

Toronto Public Library

Provide free and equitable access to services which meet the changing needs of Torontonians. Toronto Public Library preserves and promotes universal access to a broad range of human knowledge, experience, information and ideas in a welcoming and supportive environment.

Library Collections & Borrowing

Purpose:

To develop and maintain a collection of, over 10 million items in a variety of languages, reading levels and formats, including print, audio-visual, e-content and online learning tools, to promote accessibility and respond to community needs, with an annual circulation of over 32 million items and information resources to support more than 2 million reference requests in a variety of subjects

Branch & E-Services

Purpose:

To maintain the current over 272 thousand hours per year at 100 branches to support over 18 million in-person visits, over 6 million workstation users and over 3 million wireless sessions with expanded access to technology in library branches and to support over 33 million virtual visits

Partnerships, Outreach & Customer Engagement

Purpose:

To develop and deliver a suite of library programs to support literacy, life-long learning with emphasis on literacy for children and youth at community locations and to engage public through consultation on capital projects and to increase awareness and use of library services among diverse communities by using outreach strategies through a range of accessible channels

Legend:



Program



Activity



Service

Service Customer

Library Collections & Borrowing

- Public Library Users

Indirect (Beneficial)

- Residents
- Businesses
- Visitors
- Staff - City Divisions
- Publishers
- Authors

Branch & E-Services

- Public Library Users
- Registered Library Participants
- Virtual Users
- Students
- Community Groups

Indirect (Beneficial)

- Residents
- Businesses
- Visitors
- Staff - City Divisions

Partnerships, Outreach & Customer Engagement

- Public Library Users
- Registered Library Participants
- Persons seeking Skills Development
- Persons seeking Career Development
- Persons seeking Literacy Development

Indirect (Beneficial)

- Residents
- Businesses
- Visitors
- Staff - City Divisions