

Toronto Public Library Board

Meeting No.5 Tuesday, May 24, 2022, from 6:00 p.m. to 8:14 p.m.

Toronto Reference Library Boardroom and Via Webex and Teleconference

Members Present:

Sue Graham-Nutter
Alim Remtulla
Councillor Paul Ainslie
Sarwar Choudhury
Andrea Geddes Poole
Jonathan Hoss
Jennifer Liu
Alison Menary
Councillor Gord Perks

Regrets:

Tamara Balan

22-099 Call to Order

Sue Graham-Nutter, Chair, called the meeting to order at 6:02 p.m. and noted that this was the first hybrid Board meeting where all participants had the choice to participate in person or virtually. She then introduced Vickery Bowles, City Librarian.

Vickery Bowles recognized that it is important to acknowledge that the land on which Toronto Public Library is located is Indigenous. She indicated this is the traditional territory of the Haudenosaunee Confederacy, the Wendat, and the Mississaugas of the Credit First Nation. Toronto Public Library (TPL) gratefully acknowledges these Indigenous nations for their guardianship of this land.

22-100 Declarations of Conflicts of Interest

There were no *Declarations of Conflicts of Interest* by members of the Library Board at the May 24, 2022 meeting.

Toronto Public Library Board

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22-101 Approval of Agenda

Moved by Alison Menary, **seconded by** Councillor Gord Perks:

That the Toronto Public Library Board approves the agenda as revised to:

1. add a Presentation from Brandon Haynes, President, Toronto Public Library Workers Union, Local 4948 and Jinkie David, Health and Safety Officer, Toronto Public Library Workers Union, Local 4948 regarding Agenda Item No. 15 - Alternate Approaches to Safety and Security at TPL.

Carried

22-102 Confirmation of the April 25, 2022 Toronto Public Library Board Meeting Minutes

Moved by Councillor Paul Ainslie, **seconded by** Sarwar Choudhury:

That the Toronto Public Library Board:

1. confirms the minutes of the April 25, 2022 Toronto Public Library Board meeting.

Carried

22-103 Confirmation of the April 25, 2022 Toronto Public Library Board Closed Meeting Minutes

Moved by Alim Remtulla, **seconded by** Jonathon Hoss:

That the Toronto Public Library Board:

1. confirms the minutes of the April 25, 2022 Toronto Public Library Board Closed meeting.

Carried

22-104 Approval of Consent Agenda Items

Moved by Jonathon Hoss, **seconded by** Councillor Gord Perks:

That the Toronto Public Library Board:

1. approves the consent agenda.

Carried

Toronto Public Library Board

Meeting No. 5: Tuesday, May 24, 2022, from 6:00 p.m. to 8:14 p.m.

Toronto Reference Library Boardroom and Via Webex and Teleconference

22-105 Business Arising from the Minutes

There were no *Business Arising from the Minutes* items at the May 24, 2022 meeting.

22-106 City Librarian's Report (*Received by Consent*)

That the Toronto Public Library Board:

1. receives the City Librarian's Report for information.

Carried

22-107 Communications (*Received by Consent*)

That the Toronto Public Library Board:

1. receives Communication (a) from Sue Graham-Nutter, Chair, sent to Councillor Kristyn Wong-Tam dated May 2, 2022 regarding the St. Lawrence Branch Relocation, for information.
2. receives Communication (b) from Sue Graham-Nutter, Chair, sent to Joe Cressy, former Councillor, dated May 2, 2022 regarding the St. Lawrence Branch Relocation, for information.
3. receives Communication (c) from Sue Graham-Nutter, Chair, sent to Vic Gupta, CEO, CreateTO dated May 2, 2022 regarding the St. Lawrence Branch Relocation, for information.
4. receives Communication (d) from Sue Graham-Nutter, Chair, sent to Janie Romov, General Manager, Parks, Forestry and Recreation, City of Toronto, dated May 2, 2022 regarding the St. Lawrence Branch Relocation, for information.
5. Receives Communication (e) from Sue Graham-Nutter, Chair, sent to the Honourable Prabmeet Singh Sarkaria, President Ontario Treasury Board, dated May 3, 2022 regarding the establishment of provincial digital libraries, for information.
6. Receives Communication (f) representing a sample of communication from Sue Graham-Nutter, Chair, sent to all provincial election candidates, as per the list (f1), dated May 18, 2022, regarding the three funding priorities of Toronto Public Library, for information.

Toronto Public Library Board**Meeting No. 5: Tuesday, May 24, 2022, from 6:00 p.m. to 8:14 p.m.****Toronto Reference Library Boardroom and Via Webex and Teleconference**

22-108 Presentations**Agenda Item No. 15- *Alternate Approaches to Safety and Security at TPL.***

Brandon Haynes President, and Jinkie David, Health and Safety Officer, Toronto Public Library Workers Union (TPLWU), Local 4948 made a presentation to the Board on this item. Jinkie David noted that while the Union appreciated the work of the Discussion Table on Alternate Approaches to Safety and Security at TPL, more action is required. Ms. David suggested the need for the establishment of a zero tolerance policy on violent behaviour. Mr. Haynes reviewed the Union's presentation on safety and security and highlighted data from past surveys regarding violence and security at TPL and other public libraries. Mr. Haynes noted the rising numbers of violent incidents in recent years, the impact this is having on staff, and the need for immediate action.

Moved by Alim Remtulla, seconded by Andrea Geddes Poole:

That the Toronto Public Library Board:

1. *receives the presentation from Brandon Haynes, President, Toronto Public Library Workers Union and Jinkie David, Health and Safety Officer, Toronto Public Library Workers Union, Local 4948 regarding Agenda Item No. 15 - Alternate Approaches to Safety and Security at TPL for information.*

Carried

Item for Action:**22-109 Alternate Approaches to Safety and Security at TPL**

Moe Hosseini-Ara, Director, Branch Operations and Customer Experience reviewed the highlights of the report for the Board.

Councillor Gord Perks indicated his support for the Discussion Table recommendations noting they addressed the needs for TPL to provide a safe environment to both staff and customers of TPL. He expressed his encouragement the Board be proud of the work, and suggested the Discussion Table model could be used for other similar matters at the City of Toronto.

Toronto Public Library Board**Meeting No. 5: Tuesday, May 24, 2022, from 6:00 p.m. to 8:14 p.m.****Toronto Reference Library Boardroom and Via Webex and Teleconference**

22-109 Alternate Approaches to Safety and Security at TPL (continued)

The Board directed TPL staff to keep the Board apprised of progress on the implementation of short-term actions and to send a letter of appreciation from the Board to members of the Discussion Table on Alternate Approaches to Safety and Security at TPL.

Moved by Andrea Geddes Poole, **seconded by** Councillor Gord Perks:

That the Toronto Public Library Board:

1. *endorse the findings of the Discussion Table and the following short-term actions as identified by the City Librarian:*
 - a. *Position TPL as a safe and welcoming environment for all through branch signage and other communications.*
 - b. *Begin to introduce a harm reduction and trauma-informed mindset in staff training, and when assessing and implementing safety and security measures in branches, getting select trainers certified in a trauma-informed approach to dealing with incidents.*
 - c. *Participate in the SafeTO's Toronto Community Crisis pilot, a service which provides an alternative to police enforcement, creating a community-based, client-centred, trauma-informed response to non-emergency crisis calls and wellness checks.*
 - d. *Enhance staff training to build staff skills in crisis prevention and intervention, harassment, mental health and related areas, starting with branches with high numbers of incidents. Ensure that staff training is completed and tracked, with a focus on evaluating staff competence and confidence post-training.*
 - e. *Convene a special joint meeting annually of union leadership and senior TPL management to discuss ways to further enhance union/management collaboration processes on health and safety matters.*
 - f. *Listen to and engage frontline branch staff on safety and security, through staff town halls, branch meetings, and the upcoming staff survey.*
 - g. *Implement pilot programs to assess the value and service model for interdisciplinary social service support teams (community health nurse and social worker) to provide direct support to TPL customers and staff.*

Toronto Public Library Board**Meeting No. 5: Tuesday, May 24, 2022, from 6:00 p.m. to 8:14 p.m.****Toronto Reference Library Boardroom and Via Webex and Teleconference**

22-109 Alternate Approaches to Safety and Security at TPL (continued)

- h. Enhance incident debriefing by training supervisory staff in incident debriefing, and ensuring involvement of, and support for, frontline staff and guards involved in incidents, ensuring that this is embedded in TPL procedures and protocols.*
- i. Implement the new Incident Reporting Management System to identify, track and analyze incident trends, and share findings with staff.*
- j. Review and evaluate training and onboarding of guards, and ensure the role of guards is communicated to staff and customers.*
- k. Work to develop and enhance relationships with City and community services, including SafeTO, TPS Neighbourhood Community Officers, cluster groups established by SDFA, FOCUS and SPIDER tables, and community agencies in each area of the city.*

Carried

Councillor Gord Perks left the meeting.

22-110 Toronto Public Library Board Education – Library Social Story

Sue Graham-Nutter introduced Pam Ryan, Director, Service Development and Innovation and Diane Banks, Manager, Children Services to talk about the Library Social Story.

Diane Banks reviewed a presentation on the development of “My Visit to Toronto Public Library: A Social Story for Everyone”. She noted that a social story is a learning tool that describes new experiences so that individuals, usually those with special needs, can know what to expect.

In this case, the goal was to develop a story, in multiple formats, that would serve as an educational tool for children with or without disabilities and their caregivers and educators to help prepare the children for a visit to Toronto Public Library. There was extensive consultation before and during the development of the book. The digital formats launched in March and are available on the TPL Kids website. Print formats are expected to be released in Fall 2022.

Toronto Public Library Board

Meeting No. 5: Tuesday, May 24, 2022, from 6:00 p.m. to 8:14 p.m.

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22-110 Toronto Public Library Board Education – Library Social Story (continued)

Moved by Alim Remtulla, ***seconded by*** Councillor Paul Ainslie:

That the Toronto Public Library Board:

1. receives the Toronto Public Library Board Education –Library Social Story presentation for information.

Carried

Item for Information:

22-111 Audit Findings Report – December 31, 2021 – Toronto Public Library Board

Sue Graham-Nutter introduced Kevin Travers, Lead Audit Engagement Partner, and Elliot Cheng, Senior Manager, KPMG .and Larry Hughsam, Director, Finance & Treasurer. Kevin Travers reviewed highlights of the *Audit Year-End Report – December 31, 2021 – Toronto Public Library Board* for the Board.

Moved by Andrea Geddes Poole, ***seconded by*** Jonathon Hoss:

That the Toronto Public Library Board:

1. receives the Audit Year-End Report – December 31, 2021 – Toronto Public Library Board report for information.

Carried

Items for Action:

21-112 2021 Audited Financial Statements – Toronto Public Library Board

Larry Hughsam reviewed highlights of the report for the Board.

Moved by Alim Remtulla, ***seconded by*** Councillor Paul Ainslie:

That the Toronto Public Library Board

1. approves the 2021 draft Audited Financial Statements of the Toronto Public Library Board, appended as Attachment 1.

Carried

Toronto Public Library Board

Meeting No. 5: Tuesday, May 24, 2022, from 6:00 p.m. to 8:14 p.m.

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22-113 City of Toronto Reconciliation Action Plan 2022-2032

Pam Ryan, Director, Service Development and Innovation was joined by Selina Young, Manager, Indigenous Affairs Office, City of Toronto to speak to the recommendations in the report. Selina Young reviewed the presentation included with the meeting materials.

Moved by *Andrea Geddes Poole*, **seconded by** *Jennifer Liu*:
That *the Toronto Public Library Board:*

1. *endorses the Reconciliation Action Plan 2022-2032 and agrees that Toronto Public Library partner with the City of Toronto on the implementation of the plan;*
2. *commits to reconciliation efforts guided by the values and principles set out in Attachment 3 of the Reconciliation Action Plan; and*
3. *directs TPL staff to report bi-annually (every two calendar years) to the Board on related work during the term of the Reconciliation Action Plan 2022-2032, as requested by City Council.*

Carried

22-114 Facilities Master Plan 2021 – Update

Alyssa Van Graft, Director, Transformational Projects, reviewed the highlights of the report for the Board.

Moved by *Andrea Geddes Poole*, **seconded by** *Jonathon Hoss*:
That *the Toronto Public Library Board:*

1. *approve the Facilities Master Plan 2021 Update as an input the capital budget planning process*

Carried

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Meeting No. 5: Tuesday, May 24, 2022, from 6:00 p.m. to 8:14 p.m.

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22-115 Digital Archive Platform – Award of Contract (Approved by Consent)

That the Toronto Public Library Board:

1. *awards a renewal contract for the Digital Archive Platform to Gallery Systems Inc. for hosting, licenses, maintenance and support, for up to five years, with a total potential commitment value of approximately \$631,930, excluding Harmonized Sales Tax (HST), comprised of:*
 - a. *a three-year contract award with an estimated value of \$362,605 comprised of:*
 - i. *June 1, 2022 to May 31, 2023 for \$115,725*
 - ii. *June 1, 2023 to May 31, 2024 for \$120,815*
 - iii. *June 1, 2024 to May 31, 2025 for \$126,065*
 - b. *two optional one-year renewals, subject to satisfactory performance and at the sole discretion of the City Librarian, for a total estimated value of \$269,325, comprised of:*
 - i. *June 1, 2025 to May 31, 2026 for \$131,705*
 - ii. *June 1, 2026 to May 31, 2027 for \$137,620.*

Carried

22-116 2022 HVAC Construction Program – Award of Contract (Approved by Consent)

That the Toronto Public Library Board:

1. *approves an award of contract to Ambient Mechanical for the provision of consultation, design, material and labour to provide new HVAC systems for 11 locations, for a value of \$4,064,700.77, excluding HST.*

Carried

22-117 Locke Branch Roof Replacement – Award of Contract (Approved by Consent)

That the Toronto Public Library Board:

1. *approves an award of contract to Nortex Roofing Ltd. for materials and labour to provide a new roofing system at the Locke Branch, with a value of \$490,720, excluding HST.*

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22-118 Non-Union Compensation

Brian Daly, Director, Human Resources reviewed the highlights of the report for the Board.

Moved by Jonathon Hoss, **seconded by** Councillor Paul Ainslie:

That the Toronto Public Library Board:

1. *approves, for Toronto Public Library, the same changes made to non-union compensation for City staff under the direction of City Council, a salary adjustment of 2.5% for all non-union staff, retroactive to January 1, 2022.*

Carried

22-119 Branch Capital Campaign Opportunities

Moe Hosseini-Ara, Director, Branch Operations and Customer Experience made a presentation to the Board highlighting potential branch capital projects with fundraising opportunities for consideration by the TPL Foundation Board.

Moved by Andrea Geddes Poole, **seconded by** Jonathon Hoss:

That the Toronto Public Library Board:

1. *approve nine projects to be considered by the TPLF Board for multi-year, capital fundraising campaign opportunities: Toronto Reference Library, Lillian H. Smith, St. Lawrence, Sanderson, Parliament Street/Regent Park, City Hall, Northern District, Barbara Frum, North York Central Library (6th floor).*

Items for Information:**22-120 TPL Foundation - Biblio Bash Update**

Sue Graham-Nutter introduced Will Scott, Chief Executive Officer, TPL Foundation and Moira Dossetor, Vice President, Philanthropy, TPL Foundation. Mr. Scott and Ms. Dossetor reviewed the highlights of the presentation for the Board and the success of Biblio Bash.

Toronto Public Library Board

Meeting No. 5: Tuesday, May 24, 2022, from 6:00 p.m. to 8:14 p.m.

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22-120 TPL Foundation - Biblio Bash Update (continued)

Moved by Andrea Geddes Poole, ***seconded by*** Alim Remtulla:

That the Toronto Public Library Board:

1. receives the TPL Foundation – Biblio Bash Update presentation for information.

Carried

22-121 Intellectual Freedom Challenges – 2021 Annual Report

Lisa Radha Vohra, Director, Collections Management and Membership Services reviewed the highlights of the report for the Board.

Moved by Jonathon Hoss, ***seconded by*** Jennifer Liu:

That the Toronto Public Library Board:

1. receives the Intellectual Freedom Challenges – 2021 Annual Report for information.

Carried

22-122 Digital Strategy 2020-2024 - Update

Alyssa Van Graft, Director, Transformational Projects and Acting Director, Digital Strategy and Chief Information Officer reviewed the highlights of the report for the Board.

Moved by Jonathon Hoss, ***seconded by*** Andrea Geddes Poole:

That the Toronto Public Library Board:

1. receives the Digital Strategy 2020-2024-Update report for information.

Carried

22-123 Operating Budget Monitoring Report – March 31, 2022 (Received on Consent)

That the Toronto Public Library Board:

1. receives the Operating Budget Monitoring Report – March 31, 2022 for information.

Carried

Toronto Public Library Board

Meeting No. 5: Tuesday, May 24, 2022, from 6:00 p.m. to 8:14 p.m.

Toronto Reference Library Boardroom and Via Webex and Teleconference

22-124 Capital Budget Monitoring Report – March 31, 2022 (*Received on Consent*)

That the Toronto Public Library Board:

1. receives the Capital Budget Monitoring Report – March 31, 2022 for information.

Carried

22-125 Accounts Written Off in 2021 (*Received on Consent*)

That the Toronto Public Library Board:

1. receives the Accounts Written Off in 2021 report for information.

Carried

22-126 Board Resolutions – Status Report (*Received on Consent*)

That the Toronto Public Library Board:

1. receives the Board Resolutions – Status Report for information.

Carried

21-0127 Adjournment

Moved by Andrea Geddes Poole, **seconded by** Alim Remtulla:

That the Toronto Public Library Board:

1. adjourns the May 24, 2022 Toronto Public Library Board meeting.

Carried

The meeting ended at 8:14 p.m.

Signed: _____