

2017 Annual General Meeting Minutes – September 12, 2017

Contents

Attendance.....	2
Call to Order	2
Establishment of Quorum	2
Approval of 2017 Annual General Meeting Agenda	2
Approval of 2016 Annual General Meeting Minutes.....	3
Treasurer’s Report.....	3
Financial Statements	3
Chairperson’s Report (appendix 1)	3
Executive Director’s Report (appendix 2).....	4
Appointment of Public Accountant	4
Director Appointments.	4
Board of Directors Term Expirations.....	5
Confirmation of Acts.....	5
Transaction of Business.....	5
Adjournment	6
Appendix 1 – Chairperson’s Report	7
Appendix 2 – Executive Director’s Report.....	8

Attendance

Present

Peter Bailey, Library Director, St. Albert Public Library
Catherine Biss, Board Chair, CEO Markham Public Libraries
Grace Dawson, Branch & Community Services Librarian, Prince Edward
Island Public Library Service
Jefferson Gilbert, Executive Director, CULC/CBUC
Rina Hadziev, Collections and Technical Services Coordinator, Greater
Victoria Public Library
Teresa Johnson, Research & Planning Librarian, New Brunswick Public
Library Service
Kitty Pope, Chief Executive Officer, Windsor Public Library
Gwen Schmidt, Outreach and Access Services Coordinator, Saskatoon Public
Library

Regrets

Pilar Martinez, Chief Executive Officer, Edmonton Public Library

Also Present

Michael Ciccone, Executive Director, CELA
Doug Guyatte, Auditor
Lindsay Tyler, Senior Manager, Operations, 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 2017 Annual General Meeting Agenda

MOTION

Moved by Grace Dawson
Seconded by Rina Hadziev
THAT the Agenda for the 2017 Annual General Meeting be approved.
CARRIED

Approval of 2016 Annual General Meeting Minutes

MOTION

Moved by Peter Bailey

Seconded by Kitty Pope

THAT the minutes from the 2016 Annual General Meeting on September 30, 2016 be approved.

CARRIED

Treasurer's Report

- Establishing a reserve is a good stretch goal, but CELA is young, and there isn't much extra cash with which to establish one at this time.

MOTION

Moved by Jefferson Gilbert

Seconded by Rina Hadziev

THAT the Treasurer's report be received.

CARRIED

Financial Statements

MOTION

Moved by Jefferson Gilbert

Seconded by Kitty Pope

THAT the financial statements and the report of the public accountant for the Corporation for the fiscal period ending March 31, 2017 be received.

CARRIED

Chairperson's Report (appendix 1)

- Thanks everyone on the board for their commitment to library services for people with print disabilities. Thanks also to staff, particularly Margaret Williams who moved on from CELA in 2017.
- CELA board can celebrate having a sustainable service model, clear policies and procedures, transitioning of clients, awareness of CELA brand.
- CELA serves 90% of the population.
- What's next: implementation of strategic plan to 2021.
- Mission is simple but powerful, equitable access of people with print disabilities.

MOTION

Moved by Kitty Pope

Seconded by Teresa Johnson

THAT the Chair Person's report be received.

CARRIED

Executive Director’s Report (appendix 2)

- Reiterates appreciation of Margaret Williams.
- BANQ agreement has been very successful.
- Funding has been stable.
- New platform going ahead.
- User advisory group has been very successful

MOTION

Moved by Peter Bailey
 Seconded by Gwen Schmidt

THAT the Executive Director’s report be received.

CARRIED

Appointment of Public Accountant

Motion

Moved by Jefferson Gilbert
 Seconded by Rina Hadziev

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.

CARRIED

Director Appointments.

MOTION

Moved by Rina Hadziev
 Seconded by Grace Dawson

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

Name	Term	Term Expiry
Jefferson Gilbert	3 years	September 26, 2020
Catherine Biss	3 years	September 26, 2020
Gwen Schmidt	3 years	September 26, 2020

CARRIED

Board of Directors Term Expirations

MOTION

Moved by Teresa Johnson

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, 2018
Grace Dawson	3 years	September 26, 2018
Rina Hadziev	3 years	September 26, 2018
Kitty Pope	3 years	September 26, 2019
Pilar Martinez	3 years	September 26, 2019
Teresa Ann Johnson	3 years	September 26, 2019
Jefferson Gilbert	3 years	September 26, 2020
Catherine Biss	3 years	September 26, 2020
Gwen Schmidt	3 years	September 26, 2020

CARRIED

Confirmation of Acts

Motion

Moved: Rina Hadziev

Seconded: Teresa Johnson

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

CARRIED

Transaction of Business

Motion

Moved:

Seconded:

TO transact such other business as may properly be brought before the meeting or any adjournments thereof;

CARRIED

Adjournment

There being no further business, on motion the meeting then terminated.

Moved: Grace Dawson

Approved unanimously

Chairperson

Secretary

Appendix 1 – Chairperson’s Report

A sincere thank you to an exceptional Board: Jefferson Gilbert, Peter Bailey, Teresa Johnson, Gwen Schmidt, Grace Dawson, Rina Hadziev, Kitty Pope and Pilar Martinez; all of whom are committed to improving library services for the print disabled.

As well, I would like to thank our committed and hardworking staff: Michael Ciccone, Lindsay Tyler, Rachel Brau and Karen McKay. I would also like to recognize Margaret Williams who left us this year. Margaret’s role as Director of Content and Access, both with the CNIB and CELA has been foundational. On behalf of the Board we wish her well – health and happiness in everything the future holds.

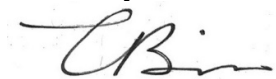
We have much to celebrate:

- A sustainable service model:
 - Procedures and protocols
 - Transitioning of clients from CNIB to CELA
 - A CELA brand
 - Onboarding of public libraries across the country
 - Awareness building at conferences and trade shows coast to coast
 - A national organization serving 90% of the population.
- A strategic plan that will guide us until 2021
 - Our vision is simple but powerful: “Equitable public library services for Canadians with print disabilities.
- Our organizational values embody those of public libraries everywhere:
 - Inclusion – No one will be left behind.
 - Leadership – We will support others to expand our reach.
 - Expertise – We want everyone to have the skills to expand CELA’s services.
 - Effectiveness – We will provide the greatest benefit to our users at the lowest cost.
 - Accountability – We will always be responsible first and foremost to our users.

Our Executive Director has outlined CELA’s accomplishments in 2016/17.

We have much to be proud of and thankful for. Again thank you to the exceptional work of our staff and Board.

Sincerely



Catherine Biss, Board Chair, CELA

Appendix 2 – Executive Director’s Report

Date: September 12, 2017
To: Chair and Members of the Board
From: Michael Ciccone, Executive Director
Subject: Executive Director’s Report – Highlights of CELA Activity Since the Previous Board Meeting

Fiscal Year 2017 was challenging, but gratifying. The growing pains of a young organization are giving way to the confidence of an established provider of accessible services that has solidified its place as a sustainable and necessary public service component of its member libraries. Our reputation among our funders, partners and users is predominantly positive and growing more so with each year. The following are highlights from the year:

Staffing

This year saw the departure of a key staff members from CELA. Margaret Williams, Director of Content and Access for CELA, resigned as of December 31, 2016, although she did agree to stay on as a part-time consultant for the remainder of the FY. Margaret brought a tremendous wealth of knowledge with her from CNIB and was instrumental in CELA’s growth. She has been missed, but her resignation allowed a rethink our staffing configuration and we did not fill her position.

Instead, and in line with our new strategic plan and its focus on outreach, Lindsay Tyler, formally Manager of Member Services, was promoted to Senior Manager of Operations. In covering a broad range of duties, this position will serve as the primary point of contact for CELA operational activities. Responsibilities include assisting the Executive Director in planning the efficient use of CELA capacity and resources, planning and coordinating outreach efforts to increase exposure and drive usage of the service in communities served by CELA, acting as liaison and providing direction to CELA committees and the user advisory group, overseeing the effectiveness of CELA digital delivery services and web site architecture, and mentoring CELA staff and managing projects and initiatives in support of the organization’s strategic plan.

Rachel Breau, who was the acting Manager of Member Services during Lindsay’s maternity leave, was named to that role permanently. Both Rachel and Lindsay bring years of experience to their roles and are dedicated to the continued success of CELA.

Communications

- **New Marketing Materials:** CELA's new marketing and promotional materials were launched during the OLA Superconference in February. Samples of bookmarks and informational flyers have been appended to the end of this document.
- **Twitter & Facebook:** Both social media accounts were very active in the past fiscal year, owing greatly to the addition of our Communications Manager. On Twitter, we posted 861 tweets and added over 200 followers. Our Facebook account currently has 627 likes.
- **Open Book:** The CELA newsletter, *Open Book*, was launched in March of 2016, quickly followed in April by the launch of *Open Book for Libraries*. Both published in English and French. Delivered via email and available through our web site, the newsletters provide service updates, promote collections and offer tips to their respective audiences. Currently, *Open Book* is received by close to 8,500 patrons and *Open Books for Libraries* by 1,400 library staff members.

BAnQ Agreement

CELA entered a Memo of Understanding with Bibliothèque et Archives nationales du Québec (BAnQ) to continue service to CELA users in Quebec in exchange for access to the BAnQ collection of French DAISY Audio and Braille titles. By March 31, 2017, over 4,500 BAnQ titles were added to the CELA catalogue.

Funding

The following is a list of funders for FY17:

- Provinces & Territories
 - Alberta (non-CULC libraries)
 - New Brunswick
 - Northwest Territories
 - Ontario
 - Prince Edward Island
 - Saskatchewan (non-CULC libraries)
- Individual Libraries
 - Burnaby Public Library – BC
 - Burns Lake Public Library – BC
 - Calgary Public Library – AB
 - Castlegar & District Public Library – BC
 - Coquitlam Public Library – BC
 - Edmonton Public Library – AB
 - Gibsons & District Public Library – BC

- Greater Victoria Public Library – BC
- North Vancouver City Library – BC
- Okanagan Regional Library – BC
- Pinawa Public Library – MB
- Regina Public Library – SK
- Richmond Public Library – BC
- Rossland Public Library – BC
- Saskatoon Public Library – SK
- Sechelt Public Library – BC
- Squamish Public Library – BC
- Surrey Libraries – BC
- Vancouver Island Regional Library – BC
- Vancouver Public Library – BC
- Western Manitoba Regional Library – MB
- Winnipeg Public Library – MB
- Wood Buffalo Regional Library – AB

Platform change

In July of 2016, the CELA board approved a recommendation to “pursue an agreement with Benetech to provide Bookshare’s White Label Solution as the future platform for our web site and catalogue.” Bookshare’s White Label Solution provided an opportunity to enhance the user experience by integrating many of the services we offer, simplifying processes (including registration) and opening the potential for other partnership opportunities with a world leader in serving users with print disabilities.

The current platform in place, Infor’s V-smart integrated library system and Iguana, it’s accompanying web interface, inherited from the CNIB Library do not have the functionality to efficiently serve the needs of CELA patrons and member libraries.

For a good portion of last year, CNIB and CELA staff were working with Bookshare to adapt the solution to our needs - primarily in respect to patron privacy and limiting the cost for CNIB and CELA. Unfortunately, we were unable to satisfy either of those needs and the project was temporarily put on hold in November of 2016. We continue to explore options, but there will be pressure in the upcoming year to decide as the looming end-of-support date of November of 2018 for the current version of V-smart becomes much more significant.

Strategic Plan

The CELA Strategic Plan for 2017-2021 was approved by the CELA Board on January 10, 2017. The Board and CELA staff attended a facilitated planning session on September 29, 2016 to launch the effort. The plan focuses on four primary goals:

1. Leverage advances in technology to improve accessible services
2. Build a Robust Alternative Format Collection
3. Champion Excellence in Library Accessibility
4. Broaden Reach to Canadians with Print Disabilities

We are currently in the process of operationalizing the plan, with the first step being the restructuring of our committees to be in line with our goals and objectives.

User Advisory Group

CELA held its first User Advisory Group Meeting on March 21, 2017 from 6:30 – 8 pm by teleconference. 37 users volunteered for the group and 23 attended this first meeting. 10 resided in Ontario, 7 in British Columbia and 2 each in Alberta, Quebec and Saskatchewan. Most participants had a visual disability – 2 had learning disabilities. 8 of the participants were under 50 years old, 10 were between 50-64 and 5 were 65 or older. The group was largely tech-savvy. Rachel Breau and Karen McKay from CELA also attended as well as Roger Beatty and several members of his IT staff from CNIB.

There was a lot of positive feedback from the meeting – both from participants and from staff. We plan to hold these meeting quarterly going forward.

DAISY Magazines

Through an agreement with Record Books, CELA began providing patrons with print disabilities popular magazines previously unavailable in accessible formats. These magazines include Canadian and international magazines such as *Canadian Living*, *The Economist* and *The Hockey News*. The service launched in February of 2017 and we currently offer 150 titles.

CELA patrons can easily download magazines on the day they are published and read them using a DAISY reading app on an iOS or Android device or DAISY player. While CELA has previously offered magazines, there was a delay of at least a month between the date the magazine was published and the time the audio version became available and far fewer titles were available. Ultimately, we are hoping to implement a profile-based subscription service that sends magazines to patrons automatically.

Finally, it is once again my pleasure to recognize the contributions put forth by our board of directors and the CELA staff. Directors continue to lend tremendous support and informed advice to CELA staff. The CELA staff continue to dedicate themselves despite the staffing changes that took place this year and the uncertainty that sometimes surrounds them. I look forward to working with both groups in the coming year, along with member libraries and users, in continuing to improve and expand CELA services.