

## Online Programming FAQ

The Online Programming Work Group is mandated to execute an Online Programming framework to deliver staff-led and external-led online programs during the Covid-19 emergency branch closure and while social distancing measures are in place restricting the ability to offer in-branch programs. The intent is to provide Torontonians with a TPL programming experience from home. As part of our Covid-19 response, we can support 25 programs per week. The work group includes members from SDI (Service Development & Innovation), CPCE (Communications, Programming & Customer Engagement), PPPM (Policy, Planning & Performance Management), ITS (Information & Technology Services), and BOCE (Branch Operations and Customer Experience). Please direct any questions not answered by this FAQ to your manager.

### Program Delivery

#### What programs will be delivered online?

The library will offer a mix of programming to offer service continuity and to align with strategic priorities including book clubs, digital innovation, literary and cultural programs, creative arts, storytimes, and special topics like environment, digital privacy, algorithmic literacy and personal finance.

Online programming formats may include hands-on workshops, lectures, group and panel discussions, and more that are delivered by TPL staff and by external presenters/performers.

#### How many programs will be delivered online?

TPL will be delivering a maximum of 25 programs per week.

#### When will online programs be delivered?

Programs will be delivered Monday to Friday. Children's programs will be delivered between 10 am-12 pm. Adult programs, between 1 –4 pm and 6 –8 pm. Youth programs, between 4 –6 pm. The Salon will be delivering regular programming on Wednesday evenings.

#### Will programs be delivered live or will they be previously recorded?

Some programs will only be delivered live.

Some will be live and recorded for potential future publishing.

Some will be recorded in advance and published online.

Published programs will be available online anytime for the foreseeable future.

#### What tools will TPL use for online programs?

TPL will use a variety of online tools including Crowdcast, Facebook/Instagram Live, Jitsi WebEx and/or YouTube to deliver programs.

Platforms were selected for their privacy, security and usability standards, ease-of-use for both internal and external presenters and their suitability to support online programming.

The [tpl.ca](http://tpl.ca) homepage will highlight online programming.

#### Who will be delivering online programs?

Staff with programming in their job descriptions from SDI, CPCE, and BOCE who have been trained to deliver online programs, as well as external presenters will be delivering online programs.

#### How frequently will content be refreshed?

#### Will the programs be interactive?

Some live programs will be interactive, contingent on the design and platform of the program.

#### How will online behaviour be moderated?

Library Rules of Conduct apply to online programs. Online programs will have two staff present, which will allow staff to administer the Library Rules of Conduct. Please reach out to your Manager or the Rules of Conduct Committee for any concerns or advice on addressing behaviours in online programs. TPL's Online and Social Media Policy also applies to Online Programs.

#### How will people find out about online programs?

We'll leverage our existing online communications through the website, social media, and Eventbrite to promote content. Watch the website to see what is happening!

#### Will online programs be accessible?

Yes. We are working with Accessibility Services to ensure that program content and delivery platforms are accessible.

#### Will land acknowledgement statements be made in online programs?

Yes. Presenters will use the land acknowledgement statement currently available on our website.

## Program Support & Development

Will all online programming be centralized? Will there be opportunities for local programming?

This is a new service delivery model, which has several technological and logistical considerations, including legal, privacy and accessibility requirements. To ensure that TPL is meeting all obligations in all these areas, online programming is centralized. There are no opportunities for local online programming at this time. Proposals for programming will be reviewed for inclusion through the Online Program Proposal form.

I have a great program idea; how can I get the program online?

Please work with your Branch/Department Head and/or LSM to develop your online program proposal. You can then submit your idea using the [Online Program Proposal](#) form. We look forward to reviewing your pitch!

How will service committees decide which programs to run online?

Service committees will consider elements like capacity, accessibility, equipment requirements, staffing, scheduling, variety in content, connection to the strategic plan and the library's mission, vision and values when deciding which programs to run online.

What training will be offered to deliver online programs?

Staff delivering online programs will receive support from committees and work groups including training on online programming best practices, equipment requirements, promotion, evaluation and platform features - you don't have to do it alone!

What equipment do I need to offer online programming?

Staff delivering online programs will receive support from committees and work groups on equipment requirements. Staff will require TPL equipment to offer online programming.

Can I go into my branch to pick up the materials I need for my program idea?

Staff delivering online programs will receive support from committees and work groups on the best way to obtain materials.

How can I participate in online programming using my branch's Facebook/Twitter/Instagram accounts?

Due to technological considerations, staff who manage their branch social media accounts should not be creating their own online programming at this time. We encourage you to retweet or share relevant online programs promoted or broadcasted through TPL's main social media channels ([Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#)) to your local audiences.

Will online programming continue after branches are re-opened?

A full evaluation and review of online programming will be conducted after re-opening and when in-branch programming is able to resume. With this evaluation and review we will develop recommendations for next steps with online programming, including how online programming continues in tandem with in-branch programming.