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Report to / Rapport au:

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

May 9, 2023 / 9 mai 2023

Submitted by / Soumis par:

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File Number: OPLB-2023-0509-10.5

SUBJECT: 2022 Policy Compliance and Delegation of Authority Annual Reporting

OBJET: Politique de conformité 2022 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 Ottawa Public Library ("OPL" or "the Library") Board Policy 001 - Roles and Responsibilities of the Board and Trustees, the OPL Board ("the Board") is accountable for the full range of decisions affecting OPL. The 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 attention of trustees is primarily focused on the long-term needs and goals for the library, rather than administrative or operational details.

To achieve the above, the Board established Policy 002 - OPLB Delegation of Authority ("the DOA Policy"), last amended in November 2022. The DOA Policy clearly outlines the decisions that are under the authority of the Board and those that the CEO or their delegate may make. Furthermore, as per Board Policy 010 - CEO Reporting and Board Monitoring, staff report annually to confirm compliance with Board and OPL policies, as well as report on the uses of delegated authority.

The purpose of this report is to confirm annual OPL and Board policy compliance for 2022 regarding:

- 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 to December 31, 2022.

1. EMERGENCY OR SPECIAL CIRCUMSTANCES

None.

2. BOARD AND LIBRARY ADMINISTRATIVE POLICY COMPLIANCE REPORTING

I hereby report compliance with all OPLB and Library administrative policies.

3. 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 not reported in the quarterly financial reports (expenditures of less than or equal to \$15,000). Library management work with the City of Ottawa's 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 and items purchased through standing offers, Request for Proposal and Request for Tender processes, the automated payment system, payment without reference, purchasing cards, and petty cash.

Section 5: Exercise approved spending authority for all OPL collections up to the annual approved operating budgets.

- There were no exceptions during the period January 1 – December 31, 2022.

Section 7: Exercise approved spending authority for all capital projects up to the annual approved capital budget.

- Supplemental funding for the completion of the new Metcalfe Village branch renovation due to unforeseen costs during the construction phase of the project (\$180,000.00) as reported to the Board in September 2022.

Section 8: Approve additional expenditures for amendments to previously approved projects based on the deviation from the originally approved amount.

- There were no exceptions during the period January 1 – December 31, 2022.

Section 9: Applications for Grants and Other Funding – see Table 1 below:

Table 1 - Applications for Grants and Other Funding

- There were no exceptions during the period January 1 – December 31, 2022.

Section 10: Agreements with Federal, Provincial, and International Governments and Agencies – see Table 2 below. Note that this report does not include reporting regarding multi-year agreements, if reported in a previous DOA annual report:

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

Description	Status
Ontario Ministry of Heritage, Sport, Tourism and Culture Industries: Public Library Operating, Pay Equity, and First	Contribution agreement, received: \$1,208, 583

Nations Salary Supplement Grant (PLOG) – Operating	
Ontario Ministry of Heritage, Sport, Tourism and Culture Industries: Public Library Operating, Pay Equity, and First Nations Salary Supplement Grant (PLOG) – Pay Equity	Contribution agreement, received: \$171,745

Section 11 Service agreements, contribution agreements, and grant agreements – see Table 3 below. Note that this report does not include reporting regarding multi-year agreements, if reported in a previous DOA annual report:

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

Description	Status
Glen Cairn Cooperative Preschool for use of OPL as temporary congregation point during emergency evacuation of preschool	Memorandum of Agreement
Inuit Circumpolar Council Canada use of Digitization Lab	Memorandum of Agreement
Kitigan Zibi use of Digitization Lab	Memorandum of Agreement
Ottawa Public Health – use of Greenboro branch quiet study room for a Community Wellness Hub.	Services provided / rendered

4. EXCEPTION REPORTING

Section 12: Contracts for Board-approved capital projects

- There were no exceptions during the period January 1 – December 31, 2022.

Section 15: Set or change fees for merchandise

- There were no exceptions during the period January 1 – December 31, 2022.

Section 16: Approve charitable donations through fundraising to OPL, assuring due diligence in gift acceptance.

- OPL received donations of \$73,101.35 as part of the annual fund development campaign; and,
- OPL received donations of \$414,137.97 as part of the *Unlock Potential* capital campaign for the Central Library.

Section 17: Cash or near-cash prizes ≤\$300

- There were no exceptions during the period January 1 – December 31, 2022.

Section 21: Implement and manage Board position statements and strategic frameworks.

- The Intellectual Freedom Position Statement was revised and approved by the Board in June 2022. Implementation, including revising administrative policies and developing and launching training for staff and trustees, has not yet been completed, as per a January 25, 2023 memo to the Board. Note that trustees will receive training regarding intellectual freedom on May 11, 2023, thereby ensuring Board compliance.
- The review of the following strategic frameworks has been extended until 2024, pending the work of the Service Delivery Framework and Service Strategy Board ad hoc committees including public engagement:
 - Alternative Services Delivery Framework 2016-2020 (OPLB-2015-0071), approved by the Board on September 14, 2015; and,
 - Content Services Framework 2020-2023 (OPLB-2020-0304), approved by the Board on March 10, 2020.

Section 22: Administrative and operational policies

- As noted earlier, while the Board Position Statement on Intellectual Freedom was approved in June 2022, the implementation process for aligning operations with this direction is not yet complete. As a result, the Intellectual Freedom Annual Report: 2022 Challenges report (OPLB-2023-0223-10.4) noted that two (2) of the 17 challenged books in 2022 were removed from the collection after review, due to weeding criteria.

- There were no additional exceptions during the period January 1 – December 31, 2022.

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

- As per the DOA and the Branch Closure Policy, the following branches were closed for repairs and renovations in 2022:
 - Alta Vista (closed July 4-13 for repairs on the branch entranceway, curbside service was provided during this time)
 - Metcalfe (village) (closed October 3-12 to facilitate the branch's relocation to new location 8243 Victoria Street)
- Due to pandemic-related staffing issues, the Bookmobile initiated a modified stop schedule beginning Monday, February 28, 2022. Four of Bookmobiles twenty-five stops were paused indefinitely (Blossom Park, Morgan's Grant, Carlsbad Springs, Navan). Bookmobile will remain on this interim schedule until a review of the Mobile Services Framework is completed in 2024.
- Several short-duration branch and department closures occurred due to unplanned facility issues and were reported to the Board and members of the public through the OPL website, social media, or email. (e.g. fire alarms, evacuations, protests, pipes bursting, power outages, staff shortages, testing of electrical system, water main repairs, and extreme weather).
- Short-duration closures of the bookmobile and kiosk services were reported to the Board and members of the public through the OPL website, social media, and email. (Bookmobile was scheduled to attend 1248 total stops, 25 stops/week for 52 weeks, minus statutory holidays. 95 of these stops were cancelled or significantly modified due to staff illness, mechanical issues, or extreme weather events).

Section 27: Architectural designs for new buildings

- There were no exceptions during the period January 1 – December 31, 2022.

Section 31: Organizational Structures

- Temporary dissolution of the Customer Experience Division July 20, 2022; departments divided among other Library Senior Management Team members; and,

- Branch Operations clusters re-distributed in September and November, 2022, to help OPL prepare for the future by leveraging synergies and rebalancing capacity across branch teams. The re-clustering also addressed succession planning and assisted in providing future capacity for the three new branches expected by 2028: Ādisōke, Riverside South, and Barrhaven.

Section 32: Performance assessment and salary setting for individual staff

- There were no exceptions during the period January 1 – December 31, 2022.

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

- There were no exceptions during the period January 1 – December 31, 2022.

Section 35: Negotiation of Collective Agreements

- Finalized Collective Agreement with CUPE 503 Library in March 2022.

CONSULTATION

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

ACCESSIBILITY IMPACTS

Ottawa Public Library supports and considers the *Accessibility for Ontarians with Disabilities Act, (2005)* in its operations. There are no accessibility impacts associated with the recommendation in this report.

BOARD PRIORITIES

This report aligns with the OPL value of integrity, as well as applicable Board policies as outlined in the background section of the report.

BUSINESS ANALYSIS IMPLICATIONS

There are no business analysis considerations associated with this report. In addition to ongoing monitoring of exceptions to the DOA, the primary data source for this report is an annual survey of the management team.

FINANCIAL IMPLICATIONS

There are no financial implications associated with the recommendation in this report.

LEGAL IMPLICATIONS

There are no legal impediments to implementing the recommendation in this report.

RISK MANAGEMENT IMPLICATIONS

Non-compliance with Board and Library Administrative policy may increase risk to the organization. Management continually reviews the policies and procedures including Board policies, with a view to strengthening, clarifying, and adding more rigor where required.

TECHNOLOGY IMPLICATIONS

There are no technology implications associated with the recommendation in this report.

DISPOSITION

Staff will report on the 2023 Policy Compliance and Delegation of Authority Annual Reporting in Q2 2024.