

Ottawa Public Library Board Meeting

Minutes 26

Tuesday, 11 April 2017

5:03 p.m.

Champlain Room, Ottawa City Hall, 110 Laurier Avenue West

Notes: 1. *Underlining indicates a new or amended recommendation approved by the Board.*

Present: Chair: Tim Tierney
Vice-Chair: André Bergeron
Trustees: Steven Begg, Kathy Fisher, Allan Higdon,
Catherine McKenney, Scott Moffatt, Marianne Wilkinson

Regrets: Trustee Pamela Sweet

DECLARATIONS OF CONFLICT OF INTEREST

No Declarations of Interest were filed.

CONFIRMATION OF MINUTES

Minutes 25 - Tuesday, 7 March 2017

CONFIRMED

CHAIR'S VERBAL UPDATE

22nd Annual Awesome Authors Youth Writing Contest Awards Ceremony

On March 28, 378 people attended the ceremony sponsored by the Friends of the Ottawa Public Library Association. An impressive 432 entries were received

surpassing the entry count of 2016. The new comics category received 47 submissions, with the dad of one winner saying that he hopes this will get his son interested in other forms of writing. The teen host, Sarah Hamm won in two categories (English short story and French nouvelle). She and contest judge Caroline Pignat urged young writers to never give up writing. A list of winners, organized by writing category, can be found on the OPL website. Chair Tierney thanked Trustees Sweet and Wilkinson for participating and presenting awards.

Trustee Wilkinson noted that out of the 65 awards, 10 of them were from six different schools within the Kanata North ward.

7th Annual Teen Tech Video Awards

The Chair encouraged everyone to attend the Teen Tech Video Awards on April 28 at CentrepoinTE Theatre. The winners will be announced for this incredibly fun and forward-thinking “contest” where teens are invited to let their imagination run wild by submitting a 1-minute video of a story, poem, etc.

MOTION OPL 20170411/1

That the Ottawa Public Library Board receive the Chair’s verbal update for information.

RECEIVED

CHIEF EXECUTIVE OFFICER'S REPORT

Volunteer Recognition

Volunteers are part of why our library system has seen so much success. From those who help with community programming, to those who tidy the branches, to the Friends of the Public Library Association, OPL would not be where we are without our volunteers! A total of 1,042 volunteers have been invited to 31 different events across the system during National Volunteer Week (April 23 to 28). Volunteer Teas are being held for adult and FOPLA volunteers, and Pizza parties are being held for teen volunteers. CEO McDonald thanked the Board Trustees for attending events, visiting branches, guiding the direction of the OPL, and for being a caring and passionate steward of our library system.

Chair Tierney thanked the Trustees and all the valuable volunteers across the City of Ottawa.

MOTION OPL 20170411/2

That the Ottawa Public Library Board receive the CEO's report for information.

RECEIVED

REPORTS

1. SEMI-ANNUAL PERFORMANCE
MEASUREMENT – JULY - DECEMBER 2016

OPLB-2017-0401

In response to a question from Trustee Fisher about the response on the redesigned website, Matthew Pritz, Manager, Finance and Business Services said the most common feedback received related to the functionality of the website. Mr. Pritz indicated that no substantive need for change to the measure is required at this time as the demand and usage of online services has remained steady, and the website is accessible and much easier to use.

Further to a question from Trustee Fisher regarding the Hold Time to Availability measure, and how the target will be established for the delivery of the service, Mr. Pritz replied that median number of days that holds were available for pick up was 9.5 calendar days. The cycle includes three phases after the customer places the hold: a) the hold is returned at a branch, b) the hold arrives at the automated materials handling center for sorting, and, c) the hold is delivered to the destination branch and the customer is advised. He noted that the optimal range is between seven and eight days.

Trustee Fisher asked how the metric could be improved. Mr. Pritz advised that staff do not have historical data, however, a number of steps could be improved, such as operations through human intervention, improved sorting procedures at Tallwood, and improved routes and delivery times through technology. He added that human resource factors may have contributed to

the hold times. Mr. Pritz noted that the measure is also subject to customer picking up the hold. Monique Désormeaux, Deputy Chief Executive Officer pointed out that a few terms ago, staff did a review of Holds, at that time the measures were different than today. The Radio-frequency identification (RFID) identifies and tracks tags attached to the hold product. RFID has significantly assisted in expediting the process, and reducing the hold times by getting the items off the cards more quickly, and labeling improvements. Staff will continue to monitor this measurement over the next period and establish a benchmark for expansion.

Trustee Higdon advised that his questions regarding the redesign of the website were answered.

Trustee Wilkinson said staff are not able to control when customers pickup the hold and reiterated that staff should continue to monitor. Mr. Pritz clarified that the Hold to Time to Availability is measured up until the hold becomes available and the customer is notified, and not when the customer actually picks up the hold.

There being no further discussion, recommendation one was approved and the report was received as presented.

MOTION OPL 20170411/3

That the Ottawa Public Library Board:

- 1. Approve the introduction of the Communications measure in April 2018; and,**
- 2. Receive this report for information.**

CARRIED and RECEIVED

2. COMMEMORATIVE NAMINGS: GRACE THOMPSON ROOM - STITTSVILLE BRANCH, AND DOLORES AND MARCEL BÉRIault – ORLÉANS BRANCH

OPLB-2017-0402

The Board heard from the following delegations:

Councillor Shad Qadri* was honoured to attend the Board meeting to support the proposed commemorative naming of the Grace Thompson Room. Mr. Qadri said the nominee was a significantly involved resident in the Stittsville community, was a local historian, author, and philanthropist whose contributions still resonate through Stittsville. He highlighted many of those contributions.

Louis Patry, Société franco-ontarienne du patrimoine et de l'histoire d'Orléans (SFOPHO) spoke of his concerns regarding the current Bériault room signage at the Orléans branch and asked the Board to support staff's recommendation to proceed with updating the room signage. Mr. Patry highlighted the Bériault's work with the library and the community. *(Note the delegation spoke in French.)*

Vice-Chair Bergeron expressed support of the proposed signage updating. Being volunteer month, the Bériault's contributions merit the commemoration.

*[*Individuals / groups marked with an asterisk above either provided comments in writing or by email; all submissions are held on file with the CEO.]*

There being no further discussion, the report was approved as presented.

MOTION OPL 20170411/4

That the Ottawa Public Library Board approve:

1. **The proposal to name a room within the Stittsville branch the "Grace Thompson Room;" and,**
2. **Updating the signage for the Bériault room within the Orléans**

branch to include both Dolorès and Marcel Bériault.

CARRIED

Note: The eldest son of Dolorès and Marcel Bériault was in the gallery and thanked the Board for their support.

3. GOVERNANCE EVALUATION REPORT AND ACTION PLAN

OPLB-2017-0403

MOTION OPL 20170411/5

That the Ottawa Public Library Board:

1. **Receive the Governance Evaluation Report (October 2016) for information (Document 1); and,**
2. **Approve the Governance Evaluation Action Plan.**

RECEIVED and CARRIED

4. 2017 OTTAWA PUBLIC LIBRARY BOARD WORK PLAN

OPLB-2017-0404

MOTION OPL 20170411/6

That the Ottawa Public Library Board:

1. **Approve the 2017 Board Work Plan (Appendix 1);**
2. **Approve the creation of an Ad-Hoc Committee composed of three trustees (3): Chair Tierney, Trustee Begg, and Trustee Fisher to work with staff on the Technology Framework; and,**
3. **Approve the creation of an Ad-Hoc Committee composed of two trustees (2): Trustee Sweet and Trustee Wilkinson to work with staff on the Alternative Services Long Term Plan; and,**

4. **Receive the 2017 Corporate Work Plan (Appendix 2) for information.**

CARRIED and RECEIVED

5. OTTAWA PUBLIC LIBRARY 2016 ANNUAL REPORT
OPLB-2017-0405
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In response to a question from Trustee Higdon regarding lower revenues in 2016 from the province and the City, Anna Basile, Program Manager, Planning and Board Support advised the figures are as described in the annual report and are as reported to the province. The higher 2015 figure reflects the difference in funds from library reserves which originate from the city, and were used for the Pay Equity Settlement.

There being no further discussion, the report was received as presented.

MOTION OPL 20170411/7

That the Ottawa Public Library Board receive this report for information.

RECEIVED

Trustee McKenney left the meeting at 5:47 p.m.

***IN CAMERA ITEMS**

6. OTTAWA PUBLIC LIBRARY – PERSONAL MATTERS ABOUT AN IDENTIFIABLE INDIVIDUAL WITH RESPECT TO THE 2016 CHIEF EXECUTIVE OFFICER PERFORMANCE REVIEW – IN CAMERA – REPORTING OUT DATE: 11 APRIL 2017
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MOTION OPL 20170411/8

Moved by Vice-Chair Bergeron:

That the Ottawa Public Library Board move in camera in accordance with section 16.1 (4)(b) of the *Public Libraries Act*, to consider personal matters about an identifiable individual, with respect to the 2016 Chief Executive Officer Performance Review.

CARRIED

Upon resuming in open session at 6:00 p.m., the Board moved the following:

MOTION OPL 20170411/9

Moved by Trustee Fisher:

Therefore Be It Resolved that the Ottawa Public Library Board approve the 2016 Chief Executive Officer's Individual Contribution Agreement and that the Board forward it to the City of Ottawa's Human Resources department to be included in the CEO's personnel file.

CARRIED

ADJOURNMENT

MOTION OPL 20170411/10

Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 6:02 p.m.

Chair

Recording Secretary