2025, Bridlewood is the third busiest branch after Toronto Reference Library (1.14 million) and North York Central Library (1.13 million).
- When adjusted for population growth, the number of branch visits per capita (4.4) was also the highest since the pandemic (see Table 3), showing an increase compared with 2024.

**Table 3 – Branch Visits Per Capita**

Year	Branch Visits Per Capita
2019	5.8
2020	1.9
2021	1.4
2022	3.2
2023	4.0
2024	4.2
2025	4.4

### 4.3.2 Visits by Quarter

- Branch visits increased most significantly in Q1 (+23.4%), primarily reflecting the restoration of services following the cybersecurity incident (see Table 4).

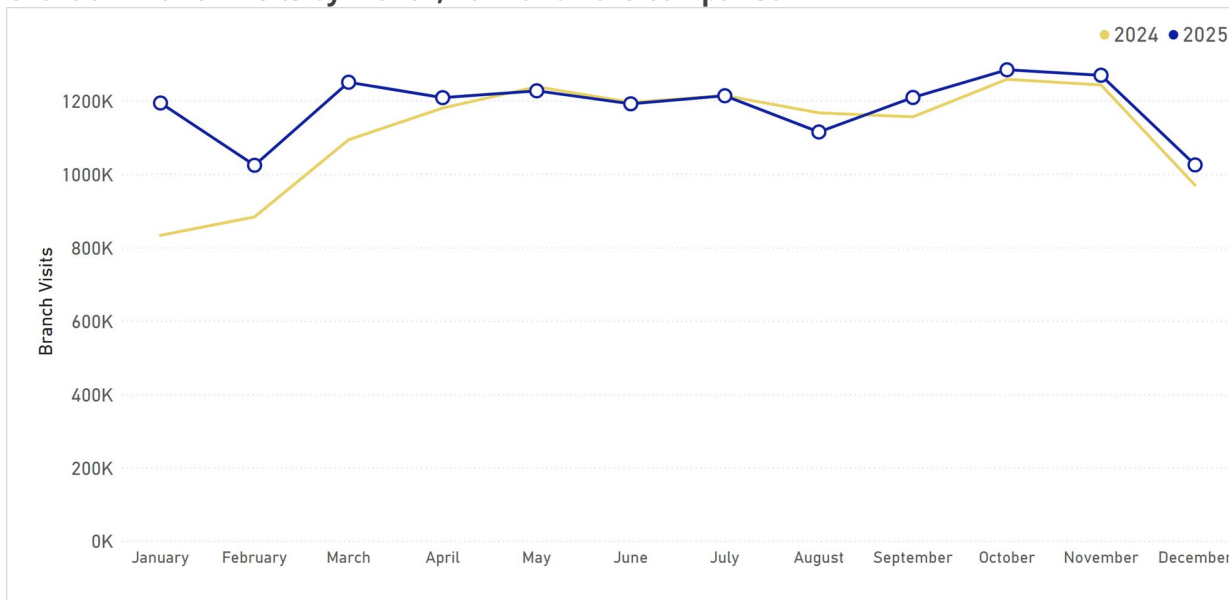
**Table 4 – Branch Visits by Quarter**

Quarter	2024	2025	2024 vs 2025 %
Q1	2,810,172	3,468,168	+23.4%
Q2	3,613,379	3,626,926	+0.4%
Q3	3,537,154	3,537,031	0%
Q4	3,470,931	3,578,674	+3.1%
<b>Total</b>	<b>13,431,636</b>	<b>14,210,799</b>	<b>+5.8%</b>

### 4.3.3 Visits by Month

- Visits were steady from month to month, though growth was strongest between January to March. October was the peak month in both years, reaching 1.29 million visits in 2025 (see Chart 6).

**Chart 6 – Branch Visits by Month, 2024 and 2025 comparison**



### 4.3.4 Visits by Day of Week

**Table 5 - Total Visits by Day of Week: 2019 to 2025**

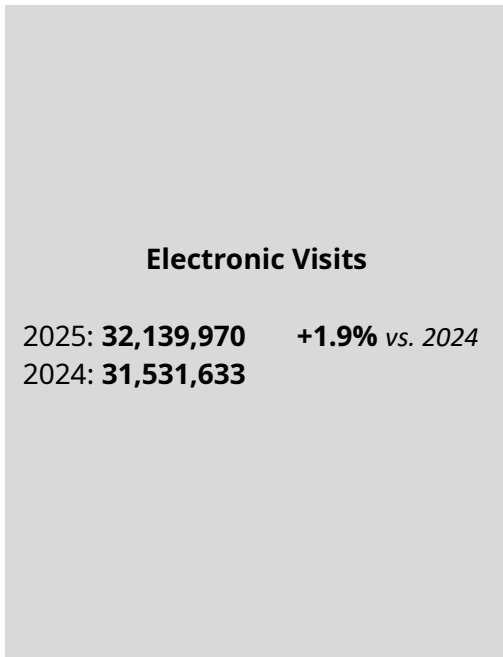
Day of Week	2019	% Total Visits	2024	% Total Visits	2025	% Total Visits	2024-2025 % change
Sunday	673,758	3.9%	593,626	4.4%	738,100	5.2%	+24.3%
Monday	2,370,661	13.7%	1,911,184	14.2%	2,145,322	15.1%	+12.3%
Tuesday	3,055,264	17.7%	2,361,859	17.6%	2,413,200	17.0%	+2.2%
Wednesday	2,937,508	17.0%	2,291,802	17.1%	2,379,019	16.7%	+3.8%
Thursday	2,914,960	16.9%	2,265,415	16.9%	2,346,558	16.5%	+3.6%
Friday	2,680,046	15.5%	2,079,929	15.5%	2,161,837	15.2%	+3.9%
Saturday	2,616,563	15.2%	1,927,822	14.4%	2,026,763	14.3%	+5.1%
<b>Total Visits</b>	<b>17,248,760</b>	<b>100%</b>	<b>13,431,636</b>	<b>100%</b>	<b>14,210,799</b>	<b>100%</b>	<b>+5.8%</b>

- Compared to 2024, total visits increased every day of the week in 2025. In Q4 2025, Sundays and Mondays saw substantial gains due to the expansion of regular library hours, including Sunday hours (see Table 5).

- While weekday visits remain stable, Sunday is emerging as a key growth driver, increasing 24% in 2025 compared to 2024.
- From 2024 to 2025, weekday visits increased slightly, but their proportional share of total visits was unchanged. That is, the extension of Sunday hours did not displace weekday visits. Sunday gains appear additive rather than displacing weekday visits.
- Across the 35 neighbourhood branches that added Sunday hours on October 19, early results show clear community uptake. The expansion generated 42,875 additional visits, demonstrating that residents are using the new access window even as Sunday usage patterns continue to stabilize.

#### 4.4 ELECTRONIC VISITS

Electronic visits comprise visits to several library web services including [www.tpl.ca](http://www.tpl.ca), online databases, eLearning resources, and library blogs. Use of electronic services and collections, website content, and self-service features influence electronic visits.



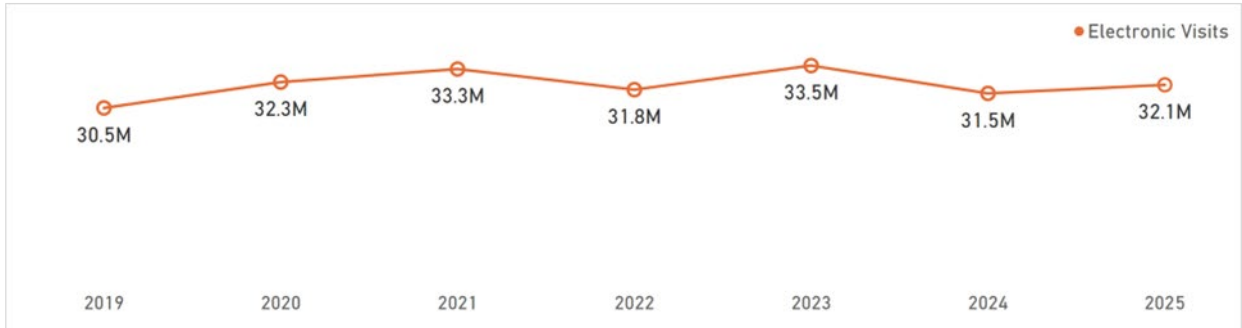
*4.4.1.1 Influencing Factors 2025*

- Electronic visits increased in Q1 2025 compared to the same period in 2024, reflecting recovery following the cybersecurity incident.
- For Q2-Q4, electronic visits declined moderately influenced by vendor reporting changes in 2025, particularly related to Kanopy.

#### 4.4.1 Electronic visits current highlights 2025

- Electronic visits remain virtually unchanged in 2025 at 32.1 million visits from 31.5 million visits in 2024. This was a 1.9% increase (see Chart 7).

**Chart 7 – Electronic Visits: 2019 to 2025**



- In 2025, TPL's main website generated 73.1% of total electronic visits, up from 65.3% in 2024. Changes to website routing, including the redirection of visits previously directed to the maintenance page, contributed to higher reported traffic to the main website.
- Kanopy accounted for 12.6% of total electronic visits in 2025, down from 22.2% in 2024. Kanopy visits declined by 42% year-over-year. Beginning in February 2025, the vendor implemented accessibility improvements and revised their methodology for counting visits and plays, affecting reported totals.
- There were 345,297 visits to eLearning resources in 2025, an 8% decline from 2024 and accounting for just over 1% of total electronic visits. The top resources are Gale Courses (32.4%), Mango Languages (32.5%), and LinkedIn Learning (13.7%).

## 4.5 PROGRAMS

Number of programs		
<b>Total</b>		
2025:	<b>43,017</b>	<b>+9.9 % from 2024</b>
2024:	<b>39,150</b>	
<b>In-Person</b>		
2025:	<b>42,350</b>	<b>+10.4 % from 2024</b>
2024:	<b>38,351</b>	
<b>Online</b>		
2025:	<b>667</b>	<b>-16.5% from 2024</b>
2024:	<b>799</b>	

### 4.5.1.1 Influencing Factors 2025

- TPL staff are prioritizing in-person attendance while aligning online offerings with community demand to maximize reach.
- Online replay views increased through stronger distribution and partnerships, such as Women's College Hospital amplifying the success of the Bridging Minds recordings by promoting replay links on their website.

Attendees, Views, and Replays		
<b>Total</b>		
2025:	<b>852,749</b>	<b>+10.2 % from 2024</b>
2024:	<b>773,786</b>	
<b>In-Person (Attendees)</b>		
2025:	<b>826,946</b>	<b>+10.2 % from 2024</b>
2024:	<b>750,409</b>	
<b>Online (Live Views and Replays)</b>		
2025:	<b>25,803</b>	<b>+10.4 % from 2024</b>
2024:	<b>23,377</b>	

#### 4.5.2 Programs current highlights 2025

- In 2025, more than 43 thousand in-person and virtual programs were offered, a 9.9% increase from 2024. Total attendance and views rose by 10.2% to 852,749, showing an overall increase in engagement, despite a decline in online programs offered (See Table 6).

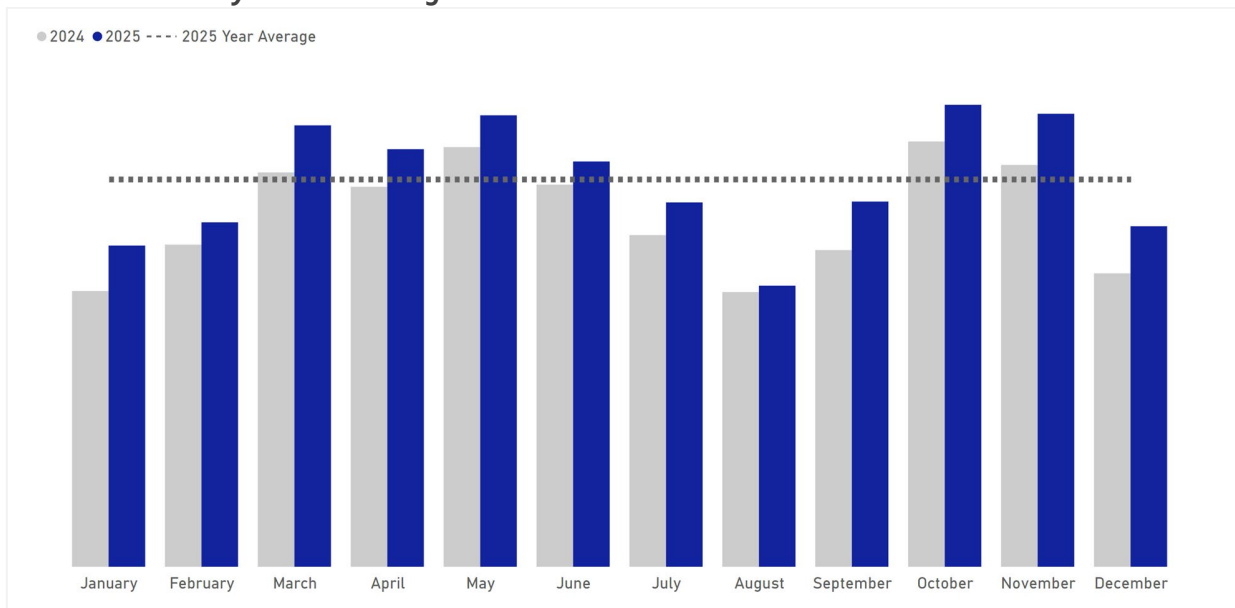
**Table 6 – 2024 to 2025 Programs and Attendance Group (In-Person, Online, and Combined)**

	Number of Programs			Attendees, Views, Replays		
	2024	2025	2024-2025 % change	2024	2025	2024-2025 % change
In-person	38,351	42,350	+10.4%	750,409	826,946	+10.2%
Online	799	667	-16.5%	23,377	25,803	+10.4%
<b>Total</b>	<b>39,150</b>	<b>43,017</b>	<b>+9.9%</b>	<b>773,786</b>	<b>852,749</b>	<b>+10.2%</b>

- The number of in-person programs offered in 2025 increased by 10.4% with attendance increasing at a similar rate. The average attendees per in-person program remains steady in 2025 compared to 2024.
- In 2025, the three in-person program categories with the highest number of attendees remain the same as 2024:
  - Civil Society or Community Building (228,421 attendees)
    - Civil society programs focus on democracy, civic engagement, social movements, intellectual freedom, activism, and addressing inequality and injustice. Community building programs foster well-being through connection, shared experiences, and social

- support. Examples include civil society initiatives, conversation and social circles, and the Youth Hubs drop-in service.
    - Reading Programs and Storytimes (131,966 attendees)
      - Programs that support early literacy skills development. Examples include Ready for Reading programs.
    - Class Visit or Instruction (124,370 attendees)
      - Programs or instructional workshops that are delivered to groups, including school class visits, and community groups. Examples include school outreach, daycare visits, EarlyON programs.
  - More Sunday programs were offered in 2025, though it is still early to assess the full impact of the expansion.
    - Number of in-person Sunday programs increased 53.3% and Sunday attendance increased 38.6% compared to 2024.
    - Average attendance per Sunday session decreased to 12.8 attendees per program from 14.2 in 2024.
- The monthly attendance line chart shows similar trends across most months, with October and November being especially strong, coinciding with the expansion of Sunday openings across all branches (see Chart 8).

**Chart 8 – Monthly In-Person Program Attendance: 2024 to 2025**



- Online programming was strategically prioritized by popular topics, while increasing reach. While TPL elected to focus the number of online programs,

reducing their number by 16.5%, total reach still increased by 10.4% raising average reach per program from 29.3 to 38.7 (+32%).

- Live participation accounted for the majority of online engagement (76%), with Zoom replays contributing 20% and YouTube views representing 4%.
- In 2025, the three online program categories with the highest attendance were:
  - Newcomer Focus (7,238 attendees; 29 avg. reach/session)
    - Programs with a focus on newcomers' settlement needs such as citizenship test preparation, informal language learning, or collaborative programs with LSP or ISS workers. Examples include Canadian Citizenship Preparation, English Conversation Circle, and LSP: Newcomer Support Group.
  - Computer and Library Training (4,843 attendees; 20 avg. reach/session)
    - Programs that offer hands-on digital literacy training covering topics such as TPL subscription databases, Microsoft & Adobe products, computer basics, social media, digital innovation and content creation, and digital privacy.
  - Health and Wellness (4,442 attendees; 202 avg. reach/session)
    - Programs that feature or provide information on health, nutrition, exercise; and physical, emotional, and mental health and well-being. Examples include Health Care Talks, yoga and movement, nutrition fundamentals, fitness and healthy living, nutrition for the various stages of the life cycle and healthy aging.
- Health and Wellness achieved an average reach of approximately 202 participants per program. This was high compared to other online program categories and was largely due to the 2025 launch of the Bridging Minds series with Women's College Hospital, which generated 12.4% of total online engagement.
- In 2025, one-on-one Book a Librarian (BAL) sessions declined slightly by 1.4%, with attendance down 2.6% from 2023 (see Table 7).
  - In-person BAL sessions dropped 1.5% to 3,504 sessions, making up 99% of total BAL sessions and drawing 3,678 attendees.
  - Remote BAL sessions (online or by phone) increased 10.7% to 31 sessions, accounting for just 1% of sessions, with 33 attendees

**Table 7 – Book a Librarian & Remote Book a Librarian**

Book a Librarian (BAL) categories	2024	2025	2024-2025 % change
In-Person BAL Sessions	3,558	3,504	-1.5%
In-Person BAL Attendance	3,780	3,678	-2.7%
Remote BAL Sessions	28	31	+10.7%
Remote BAL Attendance	30	33	+10.0%
<b>Total BAL Sessions</b>	<b>3,586</b>	<b>3,535</b>	<b>-1.4%</b>
<b>Total BAL Attendance</b>	<b>3,810</b>	<b>3,711</b>	<b>-2.6%</b>

## 4.6 USE OF TECHNOLOGY IN BRANCHES

In 2025, continued growth in public workstation uses and wireless sessions highlighted the library’s essential role in providing digital access. While wireless data consumption remained stable overall, increased engagement throughout the year reflected sustained community reliance on library technology and connectivity to support digital inclusion.

Workstation User Session Hours		
2025:	<b>1,638,960</b>	<b>+ 26.7%</b> <i>from 2024</i>
2024:	<b>1,293,778</b>	

**4.6.1.1 Influencing Factors 2025**

- The first quarter saw the largest relative increases in workstation session hours, consistent with continued recovery from the cybersecurity incident. Yet the fact that all months posted year-over-year growth points to a sustained upward trend, not an isolated spike.
- Workstation user session hours for Sundays grew almost three times as much as Mon–Sat in Q4, indicating that the extended Sunday hours materially boosted demand.

Wireless Sessions		
2025:	<b>6,386,659</b>	<b>+7.7%</b> <i>from 2024</i>
2024:	<b>5,928,216</b>	

### 4.6.0 Workstation User Session Hours current highlights 2025

- Overall workstation user session hours increased significantly from 2024 to 2025, with the annual total increasing by 26.7%.

- The largest relative increases occurred in the first quarter, indicating continued recovery from the cybersecurity incident. However, every month recorded year-over-year growth, showing consistent improvement rather than isolated spikes (see Table 8).

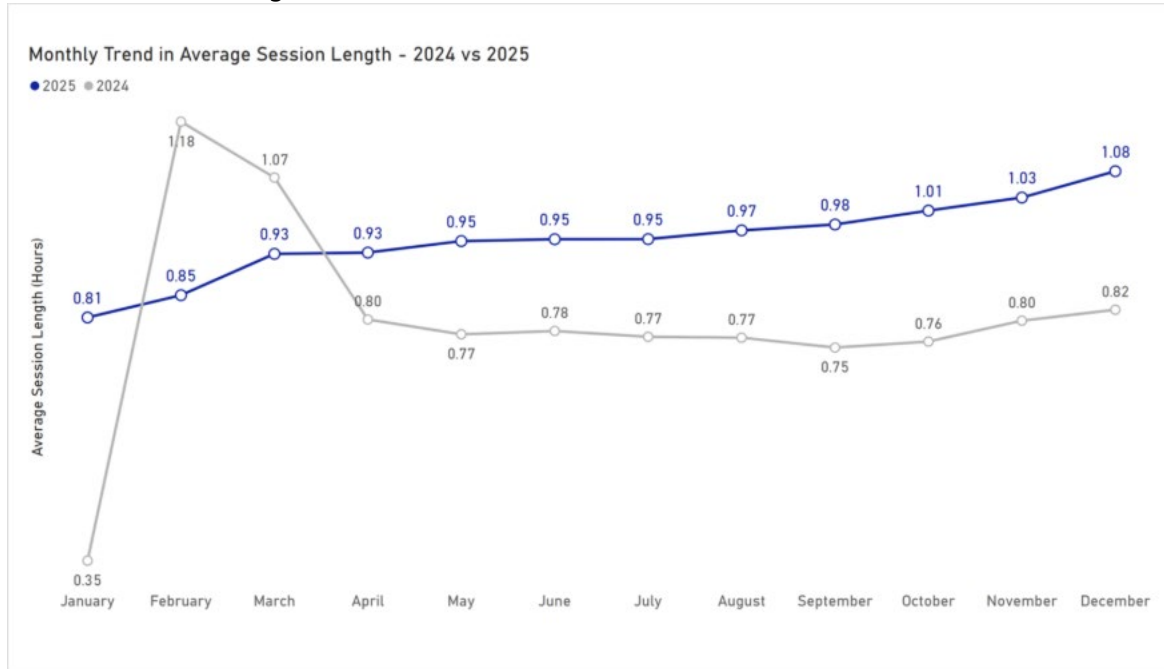
**Table 8 – Workstation User Session Hours by Quarter**

Quarter	2024	2025	2024 vs 2025 %
Q1	163,329	383,288	+134.7%
Q2	356,819	404,211	+13.3%
Q3	392,635	433,283	+10.4%
Q4	380,996	418,179	+9.8%
<b>Total</b>	<b>1,293,778</b>	<b>1,638,960</b>	<b>26.7%</b>

#### 4.6.1 Workstation Session Length

- Average user session length showed a consistent upward trend from January through December, suggesting that users tend to remain at computer workstations for longer periods over time. Average session length increased from 49 minutes in 2024 (~0.81 hours) to 57 minutes in 2025 (~0.95 hours).
- Furthermore, sessions that are 15 minutes or less decreased by 8%. This indicates that users are spending more time per session, not just creating more sessions.
- A change to booking technology in February 2024 may have contributed to the increased session length: An upgrade to the RAC booking technology resulted in a change to how extended sessions work. Previously a customer was only guaranteed 2 hours of computer time; at any time after that another booking could end an extended session with 1-minute notice. Now extended time is offered in 20-minute increments which can't be interrupted by a booking.

**Chart 9 – Session Length 2024 vs. 2025**



- The average session length increase was gradual. The month-by-month trend shows a steady rise across 2025 and did not spike in any specific month. This indicates that demand was progressive and likely not from any specific events. (See Chart 9)

**4.6.2 Workstation Session Hours by Day of the Week**

- In Q2 and Q3, year-over-year growth in workstation user session hours was broadly consistent across Mon-Sat, with Sundays showing only a modestly higher increase of almost 5% (see Table 9).
- However, Q4 had a different pattern. Sunday session hours grew at more than three times the Mon-Sat rate, indicating that the expanded Sunday open hours in that quarter had a material impact on usage (Table 10).

**Table 9 - Workstation User Session Hours by day of week: 2024 vs 2025 Q2+Q3 Comparison**

Day of Week	2024 Q2+Q3	2025 Q2+Q3	2024-2025 %change
Mon-Sat	671,848	768,399	+14.4%
Sun	27,501	32,796	+19.3%

**Table 10 - Workstation User Session Hours by day of week: 2024 vs 2025 Q4 Comparison**

Day of Week	2024 Q4	2025 Q4	2024-2025 %change
Mon-Sat	338,540	376,993	+11.4%
Sun	18,343	25,256	+37.7%

### 4.6.3 Wireless Sessions current highlights 2025

- Wireless sessions count the number of unique user devices (not actual users) by branch and day based on MAC addresses that are authorized to use the Wi-Fi network because the user accepts TPL’s terms and conditions.
- Wireless sessions increased from 5.93 million in 2024 to 6.39 million in 2025, reflecting steady year-over-year growth, with all four quarters showing improvement. Q2 recorded the strongest gains while growth in Q4 was more moderate (see Table 11).

**Table 11- Wireless Sessions by Quarter: 2021 to 2025**

Quarter	2021	2022	2023	2024	2025	2024-2025 %change
Q1	601,048	894,058	1,396,310	1,388,978	1,497,018	+7.8%
Q2	480,261	1,258,963	1,602,447	1,563,688	1,753,026	+12.1%
Q3	918,034	1,376,679	1,573,184	1,446,238	1,555,223	+7.5%
Q4	1,079,308	1,416,284	1,510,914	1,529,312	1,581,392	+3.4%
<b>Total</b>	<b>3,078,651</b>	<b>4,945,984</b>	<b>6,082,855</b>	<b>5,928,216</b>	<b>6,386,659</b>	<b>+7.7%</b>

### Wireless Data Consumption (in millions of GB)

- In 2025, more devices connected to library Wi-Fi in every quarter, but the traffic those devices generated varied in intensity throughout the year (see Table 12). In Q1, connections rose while total data use dipped, suggesting lighter activity like browsing, email, or quick lookups.
- Q2 - Q4 saw heavier data consumption of the year, indicating more bandwidth-intensive activity like streaming video, participating in online courses, or downloading larger files. This growth helped sustain overall annual expansion despite short-term fluctuation in Q1.

**Table 12 - Wireless Data Consumption (in millions of GB): 2022 to 2025**

Quarter	2022	2023	2024	2025	2024-2025 % change
Q1	0.24	0.39	0.55	0.52	-5.5%
Q2 - Q4	1.04	1.45	1.54	1.63	+5.8%
<b>Total</b>	<b>1.28</b>	<b>1.84</b>	<b>2.08</b>	<b>2.14</b>	<b>+2.9%</b>

- TPL continues to loan 1,000 hotspot devices for six-month periods through the Wi-Fi Hotspot Lending Program, supporting low-income families and individuals facing internet access barriers. The program is part of the City's Poverty Reduction Strategy. In 2024, TPL also maintained 268 Internet Connectivity Kits (ICKs) in active inventory.

#### 4.6.4 Digital Innovation Hubs current highlights 2025

- Three new DIHs were introduced in 2025 (April at Fairview, May at Malvern, and October at Maria A. Shchuka), expanding system capacity. This expansion is a key contributing factor to the observed growth in DIH usage.
- Overall DIH activity increased significantly, with total bookings increased by 82% and total visits increased by 61% compared to 2024.
- Computer bookings more than doubled, increasing by 112%, representing the largest growth among all booking categories.
- Tech Kit checkouts had the fastest growth, climbing 132%, indicating strong demand for portable or take-home technology.
- 3D printer and Audio Visual Studio bookings both grew, increased by 49% and 42% respectively.

**Table 13- DIH usage**

DIH categories	2024	2025	2024-2025 %change
Computer bookings	11,105	23,514	+111.7%
Audio Visual Studio bookings	3,182	4,511	+41.8%
3D printer bookings	6,106	9,070	+48.5%
Total bookings	20,393	37,095	+81.9%
Tech Kit checkouts	583	1,351	+131.7%
Program attendance	6,707	7,955	+18.6%
DIH visits	27,683	44,582	+61.0%

## 4.7 LIBRARY CARD MEMBERSHIP

In 2025, membership was required for the following services: checking out physical materials and electronic items, placing holds, tpl:map and logging into an online account.

Membership is not currently required to visit a branch, attend in-person or online programs, use computer workstations, connect to wireless service, or to use materials in branch. It is worth noting that membership is not a holistic picture of total library use.

<p><b>Membership registration</b></p> <p>2025: <b>225,564</b>                      - <b>4.1%</b> vs. 2024                  2024: <b>235,269</b></p> <p><b>Membership renewal</b></p> <p>2025: <b>568,854</b>                      + <b>15.8%</b> vs. 2024                  2024: <b>491,084</b></p>	<p><i>4.6.1.1 Key influencing factors 2025</i></p> <ul style="list-style-type: none"> <li>• Higher registrations in recent years have translated into a larger member base and an increasing number of renewals.</li> <li>• Just over half of all member renewals were processed online in 2025.</li> </ul>
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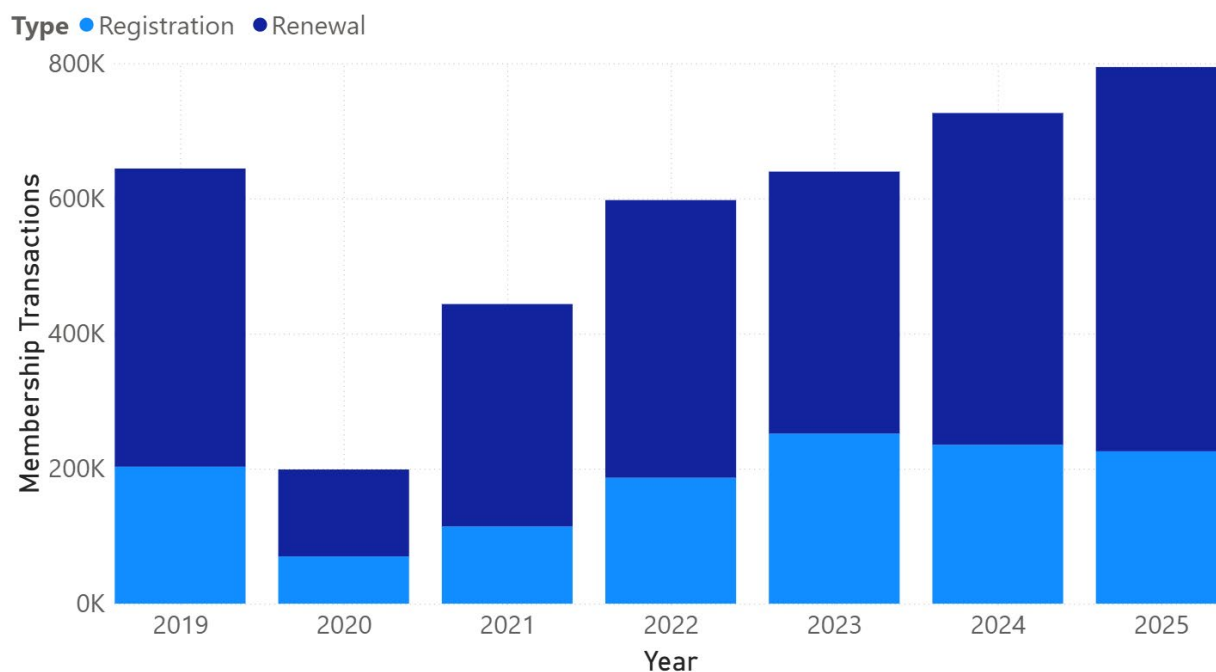
### 4.7.1 Membership current highlights 2025

- There were 225,564 new registrations in 2025, representing a 4.1% decrease from the previous year. While lower than both 2023 and 2024, the total for 2025 is high for TPL historically, as it's still higher than the 202,732 new memberships processed in 2019.
- There were 568,854 membership renewals in 2025, representing a 15.8% increase from the previous year. This is due to the addition of targeted retention initiatives, such as various renewal reminder touchpoints, as well as the continued impact of an online renewal option, which was launched in 2019
- In 2025, there were 28,183 Digital Access Card (DAC) registrations compared to 23,957 DAC registrations in 2024, up 17.6%. Overall, online registration for Digital Access Cards has remained steady in recent years, while in-person registration continues to account for most registrations.

**Table 14 – Library Card Registrations and Renewals 2019 to 2025 comparisons**

Membership Transaction	2019	2020	2021	2022	2023	2024	2025
<b>Registration</b>	<b>202,732</b>	<b>69,946</b>	<b>114,379</b>	<b>186,425</b>	<b>251,892</b>	<b>235,269</b>	<b>225,564</b>
Adult	158,241	59,072	94,205	147,022	203,518	191,642	185,531
Child	31,961	6,966	11,222	28,753	35,547	31,600	27,585
Teen	12,530	3,908	8,952	10,650	12,826	12,027	12,448
<b>Renewal</b>	<b>441,454</b>	<b>128,739</b>	<b>329,174</b>	<b>411,034</b>	<b>387,747</b>	<b>491,083</b>	<b>568,854</b>
Adult	364,442	109,928	295,814	352,575	338,495	428,638	500,329
Child	56,940	12,889	18,904	38,215	32,610	42,604	46,662
Teen	20,072	5,922	14,456	20,244	16,642	19,841	21,863
<b>Total</b>	<b>644,186</b>	<b>198,685</b>	<b>443,553</b>	<b>597,459</b>	<b>639,639</b>	<b>726,352</b>	<b>794,418</b>

**Chart 10 - Library Card Registrations and Renewals 2019 to 2025**



#### 4.7.2 Active membership

- In 2025, the number of active members with at least one instance of recorded activity in the past 2 years was 1,106,079, a 7.3% increase over 2024, which suggests that TPL has seen broader engagement from its growing membership base.

## **5 CONCLUSION**

2025 was the first full year of stable service following disruptions early in 2024 due to the cybersecurity incident. Overall use of library services increased, reflecting recovery as well as expanded access through longer open hours and continued strong use of digital services. 2025 reflects renewed momentum as access to services expanded and Torontonians continued to use the library in both physical and digital spaces.

## Branch Summary Statistics: January to December 2025

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS			
	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	
<b>NEIGHBOURHOOD BRANCHES</b>																									
<b>1st Quartile</b>																									
1	Bridlewood	406,698	209,878	93.8%	180,035	119,084	51.2%	39,833	28,768	38.5%	131,363	79,669	64.9%	18,397	3,449	433.4%	183,723	105,117	74.8%	31,445	13,920	125.9%	3,421.5	2,744.5	24.7%
2	Woodside Square	284,566	244,687	16.3%	148,438	116,719	27.2%	39,038	25,935	50.5%	50,963	41,610	22.5%	12,145	8,365	45.2%	95,530	84,419	13.2%	30,513	23,948	27.4%	3,376.0	3,173.0	6.4%
3	Parkdale	274,293	246,404	11.3%	199,360	173,915	14.6%	82,692	66,974	23.5%	110,163	100,261	9.9%	16,954	11,009	54.0%	106,155	108,525	-2.2%	43,113	38,493	12.0%	3,463.5	3,432.0	0.9%
4	Ethennonhawahastihnen'	268,808	270,302	-0.6%	203,052	179,128	13.4%	59,623	51,593	15.6%	68,263	57,371	19.0%	5,486	4,475	22.6%	105,381	106,089	-0.7%	19,799	19,545	1.3%	3,246.5	3,253.5	-0.2%
5	Maryvale	230,579	221,367	4.2%	98,052	88,718	10.5%	23,801	19,617	21.3%	48,213	54,568	-11.6%	14,636	7,120	105.6%	115,110	67,432	70.7%	22,487	22,657	-0.8%	3,341.0	3,302.5	1.2%
6	Runnymede	228,487	212,437	7.6%	258,883	221,997	16.6%	117,403	94,408	24.4%	70,650	62,433	13.2%	6,845	7,693	-11.0%	79,638	73,097	8.9%	26,015	23,030	13.0%	3,288.5	3,253.5	1.1%
7	Deer Park	204,611	196,916	3.9%	200,183	182,090	9.9%	93,643	79,017	18.5%	80,975	78,451	3.2%	4,727	5,003	-5.5%	76,341	78,761	-3.1%	22,473	20,239	11.0%	3,288.5	3,173.0	3.6%
8	Eglinton Square	197,060	188,648	4.5%	105,578	89,389	18.1%	33,473	25,398	31.8%	39,438	41,873	-5.8%	3,285	2,167	51.6%	98,596	61,828	59.5%	22,857	19,574	16.8%	3,246.5	3,253.5	-0.2%
9	Fort York	195,472	193,965	0.8%	205,963	177,156	16.3%	92,286	78,029	18.3%	71,325	77,066	-7.5%	6,367	7,388	-13.8%	144,407	113,083	27.7%	24,946	27,785	-10.2%	3,246.5	3,253.5	-0.2%
10	St. James Town	195,156	155,162	25.8%	115,914	99,251	16.8%	46,758	38,411	21.7%	52,375	65,880	-20.5%	3,838	3,452	11.2%	60,143	52,711	14.1%	34,608	25,124	37.7%	3,421.5	2,818.5	21.4%
11	Eatonville	189,499	133,539	41.9%	299,879	222,068	35.0%	117,159	79,211	47.9%	148,000	122,554	20.8%	9,526	5,422	75.7%	77,676	68,845	12.8%	19,653	16,948	16.0%	3,376.0	2,629.5	28.4%
12	High Park	179,592	151,484	18.6%	199,767	170,520	17.2%	87,181	71,031	22.7%	35,550	26,360	34.9%	11,592	8,469	36.9%	64,998	26,575	144.6%	13,730	12,871	6.7%	3,246.5	3,173.0	2.3%
13	Scarborough Civic Centre	170,669	177,226	-3.7%	107,280	101,092	6.1%	29,184	28,016	4.2%	42,100	44,782	-6.0%	3,952	4,312	-8.3%	73,189	78,862	-7.2%	21,159	21,998	-3.8%	3,246.5	3,253.5	-0.2%
14	Wychwood	167,473	152,824	9.6%	160,685	135,795	18.3%	72,067	55,904	28.9%	44,575	38,636	15.4%	4,501	4,851	-7.2%	75,275	80,707	-6.7%	15,120	13,451	12.4%	3,166.0	3,124.0	1.3%
15	Beaches	167,125	153,235	9.1%	182,735	156,636	16.7%	74,783	61,301	22.0%	36,925	35,519	4.0%	5,017	5,169	-2.9%	50,241	48,668	3.2%	12,067	10,749	12.3%	3,246.5	3,173.0	2.3%
16	Leaside	163,355	152,726	7.0%	234,752	203,820	15.2%	87,165	72,913	19.5%	39,213	26,624	47.3%	8,131	7,623	6.7%	31,072	30,197	2.9%	9,011	8,645	4.2%	3,166.0	3,124.0	1.3%
17	City Hall	160,310	131,586	21.8%	110,847	82,958	33.6%	48,937	35,535	37.7%	56,350	44,781	25.8%	3,169	4,449	-28.8%	49,258	46,820	5.2%	21,177	17,804	18.9%	3,246.5	2,549.5	27.3%
18	Downsview	159,012	167,397	-5.0%	93,938	91,735	2.4%	24,203	22,373	8.2%	41,533	33,511	23.9%	21,733	15,233	41.8%	75,046	70,594	6.3%	24,298	23,583	3.0%	3,355.5	3,432.0	-2.2%
19	Flemingdon Park	156,878	152,832	2.6%	62,815	51,316	22.4%	17,257	13,372	29.1%	42,855	46,060	-7.0%	26,815	24,133	11.1%	47,807	52,533	-9.0%	17,630	16,236	8.6%	3,379.0	3,432.0	-1.5%
20	Parliament Street	146,829	146,945	-0.1%	103,084	89,474	15.2%	40,703	34,954	16.4%	65,913	54,644	20.6%	12,842	9,557	34.4%	90,640	90,984	-0.4%	27,950	23,741	17.7%	3,463.5	3,366.5	2.9%
<b>2nd Quartile</b>																									
21	Riverdale	139,413	119,558	16.6%	134,506	115,513	16.4%	48,764	39,890	22.2%	48,425	50,683	-4.5%	4,070	3,277	24.2%	105,161	101,902	3.2%	18,428	18,683	-1.4%	3,288.5	3,173.0	3.6%
22	Sanderson	137,915	143,693	-4.0%	71,569	64,933	10.2%	26,283	22,590	16.3%	45,325	43,383	4.5%	8,567	9,137	-6.2%	97,948	35,310	177.4%	20,400	19,516	4.5%	3,421.5	3,432.0	-0.3%
23	Daniel G. Hill	123,804	107,495	15.2%	157,068	134,635	16.7%	59,107	49,658	19.0%	39,975	32,457	23.2%	10,030	7,654	31.0%	65,188	71,790	-9.2%	17,659	16,071	9.9%	3,421.5	3,294.0	3.9%
24	Hillcrest	117,305	97,718	20.0%	209,609	178,494	17.4%	78,309	63,257	23.8%	37,438	32,743	14.3%	5,916	3,078	92.2%	44,583	37,299	19.5%	9,806	8,922	9.9%	3,166.0	2,598.0	21.9%
25	Danforth/Coxwell	115,912	98,500	17.7%	166,827	146,059	14.2%	68,684	54,179	26.8%	73,775	44,747	64.9%	5,970	4,024	48.4%	76,951	77,463	-0.7%	12,831	12,573	2.1%	3,246.5	3,173.0	2.3%
26	Main Street	115,613	102,138	13.2%	179,904	145,067	24.0%	75,869	58,463	29.8%	17,525	17,323	1.2%	5,395	4,278	26.1%	25,813	15,201	69.8%	11,305	10,617	6.5%	3,166.0	3,124.0	1.3%
27	Weston	113,195	106,260	6.5%	60,538	53,530	13.1%	20,381	16,658	22.3%	70,588	42,955	64.3%	18,934	18,041	4.9%	44,066	27,217	61.9%	16,221	14,560	11.4%	3,421.5	3,432.0	-0.3%
28	Palmerston	112,204	96,808	15.9%	133,114	109,928	21.1%	60,808	51,496	18.1%	18,263	19,384	-5.8%	4,240	4,290	-1.2%	21,179	22,874	-7.4%	7,586	8,019	-5.4%	2,581.0	2,536.5	1.8%
29	Steeles	108,296	120,406	-10.1%	114,190	114,324	-0.1%	34,942	29,915	16.8%	42,150	38,948	8.2%	3,997	4,271	-6.4%	65,865	34,849	89.0%	9,643	10,993	-12.3%	3,421.5	3,432.0	-0.3%
30	St. Lawrence	108,029	102,566	5.3%	145,357	123,589	17.6%	77,790	62,826	23.8%	215,163	136,038	58.2%	5,113	4,521	13.1%	24,826	13,761	80.4%	11,378	12,042	-5.5%	2,560.5	2,604.0	-1.7%
31	Burrows Hall	107,279	83,853	27.9%	87,525	67,860	29.0%	24,919	14,425	72.7%	48,688	40,218	21.1%	4,719	5,511	-14.4%	36,211	31,270	15.8%	15,511	11,011	40.9%	3,421.5	2,818.5	21.4%
32	Kennedy/Eglinton	106,597	106,811	-0.2%	69,817	65,182	7.1%	17,271	15,495	11.5%	53,488	49,766	7.5%	12,960	10,638	21.8%	46,509	50,927	-8.7%	19,888	18,386	8.2%	3,421.5	3,432.0	-0.3%
33	Alderwood	103,795	94,102	10.3%	109,793	92,424	18.8%	32,955	23,470	40.4%	32,275	30,396	6.2%	6,727	7,338	-8.3%	15,938	17,550	-9.2%	5,920	5,708	3.7%	2,581.0	2,536.5	1.8%
34	McGregor Park	102,433	85,934	19.2%	98,858	83,304	18.7%	26,539	21,523	23.3%	43,013	41,739	3.0%	3,432	2,754	24.6%	39,288	29,647	32.5%	16,016	15,683	2.1%	3,246.5	2,466.5	31.6%
35	Forest Hill	101,896	99,691	2.2%	116,595	102,712	13.5%	49,045	40,416	21.4%	15,688	19,688	-20.3%	2,487	5,276	-52.9%	61,769	54,670	13.0%	7,192	6,905	4.2%	3,166.0	3,101.0	2.1%
36	Thorncliffe	101,188	116,526	-13.2%	48,221	57,006	-15.4%	13,587	15,925	-14.7%	38,285	38,079	0.5%	15,888	24,192	-34.3%	50,041	64,872	-22.9%	17,732	21,113	-16.0%	2,620.0	3,432.0	-23.7%
37	Yorkville	100,764	94,169	7.0%	126,127	109,536	15.1%	55,489	41,918	32.4%	28,888	26,948	7.2%	7,162	6,199	15.5%	41,635	42,577	-2.2%	9,622	9,542	0.8%	3,166.0	3,124.0	1.3%
38	Mount Dennis	99,351	91,587	8.5%	63,391	53,528	18.4%	18,450	13,969	32.1%	21,088	15,681	34.5%	9,964	9,111	9.4%	36,011	38,217	-5.8%	15,642	13,771	13.6%	3,421.5	3,432.0	-0.3%
39	Mimico Centennial	97,026	75,694	28.2%	124,065	106,155	16.9%	39,974	34,974	14.3%	73,550	62,050	18.5%	7,834	8,294	-5.5%	24,896	24,631	1.1%	7,459	6,457	15.5%	2,339.5	2,064.0	13.3%
40	Black Creek	96,342	77,563	24.2%	37,407	32,906	13.7%	8,782	5,853	50.0%	74,613	72,361	3.1%	1,803	1,116	61.6%	45,012	19,783	127.5%	18,317	14,252				

## Branch Summary Statistics: January to December 2025

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS		
	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change
<b>3rd Quartile</b>																								
41 Dufferin/St. Clair	91,327	82,638	10.5%	101,982	85,965	18.6%	34,773	27,511	26.4%	26,825	25,881	3.6%	7,010	6,300	11.3%	36,099	20,886	72.8%	11,585	10,355	11.9%	2,581.0	2,536.5	1.8%
42 Annette Street	90,451	73,557	23.0%	137,175	114,586	19.7%	59,486	46,227	28.7%	25,350	16,845	50.5%	4,773	3,213	48.6%	28,142	26,111	7.8%	7,971	7,667	4.0%	2,581.0	2,443.5	5.6%
43 Cliffcrest	89,767	67,632	32.7%	98,573	82,761	19.1%	36,724	28,661	28.1%	36,988	20,423	81.1%	3,110	2,147	44.9%	39,075	32,443	20.4%	12,027	10,226	17.6%	3,421.5	2,818.5	21.4%
44 College/Shaw	87,492	82,622	5.9%	119,859	105,755	13.3%	56,487	48,916	15.5%	23,207	21,969	5.6%	1,047	2,428	-56.9%	62,542	13,797	353.3%	7,769	7,545	3.0%	2,546.5	2,536.5	0.4%
45 Gerrard/Ashdale	86,746	75,230	15.3%	124,631	101,788	22.4%	47,728	36,506	30.7%	36,750	37,342	-1.6%	4,003	3,148	27.2%	38,696	12,653	205.8%	6,749	6,147	9.8%	2,581.0	2,536.5	1.8%
46 Morningside	86,363	88,663	-2.6%	92,638	82,816	11.9%	28,575	24,474	16.8%	67,575	59,856	12.9%	2,935	3,026	-3.0%	39,416	42,971	-8.3%	16,706	16,523	1.1%	3,246.5	3,253.5	-0.2%
47 Humberwood	84,590	69,879	21.1%	40,874	33,769	21.0%	19,639	16,404	19.7%	31,288	21,544	45.2%	4,345	2,802	55.1%	18,984	18,565	2.3%	6,733	5,866	14.8%	3,166.0	2,598.0	21.9%
48 Port Union	74,396	67,693	9.9%	124,066	111,639	11.1%	43,803	36,278	20.7%	15,675	11,459	36.8%	4,791	3,073	55.9%	26,325	12,261	114.7%	3,859	3,561	8.4%	2,581.0	2,536.5	1.8%
49 Oakwood Village Library and Arts Centre	72,794	71,455	1.9%	85,398	74,273	15.0%	38,818	26,604	45.9%	35,788	94,153	-62.0%	4,024	5,075	-20.7%	24,270	14,542	66.9%	5,963	5,712	4.4%	2,581.0	2,536.5	1.8%
50 Armour Heights	70,049	60,741	15.3%	134,401	106,791	25.9%	50,983	37,956	34.3%	16,488	10,182	61.9%	1,438	995	44.5%	13,140	13,279	-1.0%	4,308	3,961	8.8%	2,339.5	2,064.0	13.3%
51 Jones	67,821	60,509	12.1%	106,641	91,550	16.5%	42,455	34,758	22.1%	17,350	19,106	-9.2%	7,828	6,981	12.1%	28,425	8,554	232.3%	4,894	4,941	-1.0%	2,593.5	2,556.5	1.4%
52 Queen/Saulter	67,520	57,727	17.0%	68,584	54,429	26.0%	29,572	21,448	37.9%	5,325	7,730	-31.1%	8,245	6,656	23.9%	24,593	24,778	-0.7%	4,800	4,551	5.5%	2,339.5	2,064.0	13.3%
53 Brookbanks	65,865	57,293	15.0%	94,457	83,755	12.8%	35,031	27,027	29.6%	24,000	44,054	-45.5%	1,493	623	139.6%	24,596	15,683	56.8%	6,728	6,657	1.1%	2,339.5	2,064.0	13.3%
54 Jane/Sheppard	65,817	62,315	5.6%	56,048	52,159	7.5%	15,596	12,808	21.8%	54,813	88,281	-37.9%	3,981	3,996	-0.4%	29,282	25,487	14.9%	11,174	10,463	6.8%	3,045.0	2,666.0	14.2%
55 Goldhawk Park	64,100	86,296	-25.7%	86,592	101,024	-14.3%	28,176	31,804	-11.4%	17,225	26,698	-35.5%	5,590	10,483	-46.7%	33,103	28,789	15.0%	7,810	11,929	-34.5%	2,573.5	3,253.5	-20.9%
56 Spadina Road	59,419	60,204	-1.3%	71,753	66,773	7.5%	33,279	31,698	5.0%	21,329	14,374	48.4%	1,730	1,500	15.3%	10,954	6,736	62.6%	5,451	5,283	3.2%	2,105.5	2,064.0	2.0%
57 Guildwood	57,093	49,170	16.1%	62,071	57,769	7.4%	22,607	19,262	17.4%	11,888	13,728	-13.4%	1,617	1,436	12.6%	31,699	28,903	9.7%	3,555	3,852	-7.7%	2,098.0	2,064.0	1.6%
58 Locke	56,948	12,125	369.7%	68,944	27,591	149.9%	25,348	24,517	3.4%	10,498			2,132	525	306.1%	16,886	12,682	33.1%	3,514	81	4238.3%	1,096.0	360.5	204.0%
59 Mount Pleasant	53,399	47,221	13.1%	96,569	75,624	27.7%	40,556	28,394	42.8%	9,275	11,490	-19.3%	4,548	5,066	-10.2%	17,870	20,010	-10.7%	3,147	2,813	11.9%	2,098.0	2,064.0	1.6%
60 Pleasant View	50,004	59,311	-15.7%	96,433	99,049	-2.6%	27,445	27,484	-0.1%	36,338	48,569	-25.2%	2,443	3,872	-36.9%	20,531	24,933	-17.7%	6,171	7,689	-19.7%	1,958.5	2,172.5	-9.9%
<b>4th Quartile</b>																								
61 Bendale	46,918	43,930	6.8%	62,621	59,825	4.7%	15,737	13,805	14.0%	55,700	40,338	38.1%	3,857	2,659	45.1%	14,234	17,095	-16.7%	7,577	7,761	-2.4%	2,420.0	2,193.5	10.3%
62 Long Branch	46,561	35,014	33.0%	77,167	57,846	33.4%	25,145	21,531	16.8%	25,350	20,884	21.4%	2,544	2,701	-5.8%	19,453	6,417	203.1%	6,364	4,121	54.4%	2,098.0	1,624.0	29.2%
63 Highland Creek	46,530	44,973	3.5%	86,931	76,885	13.1%	28,282	22,768	24.2%	12,850	25,448	-49.5%	2,181	1,690	29.1%	15,862	14,104	12.5%	5,744	6,349	-9.5%	2,098.0	2,064.0	1.6%
64 St. Clair/Silverthorn	45,626	37,312	22.3%	64,114	46,840	36.9%	21,644	15,736	37.5%	15,638	10,978	42.4%	2,614	1,969	32.8%	12,765	9,252	38.0%	4,426	3,718	19.0%	2,420.0	2,193.5	10.3%
65 Amesbury Park	41,924	39,641	5.8%	47,786	38,622	23.7%	14,098	10,257	37.4%	34,575	25,340	36.4%	2,619	1,502	74.4%	19,924	12,683	57.1%	7,869	6,418	22.6%	2,420.0	2,193.5	10.3%
66 Junction Triangle	41,387			47,124			29,243			14,975			2,075			14,363			2,705			980.5		
67 Elmbrook Park	40,807	37,264	9.5%	79,271	72,713	9.0%	29,761	24,795	20.0%	19,063	19,110	-0.2%	3,405	3,246	4.9%	20,496	30,931	-33.7%	2,651	2,339	13.3%	2,098.0	2,064.0	1.6%
68 Woodview Park	40,413	41,437	-2.5%	30,895	26,843	15.1%	8,881	6,317	40.6%	24,250	25,398	-4.5%	3,028	2,840	6.6%	15,413	10,551	46.1%	5,789	5,139	12.6%	2,420.0	2,129.5	13.6%
69 Rexdale	38,422	35,018	9.7%	40,532	35,098	15.5%	14,177	10,640	33.2%	20,638	10,536	95.9%	2,139	1,634	30.9%	17,156	14,620	17.3%	5,373	5,792	-7.2%	2,420.0	2,193.5	10.3%
70 Humber Bay	37,739	35,172	7.3%	88,074	77,633	13.4%	36,219	30,966	17.0%	15,888	16,897	-6.0%	435	525	-17.1%	5,311	6,331	-16.1%	3,745	3,202	17.0%	2,098.0	2,064.0	1.6%
71 Humber Summit	37,590	36,183	3.9%	29,327	29,457	-0.4%	9,633	11,023	-12.6%	35,425	32,167	10.1%	2,796	2,347	19.1%	16,019	8,668	84.8%	5,553	5,169	7.4%	2,420.0	2,193.5	10.3%
72 Victoria Village	30,992	29,017	6.8%	47,287	40,002	18.2%	15,570	11,964	30.1%	13,325	6,909	92.9%	4,684	2,384	96.5%	7,353	8,840	-16.8%	3,910	3,536	10.6%	2,420.0	2,193.5	10.3%
73 Evelyn Gregory	30,527	27,778	9.9%	41,833	37,136	12.6%	11,899	11,974	-0.6%	26,250	22,774	15.3%	3,399	3,162	7.5%	15,421	18,122	-14.9%	4,722	3,947	19.6%	2,661.5	2,622.5	1.5%
74 Dawes Road	30,378	61,884	-50.9%	43,405	78,406	-44.6%	10,275	23,686	-56.6%	15,425	28,116	-45.1%	1,587	2,213	-28.3%	20,670	44,827	-53.9%	6,315	12,337	-48.8%	1,196.5	2,666.0	-55.1%
75 Taylor Memorial	29,921	34,809	-14.0%	63,009	64,229	-1.9%	24,110	23,944	0.7%	13,985	15,864	-11.8%	2,259	2,254	0.2%	14,388	16,484	-12.7%	2,673	3,061	-12.7%	1,746.0	2,064.0	-15.4%
76 Northern Elms	29,182	24,546	18.9%	33,337	25,992	28.3%	13,265	9,202	44.2%	19,338	21,654	-10.7%	633	739	-14.3%	14,257	7,485	90.5%	6,183	5,906	4.7%	2,420.0	2,193.5	10.3%
77 Todmorden Room	28,601	23,507	21.7%	29,894	24,242	23.3%	14,878	11,352	31.1%	21,475	23,420	-8.3%				21,071	3,650	477.3%	2,200	2,337	-5.9%	3,267.0	2,855.0	14.4%
78 Centennial	25,269	10,438	142.1%	42,208	26,236	60.9%	15,906	10,794	47.4%	11,646				770	-100.0%	9,122	5,071	79.9%	1,998	138	1347.8%	1,727.5	460.0	275.5%
79 Swansea Memorial	22,733	18,730	21.4%	32,310	27,352	18.1%	14,876	12,123	22.7%	7,125	10,230	-30.4%	1,092	764	42.9%	7,151	2,493	186.8%	1,632	1,493	9.3%	3,175.0	2,827.0	12.3%
80 New Toronto	22,304	26,491	-15.8%	71,547	72,393	-1.2%	27,308	24,111	13.3%	15,463	16,349	-5.4%	2,556	2,655	-3.7%	15,281	16,657	-8.3%	6,641	6,977	-4.8%	2,178.5	2,193.5	-0.7%
81 Perth/Dupont	21,786	40,412	-46.1%	33,633	61,732	-45.5%	24,442			10,809	25,246	-57.2%	1,009	3,747	-73.1%	10,849	21,678	-50.0%	1,352	2,565	-47.3%	936.0	2,064.0	-54.7%
82 Davenport	15,886	16,356	-2.9%	65,343	54,267	20.4%	29,996	24,991	20.0%	10,863	10,963	-0.9%	1,054	875	20.5%	12,964	7,776	66.7%	1,961	1,990	-1.5%	2,098.0	2,064.0	1.6%
<b>Neighbourhood Total</b>																								

## Branch Summary Statistics: January to December 2025

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS		
	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change
<b>Neighbourhood Average</b>	<b>104,247</b>	<b>94,726</b>	10.1%	<b>104,281</b>	<b>90,780</b>	14.9%	<b>38,941</b>	<b>32,158</b>	21.1%	<b>39,987</b>	<b>37,855</b>	5.6%	<b>5,853</b>	<b>5,081</b>	15.2%	<b>43,333</b>	<b>36,364</b>	19.2%	<b>11,792</b>	<b>10,929</b>	7.9%	<b>2,758.5</b>	<b>2,656.2</b>	3.9%
<b>DISTRICT BRANCHES</b>																								
1 Fairview	269,663	177,143	52.2%	271,458	184,426	47.2%	71,496	63,845	12.0%	135,913	63,604	113.7%	15,986	7,392	116.3%	143,905	87,291	64.9%	35,993	21,581	66.8%	3,325.5	2,985.0	11.4%
2 Albion	263,296	267,042	-1.4%	165,078	152,441	8.3%	41,303	36,092	14.4%	89,875	72,271	24.4%	19,625	22,789	-13.9%	160,898	170,722	-5.8%	48,323	42,410	13.9%	3,463.5	3,456.5	0.2%
3 Bloor/Gladstone	261,414	272,078	-3.9%	224,059	202,677	10.5%	83,720	73,458	14.0%	117,125	102,139	14.7%	12,620	12,691	-0.6%	125,188	137,452	-8.9%	45,996	42,156	9.1%	3,463.5	3,456.5	0.2%
4 Northern District	237,205	235,891	0.6%	286,876	266,359	7.7%	112,209	92,385	21.5%	65,788	67,748	-2.9%	9,849	7,300	34.9%	162,446	163,019	-0.4%	42,529	38,609	10.2%	3,463.5	3,456.5	0.2%
5 Cedarbrae	235,001	237,936	-1.2%	184,580	170,059	8.5%	40,548	34,499	17.5%	148,925	123,872	20.2%	19,752	24,277	-18.6%	100,010	101,309	-1.3%	47,382	40,478	17.1%	3,463.5	3,456.5	0.2%
6 York Woods	217,103	203,796	6.5%	85,671	75,613	13.3%	20,605	17,141	20.2%	75,700	75,882	-0.2%	16,356	14,174	15.4%	97,385	95,161	2.3%	27,664	21,729	27.3%	3,463.5	3,456.5	0.2%
7 Lillian H. Smith	206,474	215,257	-4.1%	151,766	143,218	6.0%	56,923	49,443	15.1%	85,663	90,162	-5.0%	7,135	6,799	4.9%	80,753	83,621	-3.4%	42,546	42,736	-0.4%	3,463.5	3,456.5	0.2%
8 S. Walter Stewart	199,304	192,413	3.6%	261,243	227,602	14.8%	90,959	75,265	20.9%	56,896	54,568	4.3%	18,336	16,682	9.9%	55,176	61,889	-10.8%	23,720	22,278	6.5%	3,429.0	3,456.5	-0.8%
9 Brentwood	198,673	177,540	11.9%	285,062	245,362	16.2%	108,548	93,780	15.7%	46,538	55,031	-15.4%	19,134	12,768	49.9%	67,639	53,443	26.6%	20,770	19,014	9.2%	3,463.5	3,456.5	0.2%
10 Don Mills	188,152	187,237	0.5%	289,224	270,705	6.8%	90,661	78,477	15.5%	57,675	67,628	-14.7%	16,031	16,759	-4.3%	71,766	79,151	-9.3%	18,603	18,715	-0.6%	3,463.5	3,456.5	0.2%
11 Barbara Frum	185,991	171,165	8.7%	292,770	267,914	9.3%	99,443	86,733	14.7%	86,088	89,364	-3.7%	22,438	22,429	0.0%	61,916	66,842	-7.4%	23,888	22,965	4.0%	3,463.5	3,456.5	0.2%
12 Richview	176,408	229,873	-23.3%	254,186	291,553	-12.8%	78,378	88,570	-11.5%	68,363	79,943	-14.5%	19,626	21,771	-9.9%	81,132	106,815	-24.0%	21,807	28,614	-23.8%	2,665.5	3,456.5	-22.9%
13 Albert Campbell	173,079	168,305	2.8%	153,056	126,624	20.9%	41,077	27,168	51.2%	79,513	82,200	-3.3%	20,431	18,438	10.8%	107,448	139,937	-23.2%	30,903	29,506	4.7%	3,463.5	3,456.5	0.2%
14 Pape/Danforth	170,193	160,488	6.0%	221,194	188,763	17.2%	98,961	80,597	22.8%	51,900	51,009	1.7%	4,553	4,893	-6.9%	42,917	42,936	0.0%	18,569	17,946	3.5%	3,463.5	3,456.5	0.2%
15 Agincourt	146,513	138,041	6.1%	286,293	269,092	6.4%	72,152	63,200	14.2%	90,063	90,436	-0.4%	20,654	22,887	-9.8%	125,330	131,825	-4.9%	39,593	37,462	5.7%	3,463.5	3,410.5	1.6%
16 Maria A. Shchuka	126,094	122,102	3.3%	96,855	87,313	10.9%	31,998	25,265	26.6%	50,819	46,631	9.0%	11,022	8,638	27.6%	68,665	66,956	2.6%	24,015	22,805	5.3%	3,379.5	3,456.5	-2.2%
17 Malvern	87,098	126,887	-31.4%	116,228	139,462	-16.7%	25,928	29,269	-11.4%	40,367	48,714	-17.1%	12,165	14,920	-18.5%	64,873	89,221	-27.3%	18,091	23,451	-22.9%	2,297.5	2,908.0	-21.0%
<b>District Total</b>	<b>3,341,661</b>	<b>3,283,194</b>	1.8%	<b>3,625,599</b>	<b>3,309,183</b>	9.6%	<b>1,164,909</b>	<b>1,015,187</b>	14.7%	<b>1,347,207</b>	<b>1,261,204</b>	6.8%	<b>265,713</b>	<b>255,607</b>	4.0%	<b>1,617,447</b>	<b>1,677,590</b>	-3.6%	<b>530,392</b>	<b>492,455</b>	7.7%	<b>56,659</b>	<b>57,694.5</b>	-1.8%
<b>District Average</b>	<b>196,568</b>	<b>193,129</b>	1.8%	<b>213,271</b>	<b>194,658</b>	9.6%	<b>68,524</b>	<b>59,717</b>	14.7%	<b>79,247</b>	<b>74,188</b>	6.8%	<b>15,630</b>	<b>15,036</b>	4.0%	<b>95,144</b>	<b>98,682</b>	-3.6%	<b>31,200</b>	<b>28,968</b>	7.7%	<b>3,333</b>	<b>3,393.8</b>	-1.8%
<b>Branch Total (excl. R&amp;R)</b>	<b>11,889,947</b>	<b>10,956,019</b>	8.5%	<b>12,176,657</b>	<b>10,662,344</b>	14.2%	<b>4,358,030</b>	<b>3,620,005</b>	20.4%	<b>4,626,166</b>	<b>4,251,748</b>	8.8%	<b>733,928</b>	<b>662,057</b>	10.9%	<b>5,170,714</b>	<b>4,623,045</b>	11.8%	<b>1,497,296</b>	<b>1,377,737</b>	8.7%	<b>282,856</b>	<b>272,848.5</b>	3.7%
<b>Branch Average (excl. R&amp;R)</b>	<b>120,100</b>	<b>112,949</b>	6.3%	<b>122,997</b>	<b>109,921</b>	11.9%	<b>44,021</b>	<b>37,320</b>	18.0%	<b>46,729</b>	<b>44,289</b>	5.5%	<b>7,413</b>	<b>6,896</b>	7.5%	<b>52,229</b>	<b>47,660</b>	9.6%	<b>15,124</b>	<b>14,203</b>	6.5%	<b>2,857</b>	<b>2,812.9</b>	1.6%
<b>RESEARCH AND REFERENCE BRANCHES</b>																								
North York Central Library	1,128,794	1,276,231	-11.6%	667,667	614,755	8.6%	190,730	164,622	15.9%	296,238	361,792	-18.1%	49,800	51,492	-3.3%	613,004	677,232	-9.5%	91,053	93,873	-3.0%	3,463.5	3,456.5	0.2%
Toronto Reference Library	1,135,979	1,148,744	-1.1%	198,944	160,186	24.2%	97,880	82,927	18.0%	405,738	392,508	3.4%	35,424	26,047	36.0%	600,303	627,939	-4.4%	133,367	124,335	7.3%	3,463.5	3,456.5	0.2%
Osborne Collection	22,070	20,055	10.0%	139	138	0.7%	2	2		5,213	5,391	-3.3%	497	616	-19.3%									
Merril Collection	10,401	9,610	8.2%	47	29	62.1%	1	1		3,200	3,415	-6.3%	478	537	-11.0%									
Answerline				25,536	19,977	27.8%	10	10		191,663	233,174	-17.8%												
Interloan				6,733	2,719	147.6%	8,425	2,686	213.7%															
Virtual Reference Desk										18,400														
<b>Research &amp; Reference Total</b>	<b>2,297,244</b>	<b>2,454,640</b>	-6.4%	<b>899,066</b>	<b>797,804</b>	12.7%	<b>297,048</b>	<b>250,235</b>	18.7%	<b>920,450</b>	<b>996,279</b>	-7.6%	<b>86,199</b>	<b>78,692</b>	9.5%	<b>1,213,307</b>	<b>1,305,171</b>	-7.0%	<b>224,420</b>	<b>218,208</b>	2.8%	<b>6,927</b>	<b>6,913.0</b>	0.2%
<b>Research &amp; Reference Average</b>	<b>1,132,387</b>	<b>1,212,488</b>	-6.6%	<b>433,306</b>	<b>387,471</b>	11.8%	<b>144,305</b>	<b>123,775</b>	16.6%	<b>350,988</b>	<b>377,150</b>	-6.9%	<b>42,612</b>	<b>38,770</b>	9.9%	<b>606,654</b>	<b>652,586</b>	-7.0%	<b>112,210</b>	<b>109,104</b>	2.8%	<b>3,464</b>	<b>3,456.5</b>	0.2%
<b>City-Wide &amp; Remote Services^^</b>	<b>23,608</b>	<b>20,977</b>	12.5%	<b>18,109,925</b>	<b>16,659,046</b>	8.7%	<b>4,709,643</b>	<b>5,243,147</b>	-10.2%	<b>57,588</b>	<b>52,837</b>	9.0%	<b>32,622</b>	<b>33,037</b>	-1.3%	<b>2,638</b>			<b>59</b>	<b>1</b>	5800.0%	<b>4,120.0</b>	<b>3,994.0</b>	3.2%
<b>Grand Total</b>	<b>14,210,799</b>	<b>13,431,636</b>	5.8%	<b>31,185,648</b>	<b>28,119,194</b>	10.9%	<b>9,364,721</b>	<b>9,113,387</b>	2.8%	<b>5,604,204</b>	<b>5,300,864</b>	5.7%	<b>852,749</b>	<b>773,786</b>	10.2%	<b>6,386,659</b>	<b>5,928,216</b>	7.7%	<b>1,721,775</b>	<b>1,595,946</b>	7.9%	<b>293,903.0</b>	<b>283,755.5</b>	3.6%

**Notes:**

- The figure shown as the average for Research & Reference is an average for North York Central Library and Toronto Reference Library only.

+ Information Requests counts reference and directional requests made in-person, by telephone and electronically.

^^ City-Wide & Remote Services includes Home Library Service, Bookmobile Total, Sunnybrook Hospital, Adult Literacy Services, e-Titles and Departmental Staff.

Total Open Hours is based on scheduled open hours with adjustments made for closures of more than three days.

All TPL branches Closed Sunday Feb 16, 2025 due to inclement weather.

Centennial Closed February 20, 2024 for approximately 3 years for major renovation. The book drop will also be closed and holds transferred to the Barbara Frum branch. Bookmobile service will be provided in the Arena Parking lot.

Centennial pop-up Opened May 5 at 10am. Located at Finchurst Plaza at 4915 Bathurst Street and will have a small browsing collection, customer holds pickup, two computers and a printer for public use, Pop-up hours are not open on Sundays

College Shaw Closed Monday January 13, 2025 - Thursday January 16 2025 (inclusive), to support work that needs to take place in the branch. Reopen for regular service on Friday January 17, 2025.

Dawes Road Closed as of June 23, 2025 for 3-3.5yrs for construction. During the closure, branch holds will be redirected to Main Street. Starting July 3, a Bookmobile stop will be provided at Ryan's No Frills, 1150 Victoria Park Ave: Tuesdays 3-4:30 pm, Thursdays 11 am-12:30 pm. The expanded branch will offer more versatile and flexible public

Downsview Closed from Saturday, October 11th to Friday, October 17th, 2025, re-opened Oct 18

Downsview Closed Tuesday July 29, 2025 at 5pm due to building constraints, re-opened Aug 6

Fairview Monday March 24, 2025 closed for approximately two weeks, in preparation for reopening.Reopened on Monday, April 7, 2025

Fairview- (partial) Full branch closed October 1, 2023 for phase 1 of renovation.Re-opened February 20, 2024, as a first floor service point. Full Branch reopening Monday April 7, 2025. Open during Sunday hours during partial closure.

Flemingdon Park closed on December 25, 2025, for approximately 6 months for a renovation

Goldhawk Park Closed June 2, 2025 to Monday August 18, 2025 for exterior renovations. Reopened to staff on Monday, August 11, 2025. All branch holds will be redirected to Woodside Square branch for pickup

Junction Triangle reopened Aug 20, 2025

## Branch Summary Statistics: January to December 2025

Neighbourhood & District branches	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS		
	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change	2025	2024	% Change
are ranked in order by visits																								
Locke	Closed February 12, 2024 for approximately 18 months for a renovation. The book drop will also be closed and holds transferred to the Northern District branch. Reopened September 2, 2025 with a soft reopening. (official opening is September 20, 2025)																							
Malvern	Closed November 4, 2024 for renovation for approximately 4-5 months. Soft reopening on Monday May 5, 2025																							
Maria A. Shchuka	Closed from June 29 to July 8 due to HVAC issues. Reopened on Wed July 9, 2025																							
Perth/Dupont	Closed effective June 17, 2025 (last day of service, June 14, 2025), to relocate to a new facility at 305 Campbell Avenue (to be named Junction Triangle). No alternative service location will be offered during the closure. Holds will be transferred to Annette Street.																							
Pleasant View	closed on Nov 24, 2025, for renovation and expansion for approximately 2 years																							
Richview	Closed June 9 to Sept 2, 2025 for water main repair. Eatonville will be the alternate Service point. Reopened Tuesday Sept 2, 2025																							
S. Walter Stewart	Closed August 21-24 for restoration work to the library's inclusive washroom, Main floor reopened Aug 25, with lower level closed Aug 25-26. During this time there will be no access to Children's collections, program room, or Auditorium. During this closure, holds available for pickup will be extended for customers and will remain at the branch.																							
Spadina Road	Closed August 6, 2025 for 4wk roof work. Holds transferred to PM. re-opening on Tuesday, September 9th																							
St. Lawrence	Closed on Sep 29, re-opened Oct 14, delayed opened at 2pm on Oct 29																							
Swansea Memorial	closed between Dec 25 and Jan 1 due to Swansea Town Hall being closed for the holidays																							
Taylor Memorial	Closed August 20, 2025 for 8 weeks for roof work, re-opened on Oct 19																							
Thornccliffe	Closed January 2, 2025 for a small renovation and refresh for approximately 8 weeks. Last day of service is Dec 31, 2024, closing for renovation. Holds will be re-routed to Flemingdon Park. Reopened Wednesday, March 26, 2025																							

## How We Compare 2024: The Canadian Library Context

Canadian Libraries Serving a Population Over 500,000 sorted by population

Library Systems	Population Served		# of Branches		Pop'n. Served per Branch		Square Footage		Sq. Ft. per Capita		Branch Visits		Branch Visits per Capita		Total Circulation		Total Circulation per Capita		Electronic Circulation		Electronic Circulation per Capita		E-visits		E-visits per Capita		
	Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank
<b>Toronto Public Library</b>	<b>1</b>	<b>3,227,543</b>	<b>1</b>	<b>100</b>	<b>3</b>	<b>32,275</b>	<b>1</b>	<b>2,083,712</b>	<b>4</b>	<b>0.65</b>	<b>1</b>	<b>13,431,636</b>	<b>6</b>	<b>4.16</b>	<b>1</b>	<b>28,119,194</b>	<b>7</b>	<b>8.7</b>	<b>1</b>	<b>16,523,740</b>	<b>2</b>	<b>5.1</b>	<b>1</b>	<b>31,531,633</b>	<b>4</b>	<b>9.8</b>	
Montréal Public Library	2	1,895,211	3	45	6	42,116	2	747,002	9	0.39	2	7,227,829	7	3.81	6	10,830,870	10	5.7	10	979,520	12	0.5	6	7,836,469	10	4.1	
Calgary Public Library	3	1,422,781	6	22	11	64,672	3	580,363	8	0.41	3	7,080,644	2	4.98	2	15,137,322	2	10.6	2	6,043,140	4	4.2	2	13,886,836	5	9.8	
Edmonton Public Library	4	1,190,457	7	21	9	56,688	5	505,503	7	0.42	4	5,013,409	5	4.21	3	11,622,395	4	9.8	3	5,522,046	3	4.6	5	11,418,618	6	9.6	
Ottawa Public Library	5	1,094,340	4	33	5	33,162	7	425,883	10	0.39	7	3,538,950	9	3.23	4	11,569,445	3	10.6	5	3,455,139	7	3.2	4	11,565,806	2	10.6	
Winnipeg Public Library	6	843,600	9	20	7	42,180	8	396,180	5	0.47	10	2,092,652	12	2.48	9	5,027,451	9	6.0	9	1,778,499	9	2.1	3	13,299,708	1	15.8	
Mississauga Library	7	777,200	10	18	8	43,178	10	360,883	6	0.46	6	3,791,808	3	4.88	7	6,946,809	5	8.9	6	2,529,684	6	3.3	10	3,698,136	9	4.8	
Brampton Public Library	8	700,000	12	8	12	87,500	12	174,933	12	0.25	11	1,912,489	11	2.73	11	3,247,481	12	4.6	11	824,347	10	1.2	8	6,599,091	7	9.4	
Surrey Public Library	9	682,235	11	11	10	62,021	11	208,367	11	0.31	9	2,337,855	8	3.43	8	6,033,253	6	8.8	8	1,951,706	8	2.9	11	2,615,906	11	3.8	
Vancouver Public Library	10	680,704	7	21	4	32,414	4	533,674	1	0.78	5	4,832,952	1	7.10	5	11,018,043	1	16.2	4	3,824,364	1	5.6	7	7,041,766	3	10.3	
New Brunswick Public Library	11	601,551	2	63	1	9,548	6	429,433	2	0.71	12	1,780,956	10	2.96	12	3,165,796	11	5.3	12	600,521	11	1.0	12	1,195,618	12	2.0	
Hamilton Public Library	12	584,000	5	23	2	25,391	9	379,021	3	0.65	8	2,630,502	4	4.50	10	4,739,698	8	8.1	7	2,304,182	5	3.9	9	4,157,554	8	7.1	

Summary	Population Served	# of Branches	Pop'n. Served per Branch	Square Footage	Sq. Ft. per Capita	Branch Visits	Branch Visits per Capita	Total Circulation	Total Circulation per Capita	Electronic Circulation	Electronic Circulation per Capita	E-visits	E-visits per Capita
Average	1,141,635	32	44,262	568,746	0.49	4,639,307	4.04	9,788,146	8.6	3,861,407	3.1	9,570,595	8.1
Maximum	3,227,543	100	87,500	2,083,712	0.78	13,431,636	7.10	28,119,194	16.2	16,523,740	5.6	31,531,633	15.8
Minimum	584,000	8	9,548	174,933	0.25	1,780,956	2.48	3,165,796	4.6	600,521	0.5	1,195,618	2.0
Median	810,400	22	42,148	427,658	0.44	3,665,379	3.99	8,888,840	8.8	2,416,933	3.2	7,439,118	9.5

Source:

2024 Canadian Urban Libraries Council (CULC)

Montréal Public Library, Edmonton Public Library, Mississauga Public Library, Brampton Public Library, New Brunswick Public Library and Hamilton Public Library did not participate in 2023

Toronto population data provided by the City of Toronto



## How We Compare 2024: The Canadian and American Library Context

North American Libraries Serving a Population Over 2,000,000 sorted by population

Library Systems	Population Served		# of Branches		Pop'n. Served per Branch		Branch Visits		Branch Visits per Capita		Total Circulation		Total Circulation per Capita		Electronic Circulation		E-Circ per Capita	
		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank
<b>Toronto Public Library</b>	<b>3,227,543</b>	<b>4</b>	<b>100</b>	<b>1</b>	<b>32,275</b>	<b>1</b>	<b>13,431,636</b>	<b>1</b>	<b>4.2</b>	<b>1</b>	<b>28,119,194</b>	<b>1</b>	<b>8.71</b>	<b>1</b>	<b>16,523,740</b>	<b>2</b>	<b>5.1</b>	<b>2</b>
Los Angeles Public Library (USA)	3,878,704	1	73	4	53,133	6	6,247,439	4	1.6	7	22,643,007	3	5.84	5	14,875,441	3	3.8	5
New York Public Library (USA)	3,539,772	2	88	2	40,225	4	8,375,747	2	2.4	3	16,489,890	5	4.66	6	7,032,550	6	2.0	6
LA County Library (USA)	3,269,302	3	86	3	38,015	3	5,942,528	5	1.8	6	23,188,793	2	7.09	3	17,633,409	1	5.4	1
Brooklyn Public Library (USA)	2,736,074	5	61	6	44,854	5	5,936,096	6	2.2	5	9,416,526	8	3.44	8	3,813,526	8	1.4	9
Harris County Public Library (USA)	2,619,177	6	27	9	97,007	9	2,699,189	8	1.0	8	20,068,252	4	7.66	2	12,033,654	4	4.6	3
Queens Public Library (USA)	2,405,464	7	66	5	36,446	2	6,509,754	3	2.7	2	9,834,622	7	4.09	7	3,512,654	9	1.5	8
Houston Public Library (USA)	2,314,157	8	39	7	59,337	8	2,143,761	9	0.9	9	7,896,311	9	3.41	9	4,215,476	7	1.8	7
Broward County Library (USA)	2,037,472	9	37	8	55,067	7	4,760,977	7	2.3	4	12,006,697	6	5.89	4	8,950,665	5	4.4	4
<b>Average</b>	2,891,963		64		50,707		6,227,459		2.1		16,629,255		5.6		9,843,457		3.3	
<b>Maximum</b>	3,878,704		100		97,007		13,431,636		4.2		28,119,194		8.7		17,633,409		5.4	
<b>Minimum</b>	2,037,472		27		32,275		2,143,761		0.9		7,896,311		3.4		3,512,654		1.4	
<b>Median</b>	2,736,074		66		44,854		5,942,528		2.2		16,489,890		5.8		8,950,665		3.8	

Source:  
 2024 Urban Libraries Council (ULC)  
 Toronto Public Library data uses 2024 data  
 Toronto population data provided by the City of Toronto

## 2026 Strategic Plan Action Plan

This document outlines the 2026 Strategic Action Plan workstreams, projects, and their goals. Of the 44 workstreams in the Strategic Plan Implementation Roadmap, 38 will begin or continue from 2025. Adjustments to some of the workstream timelines have also been made as more details about the project scope and deliverables have been defined.

### 1. Social connection, civic engagement and democracy

Objective	Workstream	Active Years	2026 Goal
<b>C1.1 Increase opportunities for greater social connection and community building</b>	<b>C1.1.1 Social Connections and Programming</b> Develop and implement approaches for how all TPL programs can build social connections and combat social isolation.	2025-2028	<b>Connections Programming Series</b> Develop and deliver a year-long programming and marketing initiative focused on building social connection by offering opportunities for customers to hear from leading thinkers, innovators and change-makers exploring how social connections shape our lives and communities; and participate in workshops, engagement activities, and activations that turn those ideas into practice.  <b>Social Connections Programming</b> Develop and communicate clear expectations for staff, standardize promotion strategies and provide consistent staff training.

## 1. Social connection, civic engagement and democracy

Objective	Workstream	Active Years	2026 Goal
<b>C1.1 Increase opportunities for greater social connection and community building</b>	<b>C1.1.1 Social Connections and Programming</b> Develop and implement approaches for how all TPL programs can build social connections and combat social isolation.	2025-2028	<b>Reducing Social Isolation for Seniors Initiative Workstream 2: Social Prescribing</b> Establish and evaluate social prescription pilot sites, planning and implementing services that strengthen community connections. Deliver partnered programs and staff development opportunities that engage participants in library programs and activities.
<b>C1.2 Widen participation in civic dialogue</b>	<b>C1.2.1 Civic Engagement and Democracy Learning Centre</b> Develop and implement a vision and service model for a learning and engagement centre focused on celebrating, practicing and promoting democratic values.	2025-2028	<b>Centre for Democracy</b> Initiate the capital project for the TPL Centre for Democracy, including the procurement of a public art piece. Define its identity, programming, service delivery, and partnership strategies, and establish and define the role of, and recruit for the Democracy International Advisory Committee.

## 1. Social connection, civic engagement and democracy

Objective	Workstream	Active Years	2026 Goal
<b>C1.2 Widen participation in civic dialogue</b>	<p><b>C1.2.2 Intellectual Freedom, Civic Engagement and Democracy Programming</b></p> <p>Develop programs that focus on understanding democratic processes, including targeted programs for children, youth, and newcomers, and identify and promote ways to integrate civic engagement opportunities into programs.</p>	2025-2029	<p><b>See C1.1.1 Connections Programming Series</b></p> <p><b>2026 Know Your Vote Initiative</b> Implement the 2026 Know Your Vote TO initiative to promote voter engagement in the 2026 Toronto municipal election, including Celebrate Democracy programs, staff learning opportunities, and collaborative partnership initiatives with major stakeholders such as Toronto Elections.</p>
<b>C1.3 Improve confidence with critical thinking and evaluating information</b>	<p><b>C1.3.1 Information Literacy and Critical Thinking Programming</b></p> <p>Expand existing and offer new programs that help develop digital citizenship and essential skills to identify misinformation and disinformation, as well as critical thinking initiatives that enhance deep reading, writing and comprehension.</p>	2026-2028	<p><b>Information Literacy and Critical Thinking Programming</b></p> <p>Expand existing and offer new programs and staff training and supports that help inform digital citizenship and develop essential skills to identify misinformation and disinformation.</p>

## 1. Social connection, civic engagement and democracy

Objective	Workstream	Active Years	2026 Goal
<b>S1.4 Enhance staff capability to foster civic engagement and social connections</b>	<b>S1.4.1 Social Connections Learning Opportunity</b> Provide staff learning opportunities on how to effectively support social health and foster social connections in their everyday interactions.	2026-2027	<b>See C1.1.1 Social Connections Programming</b>
	<b>S1.4.2 Civic Conversations Learning Opportunity</b> Equip staff with the competencies to facilitate conversations and cross-cultural dialogue about public issues.	2026-2027	<b>See C1.2.2 Intellectual Freedom, Civic Engagement and Democracy Programming</b>
	<b>S1.4.3 Information Literacy Learning Opportunity</b> Expand access to information literacy training opportunities so staff can better assist customers in identifying misinformation, critical thinking skills and accurate sources of information.	2026-2027	<b>See C1.3.1 Information Literacy and Critical Thinking Programming</b>

## 2. Shared community spaces

Objective	Workstream	Active Years	2026 Goal
<b>C2.1 Accelerate enhancements of existing library spaces</b>	<p><b>C2.1.1 Service Delivery Model Vision and Implementation Plan</b> Develop a vision and implementation plan to meet TPL's Service Delivery Model standards in all neighbourhoods.</p>	2025-2029	<p><b>State of Good Repair (SOGR) Program Data and Reporting</b> Complete the planned 2026 SOGR programs and projects.</p>
<b>C2.2 Create welcoming and collaborative spaces</b>	<p><b>C2.2.1 Accessible Public Spaces</b> Develop branch specific plans to coordinate and expedite accessibility enhancements to achieve AODA compliance, as part of the Multi-Year Accessibility Plan.</p>	2025-2029	<p><b>Inclusive Washrooms</b> Complete sign installation at branches.</p> <p><b>MYAP Physical Asset Program</b> Continue to address physical accessibility requirement at branches, as outlined in the Multi-Year Accessibility Plan.</p>
	<p><b>C2.2.2 Multi-use Spaces Plan</b> Develop a plan, including design guidelines and principles, to create physical spaces that meet the community's needs for a multi-use environment, supporting social connection, collaboration, and quiet study.</p>	2026	<p><b>Branch Service Plans</b> Develop branch service plans to ensure that services can be delivered effectively and equitably across the city.</p> <p><b>Branch Design Standards</b> Create standards for design of branch renovations and new builds.</p>

## 2. Shared community spaces

Objective	Workstream	Active Years	2026 Goal
<b>C2.2 Create welcoming and collaborative spaces</b>	<b>C2.2.2 Multi-use Spaces Plan</b> Develop a plan, including design guidelines and principles, to create physical spaces that meet the community's needs for a multi-use environment, supporting social connection, collaboration, and quiet study.	2026	<b>Merril and Osborne Collection Storage Assessment &amp; Implementation Plan</b> Develop and implement risk mitigation strategy that improves organization and preservation of collection materials in storage and for future growth.
<b>C2.2 Create welcoming and collaborative spaces</b>	<b>C2.2.3 Co-location and Specialized Services Access</b> Create service approaches and a plan to increase opportunities for co-location and provide library space to expert agencies and community partners so customers can conveniently access and connect with specialized services.	2026-2029	<b>St. Lawrence Relocation and Expansion</b> Design the new District branch including the TPL Community Services Hub working towards a 2028 opening.

## 2. Shared community spaces

Objective	Workstream	Active Years	2026 Goal
<b>C2.3 Strengthen the sustainability and resilience of library spaces in response to climate change</b>	<b>C2.3.1 Sustainable Practices and Programming</b> Develop SDG Commitment Statement, promote how the library's services support the SDGs, and identify additional actions the library can take to promote the SDGs including programming and climate change mitigation and resilience.	2025-2029	<b>Sustainable Development Goals Commitment Statement</b> Develop SDG Commitment Statement and obtain Library Board approval.
	<b>C2.3.2 Facilities Environmental Action Plan</b> Develop a facilities environmental action plan with annual reporting that incorporates existing commitments and targets under City strategies.	2026-2027	<b>Climate Change Risk Policy</b> Review and update TPL's Climate Change Risk Policy.

## 2. Shared community spaces

Objective	Workstream	Active Years	2026 Goal
<p><b>S2.4 Enhance staff capability to provide welcoming spaces</b></p>	<p><b>S2.4.1 Safe and Welcoming Spaces Plan</b> Provide supports to staff, including implementing Workplace Mental Health and Well-Being Action Plan, Safe and Welcoming Spaces Learning Pathway, Trauma-Informed Practices, Library Safety Specialists, and Public Safety Program.</p>	<p>2025-2029</p>	<p><b>Safe and Welcoming Spaces Learning Pathway and Supports</b> Continue the rollout of Trauma-Informed Practices, Mental Health First Aid and related training. Expand the Library Safety Specialist team.</p> <p><b>Workplace Respect &amp; Civility Initiative</b> Develop and implement Workplace Civility Initiative.</p> <p><b>Workplace Accommodation Program</b> Develop and begin implementing Workplace Accommodation Program.</p> <p><b>Human Rights &amp; Harassment Program</b> Develop and implement revised Human Rights and Harassment Procedures and establish the new Human Rights Officer role to address discrimination and harassment.</p> <p><b>Mental Health Action Plan</b> Develop and begin implementing next phase of Mental Health Action Plan.</p>

## 2. Shared community spaces

Objective	Workstream	Active Years	2026 Goal
	<p><b>S2.4.2 Equity and Inclusion Learning Pathway</b>            Develop and implement an equity and reconciliation learning pathway to enhance staff understanding of the barriers faced by equity-deserving groups, supporting their ability to create welcoming and inclusive spaces.</p>	<p>2025-2027</p>	<p><b>Equity and Inclusion Learning Pathway</b>            Establish and begin implementing the 2026-2029 Equity &amp; Inclusion Action Plan. Continue core Equity &amp; Inclusion learning and develop the next phase. Begin developing the inclusive leadership curriculum.</p>

### 3. Learning and growth

Objective	Workstream	Active Years	2026 Goal
<b>C3.1 Increase literacy rates among children and youth</b>	<p><b>C3.1.1 Children and Youth Reading and Literacy Initiatives</b></p> <p>Implement initiatives that reignite the passion for reading and propel literacy growth, with a focus on children and youth, including expansion of literacy programs such as Leading to Reading in more neighbourhoods.</p>	2025-2029	<p><b>Expand Leading to Reading Services</b> Work with the TPL Foundation to secure funding for maintaining the expanded service level and enhancing services.</p> <p><b>After School Clubs Expansion</b> Introduce regular literacy-focused program activities and dedicated writing workshops in select After School Clubs over the 2025-2026 school year that heighten reading interest and skills amongst children ages 6-12.</p> <p><b>Universal Design for Learning Program Pilot</b> Pilot a new, inclusive program series for children ages 6-8 and their caregivers that engages families and communities in reading together.</p>
<b>C3.2 Develop life skills and economic resilience</b>	<p><b>C3.2.1 Financial Literacy Services Expansion</b></p> <p>Expand financial literacy services that provide essential tools and counselling to access financial support resources.</p>	2025-2029	<p><b>Financial Empowerment Services Expansion</b></p> <p>Expand the Financial Empowerment Service to more branches.</p>

### 3. Learning and growth

Objective	Workstream	Active Years	2026 Goal
<b>C3.2 Develop life skills and economic resilience</b>	<b>C3.2.2 Health and Wellness Programming</b> Increase programs and services offering expert health, wellness and recovery supports.	2025-2028	<p><b>Your Health Matters</b>            Develop community partnerships to expand Your Health Matters programs and enhance the collection to promote health literacy and knowledge.</p> <p><b>Bridging Minds</b>            Continue to deliver the Bridging Minds program series with Women’s College Hospital.</p> <p><b>Teen Social Health and Wellness Initiative</b>            Expand programming for teens that supports social health and life skill development, providing new opportunities for social connection and learning.</p>
	<b>C3.2.3 Life Skills Programming</b> Expand program offerings that develop life skills, support economic resilience and help with navigation to available social supports and community resources.	2025-2028	<p><b>Newcomer Services Translation</b>            Finalize newcomer materials translation initiatives and broaden newcomer focused programs that enhance welcoming and integration.</p>

### 3. Learning and growth

Objective	Workstream	Active Years	2026 Goal
<b>C3.2 Develop life skills and economic resilience</b>	<b>C3.2.4 Social and Crisis Support Services Expansion</b> Expand Social and Crisis Support Services to provide crisis and short-term counselling on access to community services.	2025-2029	<b>Social and Crisis Support Service Expansion</b> Expand Social and Crisis Support Services to other locations in partnership with Toronto Community Crisis Service anchor partners.
	<b>C3.2.5 Workforce Development Programming</b> Develop, implement and expand access to workforce development and entrepreneurship programs and services that foster job search and career development skills, in response to the evolving global landscape.	2025-2027	<b>Workforce Development Programming</b> Continue to develop and implement Newcomer Entrepreneurship, Black Entrepreneurship and Women Entrepreneurship initiatives.
<b>C3.3 Bridge the digital divide with new and emerging technologies</b>	<b>C3.3.1 AI Policy Implementation</b> Develop and implement an AI Policy to guide responsible and transparent use of AI at TPL with a view of achieving operational value and increased efficiency.	2025-2026	<b>See S3.4.1 Digital Enablement Learning Pathways</b>

### 3. Learning and growth

Objective	Workstream	Active Years	2026 Goal
<b>C3.3 Bridge the digital divide with new and emerging technologies</b>	<b>C3.3.2 AI Upskilling Initiative</b> Expand AI skills program options and increase access to AI software and technologies.	2025-2029	<b>AI Upskilling Initiative</b> Complete user testing, installation, and staff training for Wave 2 GenAI Tools Pilot branches. Launch new programs including three Innovators in Residence, the 2026 Digital Expo and AI Summit, Prompting Essentials learning circles and the AI Debates. Additionally, launch AI Tech Lending Kits in Digital Innovation Hubs and spotlight the AI Upskilling Initiative at the 2026 TPL Innovation Symposium.
	<b>C3.3.3 Digital Innovation Hubs Expansion</b> Add Digital Innovation Hubs to more branches.	2025-2029	<b>Digital Innovation Hubs Expansion</b> Implement permanent Digital Innovation Hub at Maria A. Shchuka and support planning for Digital Innovation Hubs at Dawes Road, Etobicoke Civic Centre and St Lawrence. Initiate development of data-based expansion plan for future Digital Innovation Hubs.

### 3. Learning and growth

Objective	Workstream	Active Years	2026 Goal
<p><b>S3.4 Equip staff with the skills they need to support development of digital literacy</b></p>	<p><b>S3.4.1 Digital Enablement Learning Pathways</b>            Create and implement structured learning pathways for core skill areas related to digital literacy skills and emerging technologies.</p>	<p>2026-2029</p>	<p><b>Digital Enablement Learning Pathways</b>            Develop learning supports to encourage adoption and build staff confidence of productivity tools and emerging technologies including AI.</p> <p><b>AI Policy Implementation</b>            Release Responsible Use of AI Guidelines to staff and roll-out Copilot Chat along with training and support resources and develop ongoing operationalization processes for implementation of future AI tools.</p>

#### 4. Awareness and availability

Objective	Workstream	Active Years	2026 Goal
<b>C4.1 Increase awareness and service use among current library users</b>	<b>C4.1.1 Digital Experience Platform (DXP)</b> Create environments that improve online and app discoverability, online member and program registration and access to timely, relevant information about a broad range of library services 24/7.	2025-2029	<b>Digital Experience Platform (DXP)</b> Launch the new library website and mobile app in January 2026.  <b>DXP: Content Evolution and Promotion</b> Establish a strategic approach to how content is designed, structured, surfaced, and promoted across TPL’s website and app using BiblioCommons capabilities.  <b>DXP: Programming Modernization</b> Improve internal workflows for creating high quality and timely program and event promotion on the TPL website and app.
	<b>C4.1.2 Membership Strategy</b> Develop and implement a membership strategy to actively acquire, engage and retain members.	2025-2029	<b>Membership Strategy</b> Finalize the member definition, strategic vision, and key focus areas, and confirm the priorities and initiatives that will support implementation. Launch the Strategy and begin phased implementation over the next four years.

#### 4. Awareness and availability

Objective	Workstream	Active Years	2026 Goal
<b>C4.1 Increase awareness and service use among current library users</b>	<p><b>C4.1.4 Targeted Marketing Program</b></p> <p>Deepen engagement with existing customers and promote library services to non-customers by developing targeted marketing strategies using data-informed approaches to market segmentation and enhanced understanding of residents needs and interests.</p>	2026-2027	<p><b>Customer Email Channel Improvement</b> Review current operating model, processes, technology and services to send mass email communications to customers with the goal of increasing customer satisfaction.</p> <p><b>Integrated TPL and TPL Foundation (TPLF) Marketing Activities</b> Support the rollout of TPLF's major fundraising campaign, launching in 2027, through TPL channels and through TPL staff engagement; and develop strategy and plans to leverage the advocacy and awareness-raising activities of the Foundation with TPL's promotion and branding efforts in 2027. 2026 is planning and early TPL staff and Board engagement.</p>
<b>C4.2 Expand availability of library services in all neighbourhoods and online</b>	<p><b>C4.2.1 Open Hours Implementation</b></p> <p>Increase library open hours to maximize access to in-branch services and spaces.</p>	2025-2026	<p><b>Open Hours Implementation</b> Expand Monday to Saturday hours at nine branches in July resulting in seven-day service at all library branches. Expand Monday to Saturday hours at seven branches in November completing the 2024-2026 open hours implementation plan.</p>

#### 4. Awareness and availability

Objective	Workstream	Active Years	2026 Goal
<b>C4.2 Expand availability of library services in all neighbourhoods and online</b>	<b>C4.2.2 Hybrid and Online Programming Service Model Implementation</b> Improve hybrid and online programming, including enhancing the quality and accessibility of on-demand options. This includes reimagining how users access online content and ensuring programming meets high-quality standards.	2026-2027	<b>Hybrid and Online Programming Service Model Implementation</b> Launch the Online and Hybrid Programs Service Model implementation, including completing the Online Programs Strategy, initiating the hybrid program kit pilot and staff training.
	<b>C4.2.3 Community-Based Services Expansion</b> Expand community-based services to break down barriers to access and ensure services reach equity-deserving groups including increasing community librarian service.	2025-2029	<b>Reducing Social Isolation for Seniors Initiative Workstream 1: Community Outreach</b> Develop and implement a community librarian service delivery model, enabled by outreach vans to expand service reach. This includes updated outreach best practices, enhanced collaboration between community librarians and branch staff, and an outreach van request and booking tool.

#### 4. Awareness and availability

Objective	Workstream	Active Years	2026 Goal
<b>C4.2 Expand availability of library services in all neighbourhoods and online</b>	<p><b>C4.2.4 Expand Program and Service Access</b></p> <p>Identify opportunities to create greater availability of programs and services to ensure geographic equity of access across the city, including expanding evening and weekend programming in all neighbourhoods.</p>	2025-2029	<p><b>tpl:map Expansion</b></p> <p>Continue to expand tpl:map service with the introduction of new attraction partners.</p>
<b>C4.3 Offer new and innovative ways to access collections to meet evolving community needs</b>	<p><b>C4.3.1 Physical Materials Management Strategy</b></p> <p>Implement a materials management strategy to improve efficiencies and access to collections by optimizing selection, acquisition, cataloguing, processing, inter-branch delivery and circulation processes, including replacement of the central sorter.</p>	2025-2029	<p><b>Central Sorter Replacement</b></p> <p>Complete the RFP evaluation and obtain Library Board approval, finalize the vendor contract, and work with the sorter vendor on system design, with internal planning supporting installation.</p>

#### 4. Awareness and availability

Objective	Workstream	Active Years	2026 Goal
<b>C4.3 Offer new and innovative ways to access collections to meet evolving community needs</b>	<b>C4.3.2 Physical and Electronic Materials Strategies</b> Expand our world-class physical and digital collections, through new resources, platforms and advocating for sustainable licensing models.	2026-2029	<b>Electronic Materials Strategy</b> Complete the 2026 database review. Continue to develop key initiatives for improving access and availability to ebooks and audiobooks in OverDrive and Libby.
<b>S4.4 Equip staff to champion and promote library services</b>	<b>S4.4.1 Enterprise Communications</b> Strengthen enterprise-wide staff communication by implementing improved communication tools and practices, and enhanced training programs, to ensure consistent and comprehensive understanding of TPL's services.	2025-2029	<b>Enterprise Communications</b> Complete Phase 1, which includes mapping the current state, establishing a plan to streamline employee communications, identifying ways to improve infrastructure, and capturing cross-functional needs.
	<b>S4.4.2 Staff Collaboration</b> Increase staff operational efficiency and productivity through the provision of shared resources, and innovative tools for information-sharing and enhanced collaboration.	2026	<b>Staff Collaboration</b> Determine governance for and enable OneDrive and Teams access for all staff.

#### 4. Awareness and availability

Objective	Workstream	Active Years	2026 Goal
<b>S4.4 Equip staff to champion and promote library services</b>	<b>S4.4.3 Staffing Model and Levels</b> Review and update branch staffing model to ensure that services can be delivered effectively and equitably across the city. Adjust staffing levels to ensure adequate support for library services.	2026-2027	<b>Branch Staffing Model and Levels</b> Review and update the branch staffing model and establish a plan to align staffing levels with the equitable and effective delivery of library services across the city.
	<b>S4.4.4 Customer Experience Strategy Implementation</b> Work towards TPL's customer experience vision by strategically implementing the Customer Experience Principles and Framework.	2025-2029	<b>Customer Experience Strategy</b> Continue integrating TPL's CX framework with a focus on sustaining adoption through a staff communications plan, training, evaluation, and integration into service planning tools.



# strategic plan update 2025 progress report

**Library Board Meeting**

April 20, 2026

How Toronto's Library will  
help our city and its residents  
adapt, connect and thrive.



Toronto Public Library  
strategic plan 2025-2029

[tpl.ca](https://www.tpl.ca)

# our 2025-2029 priorities

## 1 social connection, civic engagement and democracy

We will embed opportunities for **social connection**, **civic dialogue** and **critical thinking** in everything we do...  
...so that residents have the skills to **sustain a healthy democracy**.

## 2 shared community spaces

We will accelerate the **enhancements of our physical spaces**...  
...to establish more **welcoming, safe, inclusive and sustainable** multi-use environments that **build resilience and belonging** in every neighbourhood.

## 3 learning and growth

We will expand **learning opportunities for all ages** to develop multiple literacies and **personal and professional skills**...  
... so that residents can thrive, build economic resilience, and **adapt to new technologies**, such as AI.

## 4 awareness and availability

We will **increase awareness and availability** of library services...  
...so that residents in every neighbourhood have **equitable access** to services that meet their **changing needs**.

# focus on staff

## 1 social connection, civic engagement and democracy

Our staff will have the **skills they need** to facilitate opportunities for **social connection**, to support **information literacy** in the digital age and to champion **democratic values**.

## 2 shared community spaces

Our staff will have the **supports, partnerships and expertise** they need to make our spaces more **welcoming and inclusive**. They will have the spaces and support they need to **collaborate, learn and thrive**.

## 3 learning and growth

Our staff will have the **knowledge, tools, training and supports** they need to support the **development of digital literacy and skills** that our customers need.

## 4 awareness and availability

Our staff will have the **knowledge, tools and skills** to deliver **high quality, personalized service**. They are aware of what the Library has to offer and **act as champions** for the Library in their communities.

# how we'll achieve our plan

## priorities

### 1 social connection, civic engagement and democracy

We will embed opportunities for social connection, civic dialogue and critical thinking in everything we do... so that residents have the skills to sustain a healthy democracy.

### 2 shared community spaces

We will accelerate the enhancements of our physical spaces... to establish more welcoming, safe, inclusive and sustainable multi-use environments that build resilience and belonging in every neighbourhood.

### 3 learning and growth

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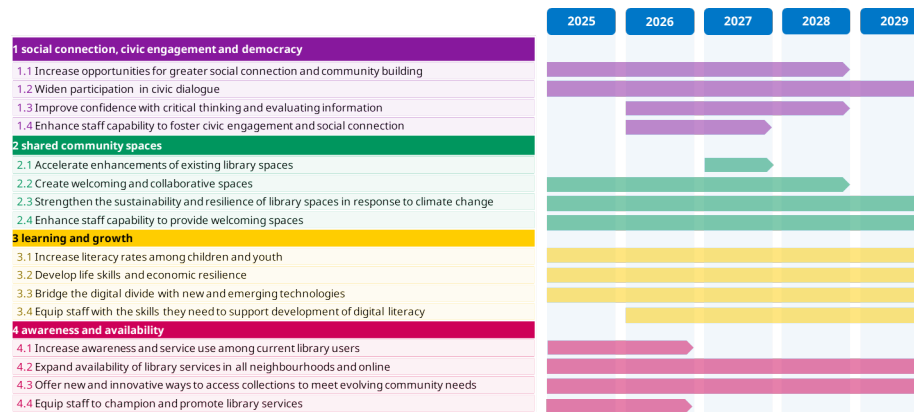
### 4 awareness and availability

We will increase awareness and availability of library services... so that residents in every neighbourhood have equitable access to services that meet their changing needs.

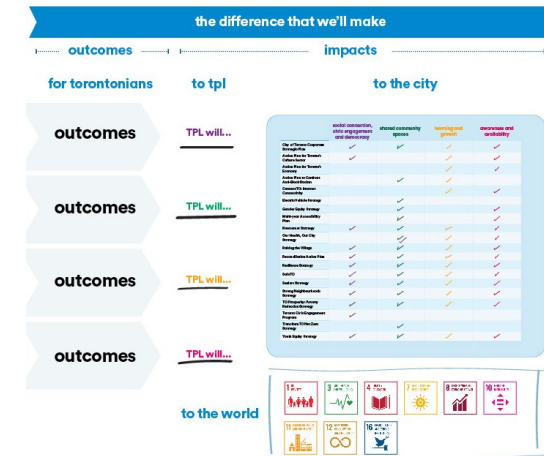
## objectives



## implementation roadmap



## outcomes



# strategic plan measurement framework



# 2025 results & baseline metrics

	social connection, civic engagement and democracy	shared community spaces	learning and growth	awareness and availability
customer objectives and outcome metrics	<b>C1.1 Increase opportunities for greater social connection and community building</b> Percentage of participants who report feeling a stronger sense of social connection	<b>C2.1 Accelerate enhancements of existing library spaces</b> Average score for branches meeting Service Delivery Model criteria	<b>C3.1 Increase literacy rates among children and youth</b> Percentage of participants who report increased confidence in their literacy skills	<b>C4.1 Increase awareness and service use among current library users</b> Service use rate among current library users
	<b>C1.2 Widen civic participation in civic dialogue</b> Percentage of participants who report feeling more motivated to participate in civic activities	<b>C2.2 Create welcoming and collaborative spaces</b> Net Promoter Score of library customers who would recommend the library spaces to others	<b>C3.2 Develop life skills and economic resilience</b> Percentage of participants who report increased confidence in managing their finances, career development, wellness and life skills	<b>C4.2 Expand availability of library services</b> Number of visits to branches with extended hours
	<b>C1.3 Improve confidence with critical thinking and evaluating information</b> Percentage of participants who report increased confidence in critical thinking and information literacy skills	<b>C2.3 Strengthen sustainability and resilience of library spaces</b> Greenhouse gas reduction and resilient building score	<b>C3.3 Bridge the digital divide with new and emerging technologies</b> Percentage of participants who report increased confidence in their digital literacy skills	<b>C4.3 Offer new and innovative ways to access collections</b> Percentage of customers who report that they are satisfied with access to library materials
staff objectives and outcome metrics	<b>S1.4 Enhance staff capability to foster civic engagement and social connections</b> Percentage of staff participants who report increased confidence assisting customers in these areas	<b>S2.4 Enhance staff capability to provide welcoming spaces</b> Percentage of staff participants who report increased confidence in their skills and knowledge to provide welcoming spaces	<b>S3.4 Equip staff with the skills to support development of digital literacy</b> Percentage of staff participants who report increased confidence in supporting customers with technology support questions	<b>S4.4 Equip staff to champion and promote library services</b> Percentage of staff participants who report increased knowledge about TPL services

# key data sources

Several data sources are used to measure the success of the Strategic Plan and ensure continuous improvement:

- Customer Satisfaction Annual Survey
- Library Service Use and Awareness Pulse Survey (NEW)
- Program Participant Feedback Surveys
- Strategic Plan Progress & Impact Annual Staff Survey (NEW)
- Service-level Statistics

strategic plan 2025-2029

**How Toronto's Library will  
help our city and its residents  
adapt, connect and thrive.**



**100**  
library branches  
now open on  
Sundays



**70%** report strong personal importance of the library of Torontonians agree that public libraries are an important resource for the community

**93%**





**88%** participants report increased confidence in their digital skills, particularly AI



**91%** customer satisfaction with the library



 net promoter score **68**

 spaces enhanced **39**





# 1 social connection, civic engagement and democracy

We will embed opportunities for **social connection**, **civic dialogue** and **critical thinking** in everything we do...

...so that residents have the skills to **sustain a healthy democracy**.



## key results

**A new initiative** to enhance **social connection and belonging for seniors**, funded through **\$8.56M**.

**An historic \$7M investment** from Walton's Trust, the largest ever donation to a public library in Canada.

**Expanded programming and outreach** to Naturally Occurring Retirement Communities (NORCs), including Toronto Community Housing sites.

"I enjoy visiting my library not just for books and resources but for the friendly atmosphere. I look forward to enjoying more that my library has to offer."

-TPL customer



## 2 shared community spaces

We will accelerate the **enhancements of our physical spaces...**

...to establish more **welcoming, safe, inclusive and sustainable** multi-use environments that **build resilience and belonging** in every neighbourhood.



“Our local branch, which was recently renovated, is lovely. They have a great selection even with a smaller size and keep any holds that arrive very well organized.”

-TPL customer

## key results

Achieved a **Net Promoter Score of 68**, establishing a strong baseline for **customer satisfaction** with library spaces.

**Completed 39 capital projects**, enhancing **infrastructure, spaces, and accessibility**.

**Launched second Multi-Year Accessibility Plan**, advancing **14 accessibility upgrades** and the **inclusive washrooms initiative**.

**73% of staff** reported increased confidence in creating **welcoming spaces**.



# 3 learning and growth

We will expand **learning opportunities for all ages** to develop multiple literacies and **personal and professional skills...**

... so that residents can thrive, build economic resilience, and **adapt to new technologies**, such as AI.



“I am writing to express my sincere gratitude for the fantastic Learning Circle experience. I truly believe you’ve done an outstanding job of creating a fun, creative, and effective learning community.”

–TPL AI Upskilling Initiative Participant

## key results

**78% of participants** reported increased confidence in **literacy skills**.

**84% of participants** reported increased confidence in managing **finances, career, wellness, and life skills**.

**88% of participants** reported increased confidence in **digital literacy** and **AI skills**.

**Implemented AI Policy** to support staff with **AI tools and training**.



# 4 awareness and availability

We will **increase awareness and availability** of library services...

...so that residents in every neighbourhood have **equitable access** to services that meet their **changing needs**.



“I have very young kids and my husband is a nurse who works a lot of nights and weekends. Having a place where we can go on weekends for free is huge.”

–TPL customer

## key results

Users access an average of **8 distinct services**, guiding TPL’s focus on enhancing service awareness and access.

A **new library website and mobile app** is launching in January 2026

**Expanded open hours** led to a **12% increase in Monday visits** and **24% increase in Sunday visits**.

**72% of staff** reported increased **knowledge of TPL services**, enhancing their ability to champion the library.



# 2025 equity statement results







# 2025 service-statistics

# how well we are doing


total visits  
**46 million**


-  **14.2 million** visits to branches
-  **32.1 million** visits to tpl websites

total circulation  
**31 million**

-  **13.3 million** physical circulation
-  **17.9 million** electronic circulation

 **43,017** programs offered | **852,749** program attendees

 **6.4 million** wireless sessions

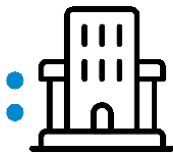



 **1.6 million** computer session hours

 **568,854** membership renewals

**225,564** new registrations

# overall usage trends

TPL saw positive year-over-year growth, partly driven by increased availability of branch and digital services, as well as extended open hours.

		full year	
	total visits	↑	3%
	total circulation	↑	11%
	public computing	↑	27%
	program attendance	↑	10%



Jan-Dec 2025 vs  
Jan-Dec 2024

**Note:** Q1 2024 was still affected by TPL's recovery from the cybersecurity incident, which impacts comparisons to 2025 data

# how we compare

# 1

## North America\*

- total circulation
- branch visits
- per capita circulation
- per capita branch visits
- per capita electronic visits

#2 electronic circulation

#2 per capita electronic circulation

*\*Serving a population over 2,000,000 (2024)*

# 1

## Canada\*

- total circulation
- electronic circulation
- branch visits
- electronic visits

#2 per capita electronic circulation

↓ #4 per capita electronic visits

*\*Serving a population over 500,000 (2024)*



**Sources:**

2024 Canadian Urban Libraries Council (CULC)

2024 Urban Libraries Council (ULC)

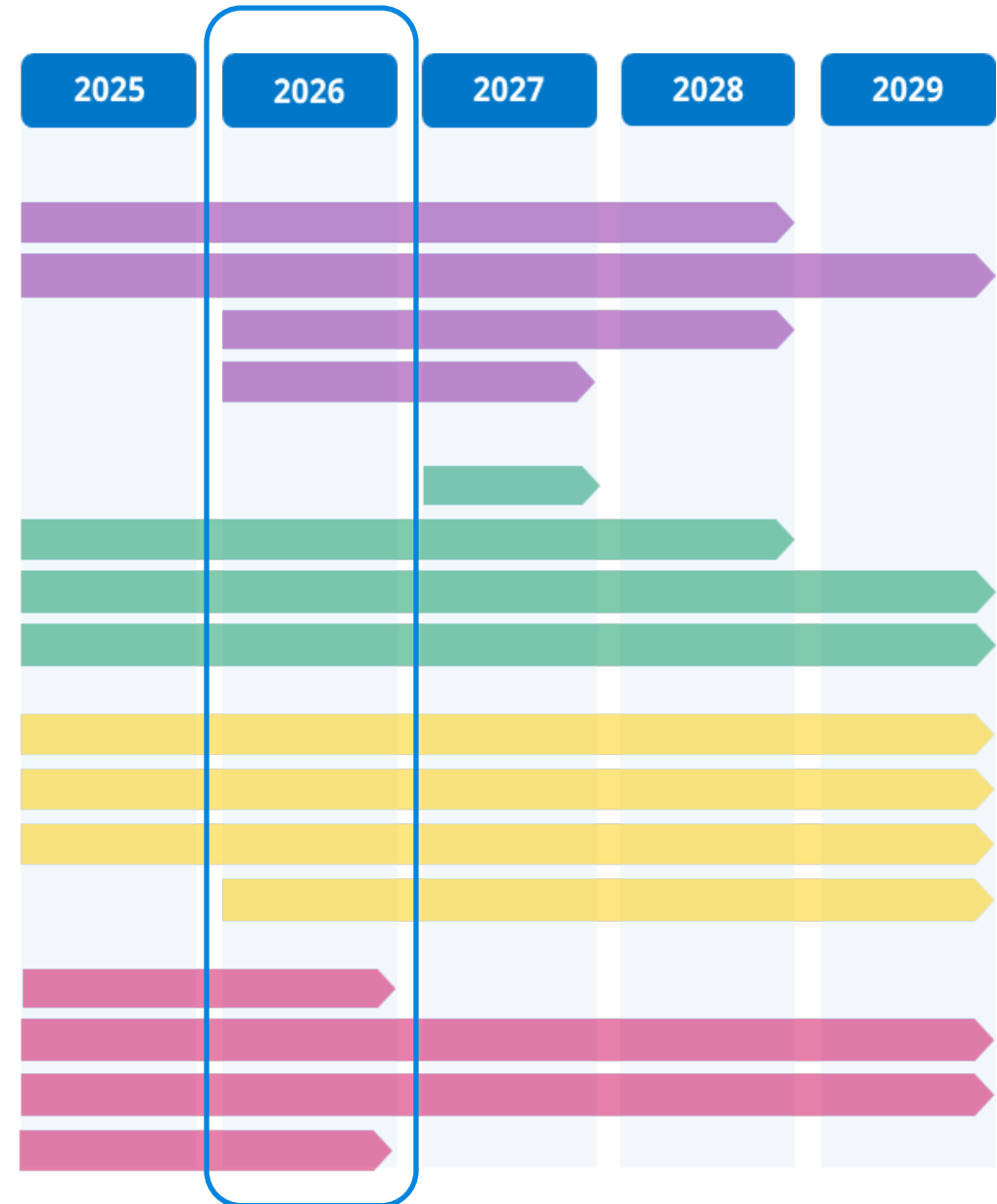
Toronto Population data provided by City of Toronto



# 2026 action plan

# strategic plan implementation roadmap

<b>1 social connection, civic engagement and democracy</b>
1.1 Increase opportunities for greater social connection and community building
1.2 Widen participation in civic dialogue
1.3 Improve confidence with critical thinking and evaluating information
1.4 Enhance staff capability to foster civic engagement and social connection
<b>2 shared community spaces</b>
2.1 Accelerate enhancements of existing library spaces
2.2 Create welcoming and collaborative spaces
2.3 Strengthen the sustainability and resilience of library spaces in response to climate change
2.4 Enhance staff capability to provide welcoming spaces
<b>3 learning and growth</b>
3.1 Increase literacy rates among children and youth
3.2 Develop life skills and economic resilience
3.3 Bridge the digital divide with new and emerging technologies
3.4 Equip staff with the skills they need to support development of digital literacy
<b>4 awareness and availability</b>
4.1 Increase awareness and service use among current library users
4.2 Expand availability of library services in all neighbourhoods and online
4.3 Offer new and innovative ways to access collections to meet evolving community needs
4.4 Equip staff to champion and promote library services



# 2026 action plan

## 1 Social connection, civic engagement and democracy

- Develop and deliver a year-long programming and marketing initiative focused on building social connection
- Develop and communicate clear expectations for staff, standardize promotion strategies, and provide consistent staff training to foster social connections across all TPL programs
- Initiate capital project for the TPL Centre for Democracy, including public art piece

## 2 Shared community spaces

- Create standards for design of branch renovations and new builds
- Develop Sustainable Development Goals (SDG) Commitment Statement
- Implement the 2026–2029 Equity & Inclusion Action Plan, with continued staff training

# 2026 action plan

## 3 Learning and growth

- Expand Financial Empowerment and Social and Crisis Support Services to more branches
- Advance AI upskilling programs, increasing access to AI tools and software
- Release Responsible Use of AI Guidelines for staff, roll out Copilot Chat with training

## 4 Awareness and availability

- Launch the new website and mobile app and establish strategic approach to content design and promotion across TPL's website
- Expand Monday to Saturday hours at nine branches in July resulting in seven-day service at all library branches. Expand Monday to Saturday hours at seven branches in November completing the 2024-2026 open hours implementation plan.
- Develop community librarian service delivery model, enabled by outreach vans to expand service reach

# longer-term impacts

to tpl

to the city

TPL will...

TPL will...

TPL will...

TPL will...

	social connection, civic engagement and democracy	shared community spaces	learning and growth	awareness and availability
City of Toronto Corporate Strategic Plan	✓	✓	✓	✓
Action Plan for Toronto's Culture Sector	✓	✓	✓	✓
Action Plan for Toronto's Economy	✓	✓	✓	✓
Action Plan to Confront Anti-Black Racism		✓	✓	
ConnectTO: Internet Connectivity			✓	✓
Electric Vehicle Strategy		✓		
Gender Equity Strategy		✓		✓
Newcomer Strategy	✓	✓	✓	✓
Our Health, Our City Strategy	✓	✓	✓	✓
Raising the Village	✓	✓	✓	✓
Reconciliation Action Plan	✓	✓	✓	✓
Resilience Strategy	✓	✓	✓	✓
SafeTO	✓	✓	✓	✓
Seniors Strategy	✓	✓	✓	✓
Strong Neighbourhoods Strategy	✓	✓	✓	✓
TO Prosperity: Poverty Reduction Strategy	✓	✓	✓	✓
Toronto Civic Engagement Program	✓			
TransformTO Net Zero Strategy		✓		
Youth Equity Strategy	✓	✓	✓	✓

Impacts for TPL as an organization, for the city and for the global community will be evaluated at the end of five years

to the world





**thank you**  
questions?

**tpl:**