

Subject: Correspondence – Follow-up to recent delegation – OPL Board Meeting Packages

From: Macintyre, Sarah

Sent: May 19, 2022 12:33 PM

To: Ottawa Public Library Board\C.A. de la bibliothèque publique d'Ottawa <libraryboard@ottawa.ca>

Subject: FW: Follow-up from recent OPLB delegation

Good afternoon trustees,

For your information, I am forwarding you the below email I sent to Mr. Reid, who presented a delegation at our most recent Board meeting on May 10. In his comments, he made some statements about the publication date of Board agenda packages that were incorrect, and he also flagged a technical issue he experienced the weekend prior. As we did not address these comments during the public meeting, I felt it was important to follow up with him directly about this.

Please reach out if you have questions or comments.

Thank you,

Sarah

Sarah Macintyre (*she/elle*)

Program Manager (Acting), Board & Strategic Services / Gestionnaire de programme (par intérim),
Conseil d'administration & services stratégiques

Ottawa Public Library / Bibliothèque publique d'Ottawa

Sent from the traditional unceded territory of the Anishinābe Algonquin People / Envoyé du territoire
traditionnel non cédé du peuple algonquin Anishinābe

Cell: (613) 899-3539

sarah.macintyre@bibliooottawalibrary.ca

www.BiblioOttawaLibrary.ca



[Click here to find your next great read!](#)

[Cliquez ici pour choisir votre prochaine lecture captivante !](#)

From: Ottawa Public Library Board\C.A. de la bibliothèque publique d'Ottawa
Sent: May 19, 2022 12:31 PM
To: John D Reid
Cc: Ottawa Public Library Board\C.A. de la bibliothèque publique d'Ottawa <libraryboard@ottawa.ca>
Subject: Follow-up from OPLB delegation

Hello Mr. Reid,

I am writing to follow up on your delegation at the OPL Board meeting on May 10, 2022. At the meeting, you stated that you had concerns regarding the release of Board meeting packages to the public. I wanted to take a moment to respond to some of your statements and concerns.

At the meeting, you mentioned that you felt that the current process of providing Board documents the Friday before the meeting was inadequate. I want to clarify that Board meeting packages are released five (5) calendar days prior to the meeting, as outlined in the [OPL Board's Rules of Procedure Bylaw](#). For OPL's regular Board meetings, which are held Tuesdays, this means that the documents are made public on the Thursday before, not the Friday (as you stated). Staff have verified that this timeframe aligns with industry best practice in the public library sector.

In your comments, you referenced a technical difficulty you experienced the weekend of May 7 and 8. This was the first time that any OPL staff had been made aware of this outage. Following the meeting, staff reached out to the City Clerks office to better understand what happened and why we were not informed. We determined that indeed, the SIRE eAgenda platform did experience a service outage on May 7 and 8, which was resolved overnight before business hours on Monday May 9. Regretfully, OPL staff were not made aware of this outage, and as such, we could not inform trustees or the public over the weekend. I recall that you did email a question to staff on Friday May 6 about the Service Delivery Framework, so I am relieved to know that you had a chance to review the report ahead of the outage over the weekend.

It is worth noting that the SIRE software (the current eAgenda platform) is reaching the end of its lifecycle, and is set to be replaced with a new software in the coming months. Our colleagues at the City have assured us that the risk of such an outage occurring after migration to the new software should be lower. Having said this, we know that no technology is perfect, and so to mitigate future risk, we have implemented a new process that will keep OPL staff informed if ever the eAgenda platform experiences a long-term outage again in the future. Going forward, OPL staff will be made aware of public access issues, and will be able to inform OPL Board trustees via email, and the public using social media. That way, staff can send the Board documents to individuals who need access to them, by email directly, should the eAgenda platform experience another outage in the future.

Going forward, should you encounter any access issues with our eAgenda platform, and you require any Board documents, I encourage you to email us at Board@BiblioOttawaLibrary.ca.

Thank you for taking note,

Sarah

Sarah Macintyre (*she/elle*)

Program Manager (Acting), Board & Strategic Services / Gestionnaire de programme (par intérim),
Conseil d'administration & services stratégiques
Ottawa Public Library / Bibliothèque publique d'Ottawa

Sent from the traditional unceded territory of the Anishinābe Algonquin People / Envoyé du territoire traditionnel non cédé du peuple algonquin Anishinābe

Cell: (613) 899-3539

sarah.macintyre@bibliooottawalibrary.ca

www.BiblioOttawaLibrary.ca



[Click here to find your next great read!](#)

[Cliquez ici pour choisir votre prochaine lecture captivante !](#)