

Ottawa Public Library Board Meeting

Minutes 17

Tuesday, 8 September 2020

5:04 p.m.

Electronic Participation

- Notes:
1. *Underlining indicates a new or amended recommendation approved by the Board.*
 2. *The Ottawa Public Library Board Members participated virtually.*

Prior to the Agenda business, Chair Luloff welcomed Members and attendees to the Ottawa Public Library Board virtual meeting; he also explained the legislative reasons for Members' electronic participation and the provisions governing the Meeting. Chair. He introduced Alexandra Yarrow, Program Manager, Board and Strategic Services as the meeting Moderator. Before turning it over to Ms. Yarrow for logistical instructions, the Chair proceeded with Roll Call by voice in reverse alphabetic order.

Present: Chair: Matthew Luloff
Vice-Chair: Kathy Fisher
Trustees: Riley Brockington, Mary-Rose Brown, Allan Higdon,
Carol Anne Meehan, Harvey A. Slack

Absent: Steven Begg, Tim Tierney

Ms. Yarrow provided logistical details to the Members, specifically related to speaking order, technology, and voting. The Moderator then turned the meeting over to the Chair.

DECLARATIONS OF CONFLICT OF INTEREST

No Declarations were filed.

CONFIRMATION OF MINUTES

Minutes 16 – Tuesday, 23 June 2020

CONFIRMED

CHAIR'S VERBAL UPDATE

Acknowledgements

Since OPL began curbside service on June 8, employees and customers have been outstanding examples of being both COVID-wise and COVID-kind when they visit the library first outdoors, and now, indoors. The Ottawa Public Library has been fortunate to have no COVID-19 cases in the workforce to date, and none among customers that have been linked to OPL services. He thanked employees for their commitment and diligence, and customers for their willingness to follow the protocols that are put in place to keep both them and employees safe.

Capital Pride

Chair Luloff mentioned that Capital Pride 2020 looked a little different this year, as it was held virtually. OPL marked the annual celebration with online events such as a conversation with transgender author, Tobly McSmith, and three very successful Rainbow Storytimes. The OPL website also featured videos of local Ottawa LGBTQ+ community members recommending their favorite titles, as well as a series of blog posts. He said staff worked with local artist Mabz to find new ways to showcase great 2SLGBTQ+ books: Mabz created wonderful murals on the windows of Main branch and the Rosemount temporary location. Chair Luloff indicated that the Bookmobile, Homebound van, paper bookmobiles, and mini "floats" created by staff using decorated trucks participated in the virtual Pride Parade, and that OPL featured a 4 second video montage of the parade floats on YouTube.

Science Literacy Week

Chair Luloff said OPL will support Science Literacy Week, September 21 to 27, 2020 with programs of a variety of ages. This year's theme is biodiversity.

He said later this month, OPL will offer a variety of great virtual events, including the Croisée des mots literary festival, and programs about gardening, wellness, food literacy, and more.

Live and Local concert and workshop series

Chair Luloff said OPL recently wrapped up a six-week series of online mini-concerts and workshops celebrating local music and musicians called Ottawa Live and Local, and offered in partnership with Meridian Theatres @ CentrepoinTE with the support of the Friends of the Ottawa Public Library Association. There were musical acts in a wide variety of genres from contemporary roots to hip hop. In addition to hearing great music, the audience got to know the artist via discussions with the host, who drew out some of the stories behind the songs. Performers included: Kimberly Sunstrum, Tyler Kealey, Roxanne Potvin, Lynne Hanson, Silla + Rise, Moonfruits, and Amanda Rheume.

MOTION OPL 20200908/1

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

RECEIVED

CHIEF EXECUTIVE OFFICER'S REPORT

Ottawa International Writer's Festival Virtual Fall Season

Ms. McDonald said OPL and Library Archives Canada is partnering with the Ottawa International Writers Festival on their virtual fall series. This will include author events in a variety of formats, including podcasts, pre-recorded long-form conversations, and live events. Weekly blog posts and lists will be used to promote the series and provide supplemental web content.

Rosemount Renovations

The CEO said photos showcasing the progress of renovations to the Rosemount branch are now featured on the website. She recently had the pleasure to visit the beloved branch and it was truly exciting to see the progress of the construction.

Make-It Programming Kits

Earlier this summer, staff developed Make-It-Kits to share summer activities with vulnerable children aged 6-12. The CEO highlighted that the kits included supplies for 10 Summer Reading Club activities (available on OPL's YouTube channel), a pre-literacy activity booklet for younger siblings, and information about additional OPL programs. Ms. McDonald said the kits were delivered to newcomer families, rural residents, and residents in underserved urban areas. Staff have shared how heartwarming it was to connect with so many partners in person, while physically distancing, and in many cases receive tours of their facilities and learn more about their programs. The CEO thanked partners, who included The Catholic Immigration Centre, Interval House Ottawa, Centretown Community Health Centre, Western Ottawa Community Resource Centre, Western Ottawa Community Resource Centre, Maison d'Amitié, the City of Ottawa's Residential Services, United Muslims of Ottawa-Gatineau, Odawa, and the Eastern Ottawa Resource Centre.

Thanks to Level 5 Managers and Administrative Assistants

Ms. McDonald recognized and thanked the middle management team. She said throughout COVID, Level 5 Managers have worked tremendously hard to lead and support staff and deliver customer services. The managers are responsible for running all the branches, including Bookmobile and Homebound services, as well as all centralized services such as technology, employee experience and employee relations, finance and business services including materials delivery, facilities, communications, Service OPL, Content Services, and Program Development. The CEO re-iterated that middle managers are crucial to OPL's service delivery. She thanked them for the countless hours they have contributed to OPL over the past few months and let them know that they are truly appreciated. Ms. McDonald also thanked administrative assistants for adapting and being resourceful during the pandemic. They are attentive to detail, often multi-task, and help keep the management and senior management team organized.

Elaine Condos Retirement

Elaine retired from OPL as of July 31, 2020. She was a Division Manager and part of the Senior Management Team for many years and was an outstanding senior leader at OPL. The CEO said Elaine was a wonderful person and consummate professional who worked hard on many complex files during her tenure at OPL. While Elaine contributed to many key projects, her legacy will be her work on the Central Library file; her leadership was key in obtaining the site and funding approvals. On behalf of OPL, we wish Elaine a well-deserved retirement after what has been a remarkable career at OPL.

MOTION OPL 20200908/2

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

RECEIVED

Trustee Higdon joined the meeting at 5:13 p.m.

PRESENTATIONS AND REPORTS

1. OPL COVID-19 RECOVERY PLAN - UPDATE

Danielle, McDonald provided a verbal presentation regarding the Library's COVID-19 Recovery plan. The update reminded the Board about recommendations approved at the June 23 OPL Board meeting, and changes in the provincial legislation since that time. Anna Basile, Division Manager, Corporate Services, reviewed the OPL Priority 4 Roll-Out Observations, Challenges (Infrastructure and Workforce), and Service and Intensity Considerations. Donna Clark, Division Manager, Branch Operations discussed Re-Opening Waves 4, 5, and 6, upcoming Service Changes, and highlighted OPL's role in supporting the community. Ms. McDonald outlined the next steps. *(Presentation held on file with the Chief Executive Officer).*

Chair Luloff thanked employees for their commitment and customers for following protocols. He said OPL is doing everything possible to offer

services, however, there are many challenges to overcome to extend service without spreading OPL's resources too thinly.

In response to a question from Trustee Meehan on when the Bookmobile will be serving Riverside South, Ms. Clark indicated the current anticipated timing is in October. The new Bookmobile will soon be outfitted and inspected by the city's Fleet Services, a few months sooner than anticipated.

Trustee Brockington said it has been very fulfilling to sit on the Ad hoc Committee for COVID-19 recovery. He noted that the Committee reviews everything staff proposes and looks at all angles prior to bringing forward updates and recommendations to the Board, keeping safety of customers and staff as the highest priority

Trustee Brockington noted that statistics show that public PC use is low. He inquired how staff can raise public awareness that PCs are available in branches. Ms. Basile indicated that this can be included in several upcoming communications pieces, including the planned October 1, 2020 update.

In response to a question from Trustee Brockington if delays in Wave 4 re-openings would also delay Wave 5 re-openings, Ms. Clark replied that no, staff will re-open locations independently as the opportunity arises.

Trustee Brockington inquired regarding the criteria for re-opening the kiosk lockers at the Hunt Club Riverside Community Centre? Ms. Clark said staff can now access the Centre as of this week; however, OPL is still awaiting approval from RCFS for members of the public to enter the building. Access is currently restricted to those who have an appointment at the weight room on-site.

Chair Luloff thanked staff, as well as Vice-Chair Fisher, and Trustee Brockington for their work on the Ad hoc Committee.

There being no further discussion, the presentation was RECEIVED as presented.

MOTION OPL 20200908/3

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

RECEIVED

2. CREATION OF AN ORDER OF FRIENDSHIP AD HOC COMMITTEE
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MOTION OPL 20200908/4

That the Ottawa Public Library approve the creation of an Order of Friendship Ad hoc Committee, composed of Trustees Carol Anne Meehan and Harvey A. Slack.

CARRIED

3. 2020 OTTAWA PUBLIC LIBRARY WORK PLAN
OPLB-2020-0903
-

The Board heard from the following delegation:

John D. Reid from the Hunt Club Community Association presented a PowerPoint (*held on file with the Chief Executive Officer*) concerning a recommended addition to the Work Plan. Specifically, Mr. Reid wishes staff to set “the conditions to remedy the situation of areas of our city that are not currently serviced by an OPL branch,” specifically in the Hunt Club, Riverside Park, Carleton Heights, Rideauview, Merivale Gardens, Grenfell Glen, Pineglen, and Country Place areas. Mr. Reid shared demographic data for these areas. He also referred to a statement made by Chair Luloff indicating that he has “every intention of setting the conditions to remedy” the fact that there are areas not served by an OPL branch. Mr. Reid pointed out that the Board item Facilities Master Plan is delayed as indicated in Document 1, and that since staff have already indicated that the Work Plans have been revised (due to the pandemic), further revisions can be

made. Mr Reid urged staff and the Board to add an item to the work plan which would help realise the Chair's intentions.

Chair Luloff thanked the delegation for the presentation. He pointed out that staff will bring forward a Facilities Master Plan. Ms. McDonald added that staff are developing a strategic document for a Facilities Master Plan and hope to have that complete in the next few years. Ms. Basile indicated there are seven components in the Facilities Master Plan and staff will conduct a needs/gap analysis, which will show both over- and under-served areas of the City. This gap analysis will be key to addressing Mr. Reid's concerns. The Facilities Master Plan is currently delayed due to COVID, but that the Finance and Facilities Board Ad hoc Committee composed of Trustees Begg and Higdon will be meeting next week to look at the parameters for this work.

Trustee Brockington thanked the Mr. Reid for his hard work, and his passion for library services. Trustee Brockington said there is a gap in this area, and that it is staff and the Board's job to address this situation. Trustee Brockington asked if staff have previously conducted a gap analysis, and whether a consultant will be engaged for the current Facilities Master Plan? Ms. Basile confirmed that a consultant will be hired and indicated that OPL has not undertaken a gap analysis previously. She expects that the resulting Plan will present the Board with some important decisions. She also shared what staff and the Ad hoc Committee will be looking for in a consultant and what guiding principles and key components may look like.

In response to a question from Trustee Brockington regarding when the last Facility Master Plan was completed, Ms. Basile said OPL has not previously completed a high-level Master Plan. A Growth Study was completed in 2016; however, the study only looked at growth and did not address gaps, or the over- or under-served areas of the City.

In response to a question from Trustee Meehan with respect to whether there are any delays with the process for the new library in Riverside South, Ms. Basile reminded the Board that this is a shared facility with Recreation, Culture, and Facility Services (RCFS). She indicated that the necessary parcel of land in Riverside South has yet to be confirmed with RCFS and

OPL continue to work with our City counterparts to keep this project progressing.

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

MOTION OPL 20200908/5

That the Ottawa Public Library Board:

- 1. Approve the 2020 Board Work Plan (Document 1);**
- 2. Approve the creation of a Governance Ad hoc Committee of the 2019 – 2022 OPL Board, composed of two trustees (Allan Higdon and Harvey A. Slack); and,**
- 3. Receive the 2020 Corporate Work Plan (Document 2) for information**

CARRIED and RECEIVED

4. SECOND QUARTER 2020 FINANCIAL STATEMENTS

OPLB-2020-0904

In response to a question from Trustee Meehan regarding why the amount of \$38.3M for 2020's salary and benefits was more than 2019's \$18M figure, Ms. Basile explained that the \$18M should be compared to 2020's halfway point of \$15M, and that as such, this line is on target. The lower amount compared to 2019 YTD is due to the placement of some employees on Declared Emergency Leave this year.

Trustee Brockington inquired whether, if there are no new revenues collected for library fees or room rentals for 2020, will the Library have a deficit of \$1.1M? Furthermore, what will be the impact of this on balancing the budget at the end of the year? Ms. Basile drew attention to page three of Appendix C of the report, which indicates that based on second quarter data, OPL is expecting a surplus of \$3.5M by year-end if there are no

further significant changes.

Note: Trustee Higdon was having technology difficulties using his microphone. Staff will follow-up with him regarding any questions he may have.

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

MOTION OPL 20200908/6

That the Ottawa Public Library Board receive the 2020 second quarter financial reports.

RECEIVED

5. OPL-LAC JOINT FACILITY PROJECT: UPDATE

Simon Dupuis, Manager, Design and Construction, City of Ottawa and Craig Ginther, Division Manager, Central Library Project, OPL provided a presentation on the work and progress to date. *(Held on file with the Chief Executive Officer)*. Alain Gonthier, Director, Infrastructure Services, City of Ottawa; attended virtually.

Key highlights of the presentation included:

- Project Progress (public engagement, Indigenous engagement, design progress and reveal);
- Project Status (design schedule and key milestones);
- Design Update (look and feel, acoustics, accessibility, building sustainability, pandemic design review, and next steps);
- Procurement and Early Work (four-stage procurement process, general contractor Request for Qualification (RFQ) Tender results and Early Works package and scope of work; and,
- Next Steps (Indigenous and future public engagement, finalizing construction documents, permits, etc. and next update to the Board.

Trustee Slack said it was phenomenal to see how the project design have evolved based on public participation in the process. The facility will be a

landmark building that will set the tone for the City.

Trustee Hidgon said the building has that “wow” factor and that it is impressive and inspirational.

Vice-Chair Fisher asked if there will be further presentations to the Board, and if today’s presentation will be included on the Inspire555 website? Mr. Dupuis said the presentation will be added to Inspire555, City of Ottawa, and OPL websites. Mr. Ginther indicated that further presentations will be made, and the timeline for these will be based on project progress.

Trustee Brown congratulated the CEO, the Project team, and staff on the great work on this project.

In response to a question from Trustee Brockington on whether the pathway that leads from the Light Rail Transit station will connect to the library, Mr. Dupuis said the pathway will be connected to the building and is part of the landscaping component.

Trustee Brockington asked whether the exterior wood elements will have the ability to withstand Ottawa’s weather over a long period of time. Mr. Dupuis said staff and the architectural team are very focused on looking at different treatments for wood to ensure they weather well.

Trustee Brockington asked about the significance of the difference between the budget estimate and the budget reality. Mr. Dupuis indicated that the Project Team has flagged that construction in the City is a super-heated industry at the moment, and as a result are very focused on the potential budgetary implications of this market. He indicated that any potential cost increases would come to the OPLB and City Council. Changes to the project will be brought to the project’s Executive Steering Committee (ESC), composed of: Stephen Willis, General Manager, Planning, Infrastructure and Economic Development, City of Ottawa; Danielle McDonald, Chief Executive Officer, Ottawa Public Library; and, Leslie Weir, Librarian and Archivist of Canada, Library and Archives Canada. Mr. Dupuis added that the Board delegated authority for the project to ESC through the governance agreement; the final design details will be shown to the Board prior to the tendering process.

Chair Luloff said he is very excited for the project, and that it sets a high bar for development at Lebreton Flats.

There being no further discussion, the presentation was RECEIVED as presented.

MOTION OPL 20200908/7

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

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***IN CAMERA ITEM**

6. OTTAWA PUBLIC LIBRARY - PERSONAL MATTERS ABOUT AN IDENTIFIABLE INDIVIDUAL WITH RESPECT TO THE MID YEAR REVIEW FOR THE CHIEF EXECUTIVE OFFICER FOR 2020 - IN CAMERA - REPORTING OUT DATE: 8 SEPTEMBER 2020
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MOTION OPL 20200908/8

Moved by Vice-Chair Fisher:

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 2020 mid-year review for the Chief Executive Officer.

CARRIED

Upon resuming in open session at 7:36 p.m., the Board moved the following:

MOTION OPL 20200908/9

Moved by Vice-Chair Fisher:

That the Ottawa Public Library Board receive the CEO mid-year review presentation.

RECEIVED

INFORMATION PREVIOUSLY DISTRIBUTED

A. MAIN BRANCH LOBBY HOURS

ADJOURNMENT

MOTION OPL 20200623/6

Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 7:40 p.m.

Chair

Recording Secretary