

Report to / Rapport au:

**Ottawa Public Library Board
Conseil d'administration de la Bibliothèque publique d'Ottawa**

January 16, 2018 / 16 janvier 2018

Submitted by / Soumis par:

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File Number: OPLB-2018-0104

**SUBJECT: 2017 Policy Compliance Report and Delegation of Authority Annual
Reporting**

**OBJET: Politique de conformité 2017 et rapport annuel sur la délégation de
pouvoir**

REPORT RECOMMENDATION

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

RECOMMANDATION DU RAPPORT

**Que le Conseil d'administration de la Bibliothèque publique d'Ottawa prenne
connaissance de ce rapport à titre d'information.**

BACKGROUND

As per Board policy 001-OPLB Roles and Responsibilities of the Board and Trustees, the Board is accountable for the full range of decisions affecting the Ottawa Public Library (OPL). The OPL Board approaches its role using a policy or strategy model of governance that focuses on setting strategic directions and objectives, making decisions on major projects, and monitoring library and CEO performance. The OPL

Board's attention primarily focuses on the long-term needs and goals for the library, not the administrative or operational details.

To achieve the above, the OPL Board established policy 002-OPLB Delegation of Authority (DOA), last amended May 2015. The DOA clearly defines the decisions that are reserved by the Board and those that the CEO or delegate may make.

As referenced in Board policy 010-OPLB CEO Reporting and Board Monitoring, staff report annually to confirm compliance with Board and OPL policies, as well as a report on the Delegation of Authority.

This report covers OPL and Board policy compliance, purchasing and finance decisions that fall outside the scope of the quarterly financial reports, and approvals / decisions that are reported by exception, excluding those already reported via email, social media, and Public Service Announcements (PSAs).

DISCUSSION

Reporting covers the period from January 1, 2017 to December 31, 2017.

1. BOARD AND LIBRARY ADMINISTRATIVE POLICY COMPLIANCE REPORTING

I hereby report compliance on all provisions outlined in all OPL Board and Library administrative policies.

2. REPORTING ON PURCHASING AND FINANCE DECISIONS

Section 4: I hereby report compliance on all general competitive and non-competitive expenditures as per the City of Ottawa Purchasing By-law No. 50 2000 (as amended from time to time) with respect to contract expenditures in amounts of less than \$15,000, and not reported in the quarterly financial reports. Library management work with the City of Ottawa Supply Management branch to ensure the City of Ottawa Purchasing By-law, and all City of Ottawa financial policies and procedures are rigorously followed for all contracts/items purchased through standing offers, the automated payment system, payment without reference, purchasing cards, and petty cash.

Section 5: Expenditures for Library Collections

- Food Literacy Project - \$6,112.05 funds from Ontario Libraries Capacity Fund: Research & Innovation spent on library materials for the bookmobiles.
- Improving Library Digital Services Grant - \$22,193.75: purchase of a two-year subscription to ArtistWorks.

Section 7. Applications for Grants and Other Funding – see Table 1 below:

Table 1 - Applications for Grants and Other Funding

AGENCY	APPLICATION DESCRIPTION
City of Ottawa Older Adult Plan	Funding to expand Techno Buddies Program (\$7,500)
City of Ottawa Public Health	Funding to support ongoing Early literacy initiatives (\$75,000)
Ministry of Tourism, Culture, and Sport – Public Library Operating, Pay Equity and First Nations Salary Supplement Grant (PLOG) – Pay Equity	Annual funding for the operating grant provided by the Ministry

Section 8: Agreements with Federal, Provincial, and International Governments and Agencies – see Table 2 below:

Table 2 – Agreements with the Federal, Provincial, and International Governments and Agencies

DESCRIPTION	STATUS
Citizenship & Immigration Canada: Library Settlement Program	Contribution received: \$16,543
Canadian Council of Archives for Young Canada Works at Building Careers in Heritage Program for an interim librarian position to assist with Canada 150 programming	Contribution received: \$10,000
Ontario Library Capacities Fund:	Contribution received: \$74,756

Research & Innovation Grant: Funding to support the Food Literacy Program	
Ontario Ministry of Tourism, Culture and Sport: Public Library Operating, Pay Equity, and First Nations Salary Supplement Grant (PLOG) – Operating	Contribution received: \$1,210,328
Ontario Ministry of Tourism, Culture and Sport: Public Library Operating, Pay Equity, and First Nations Salary Supplement Grant (PLOG) – Pay Equity	Contribution received: \$170,000
Ontario Ministry of Tourism, Culture, and Sport: Improving Library Digital Services (ILDS) Fund	Grant received: \$127,674

Section 9: Service Agreements, contribution agreements, and grant agreements – see Table 3 below:

Table 3 – Service Agreements, Contribution Agreements, and Grant Agreements

DESCRIPTION	STATUS
Renfrew Public Library Service Agreement for providing access to OPL staff training programs to Renfrew Public Library employees (July 2017 – August 2018)	Services provided
Carleton University Library Agreement to provide increased services and access to local history resources for customers of both institutions (April 2017 – April 2019)	Services provided / rendered
Sun Life Financial Group Philanthropic donation agreement towards the establishment and maintenance of a Musical Instrument Lending Program (September 2017 – November 2021)	Contribution received: \$140,000
Bookmobile Stops – As per the approved Alternative Services Framework, service	Agreements established or renewed: <ul style="list-style-type: none"> Alexander Community Centre July

<p>agreements for existing and alternate bookmobile stops were established</p>	<p>2019 (2 year agreement)</p> <ul style="list-style-type: none"> • Carleton Heights Community Centre July 2019 (2 year agreement) • Carlington Recreation Centre July 2019 (2 year agreement) • Eva James Community Centre (renewal) July 2019 (2 year agreement) • Hunt Club Riverside Park Community Centre (kiosk) July 2019 (2 year agreement) • Hunt Club Riverside Park Community Centre (alternate bookmobile location) July 2019 (2 year agreement) • Minto Recreation Complex (Barrhaven) (renewal) July 2019 (2 year agreement) • Ottawa Community Housing (Strathcona) Jan 2018 • Overbrook Community Centre July 2019 (2 year agreement) • Richcraft Recreation Complex - Kanata July 2019 (2 year agreement) • Rideauview Community Centre (renewal) July 2019 (2 year agreement)
<p>Centrepointe Theatres – Canada 150 Programming / in-kind services for January and December marquee events Rental for Awesome Authors, Teen Tech Awards</p>	<p>Services provided / rendered</p>
<p>Homebound Services – service</p>	<p>Agreements established in 2017:</p>

agreements for existing homebound “mini library” locations	<ul style="list-style-type: none"> • Alavida Lifestyles, including locations at Promenade, Park Place, and Ravines Dec 2019 (2 year agreement) • Beacon Heights Retirement Residence Sept 2018 (one year agreement) • Redwoods Retirement Residence Nov 2018 (one year agreement) • Unitarian House of Ottawa Sept 2018 (one year agreement)
City of Ottawa Parks, Recreation and Cultural Services relating to the Ottawa Book Award (2016 – December 2021)	Memorandum of Agreement
City of Ottawa Public Health: Early Literacy Grant	Grant received: \$75,000
Community Foundation of Ottawa for OPL’s Aging by the Book Program	Grant received: \$6,100 (application made in 2016)
Diefenbooker Classic Steering Committee: Charitable donation receipting	Service provided / rendered
Friends of the Ottawa Public Library Association	Contribution received: \$360,000
Agreement with Ottawa 2017 - Mayor’s Poetry Contest as part of Canada150	Service provided / rendered
Ottawa Community Foundation – Management of Legacy Trust Funds and Donor Investments	Contribution received: \$56,971
Pedagomar – use of OPL content (Jardin de la lecture) on website. (August 2016 – July 2021).	Service provided / rendered
Sharing in Student Success Program	Service provided / rendered
Smart Cybersecurity Network (SERENE-RISC) - pilot program for interactive	Service provided / rendered

training for online security and safety	
Smart Library (October 2015 – September 2020) – hosting Smart Library web page	Service provided / rendered
Canadian War Museum – Partnership / in-kind services for February and November Encore events	Service provided / rendered
City of Ottawa Museums – Canada 150 Programming for July marquee event	Service provided / rendered
Parkdale Food Centre – Growing Futures program: Grow tower agreement	Service provided / rendered (will continue into 2018).
Media Smarts Agreement for the Web-Awareness Workshop series	Service provided / rendered
University of Ottawa: Accessibility improvements at the Rideau branch	Contribution received: \$11,573

Section 10: Approve additional expenditures for amendments to previously approved projects based on the deviation from the originally approved amount.

- Beaverbrook Library Green Roof Terrace – Project Authorized Budget: \$275,000. (Amendment authorized March 17, 2017). Project funded with residual funds from the West District Library Capital Budget (previously approved by the Board).

3. EXCEPTION REPORTING

Section 11: Contracts for Board-approved projects

- There were no exceptions during the period January 1, 2017 – December 31, 2017.

Section 14: Approve funding activities performed by third parties

- Annual Diefenbooker held May 6, 2017. NOTE: Diefenbooker Committee dissolved its relationship with the Ottawa Public Library as per due process outlined in the formal agreement. Notification received in November 2017.

Section 15: Cash or near-cash prizes ≤\$300

- There were no exceptions during the period January 1, 2017 – December 31, 2017. Various items purchased for contests related to Canada150 and other OPL programming events (all within the limit).

Section 21: Implement and manage Strategic Frameworks for key services, advocacy, and fundraising

- Implementation of the Facilities Framework, used for planning regarding the new Riverside South Branch, and the renovation of Rosemount Branch

Section 22: Administrative and operational policies

- During the period January 1, 2017 – December 31, 2017, one (1) new policy was issued, one (1) existing policy was removed, and 39 policies and procedures were reviewed / revised.

NEW: Library Delegation of Financial Authority

REMOVED: Personal Telephone Call Policy (behaviour covered in the Employee Code of Conduct)

Section 25: Temporary closure or relocation of branches, and modification of bookmobile routes or kiosk services

- Branches closed due to Radio Frequency Identification (RFID) implementation as follows:
 - Blackburn Hamlet: February 27 – March 9, March 23, and April 24 – May 4
 - Sunnyside: May 8 – 18 and June 19 – 28
 - North Gloucester: October 2-12 and November 6-16
 - St-Laurent: November 13-23
- Branches closed for renovations as follows:
 - Metcalfe Village: July 3-10 (foundation issues due to spring watershed)
- A number of short-duration branch closures occurred due to unplanned facility issues (e.g. fire drills, fire alarms/evacuations, power outages; staff shortages).
- All branches closed until 2:00 pm on June 16, 2017 to allow all employees to attend the Employee Forum.

- Exceptions for the bookmobile and kiosk services were reported to the Board and members of the public through social media and email.

Section 27: Architectural designs for new buildings

- There were no exceptions during the period January 1, 2017 – December 31, 2017

Section 28: Website designs and modifications

- Creation of food literacy page / digital storytelling app
- Redesign of Kid's webpage – creation of a new website subsection
- Numerous pages (including homepage) redesigned to facilitate search and browsing functions, and for improved accessibility

Section 31: Organizational Structures

- Creation of a Division Manager position and related restructuring to realign Divisions.
- Ongoing review of vacancies in branches to increase core hours of existing positions.
- Changes in staffing structures in various departments to streamline leadership roles and to accommodate operational requirements.

Section 32: Performance assessment and salary setting for individual staff

- Performance assessments and salary setting were completed for Senior Managers.

Section 33: Hire, appoint, promote, suspend, dismiss, and manage the performance of individual staff

- Appointment of a Division Manager, Governance, Communications, and Strategic Services.

Section 35: Negotiation of Collective Agreements

- Ratification of Collective Agreement 2016 – 2019 with CUPE 503 – Library: February 2017.

CONSULTATION

Program Managers and Senior Management were consulted in the development of this report.

LEGAL IMPLICATIONS

There are no legal implications associated with this report.

RISK MANAGEMENT IMPLICATIONS

Non compliance with Board and Library Administrative policy may increase risk to the organization. Management is reviewing the policy and procedure development and review process with a view to strengthening, and adding more rigour.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

ACCESSIBILITY IMPACTS

There are no accessibility impacts associated with this report.

TECHNOLOGY IMPLICATIONS

There are no technology impacts associated with this report.

DISPOSITION

There are no dispositions associated with this report.