MEMO / NOTE DE SERVICE

To / Destinataire	OPLB Trustees
cc:	Library Senior Management Team
From / Expéditeur	Sonia Bebbington, Chief Librarian and CEO
Subject / Objet	Hybrid Meetings Debrief **Date:** August 12, 2024

Several technological disruptions prevented the June 11, 2024 Ottawa Public Library (OPL) Board (OPLB or the Board) meeting from starting on time, and from being livestreamed for members of the public on YouTube. The purpose of this memo is to provide a summary of the various disruptions and an action plan regarding next steps.

Context

OPLB meetings are supported on-site by the following groups:
- OPL Board and Strategic Services
- City of Ottawa Recreation, Culture, and Facility Services (RCFS), Administrative Facilities - Client Services & Special Events (City Hall)
- City of Ottawa Finance and Corporate Services (FCS) - City Tech Centre Mobile Solutions)

The Office of the City Clerk (Clerks) also provides off-site support on an ongoing basis, and owns most technological equipment located in the room.

Summary of disruptions at June 11 OPLB meeting

1. The City laptop normally used by OPL as the "host" computer for the Zoom meeting had a broken LAN network cable, and was unable to connect to the Internet
   a. Facilities staff attempted to obtain a new cable but were unsuccessful
   b. **Follow-up:** Staff have confirmed this cable has been replaced, and the laptop has also been updated (this laptop is owned by Clerks)
2. The second City laptop recommended as the "host" computer was unable to hard wire for Internet access and unable to connect to either the City or public WiFi network
   a. This may have been a security certificate issue or another security issue as this laptop was older and may not be used regularly.
   b. **Follow-up:** Staff are working to ensure this laptop is lifecycled and updates are done regularly (this laptop is owned by RCFS)
3. City laptops had difficulty connecting to the TV projection screen at the front of the horseshoe
   a. There was a broken bulb in the projector
   b. **Follow-up:** Staff have confirmed this equipment is now working

4. OPL staff laptop suggested as the third option for a "host" computer was unable to livestream the meeting to YouTube for members of the public
    a. This was likely due to generic account standards changing and / or a new protocol pushed to devices
    b. **Follow-up**: Staff have a more complete understanding of the potential impact of updates on Board meeting requirements and will ensure risk assessments are completed with all future updates
5. The room microphones were unable to be used during the in-camera session
    a. Room microphones were not hooked up to the in-camera meeting
    b. **Follow-up:** Staff have confirmed FCS staff will be provided with the in-camera login information to connect microphones and will do so before leaving the room.

As a result of these issues:
- The meeting started at 5:27 PM, after various attempts to resolve the above issues from approximately 4:15 PM onwards.
- OPL tweeted out the Zoom link so that members of the public could join the meeting.
- The second City laptop was used to project PPTs on the in-room screen, but another laptop was required to share the PPTs with trustees attending virtually.
- Laptop microphones were used for the in-camera session so that trustees attending virtually could hear their fellow trustees and staff. During the in-camera session, this became increasingly complex with several guests involved in the presentation.

Action Plan

A debrief meeting was hosted by OPL and involving RCFS and FCS staff on June 12 to develop an action plan, and a subsequent "test" meeting involving all partners was hosted in the Champlain Room on July 15.

Actions agreed upon by all partners:
1. OPLB meetings will start at the scheduled time with the technology available. Staff will take below actions to mitigate risks to technological or other disruptions as much as possible;
1. FCS to continue to ensure regular checks of laptops and other equipment in the Champlain Room are completed;
2. Joint commitment by all teams involved to escalate issues when they are observed in the room (ITS ticketing);
3. Clerks to investigate additional wired connections in the room and Clerks, OPL, and FCS additional backups for broadcasting Zoom to YouTube (encoders);
4. Trustees to receive an updated "emergency contact" sheet;
5. Adjustment to protocols for OPLB meetings, including:
    a. OPL staff to issue a procedural memo to trustees prior to each meeting, including reminders about the new start time for livestreaming (as indicated in 5d below) and other technical hardware and software considerations;
    b. Revised division of tasks and seat changes for key OPL staff to facilitate hosting and coordination of meetings;
    c. FCS staff to arrive on site by 4 PM to assist with set up and troubleshooting

d. OPL staff to start the livestream at 4:45 PM in order to ensure issues can be addressed before the meeting starts;
e. OPL staff to develop a public communications protocol for sharing the Zoom meeting information with members of the public in the event the YouTube livestream is unavailable; and,
f. FCS staff to be issued in-camera Zoom links by OPL staff and to join this meeting, hook up room sound, and then leave the room during the closed session

Next steps

It is important to note that one of the unique challenges of hosting meetings in the Champlain Room is that it is a space shared by various committees and Boards. As a result, it can be challenging to control all elements in the room.

Staff will continue to work with City colleagues to provide the best experience during hybrid OPLB meetings, further develop contingency plans based on best practices and past experiences, and keep trustees informed regarding key decisions and recommendations for the future.

Please feel free to contact me with any questions.

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