

## 2020 Annual General Meeting Minutes – November 13, 2020

### Contents

Attendance.....	2
Call to Order .....	2
Establishment of Quorum .....	2
Approval of 2020 Annual General Meeting Agenda .....	2
Approval of 2019 Annual General Meeting Minutes.....	3
Chairperson’s Report (appendix 1) .....	3
Treasurer’s Report.....	3
Executive Director’s Report (appendix 2).....	3
Financial Statements .....	3
Director Appointments .....	4
Board of Directors Term Expirations.....	5
Confirmation of Acts.....	5
Adjournment .....	5
Appendix 1 – Chairperson’s Report .....	6
Appendix 2 – Executive Director’s Report.....	7
Introduction.....	7
Overall Collection Statistics and Usage .....	7
ABC and Marrakesh .....	7
Support, Training and Outreach.....	8
New Platform .....	8
Relationship with National Network for Equitable Library Service (NNELS) ..	9
Partnerships.....	9
Communications.....	10
Collections and Awards .....	11
COVID-19 .....	12
Appendix 3 – Financial Statements.....	13

### Land Acknowledgement:

We acknowledge that the work undertaken by CELA and our member libraries takes place on traditional Indigenous territories across Canada and we are grateful for the opportunity to live and work on this land and provide inclusive services to all Canadians.

## **Attendance**

### **Present**

Catherine Biss, Board Chair, CEO Markham Public Libraries  
Peter Bailey, CEO, St. Albert Public Library  
Grace Dawson, Regional and Community Services Librarian, Prince Edward  
Island Public Library Service  
Jefferson Gilbert, Executive Director, CULC/CBUC  
Åsa Kachan, Chief Librarian & Chief Executive Officer, Halifax Public Libraries  
Gwen Schmidt, Senior Manager, Neighbourhood Services, Saskatoon Public  
Library  
Heather Scoular, Director of Customer Experience, Fraser Valley Regional  
Library  
Tara Wong, Chief Executive Officer, Oakville Public Library

### **Regrets**

Teresa Johnson, Director of Research & Planning, New Brunswick Public  
Library Service

### **Also Present**

Lindsay Tyler, Senior Manager, Operations, CELA  
Laurie Davidson, Executive Director, CELA

## **Call to Order**

Catherine Biss, occupied the Chair and Jefferson Gilbert, acted as Secretary of the meeting.

## **Establishment of Quorum**

A quorum of directors being present, the Chairperson declared the meeting to have been regularly called and properly constituted for the transaction of business.

## **Approval of 2020 Annual General Meeting Agenda**

### **MOTION**

Moved by Gwen Schmidt  
Seconded by Grace Dawson  
THAT the Agenda for the 2019 Annual General Meeting be approved.  
CARRIED

## **Approval of 2019 Annual General Meeting Minutes**

### MOTION

Moved by Gwen Schmidt

Seconded by Grace Dawson

THAT the minutes from the 2019 Annual General Meeting on August 13, 2019 be approved.

CARRIED

## **Chairperson's Report** (appendix 1)

- Continue to be impressed by the work of the staff ad the incredible work they do every day (Lindsay, Rachel, Christine, etc.)
- Board is a joy to work with and the energy of the committee members bring to the organization
- The Executive Director has been a pleasure to work with and the contributions made to moving the organization forward.

### MOTION

Moved by Jefferson Gilbert

Seconded by Åsa Kachan

THAT the Chairperson's report be received.

CARRIED

## **Treasurer's Report**

### MOTION

Moved by Jefferson Gilbert

Seconded by Åsa Kachan

THAT the Treasurer's report be received.

CARRIED

## **Executive Director's Report** (appendix 2)

### MOTION

Moved by Åsa Kachan

Seconded by Jefferson Gilbert

THAT the Executive Director's report be received.

CARRIED

## **Financial Statements**

Doug Guyatt, Auditor joined the meeting

- No issues with accounting policies.
- Sponsorship is up.
- Amortization over 10 years
  - Increase for computers

- Acquired 2 million of library assets, CNIB owned all of the materials previously.

Doug Guyatt left the meeting

**MOTION**

Moved by Jefferson Gilbert

Seconded by Åsa Kachan

THAT the financial statements and the report of the public accountant for the Corporation for the fiscal period ending March 31, 2020 be received.

CARRIED

**MOTION**

THAT Guyatt + Moffatt are appointed the public accountants of the Corporation, to hold office until the close of the next annual meeting of the members or until their successors are appointed, subject to the provisions of the *Canada Not-for-profit Corporations Act*, and the directors are authorized to fix their remuneration.

Moved by Jefferson Gilbert

Seconded by Tara Wong

CARRIED

**Director Appointments**

**MOTION**

Moved by Åsa Kachan

Seconded by Heather Scoular

THAT the following individuals be elected to become directors in accordance with the General Operating By-Law No. 1.

<b>Name</b>	<b>Term</b>	<b>Term Expiry</b>
Carolyn Minor	3 years	September 26, 2023
Mélanie Dumas	3 years	September 26, 2023
Gwen Schmidt	3 years	September 26, 2023
Jefferson Gilbert	3 years	September 26, 2023
Catherine Biss	3 years	September 26, 2023

CARRIED

## Board of Directors Term Expirations

### MOTION

Moved by Tara Wong

Seconded by Gwen Schmidt

THAT the Board of Directors of the Corporation be confirmed together with expiry dates for each directors' term of office as follows:

Name	Term	Term Expiry
Peter Bailey	3 years	September 26, 2021
Grace Dawson	3 years	September 26, 2021
Heather Scoular	3 years	September 26, 2021
Tara Wong	3 years	September 26, 2022
Åsa Kachan	3 years	September 26, 2022
Teresa Ann Johnson	3 years	September 26, 2022
Carolyn Minor	3 years	September 26, 2023
Mélanie Dumas	3 years	September 26, 2023
Gwen Schmidt	3 years	September 26, 2023
Jefferson Gilbert	3 years	September 26, 2023
Catherine Biss	3 years	September 26, 2023

New Board Members – Carolyn Minor, Section Head, Special Services, Winnipeg Public Library, and Mélanie Dumas, Director, Universal Collection, Bibliothèque et Archives nationales du Québec, joined the meeting and accepted their nominations to the Board.

## Confirmation of Acts

### Motion

Moved: Grace Dawson

Seconded: Åsa Kachan

THAT all acts and proceedings of the directors, officers, and members since the date of incorporation of the corporation be approved and confirmed.

CARRIED

## Adjournment

There being no further business, on motion the meeting then terminated at 2:36 pm.

Moved: Peter Bailey

Approved unanimously



Chairperson



Secretary

## Appendix 1 – Chairperson’s Report

Once again, it has been a year of change and challenge. Change of Executive Director and migration to a new platform and the challenge of a worldwide pandemic.

I would like to thank Rina Hadziev who agreed to temporarily leave her role at Greater Victoria Public Library and take on the role of Executive Director for CELA for one year. In that year, Rina accomplished Board priorities and more: resolving platform issues, pursuing partnerships and greater cooperation with NNELS, maintaining funding, expanding services and other partnerships and supporting our organization and the Board. It was a pleasure working with and learning from Rina and I wish her well in all her future endeavors. As well, I would like to thank the Greater Victoria Public Library for agreeing to Rina’s secondment. It was a most generous commitment to the Print Disabled Community.

In September we were very fortunate to hire Laurie Davidson as our new Executive Director. Due to Laurie’s 20 years of experience as a professional librarian as well as her work with the National Network for Equitable Library Service as project manager, the transition has been extremely smooth. Laurie brings impressive skills in managing grants, financial reporting, managing teams and a passion for ensuring equitable access to reading for the print disabled. Just as with Rina, Laurie makes my job as Board Chair very easy.

I would also like to thank the incredible CELA staff: Lindsay Tyler Senior Manager, Theresa Power Content and Access Librarian, Rachel Breau Member Services Manager, Fabine Bobier Training and Outreach Coordinator, Karen McKay Communications Manager and Christina McNish Information and Access Specialist.

To our current Board members – Asa Kachan, Grace Dawson, Gwen Schmidt, Jefferson Gilbert, Teresa Johnson, Peter Bailey, Tara Wong and Heather Scoular, I would like to say thank you for championing the rights of Canadians with print disabilities to receive the same level of access to reading materials through public libraries as all other Canadians.

Much of the work was completed during a world-wide pandemic. While there were brief periods of limited services, staff never wavered in their commitment to our users. We know that CELA Services – access to reading has never been more important as we remain isolated from one another. Reading brings us closer together and lifts our spirits like nothing else can.

Sincerely



Catherine Biss, Board Chair, CELA

## Appendix 2 – Executive Director’s Report

**Date:** November 13, 2020  
**To:** Chair and Members of the Board  
**From:** Laurie Davidson, Executive Director  
**Subject:** Executive Director’s Report

### Introduction

Overall, FY19-20, saw significant growth and change for CELA. The year bid farewell to Michael Ciccone, the outgoing Executive Director, and welcomed Rina Hadziev, from Greater Victoria Public Library, to the ED position in September. A key focus of the year was the migration to the new Bookshare platform, but in addition there were great strides made on new partnerships, increased outreach and training, and adding new content to the collection. The year ended with challenges and opportunities presented by the worldwide pandemic.

### Overall Collection Statistics and Usage

The selection and offering of materials to CELA patrons through public libraries is guided by the [CELA Collections Policy](#). The total number of items available to CELA users totaled 744,291 (as of March 31, 2020). Collection statistics are as follows:

- CELA continues to provide access to a collection of 68,019 titles available in multiple digital and physical accessible formats, including human-narrated audio, braille, and eText. 3,613 new items were added to the collection in FY19-20.
- As of March 31, 2020, Bookshare offered 676,272 accessible books in eText, Braille, and synthetic voice to CELA users - 97,928 of which were added in the previous year.
- CELA has an agreement with Bibliothèque et Archives nationales du Québec (BAnQ) that provides additional French material and support. As of March 31, 2020, over 6,850 BAnQ French DAISY Audio titles and 4,650 French Braille titles have been added to the CELA collection, with 519 new titles added in FY19-20.
- In this year, CELA circulated 914,864 physical items (DAISY CD books/magazines and Braille) and had 828,912 online circulations.
- At the end of the year, CELA had 23,109 patrons, with 2,985 new patrons added throughout the year.

### ABC and Marrakesh

CELA has access to materials through WIPO’s Accessible Books Consortium’s (ABC) Global Book Service. The exchange provides a mechanism to share accessible materials with copyright stipulations for each country integrated within the process. CELA has the potential to increase the depth and breadth of its

collection by sharing resources with other countries. CELA also contributes eligible materials to the Global Book service in support of Canada's commitment to the Marrakesh Treaty. The CELA collection is currently the most heavily sought after, with 19,097 titles downloaded by entities in other countries since its launch – 61% of the total number of books shared and 5 times higher than the next most heavily exchanged entity. In FY19-20, CELA added 162 titles to the collection from ABC Global Book Service.

### **Support, Training and Outreach**

- CELA makes it a priority to respond as quickly as possible to questions, concerns and title requests from users and libraries. We can report that nationwide we handled 25,185 patron queries either by phone or email in FY19-20. Member Services staff at CELA handled 1,303 questions from member libraries and their staff.
- CELA also provides a broad and continually evolving range of information and resources on our website about accessibility, print disabilities, compatible devices and apps, and information about the Marrakesh Treaty and other external influences on the service we provide.
- CELA staff gave more than double the number of presentations and sessions at conferences in 2019-20 than in the previous year (22 compared with 9 in 2018-19). Additionally, CELA staff attended a variety of other events, in most cases meeting with patrons, potential patrons, educators or library staff as an exhibitor.
- CELA's Outreach Committee meets bimonthly to lead and advise on support for public library outreach to users and disability organizations. Since April 2019, the committee has provided feedback that led CELA staff to create four new videos for the use of public library staff and patrons. These videos are offered in French and English and focus on using the new CELA website and using the free Dolphin EasyReader app with CELA materials.

### **New Platform**

Our new system, launched in March 2019, is an open source solution for the accessible user interface powered by underlying technology developed in partnership with Benetech, Inc. Throughout FY19-20, we worked towards stability of the platform and fixing issues that had arisen with the migration to the new system. Key features of the new system include:

- **Accessibility:** The interface is accessible to patrons, librarians, and CELA staff and provides an optimized experience for mobile devices, screen-readers and magnifiers
- **Discovery:** CELA and Bookshare Collections are integrated into one catalogue with an uncluttered home page focused on search & discovery.
- **Functionality Improvements:** All patron and transaction data are kept on servers located in Canada and a simpler automatic registration process has been introduced, that provides a better mobile user experience.

- Choice: There is an increase in the volume of braille and synthetic audio from Bookshare, created on the fly and available in multiple formats. This also includes an increase in accessible text (ePub, DAISY text and Word).
- Increased Copyright Protection: Each file created through the platform is digitally watermarked – a method that provides protection against pirating without limiting the file to certain applications.
- Integration with Dolphin Easy Reader: Easy Reader is a free application for iOS and Android systems enabling persons with print disabilities to read accessible formats. The app allows access to both CELA and Bookshare collections and it also supports the DAISY Online Delivery protocol (DODP) for both DAISY Audio and DAISY Text, that allows CELA to deliver Direct to Player formatted titles.

### **Relationship with National Network for Equitable Library Service (NNELS)**

In FY19-20 there have been numerous discussions with the National Network for Equitable Library Service (NNELS) and real progress in working together. These include:

- Joint purchases from commercial audio publishers and coordination of braille production continued as in past years, including a new agreement with Dreamscape.
- *Disfigured* by Amanda Leduc was released February 12, 2020. CELA and NNELS worked together with Coach House Books and Amanda, to make it the first book in Canada that was available in both traditional and all accessible formats at publication date.
- Co-produced a landscape review project for ACP and eBOUND to identify awareness and education needs and develop a training plan outline for libraries over the next 4-5 years regarding accessible materials.
- Joint, mutually supportive conversations about funding with the federal government and discussing joint advocacy for consistent and ongoing federal funding for accessible materials and equitable library access.
- CELA and NNELS representatives presented together on a panel coordinated by CELA at the Ontario Library Association Super Conference about accessible publishing, along with representatives from the Department of Canadian Heritage, eBOUND, and the Canadian publishing industry.

### **Partnerships**

We are constantly seeking additional partnerships that can help strengthen our collections and reach the many people with print disabilities in Canada that could benefit from CELA services. In FY19-20, new and existing partnerships included:

- Accessible Media Inc. (AMI): “AMI is a not-for-profit media company that entertains, informs and empowers Canadians who are blind or partially sighted.” CELA is now partnering with AMI to promote services and the latest titles of interest in our collection during a bi-weekly live 10 to 15 minute segment on the Live from Studio 5 radio program.
- Braille Literacy Canada (BLC): CELA is working with BLC to cross-promote their services. CELA promotes the importance of braille through webinars (live and recorded for viewing at any time), conferences and training sessions with library staff. BLC, in turn, informs their members of CELA’s braille offerings. CELA also offers the BLC newsletter in our collection.
- Getting Together with Technology (GTT): Through its Patron Advisory Group, CELA has developed a strong relationship with the GTT group. Started by the Canadian Council of the Blind (CCB) the GTT “helps blind and partially sighted residents to explore and integrate assistive devices in their home and work lives. The groups meet monthly to discuss new and updated devices, and participants teach each other how to include assistive technology in their daily lives. GTT groups meet at a variety of locations throughout Canada from Victoria to Halifax to support each other and to discuss different topics pertaining to the use of assistive technology.”
- Vues et Voix: Vues et Voix “is a non-profit organization that produces adapted audio books for people with visual, motor or learning disabilities, as well as radio programs focused on health and the resources available to people with loss of autonomy.” CELA and Canal M, a radio show on their French network, have developed a series of interviews about books in the CELA collection which air monthly from October to May. Broadcast in French, patrons can listen online to the radio show which focuses on the print disability community.

### **Communications**

CELA uses a variety of channels to communicate with users, libraries, and educators. CELA communicates directly to patrons and interested community members through “Open Book”, a monthly digital newsletter which provides information on new and newsworthy books in the collection, service tips, relevant industry and community news, and programs offered by CELA. “Open Book” is available in English and French, and there are currently more than 12,000 patrons subscribed. Member libraries receive a similar monthly newsletter, “Open Book for Libraries” with information specific to libraries about collections, service enhancements, programs for patrons and libraries, best practices and training opportunities, and industry news. Close to 1,250 library staff have subscribed to “Open Book for Libraries” in English and French. In addition, CELA also updates member libraries through an email mailing list that is used for time sensitive communications. CELA also publishes “Open Book for Educators”, an occasional newsletter aimed at educators who use CELA service to support their students. This newsletter is available in English and French, and has over 1,350

subscribers. We also publish Braille Books Acquired and What's New newsletters which are distributed digitally and in physical formats which highlight topical news alongside new additions to our collections.

CELA maintains a very active social media presence on Facebook (924 followers) and Twitter (2,381 followers) in English and French, keeping patrons and libraries informed about new books, new initiatives, and other news about accessibility issues.

### **Collections and Awards**

- **TD Summer Reading Club (TDSRC):** CELA continues to be a member of the TDSRC National Committee. Each year, CELA works with the CNIB Foundation, Toronto Public Library and Library and Archives Canada to create, produce and distribute notebooks, printed promotional materials and online resources for public libraries to make their clubs accessible. CELA also provides information and resources on how libraries can make their SRC programs and activities accessible. CELA also works with Library and Archives Canada (LAC) to offer an award to recognize libraries (one English, one French) who make an exceptional effort to make their TDSRC inclusive to children with print disabilities.
- **Ontario Library Association's (OLA) Forest of Reading:** CELA collaborates annually with OLA, Canadian publishers and Alternative Education Resources Ontario (AERO) to provide access to nominated titles in the most popular Forest of Reading categories. This year, CELA also partnered with Dyslexia Canada and their sponsor, Rakuten Kobo, to increase the number of titles nominated in the Forest of Reading program for grades 3-6 available in accessible audiobook format.
- **Canadian Literary Award programs:** CELA partners with many of the major Canadian literary award organizations to assure the timely availability of chosen titles in accessible formats. Examples include the Scotia Giller Prize, Canada Reads, Governor General's Literary Awards, Forest of Reading, Hackmatack Children's Choice Book Award, and Festival of Literary Diversity. Starting in 2020, CELA is embarking on partnerships with the Writer's Trust Awards and the Canadian Children's Book Centre awards, further increasing access to award winning Canadian book for all ages. CELA continually seeks opportunities to support literary programs for indigenous works, including First Nation Communities Read and the Indigenous Voices Award.

- Dyslexia Canada and Kobo: CELA partnered with Dyslexia Canada and their sponsor, Rakuten Kobo, to increase the number of titles nominated in the Forest of Reading program for grades 3-6 available in accessible audiobook format. The partnership included a monetary contribution from Kobo to CELA to support the creation of accessible audiobooks that would not otherwise have been produced, and promotion by all partners of CELA and Forest of Reading to Dyslexia Canada members and the broader community of children with print disabilities, their parents, and educators.
- Penguin Random House Canada: CELA has established a relationship with Penguin Random House Canada (PRHC), which will result in them gifting their existing audiobook collection and new material going forward to CELA. This will provide access to important and popular titles for CELA users. Details of this agreement will be worked out over the coming year.

### **COVID-19**

In March 2020, with the onset of COVID-19 and the resulting library closures and changes to normal functions across society, CELA worked to ensure libraries and users were supported. This included:

- Creation of a [COVID-19 updates page](#) on the CELA website
- Enhanced cleaning and safety processes for physical materials production and distribution
- A simple guide to going digital, with support from Contact Centre staff and coordination with the GTT for additional one-on-one peer support if desired
- The option of temporary account creation so that lack of a library card would not be a barrier to new users
- Arrangement with Bookshare for the option of temporary access without proof of disability so that lack of documentation would not be a barrier to new users
- When physical production and distribution was halted due to the Ontario government shutdown of all nonessential workplaces, advocacy to the government to ensure this work would be included in Phase 1 of re-opening in Ontario, which it was.

## **Appendix 3 – Financial Statements**