



**MINUTES**

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**Toronto Public Library Board**

**Meeting No. 1: Monday, January 21, 2019, from 6:00 p.m. to 7:45 p.m.**

**Toronto Reference Library, Boardroom, 789 Yonge Street, Toronto**

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**Members Present:**

Ms. Sue Graham-Nutter (Chair)

Mr. Strahan McCarten (Vice Chair)

Councillor Paul Ainslie

Mr. Cameron Bryant

Ms. Dianne LeBreton

Councillor Gord Perks

Mr. Daniel Rotsztain

Ms. Archana Shah

Ms. Eva Svec

**Regrets:**

Mr. Ross Parry

**19-001 Call to Order**

Sue Graham-Nutter called the meeting to order at 6:00 pm.

Ms. Graham-Nutter gratefully acknowledged that the Toronto Reference Library is on Indigenous land. She indicated this is the traditional territory of the Haudenosaunee Confederacy (also known as the Six Nations Confederacy), the Wendat, and the Mississaugas of the New Credit First Nation. Toronto Public Library gratefully acknowledges these Indigenous nations for their guardianship of this land. Ms. Graham-Nutter reminded and reaffirmed as Torontonians and Canadians, accountability to these Indigenous nations, and to all Indigenous peoples and communities living in Toronto.

Ms. Graham-Nutter further indicated that this land is also part of the Dish with One Spoon territory, that includes a treaty between the Haudenosaunee Confederacy, the Anishinaabek and allied nations, to peaceably share and care for this land, its waters, and all of the biodiversity in the Great Lakes region. All those who come to live and work here are responsible for honouring this treaty in the spirit of peace, friendship, and respect.

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**Call to Order – continued**

Ms. Graham-Nutter welcomed Councillor Gord Perks as a member of the Board for the 2019-2022 term.

Vickery Bowles, City Librarian, introduced Bonita See, Director, Digital Services & Emerging Technologies.

Ms. Graham-Nutter reminded the Board that she and Strahan McCarten will continue as Board Chair and Vice Chair until the official “first meeting” of the year when the Chair and Vice-Chair elections will take place. The “first meeting” in the year after a municipal election occurs following the appointment of all Board members by Council, possibly in time for the February 25th meeting.

Ms. Graham-Nutter acknowledged the service to the Toronto Public Library Board of Ross Parry for eight years, Dianne LeBreton, Archana Shah and Eva Svec for four years each, and Daniel Rotstzain since April 2018. Appreciation was expressed to Mr. Parry, Ms. LeBreton, Ms. Shah, Ms. Svec and Mr. Rotsztain for their commitment and dedication to the Toronto Public Library Board during the 2015-2018 term. A gesture of recognition was provided from the City of Toronto to all citizen representatives for the latest term of the Board.

**19-002 Declarations of Conflicts of Interest**

There were no Declarations of Conflicts of Interest by members of the Library Board.

**19-003 Approval of Agenda**

*Moved by A. Shah, seconded by E. Svec:*

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

- 1. remove Communications from the Consent Agenda to provide a verbal update; and*
- 2. add a Presentation from Derek Moran regarding Agenda Item No. 13 – Toronto Public Library Board – Self-Evaluation: 2018 Results for information.*

***Carried***

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**19-004 Confirmation of December 10, 2018 Toronto Public Library Board Meeting Minutes**

*Moved by D. Rotsztain, seconded by D. LeBreton:*

*That the Toronto Public Library Board:*

1. *confirms the minutes of the December 10, 2018 Toronto Public Library Board meeting.*

***Carried***

**19-005 Approval of Consent Agenda Items**

*Moved by C. Bryant, seconded by D. LeBreton:*

*That the Toronto Public Library Board:*

1. *approves the consent agenda and all other items not held on consent.*

***Carried***

**19-006 Business Arising from the Minutes**

There were no *Business Arising from the Minutes* items at the January 21, 2019 meeting.

**19-007 City Librarian's Report (*Received for Information by Consent*)**

*That the Toronto Public Library Board:*

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

***Carried***

**19-008 Communications**

Sue Graham-Nutter updated the Board regarding Communication item (b). Since the January 21, 2019 Board meeting materials were distributed, an email blast was received generating from CUPE Local 4948's website directed to the Mayor with copies to City Councillors and Nancy Marshall, Library Board Officer. It outlined concerns about the Library's self-service initiative. Approximately 3,000 emails were received. An automatic response with the information contained in Communication (c) was sent to all emails received. A number of people emailed to express appreciation for providing clarifying information.

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**Communications – continued***Moved by S. McCarten, seconded by E. Svec:**That the Toronto Public Library Board:*

1. *receives Communication (a) from the Honourable Michael Tibollo, Minister, Tourism, Culture and Sport to Sue Graham-Nutter, Chair, Toronto Public Library Board dated December 7, 2018 expressing appreciation for her November 9, 2018 letter of welcome, for information.*
2. *receives Communication (b) from “M.F.” sent to Nancy Marshall, Library Board Officer, dated January 4, 2019 regarding the Library’s self-service initiative. This is representative of approximately 30 communications received between December 4, 2018 and January 10, 2019 regarding the Library’s self-service initiative.*
3. *receives Communication (c) from Nancy Marshall to “M.F.” dated January 9, 2019 in response to Communication (b) above. The same response was sent to the approximately 30 communications received regarding the Library’s self-service initiative.*
4. *receives Communication (d) from “M.F.” to Nancy Marshall dated January 10, 2019 in response to Communication (c) above. Other similar communications of support for the initiative, once understood, were received.*

**Presentations****19-009 Derek Moran regarding Agenda Item No. 13 – Toronto Public Library Board – Self-Evaluation – 2018 Results**

Derek Moran spoke to Question 2 in the survey regarding Integrity, Ethics and Values. He outlined his concerns regarding what he believes to be obstructions to communicating with the Board at meetings, including registering to address the Board in advance of meetings and limitations to the amount of time to address the Board at meetings. He also suggested Library Board meetings be filmed and made available on YouTube.

*Moved by C. Bryant, seconded by Councillor Perks:**That the Toronto Public Library Board:*

1. *receives the presentation from Derek Moran regarding Agenda Item No. 11 – Toronto Public Library Board – Self-Evaluation: 2018 Results for information.*

***Carried***

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**Item for Information:****19-010 Toronto Public Library Board Education – E-Content Advocacy Campaign**

Susan Caron, Director, Collections & Membership Services and Ana-Maria Critchley, Manager, Stakeholder Relations, Communications, Programming & Customer Engagement, provided the Board with details on the Canadian Urban Libraries Council's [econtentforlibraries.org](http://econtentforlibraries.org) campaign led by Toronto Public Library. The purpose of the campaign is to raise awareness of the issues facing Canadian public libraries regarding econtent access and pricing, to engage public libraries and their customers across the country, and to encourage Hachette, Macmillan, Penguin Random House, Simon & Schuster and Harper Collins publishers to open a dialogue with public libraries.

The two-week, largely online campaign is focused on eaudiobook access issues and ebook and eaudiobook pricing.

**Motions:**

See the following:

***Moved by Councillor Ainslie, seconded by D. LeBreton:***

***That the Toronto Public Library Board:***

1. *receives the Toronto Public Library Board Education – Econtent Advocacy Campaign presentation for information;*
2. *endorses and supports the [econtentforlibraries.org](http://econtentforlibraries.org) advocacy campaign; and*
3. *directs the Chair to write a letter of support to Hachette, Macmillan, Penguin Random House, Simon & Schuster and Harper Collins publishers.*

***Carried as amended***

***Moved by Councillor Ainslie, seconded by D. LeBreton:***

***That the Toronto Public Library Board:***

1. *receives the Toronto Public Library Board Education – Econtent Advocacy Campaign presentation for information.*

***Amended***

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**Toronto Public Library Board Education – E-Content Advocacy Campaign –**  
continued*Moved in amendment by Councillor Ainslie, seconded by S. McCarten:**That the Toronto Public Library Board:*

1. endorses and supports the [econtentforlibraries.org](http://econtentforlibraries.org) advocacy campaign;  
and
2. directs the Chair to write a letter of support to Hachette, Macmillan, Penguin Random House, Simon & Schuster and Harper Collins publishers.

***Carried*****Items for Action:****19-011 Facilities Master Plan**

Paul Trumphour, Director, Transformational Projects, introduced Jeff Wood, Partner and Michael Hainey, Senior Associate, Real Estate, Ernst & Young LLP. Mr. Wood and Mr. Hainey reviewed highlights from the report for the Board.

Board members provided feedback on the report and recommendations, including prioritization scoring of the branches as well as opportunities for leveraging the value of Toronto Public Library facilities.

At the request of Sue Graham-Nutter, Strahan McCarten presided over the meeting.

**Motions:**

See the following:

*Moved by D. LeBreton, seconded by E. Svec:**That the Toronto Public Library Board:*

1. approves the Toronto Public Library Facilities Master Plan (Attachment 1), including the recommendations contained in the report and listed separately in Attachment 2 of this report;
2. directs the Director, Transformational Projects report back to the Board at a subsequent meeting incorporating feedback from Board members provided at the meeting.

***Carried as amended***

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**Facilities Master Plan – continued**

*Moved by D. LeBreton, seconded by E. Svec:*

*That the Toronto Public Library Board:*

1. *approves the Toronto Public Library Facilities Master Plan (Attachment 1), including the recommendations contained in the report and listed separately in Attachment 2 of this report;*

*Amended*

*Moved in amendment by S. Graham-Nutter, seconded by Councillor Perks:*

*That the Toronto Public Library Board:*

1. *directs the Director, Transformation Projects and Facilities report back to the Board at a subsequent meeting incorporating feedback from Board members provided at the meeting.*

*Carried*

Sue Graham-Nutter returned to chairing the meeting.

**19-012 Toronto Public Library's Transformed Brand Promise and Visual Identity System**

Linda Hazzan, Director, Communications, Programming & Customer Engagement introduced Jeannette Hanna, Chief Strategist and Paul Hodgson, Creative Director, Trajectory. Also in attendance at the meeting from Trajectory were Stephen Weir, Vice President, Brand Development and Blair Francey, Senior Designer. Brian Frances, Manager, Marketing Communications and Pam Saliba, Area Manager, were acknowledged for their contributions to the process.

Ms. Hazzan provided an update to the Board on the approximately 18-month process to create an exceptional customer experience and brand. Ms. Hanna and Mr. Hodgson outlined the evolution of the Library's visual identity, the process by which it was developed, and revealed the Library's new brand promise and visual identity. Ms. Hazzan also provided details on the implementation of the new brand and visual identity.

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**Toronto Public Library's Transformed Brand Promise and Visual Identity System – continued**

**Motions:**

See the following:

***Moved by D. LeBreton, seconded by C. Bryant:***

***That the Toronto Public Library Board:***

1. *approves the approach described in this report to introduce Toronto Public Library staff and the public to TPL's transformed brand promise and visual identity system as part of the broader Customer Experience rollout; and*
2. *endorses the adoption of the Library's new brand architecture, including the new identity.*

***Carried as amended***

***Moved by D. LeBreton, seconded by C. Bryant:***

***That the Toronto Public Library Board:***

1. *approves the approach described in this report to introduce Toronto Public Library staff and the public to TPL's transformed brand promise and visual identity system as part of the broader Customer Experience rollout.*

***Amended***

***Moved in amendment by D. LeBreton, seconded by Councillor Ainslie:***

***That the Toronto Public Library Board:***

1. *endorses the adoption of the Library's new brand architecture, including the new identity.*

***Carried***



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**19-013 Toronto Public Library Board – Self-Evaluation: 2018 Results**

Elizabeth Glass, Director, Policy, Planning & Performance Management, reiterated that feedback from the 2018 Self-Evaluation will be incorporated into the orientation planning for new Board members for the 2019-2022 term of the Board.

*Moved by A. Shah, seconded by E. Svec:*

*That the Toronto Public Library Board:*

1. *receives the results of the Board self-evaluation survey (Attachment 1) and directs staff to:*
  - a. *incorporate suggestions into the orientation for new Board members as appropriate and in consultation with Board members; and*
  - b. *incorporate recommended topics in Board Education Sessions for 2019.*

***Carried***

**19-014 Toronto Public Library Board – 2019 Meeting Dates and Locations Schedule  
(Approved by Consent)**

*That the Toronto Public Library Board:*

1. *approves the Toronto Public Library Board 2019 meetings and locations schedule.*

***Carried***

**Items for Information:****19-015 2019 Operating and Capital Budgets – Update and Schedule**

Larry Hughsam, Director, Finance & Treasurer, indicated he will update the Board following on the Budget Committee launch of the City's 2019 budgets on January 28.

*Moved by D. LeBreton, seconded by C. Bryant:*

*That the Toronto Public Library Board:*

1. *receives the 2019 Operating and Capital Budgets – Update and Schedule report for information.*

***Carried***

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**19-016 Innovation Council Update – 2018 (*Received for Information by Consent*)**

*That the Toronto Public Library Board:*

1. receives the Innovation Council Update - 2018 report for information.

*Carried*

**19-017 Board Resolutions – Status Report (*Received for Information by Consent*)**

*That the Toronto Public Library Board:*

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

*Carried*

**19-018 Adjournment**

*Moved by C. Bryant, seconded by D. LeBreton:*

*That the Toronto Public Library Board:*

1. adjourns the January 21, 2019 Toronto Public Library Board meeting.

*Carried*

The meeting ended at 7:45 pm.

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