MINUTES

Toronto Public Library Board
Meeting No. 10: Monday, December 10, 2018, from 6:00 p.m. to 7:35 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
Mr. Ross Parry
Mr. Daniel Rotsztain
Ms. Eva Svec

Regrets:
Ms. Archana Shah

18-206 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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18-207 Declarations of Conflicts of Interest

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

18-208 Approval of Agenda

Moved by *S. McCarten,* ***seconded by*** *E. Svec:*
That *the Toronto Public Library Board approves the agenda as revised to:*
1. add Presentations from Miroslav Glavic and Derek Moran regarding Agenda Item No. 11 – Internet Use Policy – Revisions for information.

Carried

18-209 Confirmation of November 19, 2018 Toronto Public Library Board Meeting Minutes

Moved by *D. Rotsztain,* ***seconded by*** *C. Bryant:*
That *the Toronto Public Library Board:*
1. confirms the minutes of the November 19, 2018 Toronto Public Library Board meeting.

Carried

18-210 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

18-211 Business Arising from the Minutes

There were no *Business Arising from the Minutes* items at the December 10, 2018 meeting.

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18-212 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

18-213 Communications

There were no *Communications* items at the December 10, 2018 meeting.

Presentations

18-214 Miroslav Glavić regarding Agenda Item No. 11 – *Internet Use Policy – Revisions*

Miroslav Glavić addressed the Board in support of ensuring full internet access is available for adults at Toronto Public Library.

Moved by *S. McCarten,* ***seconded by*** *Councillor Ainslie:*
That *the Toronto Public Library Board:*

1. receives the presentation from Miroslav Glavić regarding Agenda Item No. 11 – Internet Use Policy – Revisions for information.

Carried

18-215 Derek Moran

Derek Moran referenced Supreme Court decisions in commenting on the *Internet Use Policy – Revisions* report. He also addressed the Board regarding an incident at the Northern District branch in September in which he believes he was treated unfairly.

Moved by *S. McCarten,* ***seconded by*** *Councillor Ainslie:*
That *the Toronto Public Library Board:*

1. receives the presentation from Derek Moran for information.

Item for Information:

18-216 Toronto Public Library Board Education – Privacy and the Protection of Data at Toronto Public Library

Elizabeth Glass, Director, Policy, Planning & Performance Management, introduced Sujoy Chatterjee, Data Governance and Privacy Risk Advisor.

Mr. Chatterjee provided information on the ways in which the Library's Access to Information and Protection of Privacy, Open Data and Online and Social Media policies integrate privacy, which is a core element of the Library's Vision, Mission and Values, into TPL services. Ensuring privacy for Toronto Public Library customers is integral to intellectual freedom as well as to offering new and innovative services and improving digital literacy.

The Library's policies allow for responsible use of social media to engage with customers, increasing access, education and digital literacy.

***Moved by** E. Svec, **seconded by** C. Bryant:*
***That** the Toronto Public Library Board:*

1. receives the Toronto Public Library Board Education – Privacy and the Protection of Data at Toronto Public Library verbal report for information.

Carried

Items for Action:

18-217 Internet Use Policy – Revisions

Vickery Bowles, City Librarian, reviewed highlights from the report for the Board.

Staff was directed to ensure the policy is reviewed on a regular basis.

***Moved by** D. Rotsztain, **seconded by** R. Parry:*
***That** the Toronto Public Library Board:*

1. approves the revisions to the Internet Use Policy as outlined in this report (Attachment 1);

Carried

18-218 2018-2019 Strategic Work Plan Status Update

Elizabeth Glass, Director, Policy, Planning & Performance Management, reviewed highlights from the report for the Board.

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

1. approves the 2018-2019 Strategic Work Plan status update including carryover and new initiatives.

Carried

18-219 Enterprise Risk Management Program *(Approved by Consent)*

Elizabeth Glass and Sujoy Chatterjee, Data Governance and Privacy Risk Advisor reviewed highlights from the report for the Board.

***Moved by** R. Parry, **seconded by** S. McCarten:*
***That** the Toronto Public Library Board:*

1. approves the Enterprise Risk Management program consisting of:
   a. Risk Management Framework; and
   b. Risk Management Policy;
2. receives for information:
   a. Risk Impact Assessment tool; and
   b. Risk Register Report (Confidential as the information in the Risk Register Report (Attachment 4) involves the security of the property of the Board – Public Libraries Act, R.S.O 1990, Chapter P. 44, s. 16.1 (4) (a.).

Carried

18-220 Janitorial Services – Extension of Contract *(Approved by Consent)*

***Moved by** S. McCarten, **seconded by** R. Parry:*
***That** the Toronto Public Library Board:*

1. approves the extension of the Janitorial Services contract with Topnotch Building Management Inc. for one additional year, January 1 to December 31, 2019, for a total of $2,559,031, excluding Harmonized Sales Tax; and
2. endorses the recommendations contained in the September 2013 Results of City's Shared Services Study as they apply to the proposed joint procurement with the City for janitorial services.

Carried

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18-221 Toronto Public Library Board – 2019 Meeting Dates and Locations Schedule

Sue Graham-Nutter advised that staff were expecting the 2019 schedule of Council and Committee meetings to be available in advance of tonight's meeting; however the schedule will not be published until later in the week. Once the information is available, a tentative date for the January meeting will be selected working around the City's schedule. Nancy Marshall, Library Board Officer, will contact Board members to check availability, and then the date will be confirmed with Board members and posted on the Library's website. The schedule for the remainder of the year will be prepared and brought to the Board for approval at the January meeting.

Items for Information:

18-222 TPL Experience 360 Update – Creating an Exceptional Customer Experience and Brand

Linda Hazzan, Director, Communications, Programming & Customer Engagement and Moe Hosseini-Ara, Director, Branch Operations & Customer Experience provided an update to the Board on the process, begun in September 2017, to create an exceptional customer experience and brand. The presentation outlined the goals of the project, the process and the call to action. Staff will continue to be involved as the process continues, and the strategy and tools are developed to deliver on the call to action. Next steps include the evolution of the Library's visual identity, which includes the logo and brand system. This is expected to be introduced in January 2019, along with a communications plan for staff and the public.

Brian Frances, Manager, Marketing Communications and Pam Saliba, Area Manager, were acknowledged for their contributions to the process.

***Moved by** R. Parry, **seconded by** D. LeBreton:*
***That** the Toronto Public Library Board:*

1. receives the TPL Experience 360 Update – Creating an Exceptional Customer Experience and Brand for information.

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18-223 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

18-224 Adjournment

Moved by *R. Parry,* ***seconded by*** *Councillor Ainslie:*

That *the Toronto Public Library Board:*

1. adjourns the December 10, 2018 Toronto Public Library Board meeting.

Carried

The meeting ended at 7:35 pm.

Signed: _____