



## Ottawa Public Library Board

### Minutes

**Meeting #:** 21  
**Date:** April 8, 2025  
**Time:** 5 pm  
**Location:** Champlain Room, 110 Laurier Avenue West, and by electronic participation

**Present:** Chair Matthew Luloff, Vice-Chair Kathy Fisher, Trustee Jessica Bradley, Trustee Mary-Rose Brown, Trustee Alison Crawford, Trustee Rawlson King, Trustee Catherine Kitts, Trustee Harvey A. Slack

**Absent:** Trustee Adam Smith

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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.

**This draft Minutes document contains a summary of the disposition of items and actions taken at the meeting. This document does not include all of the text that will be included in the final Minutes, such as the record of written and oral submissions. Recorded votes and dissents contained in this draft Minutes document are draft until the Minutes of the meeting are confirmed by the Board. The final draft Minutes will be published with the agenda for the next regular Board meeting and, once confirmed, will replace this document.**

## Notes:

1. The meeting began at 5:03 pm.
2. Vice-Chair Kathy Fisher and Trustees Jessica Bradley and Mary-Rose Brown participated electronically.
2. Recognition of the Territory of the Anishinābe Algonquin Nation  
Chair Luloff welcomed member and attendees to the Ottawa Public Library Board meeting and delivered the Indigenous land acknowledgment statement.
3. Roll Call  
The Chair proceeded with roll call by voice in random order.
4. Regrets  
Trustee Adam Smith sent his regrets.
5. Declarations of Interest  
No Declarations of Interest were filed.
6. Confirmation of Minutes
  - 6.1 Minutes 20 - Tuesday, 11 March 2025
  - 6.2 Confidential Minutes 9 – 11 March 2025

Results: Carried
7. Communications  
There were no communications.
8. Chair's Verbal Update

**Ādisōke Update**

Chair Luloff shared an update about Ādisōke construction, noting progress on exterior stonework, as well as interior electrical plumbing and millwork. He encouraged everyone to continue to follow the project online.

**One eRead Canada**

The Chair noted that the bilingual virtual book club *Un livre/One eRead Canada* is happening during the month of April. Clients across Canada can borrow the e-book version of *Valid* by Chris Bergeron without waiting lists; this initiative highlights the digital collections of public libraries and reduces barriers to accessing outstanding Canadian literature. He also highlighted upcoming

programming related to this year's chosen title and invited those interested to learn more about the book club and related events to visit the OPL website.

### **April Programs at OPL**

Chair Luloff highlighted spring programming at OPL, including a gardening program at Rockcliffe Park branch, a relaxed crafting program at Beaverbrook branch, and tax assistance drop-in programs at seven branches.

### **MOTION OPL 20250408/1**

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

Results: Received

### 9. Chief Librarian/Chief Executive Officer's Report

#### **Volunteer Recognition**

Sonia Bebbington recognized the over 500 volunteers who contributed over 9,800 hours of service to OPL in 2024 for National Volunteer Week. Volunteers of all ages support OPL, championing the public library and its services to clients, friends, and family members. Ms. Bebbington also thanked the Friends of the Ottawa Public Library Association (FOPLA) for their tremendous support of OPL, and thanked OPL Board trustees for being passionate stewards of the library. Ms. Bebbington recognized Vice-Chair Kathy Fisher for her additional volunteer service representing OPL on the Board of the Federation of Ontario Public Libraries (FOPL) and on FOPL's Indigenous Libraries Working Group. In closing, Ms. Bebbington congratulated Trustee Slack on recently receiving the King Charles III Coronation Medal for significant contributions to his community and Canada through activities including volunteering.

#### **Hours of Operation during Easter**

Ms. Bebbington reminded everyone that branches will be closed Friday, April 18, Sunday, April 20, and Monday, April 21. Regular hours of operation continue on Saturday, April 19. She encouraged everyone to stop by and share stories with OPL anytime!

### **MOTION OPL 20250408/2**

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

Results: Received

## 10. Presentations

### 10.1 Friends of the Ottawa Public Library Association

Kathleen O’Connell Renaud, President, Friends of the Ottawa Public Library Association (FOPLA) and Alexandra Yarrow, Program Manager, Board and Strategic Services and staff FOPLA lead provided a presentation about FOPLA, including an overview of the organization, a summary of recent achievements, and the impact of FOPLA’s donation to OPL in the community, including both system-wide and branch-specific initiatives. *(Held on file with the Chief Librarian/Chief Executive Officer)*

Ms. O’Connell Renaud announced that the 2025 FOPLA donation to OPL is \$232,800 and thanked the Board and staff for their continued support of FOPLA.

Chair Luloff expressed his gratitude for the generous annual donation, as well as the milestone FOPLA gift for the Central branch at Ādisōke, announced in 2024. He thanked FOPLA for the incredible work they do and underscored the importance of his family’s regular visits to the FOPLA bookstores to both buy and donate books, noting that “it is with the support of FOPLA that his five-year old daughter is already reading.”

Trustee Slack noted FOPLA’s commitment to continually striving for new goals and improved services. Trustee Crawford added her admiration for the eclectic nature of FOPLA’s holdings, including the pleasure of “surprise finds.”

There being no further discussion, the presentation was RECEIVED as presented.

#### **MOTION OPL 20250408/3**

**That the Ottawa Public Library Board receive the presentation for information.**

Results: Received

## 11. Reports

### 11.1 2025 Ottawa Public Library Board Work Plan

File Number: OPLB-2025-0408-11.1

#### **MOTION OPL 20250408/4**

**That the Ottawa Public Library Board:**

1. **Receive the report for information;**
2. **Approve the 2025 Board Work Plan items in Document 1; and,**
3. **Receive the 2025 Corporate Work Plan items in Document 1 for information.**

Results: Received and Carried

## 11.2 Service Delivery Framework – Service Strategies

File Number: OPLB-2025-0408-11.2

Sonia Bebbington, CL/CEO introduced Sarah Macintyre, Division Manager, Client Services who presented the Board with a high-level summary of the proposed Service Strategies (*held on file with the Chief Librarian/Chief Executive Officer*). She thanked Trustees Brown, Crawford, and Kitts, as well as the Chair, for their work on the Service Strategy Ad hoc Committee.

The presentation included:

- A summary of the work to date;
- A chart highlighting the Service Delivery Framework;
- An overview of best practices;
- An example of the Collections Strategy;
- An overview of Collections Service Commitments; and,
- A summary of next steps, including updating other key documents to align with the Service Delivery Framework, such as the Strategic Plan and (once a new Strategic Plan is developed) the key performance indicators.

In response to a question from Trustee King regarding the measurement of progress in achieving the outcome statements, Ms. Bebbington indicated that the proposed outcome statements were inspired by client feedback, and developing these statements was a necessary first step prior to developing measures. With respect to measuring progress or success, she indicated that the components of each strategy have a quantitative measurement element reflected in Document 2: OPL Service Commitments and provided several examples of measurable progress (for instance, all branches will have a small collection of French materials for children). Ms. Bebbington further noted that some longer-term outcomes are not directly quantifiable; qualitative research will be necessary,

including for example via the upcoming impact study, which will provide some baseline information. Ms. Macintyre also noted the specific and measurable goals in Document 2: OPL Service Commitments, and provided an overview of the plan to ensure that services align with the aspirational commitments in the document, including reporting out to the Board on progress.

Further to a question from Trustee King regarding the implications of the service commitments on OPL's budget planning process, Ms. Bebbington indicated that these goals would need to be considered. She provided an example of these commitments as well as Facilities and Asset Management Plans, which will integrate commitments (for example, regarding square footage or collections per capita) across branches, including relevant benchmarking context. These commitments will then be operationalized through the budget process. Budget submissions would thus be reflective of service strategies and related commitments and plans, and Board support would be sought through those processes.

Trustee King underscored the importance of ensuring adequate resourcing to deliver on the outcome statements, and validated the approach to the Facilities and Asset Management Plans as an example. In closing, he thanked staff for their work on this initiative, including the use of the meaningful findings of the "Me & My Library" public engagement (particularly related to community and social connection) to develop key elements of the strategies.

Ms. Basile noted that the proposed approach will represent a shift in the library planning process: for example, when planning for the upcoming East Urban branch, the focus will be on ensuring it has the required elements to deliver the services OPL has committed to deliver.

Chair Luloff thanked staff for the tremendous work that went into developing the strategies. Noting the other items which had previously carried on consent, the Chair added that Trustee Smith provided comments on this evening's Agenda, including this item, and that these were shared with staff and will be further discussed. The Chair further highlighted the increase in active cardholders, resulting in the largest numbers since the development of the Performance Measurement Framework over a decade ago. Active OPL cardholders now represent

24.25% of Ottawa's population. In response, Ms. Basile reminded the Board that OPL has a more stringent definition of active cardholdership than peer libraries and the Province (defining it as one-year activity rather than three-year activity) and credited staff who develop services such as programming that engage the community.

As a member of the Service Strategy Ad hoc Committee, Trustee Kitts complimented staff on the great work achieved in the Strategies, including the extensive consultation. She felt the outcome statements were very intentionally constructed and thoughtful. In closing, she noted that she was looking forward to the progress on the East Urban branch in the future.

There being no further discussion, the report was RECEIVED and CARRIED as presented.

#### **MOTION OPL 20250408/5**

**That the Ottawa Public Library Board:**

1. **Receive the Service Delivery Framework – Service Strategies report;**
2. **Approve the concept and outcome statements for the following Service Strategies**
  - a. **Collections Strategy;**
  - b. **Expertise Strategy;**
  - c. **Programs Strategy;**
  - d. **Spaces Strategy; and,**
  - e. **Tools Strategy.**

Results: Received and Carried

#### 11.3 Semi-Annual Performance Measurement – July to December 2024

File Number: OPLB-2025-0408-11.3

#### **MOTION OPL 20250408/6**

**That the Ottawa Public Library Board receive this report for information.**

Results: Received

#### 12. In Camera Items

There were no *in camera* items.

13. Information Previously Distributed

13.1 Memo - Potential impact of tariffs and counter-tariffs on collections

14. Notices of Motions (For Consideration at Subsequent Meeting)

There were no Notices of Motion.

15. Inquiries

There were no Inquiries.

16. Other Business

Matthew Pritz, Program Manager, Finance and Business Services is reading *“The Power Broker, Robert Moses and the Fall of New York”*, by Robert A. Caro. Anna Basile, Deputy CEO and Division Manager, Corporate Services is about to start reading *“One Day, Everyone Will Have Always Been Against This”, by Omar El Akkad*. Vice-Chair Kathy Fisher is reading *“Leonard Cohen, the Man Who Saw the Angels Fall, by Christopher Lebold”*. Nadine Bernard, Portfolio Manager, Communications is reading *“Un avenir a radieux”*, by Pierre Lemaître. Trustee Kitts is reading *“A Spot of Bother”*, by Mark Haddon.

17. Adjournment

**Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 6:06 pm.**

18. Next Meeting

Tuesday, May 13, 2025

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Original signed by Matthew Luloff,  
Chair

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Sonia Bebbington, Recording  
Secretary