

Toronto Public Library Board

Meeting No. 5: Monday, June 19, 2006, from 6:08 p.m. to 8:55 p.m.

Toronto Reference Library, Board Room, 789 Yonge Street, Toronto

Members Present:

Mr. Bill Booth (Chair)
Dr. Kathy Gallagher Ross (Vice Chair)
Ms. Louise Aspin
Councillor Gay Cowbourne
Councillor Janet Davis
Mr. Murthy Ghandikota
Councillor Kyle Rae
Councillor Karen Stintz
Councillor Sylvia Watson
Ms. Kate Wilson

Regrets:

Mr. Matthew Church
Mr. Okeima Lawrence
Ms. Gillian Mason

06-088 Call to Order

Bill Booth called the meeting to order at 6:08 p.m.

06-089 Approval of Agenda

*Moved by Councillor Davis, seconded by K. Gallagher Ross, and carried:
That the agenda, as reordered to ensure Councillor Kyle Rae's attendance for
discussion of Agenda Item No. 7 – Presentations, be approved.*

06-090 Declarations of Interest

There were no declarations of interest by members of the Library Board.

Toronto Public Library Board**Meeting No. 5: Monday, June 19, 2006, from 6:08 p.m. to 8:55 p.m.****Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

06-091 Approval of May 15, 2006 Toronto Public Library Board Meeting Minutes*Moved by M. Ghandikota, seconded by Councillor Davis, and carried:**That the minutes of the May 15, 2006 Toronto Public Library Board meeting be approved.***Business Arising****06-092 Youth Incentive Program – Teen Forgiveness Fines and Fees Waiver Pilot Project**

A revised version of the *Youth Incentive Program: Distribution of Coupons Collected at TPL Branches* map distributed with the May 15, 2006 Board meeting materials was tabled. Anne Bailey, Director, Branches, advised that the revised map reflects that the Pape/Danforth and Morningside branches were closed for renovation when the Youth Incentive Program coupons were distributed.

06-093 Access to Information and Protection of Privacy at the Toronto Public Library

A memo to the Board from Linda Mackenzie, Director, Research and Reference, was tabled in response to a question raised at the May 15, 2006 Board meeting during the *Access to Information and Protection of Privacy at the Toronto Public Library* presentation. The question concerned a small personal information database that is resident in the United States, and is therefore subject to the search and seizure or compulsion to disclose provisions of the United States Patriot Act. Staff has worked with the service provider to ensure that effective June 16, 2006, all TPL reference transcripts will be purged daily from the provider's server by midnight E.S.T.

Items for Approval:**06-094 Fines and Income Review - Toronto Public Library**

Jeffrey Griffiths, Auditor General; Alan Ash, Director and Syed Ali, Senior Audit Manager, were in attendance at the meeting from the Auditor General's Office. Mr. Griffiths outlined the audit process at the City of Toronto for the Board. Mr. Ash reviewed specific details concerning the Fines and Income Review, including audit scope, overall objectives, methodology, background and operational initiatives implemented by the Library since amalgamation. Mr. Ali spoke to specific audit issues identified during the review process.

Toronto Public Library Board**Meeting No. 5: Monday, June 19, 2006, from 6:08 p.m. to 8:55 p.m.****Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

Fines and Income Review – Toronto Public Library – continued*Moved by Councillor Stintz, seconded by Councillor Davis, and carried:**That:*

(1) *the following recommendations in the attached Auditor General's report entitled "Fines and Income Review – Toronto Public Library" be adopted:*

- 1. The City Librarian take steps to:*
 - (a) develop a process to ensure all write-offs including fines and fees related to past due amounts and the cost of lost materials waived and purged during the year are formally approved by management and reported to the Library Board on a periodic basis; and*
 - (b) review Library practices related to recording outstanding fines, provisions for uncollectible accounts, and write-offs into accounting and financial records.*
- 2. The City Librarian establish financial limits for staff fine and cost of overdue material waivers in the circulation system.*
- 3. The City Librarian implement a process providing for input of staff identification and the reason for a fine waiver when granted in the circulation system.*
- 4. The City Librarian consider the implementation of the following features for the proposed Library circulation system:*
 - automated controls for limiting waivers and fine overrides in accordance with staff access levels; and*
 - capability of generating more periodic reports related to collections and waivers including fine waivers over certain limits, cumulative fines waived by account, fine waivers by staff identification and the reasons for the waiver.*
- 5. The City Librarian strengthen the process for reporting and follow-up on branch variances from established benchmarks for fine waivers and cost of overdue materials.*
- 6. The City Librarian develop and implement a process for more frequent review of fine waivers and the cost of lost materials by branch managers and Library management.*
- 7. The City Librarian should integrate cash registers and point-of-sale machines with the circulation system and strengthen cash management controls by implementing a process for more frequent review and reconciliation of cash collection reports with circulation system reports.*

Toronto Public Library Board**Meeting No. 5: Monday, June 19, 2006, from 6:08 p.m. to 8:55 p.m.****Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

Fines and Income Review – Toronto Public Library – continued

8. *The City Librarian implement the following cash control policies and procedures:*
 - (a) *Accounting documents should be reviewed and approved by branch managers before being submitted to the Library Accounting Department;*
 - (b) *Variations on cash collection reports should be followed up by branch staff;*
 - (c) *Frequency requirements for cash counts and reconciliations should be developed for branches;*
 - (d) *Limits for the accumulation of funds should be established and funds collected should be deposited timely;*
 - (e) *Branch bank reconciliations should be reviewed by supervisors;*
 - (f) *Front desk staff schedules should be documented;*
 - (g) *Safes and vaults should be located in secure areas, kept locked when unattended, and combination locks changed periodically; and*
 - (h) *Policies and procedures related to handling petty cash should be enforced.*
9. *The City Librarian should take steps to either allow for the direct bank deposit of funds by the Access Services Department at the Toronto Reference Library or develop a formal process for cash transfer between the Access Services Department and Accounting Department.*
10. *The City Librarian should review the cheque receipt and recordkeeping process to ensure adequate separation of duties exists between staff receiving funds and staff updating accounting records.*
11. *The City Librarian should ensure procedures for transfer of funds includes a protocol for acknowledging receipt of funds.*
12. *The City Librarian should ensure that the delinquent patron reminder statement regarding transfer of overdue accounts to a collection agency be displayed prominently on the front of the notice so that readers are more likely to read the warning.*
13. *The City Librarian should implement a process for verification of collection agency invoices ensuring variances are investigated, and incorrect entries are adjusted accordingly. Reported instances should be investigated and excess payments, if any, made to the collection agency in the past should be recovered.*

Toronto Public Library Board**Meeting No. 5: Monday, June 19, 2006, from 6:08 p.m. to 8:55 p.m.****Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

Fines and Income Review – Toronto Public Library – continued

14. *The City Librarian should review the process for formally validating the corporate status of organizations applying for room booking as not-for-profit.*
15. *The City Librarian should ensure that outstanding balances for room bookings are recorded in the accounting system and reported in the financial statements.*
16. *The City Librarian should develop policies and procedures for:*
 - (a) *collecting advance payment for room bookings;*
 - (b) *ensuring timely follow-up on outstanding room rentals; and*
 - (c) *maintaining complete records of room bookings and outstanding room rentals by branches not using the centralized room booking system (CLASS).*
17. *The City Librarian should maintain and monitor occupancy statistics for room rentals as a tool for planning.*
18. *The City Librarian should ensure centralized branch use of the room booking system (CLASS) by the end of 2006.*
19. *The City Librarian should ensure licences are acquired based on a review of expected use and actual use is monitored. Centralized room booking system (CLASS) licenses acquired to date should be reviewed and related maintenance costs should be negotiated with the vendor according to expected use.*
20. *The City Librarian should improve controls on management of leases and lease rentals by:*
 - (a) *developing a lease agreement process to track lease details including expiry dates to ensure timely lease renewals. In addition, all terms and conditions should be finalized prior to commencement of the agreement; and*
 - (b) *obtaining post dated cheques in advance from tenants as a means of collecting lease rental revenue on a timely basis.*
21. *The City Librarian should ensure lease rental write-offs are supported with formal management approval.*
22. *The City Librarian should renegotiate photocopier rates with the vendor and evaluate other options including the coordination of the Library photocopy contract with the City.*
23. *The City Librarian ensure existing and future contracts are reviewed and evaluated to take advantage of volume pricing by coordinating with the City.*

Toronto Public Library Board**Meeting No. 5: Monday, June 19, 2006, from 6:08 p.m. to 8:55 p.m.****Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

Fines and Income Review – Toronto Public Library – continued

24. *The City Librarian should review the photocopier maintenance payment process to ensure service is not covered under the current maintenance agreement prior to payment. Prior period maintenance costs should be reviewed and any duplicate payments should be recovered accordingly.*
 25. *The City Librarian should reduce the current charge card machine (“Mini-Till”) maximum value (currently \$999), and ensure charge card machines and library cards are maintained in a secure location where cards cannot be accessed and charged by persons other than library staff.*
 26. *The City Librarian should direct branches to reconcile charge card machine (“Mini-Till”) reports with daily cash collection reports.*
 27. *The City Librarian should review current controls in the circulation system and ensure data integrity is maintained and adequate records exist for changes made to system records.*
 28. *The City Librarian should ensure the price change control process is formally documented and all price changes in the system adhere to a formal written process.*
 29. *The City Librarian should take steps to minimize the risk of unauthorized access to patron information transmitted to the collection agency. Steps should be taken to ensure the use of secure methods for transmitting data such as data encryption and secure logins.*
 30. *The City Librarian should ensure the formal development of system control processes for:*
 - *granting staff access to library systems;*
 - *maintaining access controls lists;*
 - *ensuring access is provided to appropriate staff and periodically removing users not requiring system access; and*
 - *enforcing password change controls on a regular basis.*
 31. *The City Librarian should ensure development of implementation plans for planned projects. Projects affecting library branches should be coordinated and communicated to branches and include an agreed upon implementation plan.*
 32. *The City Librarian should ensure the implementation of measures to promote the integrity and accuracy of inventory records, and minimize errors when receiving and processing returned material."*
- (2) *this report be forwarded to the City of Toronto Audit Committee for information.*

Toronto Public Library Board**Meeting No. 5: Monday, June 19, 2006, from 6:08 p.m. to 8:55 p.m.****Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

06-095 Auditor General Report – Fines and Income Review - Toronto Public Library Response

Josephine Bryant, City Librarian, addressed the Board concerning the Auditor General Report – Fines and Income Review. She outlined relevant library service issues affecting the collection of fines and revenue, as well as management's response to the recommendations in the Auditor General's Fines and Income Review.

Moved by Councillor Davis, seconded by Councillor Stintz, and carried:

That:

- (1) *the Toronto Public Library Board approve the Auditor General Report – Fines and Income Review – Toronto Public Library Response;*
- (2) *the Toronto Public Library Board approve submission of the Auditor General Report – Fines and Income Review - Toronto Public Library Response to the Audit Committee for the September 20, 2006 meeting; and*
- (3) *the appropriate Library staff be authorized and directed to take the necessary action to give effect thereto.*

06-096 Presentation – Availability of Xtra at the Spadina Road Branch

Edward Gilbert addressed the Board regarding the distribution of *Xtra* magazine at the Spadina Road Branch as outlined in correspondence attached to the agenda item. Of particular concern to Mr. Gilbert was the large volume of the magazines at the entrance to the branch.

The following items were tabled in connection with Mr. Gilbert's presentation:

- (a) *It must run in the family* – article in the March 2, 2006 edition of *Xtra* (provided at the request of Mr. Gilbert)
- (b) Cover of the March 2, 2006 edition of *Xtra* (provided at the request of Mr. Gilbert)
- (c) Definition of obscene/obscenity from the Canadian Edition of Funk and Wagnalls Standard College Dictionary (provided at the request of Mr. Gilbert)
- (d) Toronto Public Library – Materials Selection Policy (provided by Toronto Public Library)

Moved by Councillor Rae, seconded by Councillor Cowbourne, and carried:

That the Toronto Public Library Board receive the presentation by Mr. Edward Gilbert concerning the distribution of Xtra at Spadina Road branch for information.

Toronto Public Library Board**Meeting No. 5: Monday, June 19, 2006, from 6:08 p.m. to 8:55 p.m.****Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

06-097 Communications

A *Communications* – Revised report was tabled at the meeting to include Communication Item (b-i).

Moved by Councillor Davis, seconded by M. Ghandikota, and carried:
That the Toronto Public Library Board:

- (1) *receive Communication Items (a), (b) and (b-i) for information:*
 - (a) *Letter to William Booth, Chair, Toronto Public Library Board, dated May 10, 2006, from Rita Cox, expressing her appreciation for naming the Library's Black and Caribbean Heritage Collection in her honour.*
 - (b) *Report to the Toronto Public Library Board from Louise Aspin, Toronto Public Library Board member, dated June 5, 2006 concerning the 2005 American Library Association Conference in Chicago, June 23 – 26, 2005.*
 - (b-i) *Letter to Mr. Avie Bennett, Board Chair, McClelland & Stewart Ltd., dated June 19, 2006, from William Booth, Chair, Toronto Public Library Board, expressing congratulations on the occasion of McClelland and Stewart's 100th anniversary.*
- (2) *receive Communication Item (c) and request staff to provide an update concerning Councillor Hall's request at the June 19, 2006 Board meeting during discussion of Agenda Item No. 11 – 2007-2010 Reduced Capital Plan – Meets City Targets:*
 - (c) *Letter to Councillor David Soknacki, Chair, Budget Advisory Committee, from Councillor Suzan Hall, Ward 1 – Etobicoke North, requesting that the Budget Advisory Committee, in consultation with the Toronto Public Library Board, authorize staff to move up the date of the Albion Library renovation, and investigate the feasibility and costs of a community theatre for the Library as part of the 2007-2010 capital budget.*

06-098 2007 – 2010 Reduced Capital Plan – Meets City Targets

Moved by M. Ghandikota, seconded by Councillor Cowbourne, and carried:
That the Toronto Public Library Board:

- (1) *approve the 2007 – 2010 Reduced Capital Plan; and;*
- (2) *authorize and direct Library staff to request appropriate scope changes and to take the necessary actions to give effect thereto.*

Toronto Public Library Board**Meeting No. 5: Monday, June 19, 2006, from 6:08 p.m. to 8:55 p.m.****Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

2007 – 2010 Reduced Capital Plan – Meets City Targets – continued

Josephine Bryant, City Librarian, referred to a memo from Councillor Suzan Hall, Ward 1 – Etobicoke North, to the Budget Advisory Committee [see Agenda Item No. 8(c) – Communications] requesting a change in the timing of the Albion Branch renovation and an investigation into the feasibility of a community theatre at the branch as part of the 2007 – 2010 Capital Plan.

A revised copy of Attachment 1 was tabled, that included the addition, in 2010, of the start of the Albion Branch project and a review of the proposed theatre.

Before making a decision regarding Councillor Hall's request, it was:

Moved in amendment by Councillor Davis, seconded by K. Gallagher Ross, and carried:

That the Toronto Public Library Board direct staff to report on the status of existing Toronto Public Library theatres and auditoriums, providing recommendations for future theatres in the system, including details regarding opportunities for cost recovery and programming at existing theatres in the system, and taking into consideration the mandate of the Library and the type of theatre facilities in the communities of the proposed Toronto Public Library theatres and auditoriums.

Staff will advise Councillor Suzan Hall that the Board will respond to her request after receipt and consideration of the above-mentioned report.

06-099 Branch Open Hours Vision – Implementation Plan

Moved by L. Aspin, seconded by K. Gallagher Ross, and carried:

That:

- (1) the Toronto Public Library Board adopt, in principle, the implementation plan for branch open hours;***
- (2) staff proceed with the implementation of Phase 1 in 2006 and 2007 subject to the outcome of local consultation;***
- (3) a consultation plan and detailed implementation plan be developed for the subsequent phases;***
- (4) staff report back to the Board early in 2007 on the results of public consultation and Phase 1 implementation.***

Toronto Public Library Board**Meeting No. 5: Monday, June 19, 2006, from 6:08 p.m. to 8:55 p.m.****Toronto Reference Library, Board Room, 789 Yonge Street, Toronto**

Branch Open Hours Vision – Implementation Plan – continued

Josephine Bryant, City Librarian, reviewed the Implementation Plan regarding the Branch Open Hours Vision for the Board.

Councillor Raymond Cho, Ward 42 – Scarborough-Rouge River, in attendance for the Branch Open Hours Vision discussion, requested additional information concerning the impact of the branch open hours vision to branches in his ward.

A memo to Mayor David Miller from Rob Rolfe, Library Division Chair, TCEU Local 416, copied to William Booth, Chair, Toronto Public Library Board, was tabled at the meeting.

Moved in amendment by Councillor Rae, seconded by K. Wilson, and carried: That the Toronto Public Library Board direct staff to report on the type of library usage by customers at the City Hall Branch.

06-100 S. Walter Stewart Branch – Closure for Renovation

Moved by Councillor Rae, seconded by Councillor Cowbourne, and carried: That the Toronto Public Library Board approve the closure of the S. Walter Stewart Branch for approximately one year, for renovation, and that the plans for alternate service be approved for the duration of the closure.

06-101 Jane/Dundas Branch – Closure for Renovation

Moved by Councillor Stintz, seconded by Councillor Rae, and carried: That the Toronto Public Library Board approve the closure of the Jane/Dundas Branch for approximately one year, for renovation.

06-102 Steeles Branch – Lease Renewal Agreement

Moved by Councillor Stintz, seconded by Councillor Cowbourne, and carried: That the Toronto Public Library Board.

- (1) approve a lease for the Steeles Branch with Bamburgh Gardens Properties Inc. for a period of five years, commencing September 1, 2006 and expiring August 31, 2011 for an annual base rent cost of \$92,666.50 and common area maintenance costs estimated for 2006 at \$29,503.01 for a total annual lease cost of \$129,499.68 (including GST of \$7,330.17); and*
- (2) authorize and direct that appropriate Library staff take the necessary actions to give effect thereto.*

Toronto Public Library Board

Meeting No. 5: Monday, June 19, 2006, from 6:08 p.m. to 8:55 p.m.

Toronto Reference Library, Board Room, 789 Yonge Street, Toronto

06-103 Naming Policy

*Moved by Councillor Rae, seconded by M. Ghandikota, and carried:
That the Toronto Public Library Board approve the Naming Policy.*

06-104 Ontario Ministry of Culture's Public Library Sector Review - Toronto Public Library's Response

*Moved by Councillor Davis, seconded by Councillor Cowbourne, and carried:
That the Toronto Public Library Board approve the submission of the Toronto Public Library's response to the Ontario Ministry of Culture's public library sector review.*

Other Business

06-105 Toronto Public Library Board Representative to the City of Toronto Children's Services Advisory Committee

Councillor Janet Davis tabled a communication to William Booth, Chair, Toronto Public Library Board, requesting that the Library Board appoint a representative to the City of Toronto Children's Services Advisory Committee.

*Moved by Councillor Davis, seconded by Councillor Cowbourne, and carried:
That the Toronto Public Library Board appoint a representative to the City of Toronto's Children's Services Advisory Committee.*

*Moved by Councillor Stintz, seconded by L. Aspin, and carried:
That the Toronto Public Library Board appoint Kate Wilson to represent the Toronto Public Library Board on the City of Toronto's Children's Services Advisory Committee.*

06-106 Closed Meeting

At 8:40 p.m., it was:

*Moved by L. Aspin, seconded by Councillor Stintz, and carried:
That the Toronto Public Library Board conduct a Closed meeting as the subject matters being considered concern personal matters about identifiable individuals.*

Toronto Public Library Board

Meeting No. 5: Monday, June 19, 2006, from 6:08 p.m. to 8:55 p.m.

Toronto Reference Library, Board Room, 789 Yonge Street, Toronto

06-107 Adoption of Closed Meeting Actions

At 8:55 p.m., it was:

Moved by Councillor Cowbourne, seconded by K. Gallagher Ross, and carried:

That the Toronto Public Library Board adopt the actions taken in the June 19, 2006 Closed meeting.

06-108 Adjournment

Moved by K. Gallagher Ross, seconded by M. Ghandikota, and carried:

That the June 19, 2006 Toronto Public Library Board meeting be adjourned.

The meeting ended at 8:55 p.m.

Signed: _____