



STAFF REPORT ACTION REQUIRED

11.

Live Web Broadcasting of Library Board Meetings

Date:	October 20, 2014
To:	Toronto Public Library Board
From:	Acting City Librarian

SUMMARY

At its September 23, 2013 meeting, the Toronto Public Library Board received a report outlining the feasibility and costs related to live broadcasting Toronto Public Library Board meetings, and approved a recommendation that staff 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.

The purpose of this report is to report back on that investigation and to provide recommendations on how to proceed with live broadcasting Library Board meetings.

A shared service arrangement with the City was investigated to determine if such an arrangement could mitigate some of the delivery costs associated with the Library Board's live web broadcasting of meetings. Given the approach that the City is currently planning on pursuing, there are not expected to be any immediate or potential opportunities for savings for the Library Board through a shared service arrangement.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. considers the provision of a third-party service to support and deliver the filming and web broadcasting of Toronto Public Library Board meetings.

FINANCIAL IMPACT

The costs associated with the recording and live broadcasting of ten Board meetings are estimated to be \$56,000 annually or \$5,600 per meeting. Cost components include the provisioning of recording and web broadcasting equipment, webcasting services, technicians to provide the service, and live closed captioning of the recorded broadcasts. Live web broadcasting of Library Board meetings has not been budgeted for and will be a pressure to the 2015 operating budget.

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:

- *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>

At its September 23, 2013 meeting, the Board received a report on the feasibility of providing live web broadcasts of Board meetings, and approved a motion to request staff to:

- *investigate 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*
<http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2013/mar27/minutes.pdf>

In Spring 2014, Library staff met with City Protocol staff to investigate the City's approach to and timing for live web broadcasting of City Council and Committee meetings, and to determine opportunities for a shared service arrangement with the Library.

COMMENTS

The City of Toronto is completing an evaluation of the resources needed to live broadcast meetings from council chambers and from two committee rooms. As part of their planned solution, the City is upgrading and/or installing dedicated and permanent audio/visual equipment in these rooms, which will be operated by internal City staff. The media streaming service equipment required for broadcast over the Web will be outsourced, but will also be operated by City staff.

Because the City intends to use dedicated, permanent equipment and staff to deliver the live broadcasting service, rather than provisioning a third party to deliver and support the service, there are no immediate opportunities for a shared service arrangement with the City for the Library Board.

Requirements for recording and live broadcasting meetings

As indicated in the September 23, 2013 report to the Board, 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, including live closed captioning. 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, some editing of the recorded video and closed captioning will be required.

For a viewer to be able to see, hear and understand the full scope of a webcast Toronto Public Library Board meeting, two cameras are required, and the video must be streamed with synchronized audio and presentation slides. Neither the equipment nor the expertise exists within the Library to support this type of filming and broadcasting of Library Board meetings.

CONCLUSION

Given the nature of Library Board meetings, the set-up of the boardroom, and current library resources and expertise available, it is recommended that the Library Board consider the provisioning of the equipment and the technical support described in this report for the filming and broadcasting of each of its Board meetings, and that staff report back to the Board after one year on the usage and effectiveness of the proposed solution.

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SIGNATURE

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