

**Toronto Public Library Board – Strategic Planning Steering Committee  
Meeting No. 1: Wednesday, April 10, 2019, from 4:00 p.m. to 5:10 p.m.  
Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

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**Members Present:**

Mr. Fenton Jagdeo (Committee Chair)  
Ms. Andrea Geddes Poole  
Ms. Sue Graham-Nutter  
Mr. Jonathan Hoss  
Ms. Pam Laycock (TPL Foundation Board)  
Ms. Jennifer Liu  
Mr. Harry Orbach-Miller

**Regrets:**

Mr. Strahan McCarten  
Mr. Alim Remtulla

**SPSC Call to Order**

**19-001** Vickery Bowles, City Librarian, called the meeting to order at 4:00 p.m.

**SPSC Election of Chair of the Strategic Planning Steering Committee**

**19-002** Vickery Bowles called for nominations for the Chair of the Strategic Planning Steering Committee.

*Moved by S. Graham-Nutter:*

*That:*

1. *Fenton Jagdeo be nominated for Chair.*

*Carried*

Fenton Jagdeo agreed to stand for election.

There being no further nominations, it was:

*Moved by A. Geddes Poole:*

*That the Strategic Planning Steering Committee:*

1. *closes nominations.*

*Carried*

Vickery Bowles declared Fenton Jagdeo duly elected Chair of the Strategic Planning Steering Committee by acclamation.

Fenton Jagdeo assumed the Chair.

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**SPSC    Declarations of Conflicts of Interest**

**19-003**            There were no Declarations of Conflicts of Interest by members of the Strategic Planning Steering Committee.

**SPSC    Approval of Agenda**

**19-004**            *Moved by S. Graham-Nutter:*  
*That the Strategic Planning Steering Committee:*  
*1.        approves the agenda.*

*Carried*

**SPSC    Communications**

**19-005**            There were no *Communications* items at the April 10, 2019 Strategic Planning Steering Committee meeting.

**SPSC    Presentations**

**19-006**            There were no *Presentations* at the April 10, 2019 Strategic Planning Steering Committee meeting.

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*Item for Approval:*

**SPSC Strategic Plan 2020-2024: Preliminary Environmental Scan and Consultation**  
**19-007 Plan**

The Steering Committee members reviewed the proposed process for the environmental scan and consultation plan and provided the input and feedback outlined below. Library staff will incorporate this feedback into the process.

**Demographics**

- Demographics analysis should examine current and future population projections
- There should be a focus on both users and non-users. Specifically, who is not using the library and why?
- Consider using different socio-cultural analytical lenses e.g. psychometrics and ethno-cultural to have an in-depth understanding of customer needs, for example, millennials
- Consultation process should be inclusive - giving all Torontonians an opportunity to participate through in-person and online tactics
- For the broad public survey, consider translation and other strategies to remove barriers to participation

**Technology**

- Technology is fundamental to library service and it should be a continued focus
- Library's role as trusted steward and custodian of public data should be explored
- The potential of artificial intelligence to provide better library service should be considered

**Ecosystem**

- Create a systems map situating TPL in the not-for-profit and public sector to further explore the environment in which the library is operating

**External Trends**

- Relevant industry forecasts where disruption will occur and impact library service should be factored in, e.g. the evolution of media and information

**Library Sector**

- Include best practices in the library sector from peer libraries

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**Next Steps**

- Assess the work of the current Strategic Plan to determine what work needs to carry forward into the new plan
- When presenting key trends, highlight the trend, the implication for the library and residents and communities that will be impacted

*Moved by J. Hoss:*

*That the Strategic Planning Steering Committee:*

1. *receives the areas of focus for the environmental scan as outlined in the report for information; and*
2. *approves the consultation plan and recommends it to the Toronto Public Library Board for approval and implementation.*

***Carried***

**SPSC Adjournment**

**19-008**

*Moved by J. Hoss:*

*That the Strategic Planning Steering Committee:*

1. *adjourns the April 10, 2019 Strategic Planning Steering Committee meeting.*

***Carried***

The meeting ended at 5:10 p.m.

Signed: \_\_\_\_\_