



MEMO / NOTE DE SERVICE

To / Destinataire OPLB Trustees

From / Expéditeur Alexandra Yarrow, Program Manager, Board and Strategic Services

CC Library Senior Management Team

Subject / Objet 2024 OPL Board Meeting Evaluation **Date:** January 20, 2024
Questionnaire Results

As per Ottawa Public Library (“OPL” or “the Library”) Board (“the Board” or “OPLB”) Policy 015, Board Evaluations and Governance, staff conduct an annual questionnaire regarding the general structure and functioning of OPLB meetings. The purpose of this memo is to provide members with a summary of responses to the 2024 questionnaire.

Context

The annual questionnaire is undertaken to “consider potential improvements to the meeting’s processes and support materials; the adequacy and effectiveness of presentations received at the meeting; and any other topics that would contribute to the effectiveness of the Board.” The questions solicit trustee feedback regarding various aspects of meetings including the venue, structure, materials, and refreshments.

2024 Questionnaire Responses

- Seven (7) trustees completed the questionnaire for a response rate of 77%;
- Of the 23 questions asked, most received responses of 4 (satisfied) and 5 (very satisfied);¹
- Five (5) questions (22%) received at least one dissatisfied rating; these questions related to:
 - The cloud storage tool (s respondent commented that they experienced access issues),
 - Ad hoc Committee materials (one respondent commented that documents are sometimes incomplete);
 - Virtual participation; and,
 - Catering (various questions; respondents commented on quality and variety).

Recommendations

Staff have three recommendations based on the questionnaire results:

1. Staff will follow-up regarding access issues and troubleshooting for the Board cloud storage and virtual access to address potential concerns;

¹ Responses were provided using a five or six-point rating scale in which 1 indicated “very dissatisfied,” 5 indicated “very satisfied” and 6 indicated N/A for select questions.

2. Staff will implement changes to committee support practices in 2025 which are expected to improve consistency in documents; and,
3. Staff will explore catering options for 2025.

Next steps

- Staff will work with the trustees to implement the recommendations above; and,
- The next annual questionnaire will be issued following the final meeting of the 2025 calendar year.

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