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Report to / Rapport au:

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

May 2, 2024 / 2 mai 2024

Submitted by / Soumis par:

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**SUBJECT: 2023 Policy Compliance and Delegation of Authority Annual
Reporting**

**OBJET: Politique de conformité 2023 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 February 2024. 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 2023 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, 2023.

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.

- As per a December 2023 report to the Board, “Contracts Requiring Board Approval: Security Services and the Integrated Library System” (OPLB-2023-1205-10.2), the Board approved delegating authority to the CEO to finalize the procurement process for security services (estimated at \$3M), and approved a five-year, \$1,142,717.77 agreement with SirsiDynix for the provision, support, and maintenance of the Integrated Library System.

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

- Content Services spent \$6,463,828, which reflects an over-expenditure of 13.9%.

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

- There were no exceptions during the period January 1 – December 31, 2023.

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, 2023.

Section 9: Capital budget transfers

- There were no exceptions during the period January 1 – December 31, 2023.

Section 10: 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, 2023.

Section 11: Agreements with Federal, Provincial, and International Governments and Agencies – see Table 2.

Table 2 – Agreements with the Federal, Provincial, and International Governments and Agencies¹

Description	Status
Ontario Ministry of Heritage, Sport, Tourism and Culture: Public Library Operating, Pay Equity, and First Nations Salary Supplement Grant – Operating	Contribution agreement: \$1,380,328

Section 12 Service agreements, contribution agreements, and grant agreements – see Table 3.

Table 3 – Service Agreements, Contribution Agreements, and Grant Agreements¹

Description	Status
Client Services: Jaku Konbit	Services provided / rendered
Branch Services (Emerald Plaza and Greenboro): Ottawa Public Health – Neighbourhood Health	Services provided / rendered
Branch Services (Main and Rideau): Community Engagement Team (City of Ottawa)	Services provided / rendered
Branch Services (Main and Sunnyside): Centre 507 social services pilot project	Services provided / rendered
Branch Services (Main): Ontario Works mobile team	Services provided / rendered
Branch Services (Vanier): Vanier Social Pediatric Hub – Social prescription pilot project	Services provided / rendered
Branch Services (six locations): Smile Canada – Sensory play materials	Memorandum of Agreement

¹ Note that this does not include multi-year agreements, if reported in a previous DOA annual report.

4. EXCEPTION REPORTING

Section 13: Contracts for Board-approved capital projects

- There were no exceptions during the period January 1 – December 31, 2023.

Section 16: Set or change fees for merchandise

- There were no exceptions during the period January 1 – December 31, 2023.

Section 17: Approve charitable donations through fund development activities, assuring due diligence in gift acceptance.

- OPL received donations of \$241,748.65 as part of the annual fund development campaign; and,
- OPL received donations of \$214,526.33 as part of the *Unlock Potential* capital campaign for the Central Library.

Section 18: Cash or near-cash prizes ≤\$300

- Incentive prizes for the deployment of a public survey to assess awareness, perception and sentiment of Ottawa Public Library by members of the Ottawa public: 100 Mastercard gift cards in the amount \$50.00 each.

Section 22: Implement and manage Board-approved position statements, strategic directions, priorities, and 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, was completed in March 2024, as per the timeline identified in a May 29, 2023 memo to the Board. Note that trustees received training regarding intellectual freedom on May 11, 2023, thereby ensuring Board compliance.
- The reviews of the following strategic frameworks have been extended until 2025, 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 (as per April 16, 2024 memo to trustees).

Section 23: 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 was not yet complete when the Intellectual Freedom Annual Report: 2023 Challenges report was delivered to the Board. As a result, this report provided information about challenges to collections only.
- 22 administrative policies were updated: Bomb Threat, Building Evacuation, Conference, Seminar or Workshop Participation and related forms, Demonstration/Occupation, Earthquake, Emergency Notification/Escalation Procedure, Fire, Hazardous Material Release, Lockdown, Loss of Utilities, Medical Emergencies, Occupational Health and Safety, Persons Requiring Assistance, Protective Measures, Secure Facility, Severe Weather, Shelter in Place, Suspicious Package, Threatening Messages, Workplace Accommodations, and Workplace Violence and Harassment and Procedures.

Section 26: Temporary closure or relocation of branches, and modification of bookmobile routes or kiosk services

- 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. In 2023, approximately 6% of bookmobile stops were cancelled or significantly modified due to mechanical issues, staffing, or extreme weather events.
- The holds pick-up lockers at Kiosk Services (located at the Hunt Club Riverside Park Community Centre) were decommissioned on Monday, September 11, 2023 due to a security issue, and a temporary weekly staffed pop-up service was implemented starting Tuesday, October 31, 2023. Pop-up service continued during

the service outage, which ended on Monday, April 8, 2024 and up until the end of April 2024 (after the replacement lockers were operational) to support clients.

Section 28: Architectural designs for new buildings

- There were no exceptions during the period January 1 – December 31, 2023.

Section 32: Organizational Structures

Division Manager, Corporate Services position reclassified to Deputy CEO, Corporate Services effective February 2023.

Section 33: Performance assessment and salary setting for individual staff.

- There were no exceptions during the period January 1 – December 31, 2023.

Section 34: Hire, appoint, promote, suspend, dismiss, and manage the performance of individual staff.

- There were no exceptions during the period January 1 – December 31, 2023.

Section 36: Negotiation of Collective Agreements

- There were no exceptions during the period January 1 – December 31, 2023.

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 2024 Policy Compliance and Delegation of Authority Annual Reporting in Q2 2025.