



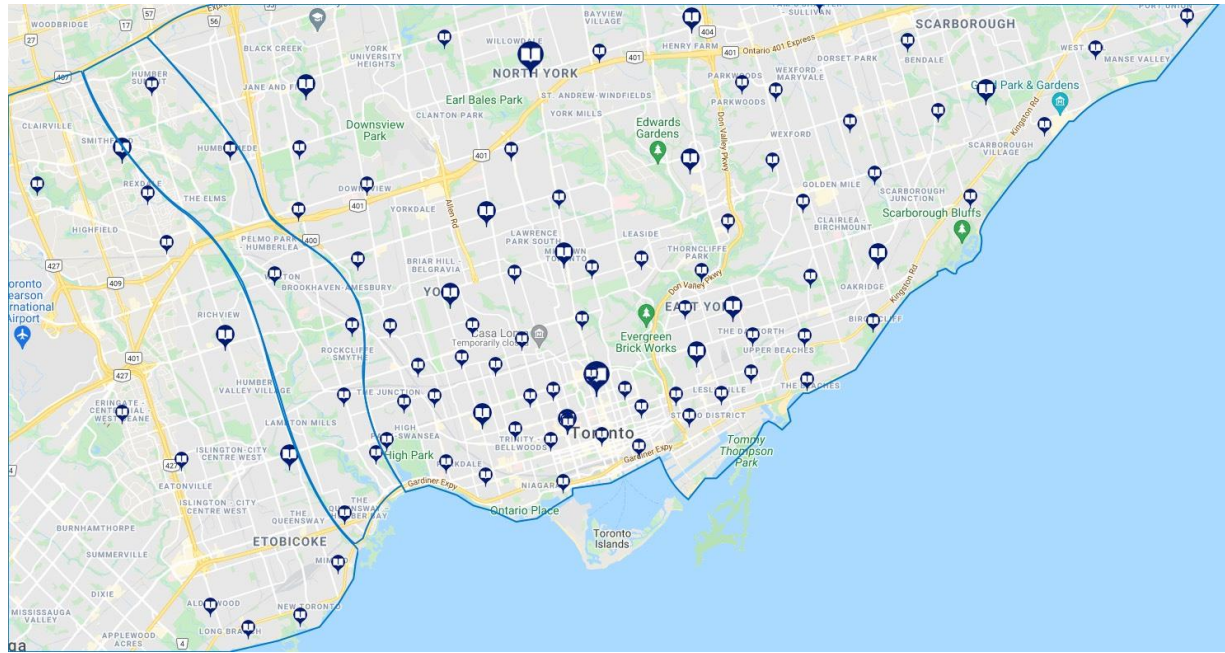
# Services to Vulnerable Persons

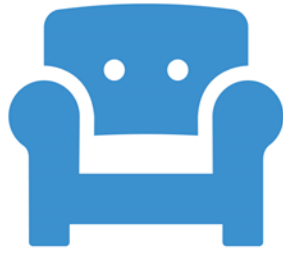
# The role of the library

Toronto Public Library (TPL) is the world's busiest public library system, with a network of **100** branches.

Important role the library plays in the community

- **Spaces**- Shelter, access to washrooms, quiet spaces.
- **Technology**- Computer access, internet connectivity and Wi-Fi services.
- **Programs and events** Community information, connections, and referrals





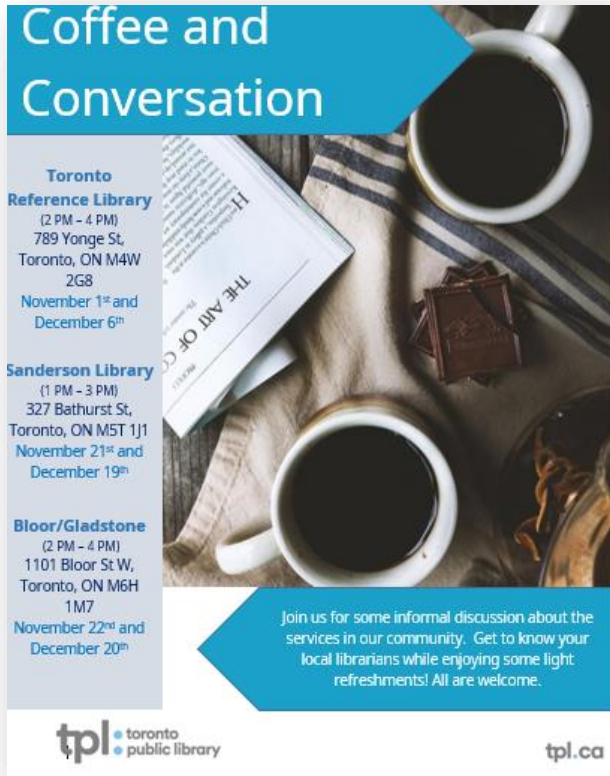
**spaces**

- Open and accessible to all
- No membership required
- Warming and cooling centres
- Connection and reducing social isolation

**tpl:**



# A space for drop-in programs



**Coffee and Conversation**

**Toronto Reference Library**  
(2 PM - 4 PM)  
789 Yonge St.  
Toronto, ON M4W 2G8  
November 1<sup>st</sup> and December 6<sup>th</sup>

**Sanderson Library**  
(1 PM - 3 PM)  
327 Bathurst St.  
Toronto, ON M5T 1J1  
November 21<sup>st</sup> and December 19<sup>th</sup>

**Bloor/Gladstone**  
(2 PM - 4 PM)  
1101 Bloor St W,  
Toronto, ON M6H 1M7  
November 22<sup>nd</sup> and December 20<sup>th</sup>

Join us for some informal discussion about the services in our community. Get to know your local librarians while enjoying some light refreshments! All are welcome.

**tpl: toronto public library** [tpl.ca](http://tpl.ca)



**Coffee and Conversation**

**Sanderson Library**  
Wednesdays, 1-3 pm  
March 20 & April 3

Join us for some informal discussion about the services in our community. Get to know your local librarians while enjoying some light refreshments. All are welcome.

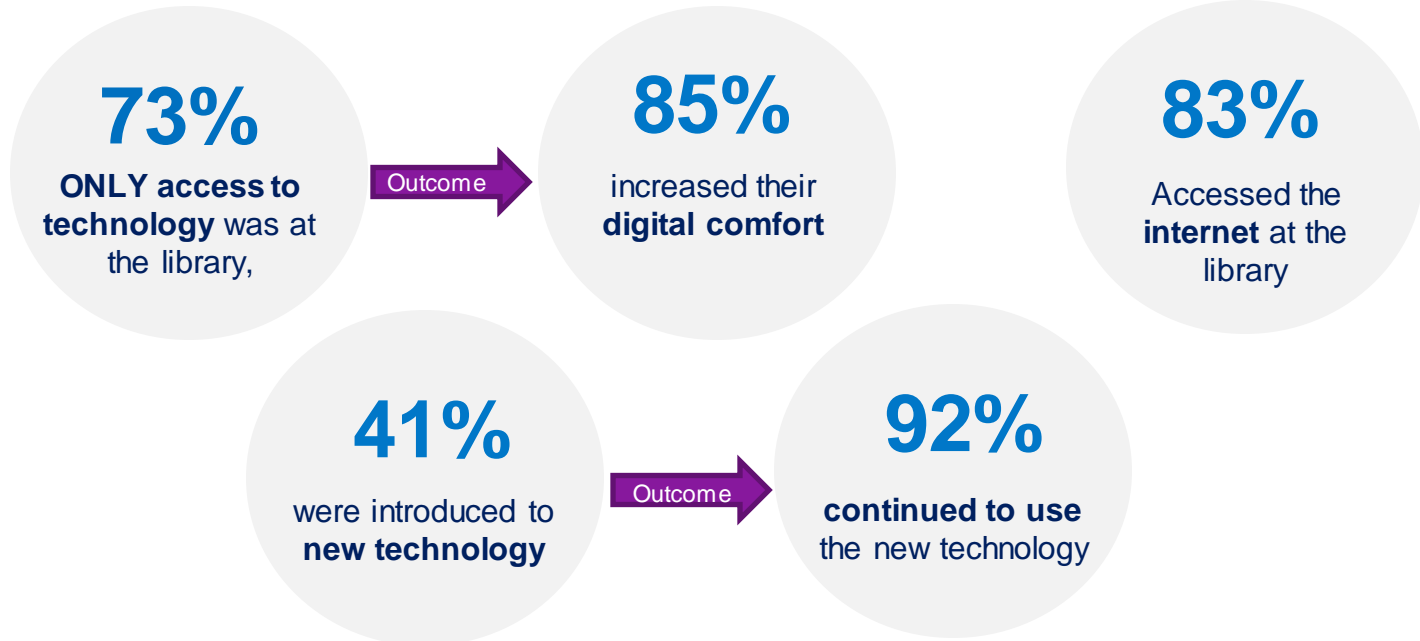
**Sanderson Branch**  
327 Bathurst St. Toronto, ON M5T 1J1  
416-393-7653

[sanderson.library.on.ca](http://sanderson.library.on.ca)

**Libraries are essential to building digitally inclusive communities and supporting digital literacy.**

## Bridge Results

Digital Inclusion & Equitable Access  
Digital Literacy & Adoption

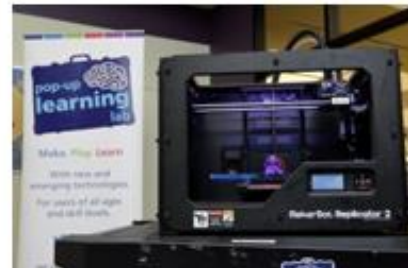


Bridge 2022 Patron Survey from January to December, filtered for low income (<25k)



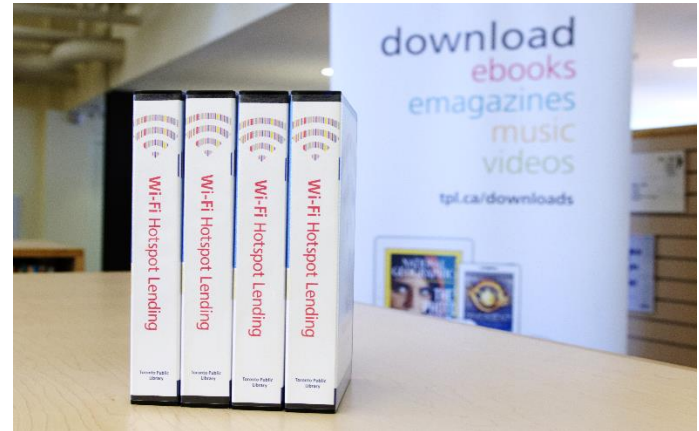
# Technology

- Computer and internet with Wi-Fi access
- Wi-Fi Hotspots lending services
- Digital literacy training to support digital literacy skills



# Digital Access: Wi-Fi Hotspot Lending program

- Low income families
- Unlimited internet for 6 months
- Worked with the City's Community Coordination Plan
- Circulated **1000** units to individuals and families in need
- Reducing barriers to accessing internet services and reducing the digital divide



# Digital Access: Internet Connectivity Kits

- COVID-19 response initiative
- Low income individuals or families
- Kit: Brand new laptop and hotspot with unlimited internet for 2 years (for participants to keep)
- Work with local community partners
- Distributed over **842** units
- Reducing barriers to accessing internet services and reducing the digital divide + access to technology







## Programs, Events and Exhibits

- Access to literacy programs, services and collection
- Access to expert staff and professionals from the community
- Access to instructional, informational and educational programs



# Personal care bank



Personal care banks are cabinets stocked with a variety of products for teeth, hair, skin, menstruation and more. These cabinets provide vulnerable people with complimentary, barrier-free, **24/7, 365** outdoor access to necessary personal care products.

# Complimentary PRESTO Card Initiative

- Partnership with the TTC to provide complimentary PRESTO cards to people who face challenges in purchasing one
- Available in select branches across the city
  - Branches in/adjacent to Neighbourhood Improvement Areas
  - Areas with higher levels of low income households
  - Limited accessibility to existing PRESTO Service outlets



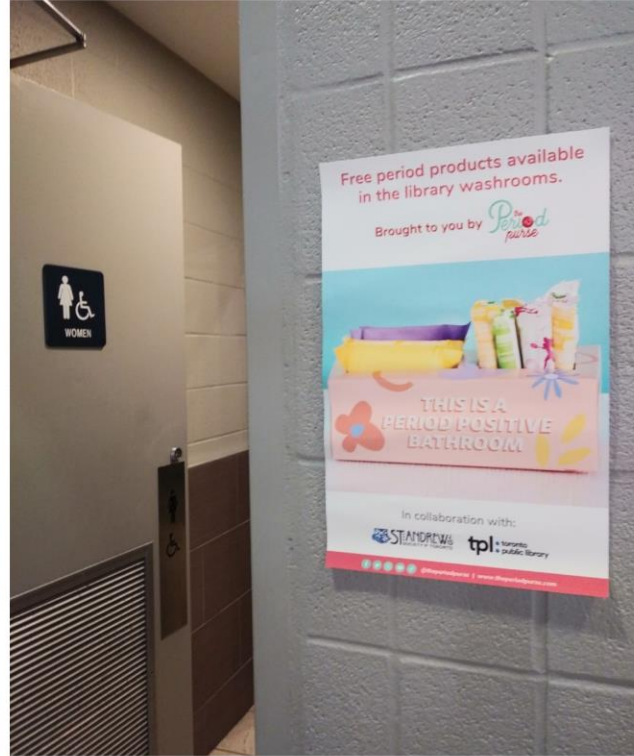
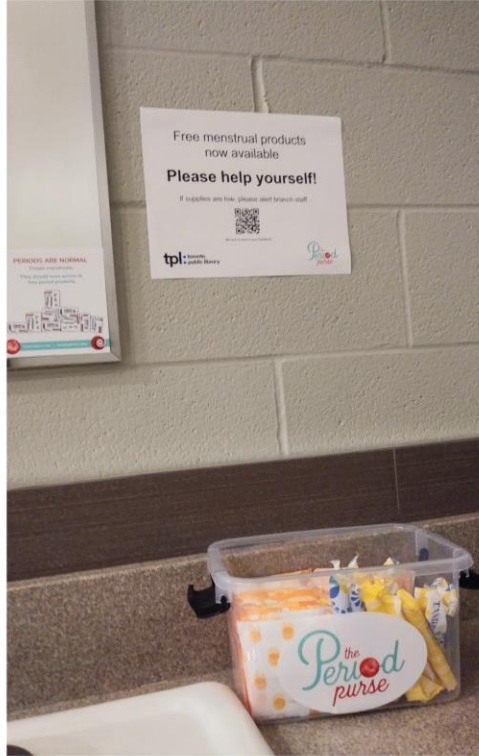
## Complimentary PRESTO Card Initiative

The Toronto Transit Commission (TTC) and Toronto Public Library are providing



complimentary PRESTO cards to people who do not yet have one or may face challenges in purchasing one. Starting October 5, 2020, PRESTO cards will be available at select Toronto Public Library branches, while quantities last.

# Period Equity



# Community Librarian: Shelters

- **“Embedding”** librarians within social service agencies
  - Reducing barriers to accessing services
  - Meeting the customer at their point of need
- Remote BALs
- Resource Guides
- Created Access Cards for shelter residents
- Provided over 2000 withdrawn books to 20 shelters across the city

# Financial Empowerment



North York  
Community  
House

Our in-branch advisors and community partners can help with tax filing, accessing government benefits, saving with limited cash flow, and planning for the future.



WOODGREEN

Opportunity made here.

**tpl:**



**Prosper Canada**

# Using the library:

## Help

Your Library Card

Register for a Digital Access Card

Borrowing materials

Placing holds

[More help topics](#)

## Services

Museum + Arts Passes

Study space

Rent space at the library

[List of services](#)

## Computer & digital services

Reserve a Computer

Printing & Photocopying

Digital Innovation Hubs

[More computer & digital services](#)



## tpl: Referral pathways

01

Connect your clients to their local [Library branch](#). The client can get a library card and will get access to library resources in print and online.

02

Use the [Book a Librarian](#) service as a way to get a personalized appointment. Customers can get assistance with understanding how to do research, get readers' advisory assistance to discover something good to read, or learn how to access and use library resources and services:

- access and use e-books, audiobooks, magazines, movies, and music
- access and use government and community resources
- research business topics
- search for jobs
- learn computer basics and the basics of MS Office, the internet, digital applications, social media, and mobile devices and applications.

03

Get quick reference help about library services by phone, chat, and email through the [answerline](#) at 416-397-5981. The service is available Monday – Friday 9:00 am to 8:00 pm; Saturday 9:00 am to 4:30 pm and Sundays only telephone service is available 1:30 p.m - 4:30 p.m

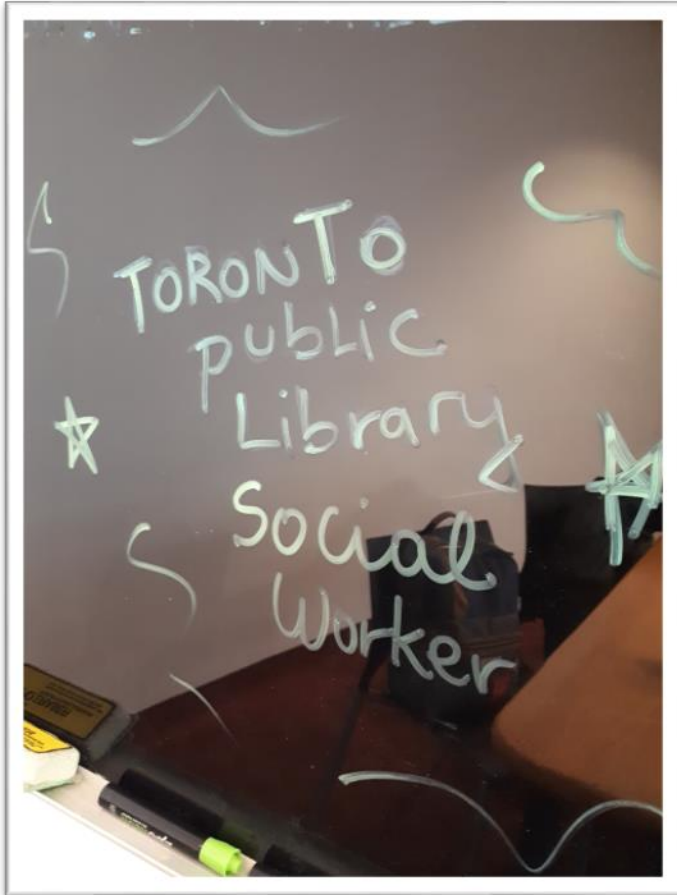
Help

Contact Us



# tpl: Connect with your Library





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Toronto Public Library  
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[rhashi@tpl.ca](mailto:rhashi@tpl.ca)