

Ottawa Public Library Board Meeting

Minutes 34

Tuesday, 10 May 2022

5:03 p.m.

Electronic Participation

Notes: 1. *The Ottawa Public Library Board members participated virtually.*

Chair Luloff welcomed members and attendees to the Ottawa Public Library Board meeting and delivered the Indigenous land acknowledgement statement and proceeded with roll call by voice in random order.

Present:

Chair: Matthew Luloff
Vice-Chair: Kathy Fisher

Trustees: Steven Begg, Riley Brockington, Allan Higdon,
Rawlson King, Catherine Kitts, Harvey A. Slack

Regrets:

Trustee Mary-Rose Brown

Trustee King joined the meeting at 5:10 p.m.

DECLARATIONS OF CONFLICT OF INTEREST

No Declarations of Interest were filed.

CONFIRMATION OF MINUTES

Minutes 33 – Tuesday, 12 April 2022

CONFIRMED

MOTIONS REQUIRING SUSPENSION OF THE RULES OF PROCEDURE

MOTION OPL 20220510/1

Moved by Vice-Chair Kathy Fisher:

That the Ottawa Public Library Board Waive the Rules of Procedure to approve the addition of the In Camera item “Human Resources Matter” for consideration by the Board at today’s meeting, pursuant to Section 21(3) of the Ottawa Public Library Rules of Procedure By-law (revised November 20, 2020).

CARRIED

CHAIR’S VERBAL UPDATE

Canadian Mental Health Week

The Chair began by noting that Canadian Mental Health Week (May 2-8, 2022) is highlighted nationally by the Canadian Mental Health Association. It is a chance to open a conversation about mental health and provide library customers with new tools that might support their mental health journey. The Chair said OPL offered programming for teens and adults on topics such as mindfulness, stress, and meditation. Customers had the opportunity to ask questions, interact with expert presenters, connect with other community members, hear how others are coping with mental health challenges, and learn what help is available.

May is Jewish Heritage month

The Chair then mentioned that Jewish Heritage Month is a great opportunity to learn about the impact of Jewish Heritage in communities across the country. OPL’s website has a blog and booklists that celebrate the significant contributions made by Jewish Canadians.

Canadian Children’s Book Week

The Chair indicated that May 1-7, 2022 was Canadian Children’s Book Week, a national event to celebrate Canadian children’s books and illustrators, and the importance of reading. Throughout that week, OPL featured programs highlighting Canadian books. Customers are able to read blog posts and booklists promoting

Canadian children's books on the OPL website.

Ādisōke Update

The Chair indicated that work on the Ādisōke construction had been progressing during the last month with a lot of movement on the ground, including preparation for the stormwater tank installation, and work on the deep foundation and waterproofing. He said the work on installing deep underground mechanical piping also advanced. The Chair further elaborated that due to a province-wide strike of the Operating Engineers Union, work has temporarily paused at the Ādisōke project site. He said the City and the Ādisōke Project Team are monitoring the situation closely and will continue to provide regular updates. He encouraged everyone to visit Ādisōke.ca for additional details on the construction work.

Recognition

The Chair was pleased to recognize Danielle McDonald, CEO, who was chosen as the 2022 recipient of the Bissett Alumni Award for Distinctive Contribution to the Public Sector. This annual award acknowledges the professional contributions and achievements made by Carleton University's School of Public Policy and Administration's graduates. He said the CEO will be receiving this award in June and then will have the honor of presenting the keynote address at the School's Annual Alumni Reception in September. The Chair congratulated the CEO for this well-deserved recognition.

MOTION OPL 20220510/2

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

RECEIVED

CHIEF EXECUTIVE OFFICER'S REPORT

May is Asian Heritage Month

The CEO began by saying that Asian Heritage Month is a time to acknowledge and celebrate the rich history of Asian-Canadians and encouraged everyone to visit OPL's website for a blog and booklists to learn more about their contributions to the country.

Victoria Day Closure

The CEO reminded everyone that OPL and its branches will be closed on May 23, 2022 in honor of Queen Victoria's birthday.

Annual Community Iftar Event – Assunnah Muslims Association

The CEO mentioned that, on April 20, OPL was invited to attend the Assunnah Muslims Association's community Iftar event. She said OPL was represented by Trustee Rawlson King and Librarian Courtney Mellor. At the Iftar, Jalil Marhnouj highlighted OPL's continued partnership, which has been strengthened during the past two years of the pandemic and presented OPL with a community partnership award. She remarked that Trustee King delivered some remarks of thanks on behalf of OPL, which stressed that working with the United Muslim Organizations of Ottawa-Gatineau is a key way that OPL connects with the community, and noted that OPL's relationship with the Assunnah Muslims Association Centre truly embodies OPL's core values of Community and Inclusion. She was grateful for the recognition that comes with the award and looks forward to our continued partnership with the Assunnah Muslims Association.

Welcome to Diana Adjarska

The CEO was pleased to welcome Diana Adjarska as the new City of Ottawa Finance Account Manager representative. Diana is a Chartered Professional Accountant (CPA) with a strong leadership background and skillset. The CEO indicated that Diana has extensive experience supporting diverse client groups and is well versed in business process improvement methods, which will make her a valuable asset to the City's Financial Unit, as well as OPL.

Sad News

The CEO was saddened to announce the recent passing of Cindy Streefkerk, a dedicated volunteer with the Friends of the Ottawa Public Library Association who was President from 2009-2011. The CEO said Cindy's dedication to supporting OPL was tremendous and noted that it was a real pleasure working with her. In lieu of flowers, Cindy generously asked that donations be made to OPL, among other charities. The CEO said Cindy will be deeply missed and offered her sincere condolences to family and friends.

On behalf of the Board, the Chair extended his sympathies to Cindy's family and friends.

MOTION OPL 20220510/3

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

RECEIVED

PRESENTATION

1. COMMUNITY DEVELOPMENT - PRESENTATION

Donna Clark, Division Manager, Branch Operations and Mark Gelsomino, Manager, Alternative Services provided a verbal presentation on Community Development (*held on file with the Chief Executive Officer*). Ms. Clark described what community development is, outlined the differences between traditional outreach and community development, and presented a timeline of community development services at OPL (current, present, and future). Mr. Gelsomino indicated that community development planning is now centralized within the Alternative Services Department while services continue to be delivered by branches. He described the effect of community development on existing services, spoke about the funds allocated to community development for 2022, and described some recent successes.

Trustee Brockington said that outreach is important and noted that there is potential for disconnect for some residents who do not have a "home branch". He stated that there have been attempts in the past to discuss library programs and services, and noted that some suggestions have been received, while others not. He continued to say that he is interested in increasing opportunities to communities in need. Further, Trustee Brockington mentioned that there is a strong appetite for community development work, both locally and across the city, particularly in neighbourhoods that are not served as well as others.

Trustee Brockington noted that in 2021, the Board approved the allocation of

an additional \$40K identified for community development projects in 2022, and asked if staff could report on progress to date? Ms. Clark said that staff are grateful for the additional funds for Community Development and mentioned that hiring in the Alternative Services Department is ongoing. OPL has faced staffing challenges, but now that some key employees are in place, they are ready to grow this program further. Mr. Gelsomino indicated that staff have spent some of the funds on community development kits, but that they are planning for an official program launch this summer and are confident that they will see many projects to move forward with.

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

MOTION OPL 20220510/4

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

RECEIVED

REPORTS

2. LIBRARY CODE OF CONDUCT POSITION STATEMENT
OPLB-2022-0502

MOTION OPL 20220510/5

That the Ottawa Public Library Board approve the revised Library Code of Conduct Position Statement.

CARRIED

3. SERVICE DELIVERY FRAMEWORK
OPLB-2022-0503
-

Danielle McDonald, CEO and Sarah Macintyre, Acting Program Manager, Board and Strategic Services provided a presentation on OPL's Service Delivery Framework (SDF) (*held on file with the Chief Executive Officer*). Ms. McDonald indicated the SDF consists of two main components: Service Categories and Service Delivery Channels. Each of those components will require the development of key strategic documents, which will include decision-making components to guide staff decisions. Through the SDF, staff will undertake a holistic view of service planning and assessment that will ensure better decision-making processes supported by data. She noted that The SDF is an accountability tool that will increase transparency and result in a more consistent and equitable service experience for customers. Ms. McDonald provided some high-level context and described the history that underscored the need to update OPL's SDF at this time. Ms. Macintyre spoke about the Phases of work that have been completed to date, as well as described the major components of the SDF in detail. Ms. Macintyre spoke in detail about the Service Channels (Virtual, Facility, and Mobile) and Service Categories (Collections, Expertise, Programs, Spaces, and Tools). Each Service Channel includes a broad definition and an associated Framework that staff will use to guide decision-making. The Service Categories definitions are intentionally broad so that staff can go on to develop the Service Strategies, which are tactical documents that will guide the implementation and assessment of services. Ms. Macintyre noted that the development of the Channel Frameworks and Service Category Strategies (part of Phase 6) is where a lot of the more operational work will begin. She provided a visualization of the SDF and Ms. McDonald then presented a brief discussion about OPL's next steps.

The Board heard from the following delegation:

John D. Reid said that the SDF is one of the most important items to come before the Board in this term, because of its long-term impacts. He had three concerns with the report. The first concern was related to the Board's authority over strategic frameworks. Specifically, he noted that the Board has previously approved strategic frameworks. Mr. Reid said that this report indicates that the Board will not have that role with strategic frameworks and suggested that both the frameworks and strategies be approved by the

Board. He also suggested the creation of timeframes for delivery. Second, he noted that the report includes several mentions of community engagement. He asked about the extent of the public input, noting that the previous 5 Phases did not include any. Mr. Reid looked forward to the community development approach that was discussed in the previous presentation and hoped that community development would be considered as part of the SDF. The final concern Mr. Reid had was with the release of Board documents to the public. He felt that the current process for providing the Board documents on the Friday before the scheduled meeting was inadequate, and noted that due to technical difficulties, the documents were not available this past weekend. Ms. McDonald said that the Board has authority over OPL's strategic frameworks and confirmed that while staff will report back in the fall, she did not have a timeline at present. She said that public engagement is important and noted that this would come back through each of the strategies. She thanked the delegation for his comments. Following the meeting, staff addressed Mr. Reid's comment on the online release and technical difficulties of the Board package documents by way of correspondence to the delegate and the Board.

Trustee Brockington thanked Mr. Reid and asked him to articulate what his vision would be regarding public input. Mr. Reid said that OPL should have solid outreach with documents available for review through avenues other than the website, such as in branches, to make the engagement equitable to obtain across the city. He suggested that outreach should serve the entire community.

Trustee Brockington said that the SDF is an important initiative being undertaken and asked how the SDF and the Facilities Master Plan will be connected. Ms. McDonald indicated that OPL has many interconnected services; those services are how staff deliver the \$55M budget, which is done through service channels. She pointed out that some services are not equally offered through all channels, and noted that as staff drill-down, standards will be established. For example, staff will look at minimum thresholds as part of program assessment and evaluation. She said staff will be set up for success if the SDF and guiding principles are implemented correctly, and a goal is to define expectations. Anna Basile, Division Manager, Corporate Services spoke about the connection to the City's approach to asset management,

particularly related to underserviced areas. The asset management approach starts with service levels, which further identifies service commitments. She said the SDF has five different services, of which two are mandated, and that some of those pieces will be built into the facilities framework. Ms. Basile remarked that when it comes to the facility channel, OPL's commitment to facilities for residents needs to consider the unique challenges in Ottawa, such as urban and suburban mix and broad geography. She noted that a facility cannot be planned for without first knowing what services will be offered and said that some of this is going to come forward through the Facilities Framework.

Trustee Brockington said the Service Strategies should come before the Board for approval. Ms. McDonald said the comment is duly noted and indicated that upon approval of the report tonight, staff will clarify what will be coming back to the Board, as per the Board's DOA policy.

Trustee Brockington asked the CEO to clarify the frequency of updates that will be provided to the Board with regards to the progress of the SDF implementation. Ms. McDonald said staff will clarify frequency once the workplan and high-level timeline is developed and will report back based on the delegation of authority.

Trustee King supported Trustee Brockington's suggestion to have the service strategies return as an approval document rather than for information. He then asked what public engagement would look like for the SDF and asked what would be considered appropriate. Ms. Macintyre replied that at the present time, there is no exact plan for public engagement. Ms. McDonald considered that public engagement could be done on the expected outcomes of the services. Staff noted that the present report does not speak to specific details, because the purpose was to present an updated SDF and seek direction to establish the service planning and design team, which will then develop the approach, strategies, and frameworks that will underscore the implementation of the SDF going forward.

Trustee King felt that it is exciting that the public wants to be involved with service delivery and said that public engagement is important. He referenced the balance of equity and community development as described in the previous presentation and said that he was grateful to have received a tour of

the digitization lab at Beaverbrook branch recently. He also said that he agreed with the delegation that equitable distribution of service across the city is important, despite constraints. He asked about the discussions that staff were having about enhancing service equity across the city. Ms. McDonald confirmed that staff still have to return to the Board on a few directives, such as clarifying the definition of vulnerable neighbourhoods, and she said that these discussions are ongoing. She also noted the work of the Alternative Services Framework Ad hoc Committee, which is looking at the Mobile Channel. She indicated that the framework allows staff to use the same language and terminology, which is being examined. She noted that OPL was reliant on the Virtual Channel during the pandemic but said that some of those virtual tools are not available to everyone, which highlighted a gap. That gap will be considered in the work for vulnerable communities. Ms. Clark pointed out that the SDF provides staff guidance on how to create service levels across the system, identify, measure, and decommission those services which are not required. As an example, Ms. Clark said the digital lab was brought to the Beaverbrook branch through staff initiative, but noted that its services can be replicated elsewhere. The Framework will give staff the guidance to do just that.

Trustee Brockington urged staff to reach out to Board members to determine their expectations regarding community engagement, as this has potential to be very big. He suggested that if staff reach out to trustees early enough in the process, their feedback can help ensure expectations are met.

Chair Luloff thanked the delegation, as well as the trustees for their questions to staff. He said the Finance and Facilities Ad hoc Committee work has connected the SDF and Facilities Framework, which will draw a line between both.

There being no further questions, the report was RECEIVED and CARRIED as presented.

MOTION OPL 20220510/6

That the Ottawa Public Library Board:

- 1. Receive the report for information;**

2. **Approve the 2022 Service Delivery Framework (SDF), including the Guiding Principles, Service Categories, and Service Channels, as further described in this report:**
 - a. **Direct staff to implement Phase 6, including:**
 - i. **Establish a service planning and design team;**
 - ii. **Develop the approach, strategies, and frameworks associated with the SDF; and,**
 - b. **Direct staff to modify OPLB Policy 010 – CEO Board Reporting and Monitoring to reflect that key strategic frameworks are reviewed a minimum of once per term of Board.**

RECEIVED and CARRIED

4. AD HOC COMMITTEES VACANCIES – INTELLECTUAL FREEDOM AND ORDER OF FRIENDSHIP
-

MOTION OPL 20220510/7

That the Ottawa Public Library Board approve Trustee Catherine Kitts to fill the Intellectual Freedom and Order of Friendship vacancies.

RECEIVED

5. FIRST QUARTER 2022 FINANCIAL STATUS REPORT
OPLB-2022-0505
-

Vice-Chair Fisher asked what type of insurance claims fall under expenditures. Ms. Basile replied that the line item should say insurance premiums, rather than claims, and that this was how it was labelled in the software. Staff are working with City colleagues to have it changed in the next report.

Vice-Chair Fisher asked what the \$18,049 year-to-date revenues for Library Fines represents. Ms. Macintyre said that this represents restocking fees and

explained that a one dollar restocking fee is charged to customers for not picking up their hold in the allocated time period.

In response to a question from Trustee Brockington on when OPL receives the provincial grant, Ms. Basile indicated that usually it is received in Q3 or early Q4, typically November, however, on occasion it has been received as early as August.

Trustee Brockington asked whether the provincial grants would be impacted or eliminated, Ms. Basile replied that she had no indication that this was to occur, based on proposed provincial budgets.

Trustee Brockington asked whether supply chain issues related to the transportation industry and semi-conductor shortages would have an operational impact on the replacement of technology. Ms. Basile said that OPL is in a good position as we have taken an ever-greening approach; replacing technology every seven years. The supply chain delays will not affect technology replacements as OPL technology can go as long as 10 years to reach end-of-life. Moreover, the self-checkout technology did not experience the regular expected wear and tear due to branch closures caused by the COVID-19 pandemic and should not see any delays. She announced that staff are exploring new public-facing technology at this time, and will share news by the end of the year.

There being no further questions, the report was RECEIVED and CARRIED as presented.

MOTION OPL 20220510/8

That the Ottawa Public Library Board:

- 1. Receive this report for information;**
- 2. Approve the closing of the accounts as per the Works in Progress (WIP) Capital Review, including the closure of \$25,919 to be deposited to the reserves, as further described in this report; and,**
- 3. Direct staff to work with the City's Financial Services Unit to forward Appendix F – 2022 Works in Progress (WIP) Capital Review to Ottawa City Council, for considerations as part of a**

**report through the City's Finance and Economic Development
Committee.**

RECEIVED and CARRIED

6. 2021 POLICY COMPLIANCE AND DELEGATION OF AUTHORITY ANNUAL
REPORTING

OPLB-2022-0506

Vice-Chair Fisher asked about the Memorandum of Agreement of the bookmobile under Table 3 of the report and wanted clarification regarding if this refers to one Agreement or multiple Agreements. Ms. Clark said each bookmobile stop has a separate Memorandum of Agreement with the property owner. Currently, the 15 agreements and the Hunt Club Riverside South Community Center agreement for the kiosk have been renewed.

Vice-Chair Fisher asked staff to compare the reported short-term closures of the bookmobile stops from 2021 to previous years. Ms. Clark said that the number is consistent with previous years. Normally, around five percent of stops are cancelled in a year, in 2021 it was approximately 7.6%, which is not bad considering COVID related issues.

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

MOTION OPL 20220510/9

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

RECEIVED

7. PUBLIC LIBRARY ASSOCIATION (PLA) ANNUAL CONFERENCE REPORT
(TRUSTEE RILEY BROCKINGTON)

Trustee Brockington provided a brief summary of his report, which was previously submitted to the Board. He began by thanking the Board for the opportunity to attend and provided a bit of context about the conference. He attended seven workshops and highlighted the Digital Navigators session, where the Salt Lake City Library presented about their Digital Inclusion Program and the social service supports that they make available through the library. He said a number of libraries are expanding social service offerings (like having social workers present) and noted that this was a service he was happy to see.

He thanked the Board for the opportunity, and remarked that attending conferences, specifically the PLA conference, is a good way to better understand the issues facing other libraries, learn about innovative best practices and initiatives and find out how libraries offer services and programming coming of the pandemic. He felt that with over 6 thousand attendees at this conference, OPL staff have the opportunity to showcase what is unique to Ottawa and recommend that staff and trustees participate in future conferences.

Vice-Chair Fisher asked whether some sessions were available virtually or in a hybrid model. Trustee Brockington replied that he could not confirm this, but noted that some sessions were being recorded.

Chair Luloff thanked Trustee Brockington for the report. He encouraged Board members to attend conferences when possible and noted that it is important to share best practices. Chair Luloff asked whether Trustee Brockington felt that the connection with other attendees at the conference was important. Trustee Brockington replied that yes, this is very important, especially in workshops.

He added that he met with OPL's current kiosk supplier at the exposition hall. The Chair remarked that he was glad that Trustee Brockington enjoyed the conference in Portland.

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

MOTION OPL 20220510/10

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

RECEIVED

ADDITIONAL ITEM

THAT, IN ACCORDANCE WITH THE *PUBLIC LIBRARIES ACT*, THE OTTAWA PUBLIC LIBRARY BOARD RESOLVED IN CAMERA PURSUANT TO SUBSECTION 16.1(4)(B) PERSONAL MATTERS ABOUT AN IDENTIFIABLE INDIVIDUAL WITH RESPECT TO A HUMAN RESOURCES MATTER

Trustee Riley Brockington left the meeting at 6:58 p.m.

Upon resuming in open session at 7:25 p.m., the Board moved the following:

MOTION OPL 20220510/11

Moved by Vice-Chair Fisher:

That the Ottawa Public Library Board:

- 1. Receive the letter of notice of retirement of Chief Executive Officer Danielle McDonald; and,**
- 2. Approve the initiation of the recruitment process to identify the next CEO of Ottawa Public Library.**

RECEIVED and CARRIED

ADJOURNMENT

MOTION OPL 20220510/12

Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 7:29 p.m.

Chair

Recording Secretary