



Ottawa Public Library Board

Minutes

Meeting #: 39
Date: November 8, 2022
Time: 5 pm
Location: Electronic Participation

Absent: Chair Matthew Luloff, Vice-Chair Kathy Fisher, Trustee Steven Begg, Trustee Riley Brockington, Trustee Mary-Rose Brown, Trustee Allan Higdon, Trustee Catherine Kitts, Trustee Rawlson King, Trustee Harvey A. Slack

1. Notices and meeting information for meeting participants and the public
 Notices and meeting information are attached to the agenda and minutes, including: availability of simultaneous interpretation and accessibility accommodations; *in camera* meeting procedures; information items not subject to discussion; personal information disclaimer for correspondents and public speakers; notices regarding minutes; and remote participation details.
 Notes:
 1. The meeting began at 5:01 pm.
 2. The Ottawa Public Library Board members participated virtually.
 3. Trustee Begg left the meeting at 5:55 pm and Trustee Brockington left the meeting at 6:50 pm.

2. Recognition of Anishinābe Algonquin Territory
 Chair Luloff welcomed members and attendees to the Ottawa Public Library Board meeting and delivered the Indigenous land acknowledgement statement.

3. Roll Call

The Chair proceeded with roll call by voice in random order.

4. Regrets

There were no regrets.

5. Declarations of Interest

No Declarations of Interest were filed.

6. Confirmation of Minutes

6.1 Minutes 38 – Tuesday, 11 October 2022

Results: Carried

7. Communications

There were no communications.

8. Chair's Verbal Update

Welcome to the new Chief Librarian and Chief Executive Officer

Chair Luloff began by welcoming Sonia Bebbington, Chief Librarian and Chief Executive Officer of the Ottawa Public Library (OPL) to her first OPL Board Meeting. He mentioned Sonia has a record of proven leadership in her past roles, and he and his fellow trustees are excited by what she will bring to the organization. Noting that OPL is in good hands, the Chair also thanked the Senior Leadership Team who helped ensure a smooth transition period in the last few weeks.

Remembrance Day

The Chair noted that OPL branches and offices will be closed on November 11 to acknowledge the courage and sacrifice of those who served this country.

Hours of Operation during the Holidays

The Chair reminded participants and members of the public that branches will be closed December 25 and 26 for Christmas and Boxing Day, as well as January 1 for New Year's Day. Branches will also close at 3:00 pm on December 24 and 31.

Return of Bibliocon

Bibliocon returned to the Main branch for the first time since the pandemic began on October 29. BiblioCon is celebration of all things related to comics,

superheroes, and geek culture. Activities at the branch included a lightsaber crafts, face painting, a green screen photo booth, and interacting with the invading Dalek. The Chair noted that representatives from both the Doctor Who Society and the Star Trek Society also participated in the day's events.

Chair Acknowledgements

Chair Luloff highlighted how, as the end of term approaches, he has been honoured to be the Board Chair for the last three years. He observed that this term of Board has accomplished so much in the four challenging years together, and a summary of this hard work can be found in the Term of Board Key Achievements and Legacy Report presented this evening. Accompanied by a slide show with some photos of key moments this term (*Held of file with the Chief Librarian and Chief Executive Office*), the Chair noted the many milestones the Board celebrated together, including, :

1. Approving the 2020-2023 Strategic Plan and several key frameworks;
2. Implementating the Materials Recovery Model, allowing OPL to eliminate late fees;
3. Making a firm commitment to reconciliation and relationship-building with the Anishinābe Algonquin Host Nation;
4. Renewing facilities, including celebrating several milestones for Ādisōke, approving the development of new branches to serve the Riverside South and Barrhaven communities; and completing a major renovation of the Rosemount branch; and,
5. Supporting staff in responding to the pandemic.

The Chair urged the trustees and members of the public to review the Legacy report to appreciate and celebrate these and other achievements during the current term of Board. He wished trustees well and thanked them for providing their expertise on the Board.

MOTION OPL 20221108/1

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

Results: Received

9. Chief Librarian and Chief Executive Officer's Report

Ms. Bebbington expressed her delight in her new role and thanked the Board for their support. She echoed the Chair's thanks to the Senior Management Team

for their support and patience during the transition. She commented that the team's dedication, knowledge, openness, and professionalism has been notable, and that she has enjoyed meeting with her new colleagues during her first week at OPL.

2023-2026 Municipal Council

The Chief Librarian and CEO noted the recent municipal election and indicated that the Chair and the former CEO recently sent thank you letters to departing councillors and the outgoing Mayor, on behalf of OPL and the Board. She added that she and the Chair will be sending congratulatory letters on behalf of OPL and the Board in the coming weeks to newly elected and re-elected members of the 2023-2026 Council and her office will be following up to connect with councillors. Ms. Bebbington commented that she looks forward to engaging with them to continue to make Ottawa a wonderful city to call home and to further OPL's vision to build community and transform lives!

Board Public Member Recruitment

Picking up on the Chair's remarks regarding the end of this term of Board, Ms. Bebbington reminded participants and members of the public that the recruitment period for the 2023-2026 Board is approaching. Anyone who is at least 18 years old, a Canadian citizen or a permanent resident of Canada, and a resident of the municipality, may join the library board. She noted that as per the Ontario *Public Libraries Act*, a public library board is composed of at least five members appointed by the municipal council, and Council members of the Board must be one less in number than the majority. She indicated that the City Clerks' Office will be conducting the recruitment process for the Library Board as well as City committees and other City boards with public members. Currently, the Clerks' Office is considering a recruitment period of December 1, 2022, to early January 2023. The City's website will public specific timelines later this month.

Ādisōke Update

The Chief Librarian and CEO indicated the Ādisōke construction site has been busy recently and shared some photos: concrete has been poured and foundation walls and parking garage columns have been formed. (*Held on file with the Chief Executive and CEO*).

Donna Clark's Retirement

Lastly, Ms. Bebbington announced that Donna Clark, Division Manager of Branch Operations will be retiring in early 2023. She noted that Donna has worked for OPL, including for local public libraries pre-amalgamation, for a remarkable 30

years. Ms. Clark held various roles during her career at OPL, from Librarian and Supervising Librarian to Library Manager, Program Manager, and now, since May 2019, Division Manager. She commented that she appreciated Ms. Clark's steadfast commitment to the organization and underlined that her valuable contributions to OPL and the Senior Leadership Team will be missed, as well as her sense of humour, her forthright manner, and her passion for public library work.

On behalf of the Board, Chair Luloff congratulated Ms. Clark, echoing Ms. Bebbington's comments that she will be missed. He added that Ms. Clark always led with her heart and that he appreciated the chance for the Board to recognize her this evening.

MOTION OPL 20221108/2

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

Results: Received

10. Reports

10.1 Hours of Operation - 2022 Survey Results

File number: OPLB-2022-1108-10.1

Nanos Research employees Jennifer Henwood, Vice-President and Lévy Muhizi, Research Analyst provided a presentation regarding the 2022 Hours of Operation Cardholder and Resident Survey. Donna Clark, Division Manager and Yvonne van Lith, Program Manager, Branch Operations were in attendance to respond to questions. Key highlights of the presentation included:

- Survey methodologies;
- Key changes and similarities from the 2017 survey, including preferred opening days and times and satisfaction rates;
- A summary of differences in results based on demographics, including location, family status, immigration status, income, and racial identity; and
- Respondent preferences regarding hours of operation on public holidays, Sundays, and summer Sundays.

The Board heard from the following delegation:

Christine Johnson, Hunt Club Community Association (HCCA)

referred to page six of the report, commenting specifically on the fact that 10% of the survey respondents answered that their reason for not being a cardholder was lack of a convenient location. Ms. Johnson noted that this number was up by 3.7% from the 2017 survey results. She underlined how the lack of a convenient location is significant for the population in Hunt Club.

The Chair thanked the delegation for her comments.

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

MOTION OPL 20221108/3

That the Ottawa Public Library (OPL) Board:

1. **Receive this report for information;**
2. **Approve no further expansion of hours of operation on public holidays; and,**
3. **Direct staff to report back by Q3 2023 regarding any further recommended changes to hours of operation.**

Results: Received and Carried

10.2 Facilities Framework

File number: OPLB-2022-1108-10.2

Anna Basile, Division Manager, Corporate Services and Megan Birchfield, Program Manager, Facilities Development provided a presentation regarding the Facilities Framework (“the Framework”), including the recent public engagement. They began by providing an overview of the project, which began in 2019. Noting that staff provided regular updates to the Board, Ms. Basile thanked the Board for their patience with delays in the project during the pandemic. Ms. Basile also acknowledged the work of the Ad hoc Committee composed of Trustees Begg and Higdon, and Chair Luloff. She also thanked Ottawa residents who provided feedback on the draft Framework during the recent public engagement process. Ms. Birchfield outlined this public engagement process, which was completed in the summer, and reviewed key findings from the process and subsequent amendments to the Framework. Ms. Basile concluded the presentation by reviewing the next steps, including details on the analysis

to determine gaps using the approved Gateway and Prioritization criteria, and reporting back to the Board in Q3 2023.

Prior to leaving the meeting at 5:55 pm, Trustee Begg provided his support for the report. He expressed his appreciation for the thorough analysis by staff during the project, as well as the thoughtful analysis of public input. He thanked Mses. Basile and Birchfield and the public who participated in the public engagement.

The Board heard from the following delegations. Those marked with an asterisk (*) below denote delegations for which a written submission or presentation is held on file with the Chief Librarian and Chief Executive Officer.

Christine Johnson, Hunt Club Community Association (HCCA)* was concerned that the Facilities Framework will not remedy legacy gaps for library services, notably for residents of the Hunt Club community. She referenced that 60% of the Framework public consultation respondents only occasionally leave their neighbourhood to visit a library, reminding the Board that Hunt Club residents must leave their neighbourhood to attend library programs or consult materials that they cannot place on hold. Ms. Johnson noted that in these cases, the time it takes to travel to the nearest branch to attend a library program is often longer than the actual program itself. She described her recent visit to Elmvale Acres branch, where she described luxuriating in the community engagement in the library. Ms. Johnson described how during the power outage earlier this year, many members of the community sought refuge in the Hunt Club Riverside Park Community Centre and that it “felt like a library, with everyone working together and reading.” She presented images of locations in the Hunt Club Mall that are vacant (and have been for such time), which she expressed are ideal for a library. She commented that OPL finds funds for other things but not for a branch in the Hunt Club area. She underlined how Hunt Club remains underserved and urged the Board to correct that gap.

Chair Luloff explained that the Framework and report before the Board this evening for approval does not consider specific locations for areas that may be gaps, stating that the next piece of work is to identify the gaps (the gap analysis).

Responding to this comment, Trustee Brockington said that in his opinion, policy changes proposed in this report and the Framework would directly and negatively impact neighbourhoods now. He asked Ms. Johnson if she could provide information regarding how far the nearest library is, and

whether the distance criteria proposed by staff is good, in her opinion, or should the Board reconsider this criterion? Ms. Johnson said she is not certain of the exact distance to the closest library [from the Hunt Club neighbourhood] but reiterated that a trip using public transit to Greenboro or Alta Vista branches, for example, takes longer than the length of a library program.

John D. Reid * provided a presentation that highlighted the response rate to the public consultation regarding the Framework, specifically the response rate for non-cardholders. Noting that this rate was less than 1%, he suggested that residents were less likely to become a cardholder if the distance to their local branch was significant, which in turn suggested that the responses were not representative of the views of Ottawans in a statistically significant way. Calling the survey “an insult to those who advocate for library services and the public in vulnerable communities,” Mr. Reid urged for more public engagement, focused on reaching non-cardholders, perhaps soliciting the help of community groups. Mr. Reid referenced the Kingston Frontenac Public Library’s “Library Facilities Plan,” noting the value of their professionally done survey, as well as the recent OPL Hours of Operation survey conducted by Nanos Research. He felt that the views of non-cardholders are necessary to assist in achieving the Board’s objective to increase the number of OPL cardholders by 25%. As a result, he recommended that the Board receive the Framework and accompanying report rather than approve it this evening.

Trustee Brockington asked whether Mr. Reid would agree that receiving more input into the Framework from non-cardholders would be beneficial prior to the Board deciding on this matter? Mr. Reid responded in the affirmative.

Trustee Brockington asked Mr. Reid to clarify what would the benefit be, in the delegation’s opinion, to conducting additional outreach to non-cardholders? Mr. Reid replied that if the Framework is shaped by those who are living closer to existing branches, their concerns will be reflected: these might be more about hours of operation, or a nice environment in branches, rather than concerns regarding those who lack library services altogether.

Chair Luloff mentioned that if the Framework is approved, and the gap analysis subsequently conducted, Hunt Club might be on the list of gaps. He asked if Mr. Reid was prepared to forego this process or extend the timeline, and whether the end goal of the delegation’s recommendations

was to identify gaps or not? Mr. Reid replied that this additional engagement is necessary not only for Hunt Club, but also other areas of the city that are underserved. He said it was important to have a survey that represents the city as a whole.

Trustee Brockington asked staff to clarify how the lack of participation from non-cardholders affects the results of the consultation. Ms. Basile replied that cardholders represent all areas of the City, including those that might be deemed over/well-represented and those that might be deemed to be underserved. She also added that cardholders include some who “make the extra trek” to a branch that is not in their neighbourhoods, and that the consultation did include a good representation of people who travelled a variety of distances to visit a branch. She further stated that in response to Trustee Brockington’s question, it is difficult to determine whether additional consultation would change the results or reinforce what was heard in consultations to-date.

Trustee Brockington commented that he felt it was important to understand why people don’t visit a branch. He then asked staff to provide details regarding socio-economic factors (such as graduation rates, single-parent families, or bus routes, or the availability of retail opportunities) and how they are factored into facilities decisions. Ms. Basile indicated that the Framework does incorporate a third-party assessment tool (the Ottawa Neighbourhood Equity Index), which contains assessments of each neighbourhood on five different factors, representing socio-economic considerations. With respect to transit, she stated that it is the location of transit “hubs” rather than specific routes (which change frequently) that was factored into the site criteria.

Trustee Brockington was concerned that the framework will discount or eliminate neighbourhoods within his ward that have a demonstrated need for library services that do not exist currently. He did not want to approve anything that would make it harder for them to get service.

Ms. Bebbington reminded the Board that decisions regarding gaps are not being made this evening, and that the framework under consideration this evening is one piece of the puzzle. She also noted the hard work of staff on this file to-date.

Ms. Basile further clarified that in conducting the gap analysis, which is step 1 should the Framework be approved, the gateway criteria will be the first priority: this criterion would determine if a neighbourhood is farther from the nearest service point than the average. Once staff have a list of

these neighbourhoods, the prioritization criteria will be used to generate a list to the Board based on three factors: equity, distance, and growth (this is step 2). Once this is completed, the priorities, if approved by the Board, are investigated further by staff, including using the building and site criteria.

Trustee Kitts commented that she was pleased to see amendments related to rural services and looked forward to the gap analysis report. She inquired regarding the average distance for rural residents to their nearest branch(es). Ms. Basile indicated she will provide that information to the Trustee (and all the Board) following the meeting. Trustee Kitts asked that staff also provide the breakdown of respondents by geographical area, in order to assess whether there were underrepresented areas, noting that the top five branch locations used by respondents were in the centre or west end. Ms. Basile confirmed this information would be provided to the Board, stating that the current urban average distance is approximately 2.3kms, and reminded the Board that many customers use branches that are not necessarily in their neighbourhood.

Trustee Brockington underscored three points in the staff report: he highlighted that 50% of respondents would go to their library more often if it were closer, 69% are only willing to leave their area occasionally or rarely, and 78% agreed with a process to address legacy gaps.

Trustee Brockington further inquired whether three kilometers was an adequate benchmark for urban residents to travel to the nearest branch, commenting that while this may be an acceptable driving distance for example in a rural area, it may be an unpleasant distance to walk in the winter, or to access via transit when there is no direct bus service. He further inquired whether the gap analysis currently scheduled to be completed by the third quarter in 2023 could be moved up to the second quarter, given the importance of the matter? Ms. Bebbington understood the urgency in seeing the results of the analysis but indicated that there may be a capacity issue in accelerating the timeline with existing resources. Ms. Basile said staff aim to bring a report earlier when possible, noting that the engagement of a consultant for the gap analysis must follow the City's procurement process.

Trustee Brockington inquired whether the gap analysis will include equity and socio-economic considerations? Ms. Basile confirmed in the affirmative. Trustee Brockington also inquired whether staff were confident

that the gap analysis would be delivered in Q3 2023, to which Ms. Basile responded in the affirmative.

Picking up on an earlier comment by Trustee Brockington, Chair Luloff agreed that OC Transpo service in some neighbourhoods makes it difficult for residents to access community hubs such as libraries. Noting that he had done some earlier advocacy work regarding transit access for veterans, he offered to work with Trustee Brockington to engage in similar advocacy with the City's Transit services, for library access if desired.

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

MOTION OPL 20221108/4

That the Ottawa Public Library Board:

- 1. Receive the summary report on the outcome of public engagement;**
- 2. Receive the revised Facilities Framework;**
- 3. Approve the final Facilities Framework; and,**
- 4. Direct staff to complete an assessment of library facility gaps and to report back to the Board no later than Q3 2023.**

Results: Received and Carried

Dissent: Trustee Riley Brockington

10.3 Ottawa Public Library Board Rules of Procedure By-law, Policy Framework, and Policies

File number: OPLB-2022-1108-10.3

Alexandra Yarrow, Program Manager, Board and Strategic Services noted that the word "physically" will be removed from Section 9 (e) of the OPL Board Rules of Procedure By-law and thanked Vice-Chair Fisher for also noting typos in Document 6 and Document 7, which will also be corrected.

Vice-Chair Fisher inquired regarding naming of branches, after reviewing the mention of this practice in Document 16 – Policy OPLB-013 – Commemorative Naming. Specifically, she inquired where the authority rests for naming branches, and where this is documented. Ms. Yarrow clarified that the authority rests with OPL to name branches, and those

branches are not commemoratively named as they are named after the community they represent.

Ms. Yarrow noted correspondence received regarding the OPL Rules of Procedure By-law from John D. Reid (November 3, 2022). Specifically, Mr. Reid noted the same mention of “physically” in Section 9 (e) which has been revised, and he also suggested this document be revised to include gender-inclusive language. Ms. Yarrow noted that gender-inclusive language will be looked at holistically in the new term of Board for all Board documents.

Further to the earlier question from Vice-Chair Fisher regarding branch naming practices, Ms. Yarrow indicated that there is no separate policy on the naming of branches. (Ms. Yarrow later corrected this statement by noting that Policy OPLB-002 – Delegation of Authority includes Item #23 – Approve facility naming rights, and this authority rests with the Board).

Vice-Chair Fisher inquired whether a new policy is required regarding naming rights, or whether the existing policy should be amended. Chair Luloff suggested this be filed as an inquiry. (See request under Inquiry below).

There being no further comments or questions, the report was CARRIED as presented.

MOTION OPL 20221108/5

That the Ottawa Public Library Board:

- 1. Approve the OPL Board Rules of Procedure By-law amendment as further described in this report; and,**
- 2. Approve the OPL Board Policy Framework and policies (Document 1 to 25).**

Results: Carried

Direction to staff:

Staff revise the following documents:

1. OPL Board Rules of Procedure By-law (Document 1 - Strikethrough the word "physically" in Section 9e, page 4);
2. 003 - OPLB Trustee Orientation and Continuing Education (Document 6 - typo for the word "Educational", page 2); and,

3. 004 OPLB Trustee Conduct (Document 7 - typo for the word "use", page 1).

10.4 2019-2022 Term of Board Key Achievements and Legacy Report

File number: OPLB-2022-1108-10.4

MOTION OPL 20221108/6

That the Ottawa Public Library (OPL) Board:

1. **Receive this report for information; and,**
2. **Disband the COVID-19 and Intellectual Freedom Ad hoc Committees.**

Results: Received and Carried

10.5 Third Quarter 2022 Financial Status Report

File Number: OPLB-2022-1108-10-5

In response to a question from Vice-Chair Fisher seeking clarification regarding the line item for Central Library budget revenue of \$1M in Appendix F – 2022 Q3 Capital Report, Craig Ginther, Division Manager, Central Library Development said that this amount is a cumulative number going back to 201. The bulk of the revenue is related to chargebacks to Library and Archives Canada based on the cost-sharing agreement, and some of the revenue is in relation to the anonymous donation for public art in the new facility.

In response to a question from Trustee Brockington regarding an item in Appendix A – 2022 Q3 Operating Financial Report, specifically whether the \$1,380,000 provincial grant money (the Public Libraries Operating Grant, or PLOG) has been received, Ms. Basile indicated that the grant is normally received in Q4 of each year and should be on its way.

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

MOTION OPL 20221108/7

That the Ottawa Public Library Board receive the 2022 third quarter financial reports.

Results: Received

11. In Camera Items

That, in accordance with the *Public Libraries Act*, the Ottawa Public Library Board resolve in camera pursuant to 16.1 (4)(d) labour relations or employee negotiations with respect to Job Reclassification.

Results: Carried

Upon resuming in open session at 7:18 pm, the Board moved the following:

MOTION OPL 20221108/8

That the Ottawa Public Library Board received the Labour Relations Update with respect to Job Reclassification.

Results: Received

12. Information Previously Distributed

12.1 COVID-19 Recovery and Hours of Operation Update

13. Inquiries

Vice-Chair Fisher submitted the following inquiry:

Where does the authority rest for naming branches, and where is this documented? Does the Board require a new policy specific to this requirement?

A response will be provided to the Board at a later date.

14. Adjournment

Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 7:23 p.m.

15. Next Meeting

Tuesday, 13 December 2022 (Held)

The meeting was not required.

Original signed by Matthew Luloff,
Chair

Sonia Bebbington, Recording
Secretary