



STAFF REPORT ACTION REQUIRED

15.

Live Web Broadcasts of Board Meetings and Board Meeting Locations

Date:	September 23, 2013
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to respond to the Toronto Public Library Board's request at its March 27, 2013 meeting for information on the feasibility of live broadcasting Library Board meetings and holding Board meetings at alternate library locations in each of the four quadrants of the city.

Benefits associated with live broadcasting Board meetings and moving meetings to alternate branch locations include enhanced access for city residents to Library Board meetings and increased visibility of the Library Board and its activities. Live broadcasting of meetings offers an opportunity for the Board to expand its audience, promote accessibility and inclusion, and connect with Torontonians in an environment that is flexible and convenient for residents. Holding meetings in branches allows for the Board to become more familiar with neighbourhood-based library services and to connect with different communities across the city.

Information is provided about the requirements for recording and live broadcasting Board meetings, and about related policy and privacy issues. As the City is also evaluating live broadcasting of City committee meetings, this report recommends that staff report back on the introduction of live broadcasting of meetings pending further discussions with the City Clerk's office. These discussions will include the possibility of a shared service arrangement with the City to deliver live broadcast services for the Library.

The report recommends that two of the ten Board meetings be held annually at alternate library locations so that a meeting will be held in each of the four quadrants of the city over a two-year period.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. investigates further the option of a shared service arrangement with the City to deliver live broadcast services for the Library, and report back with options and recommendations; and
2. schedules two Board meetings in alternate branches to Toronto Reference Library, locating meetings in each of the four quadrants of the city over the course of a two-year period.

FINANCIAL IMPACT

The costs associated with the moving of Board meetings to alternate branch locations is estimated to be between \$5,000 - \$10,000 for the purchase of equipment, including portable microphones and associated sound systems.

The costs associated with the recording and live broadcasting of Board meetings are estimated to be \$53,000. Cost components include the provisioning of recording and web broadcasting equipment, webcasting services, technicians to provide the service, and closed captioning of the recorded broadcasts.

A shared service arrangement with the City is being investigated, which could potentially mitigate some of these delivery costs.

The Director, Finance and Treasurer has reviewed this financial impact statement and is in agreement with it.

DECISION HISTORY

At its March 27, 2013 meeting, the Board approved a motion to request staff to:

- *explore the feasibility of holding Board meetings in branches, including each of the four quadrants of the City.*
- *report back to the Board in September 2013 on the feasibility of providing live web broadcasts of Board meetings and providing access to previous Board meetings' web broadcasts on its internet site:*
<http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2013/mar27/minutes.pdf>

Issue Background

Live Broadcasting and Recording of Board meetings

Live broadcasting enhances Library Board accountability and visibility in the broader community and supports greater participation in the Library decision-making process. Filming allows for a more detailed account of the considerations and debates that lead to the final Board decision.

Live broadcasting the meetings also provides an opportunity for the Library to communicate information about programs and services to the public directly through promotional spots, as a part of the broadcast.

Recordings of TPL Board meetings will be a supplementary resource that can be used to provide greater insight into meeting details, but do not replace meeting minutes as the official record of the meeting.¹

The streaming/recording of TPL Board meetings is authorized under the *Public Libraries Act*, R.S.O. 1990 (PLA).

The collection of personal information is governed by the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA). As such, the Library is required to advise Board meeting attendees that video recording is being conducted by way of a formal notice of collection per MFIPPA section 29(2).

The Library must also consider the privacy/confidentiality provisions of the PLA with respect to closed meetings. The Library would not broadcast or otherwise make available to the public, a meeting (or section of a meeting) that has been deemed to be closed per the PLA section 16(4).

Library staff consulted with Toronto District School Board (TDSB) and City of Toronto staff to better understand how the recording and broadcast of TDSB and City Council meetings are done. In the case of the TDSB, live broadcasting of their board meetings is achieved through the use of TDSB staff in a boardroom with a dedicated and permanent audio/visual installation and two trained staff, one to manage the videotaping and another to manage the broadcasting. This system allows for up to 200 simultaneous viewers.

Live broadcasting of City meetings is currently limited to the broadcasting of City Council meetings and occasional high interest meetings of committees or public events. Rogers Cable 10 provides this as a community service. The City is considering the live broadcasting of all committees and evaluating the resources needed to deliver this service. The Library may be able to participate with the City to deliver live broadcasting of meetings.

¹ City of Toronto. "Meeting Monitor" Accessed August 21, 2013 <http://app.toronto.ca/tmmis/monitor.do>

Library staff also consulted with a third party service provider who offers video recording and live broadcasting services to better understand the resourcing requirements to record and live broadcast from the Toronto Reference Library (TRL) Boardroom and from alternate library locations.

Requirements for recording and live broadcasting meetings

To record and live broadcast Library Board meetings, a fully integrated system is required that can handle the video and audio recording and switching, run by a trained operator during the meetings. The feed is then converted real-time to a digital signal and pushed out to the server by a dedicated PC in the Boardroom. A dedicated server, or an outsourced media streaming service handles the actual live broadcast of the meetings over the Internet. The digital signal is also recorded so that it can be archived and broadcast at a later date. Two trained technicians would be required at each meeting to support the filming and broadcasting.

To prepare the recorded video for later viewing from the Library's website, closed captioning and some editing of the recorded video will be required.

BOARD MEETINGS IN BRANCH LOCATIONS

Two Board meetings will be held in alternate locations in 2014, pending approval of the recommendation in this report. In addition to geographic considerations, alternate locations may include new or renovated branches or branches with unique and notable features (e.g. the SPOT at Malvern).

The need to facilitate quorum will also be considered in determining the dates for meetings in alternate locations and setting the start times for those meetings. Some Board members, particularly Councillors, have indicated that they experience difficulties attending Board meetings due to commitments related to City Council and/or other committees.

In accordance with the Procedural By-law and to ensure that the public have adequate notice, the meeting dates, times and alternate locations will be included in the annual meeting schedule. The 2014 schedule will be reviewed at its meeting in October 2013 and provided to the Board for approval at the January 2014 meeting.

Branch locations for Board meetings will be selected considering the ease of access to the location, including the proximity of public transit, the public parking available nearby, and the meeting room infrastructure.

CONTACT

Anne Bailey; Director, Branch Libraries; Tel: 416-397-5944; Fax: 416-393-7083;
E-mail: abailey@torontopubliclibrary.ca

Katherine Palmer; Director, Planning, Policy and E-Service Delivery;
Tel: 416-395-5602; Fax: 416-393-7083; E-mail: kpalmer@torontopubliclibrary.ca

Linda Hazzan; Director, Communications, Programming & Customer Engagement;
Tel: 416-393-7214; Fax: 416-393-7083; E-mail: lhazzan@torontopubliclibrary.ca

SIGNATURE

Jane Pyper
City Librarian