



## MEMO / NOTE DE SERVICE

**To / Destinataire** OPL Board / C.A. de la BPO

**cc:** Library Senior Management Team / Équipe de direction de la bibliothèque

**From / Expéditeur** Alexandra Yarrow, Program Manager, Board and Strategic Services / Gestionnaire de programme, Conseil d'administration et services stratégiques

**Subject / Objet** 2025 OPL Board Meeting Evaluation Questionnaire Results / Résultats du questionnaire d'évaluation des réunions de 2025 du C.A. de la BPO

**Date: February 3, 2026 / 3 février 2026**

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 2025 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 Board members’ feedback regarding various aspects of meetings including the venue, structure, materials, and refreshments. Responses to the questionnaire are anonymous.

### 2025 Questionnaire Responses

- Six (6) members completed the questionnaire for a response rate of 66%;
- Most responses indicated members were “satisfied” or “very satisfied” with Board meetings;
- Eight (8) questions received a dissatisfied rating (6% of all responses);
- Responses did not suggest common areas of dissatisfaction, and there were no concerns raised by multiple respondents.
- Concerns raised in previous questionnaire responses (technical difficulties, committee documents) seem to be largely resolved;

- Respondents reported overall satisfaction with technology including virtual attendance, and general satisfaction with refreshments;
- Concerns raised by individual respondents related to:
  - A desire to learn how to better use the cloud storage tool; and,
  - Interest in receiving additional context prior to in-camera sessions.
- Concerns raised by a respondent related to the strategic focus of the board and the governance models are germane to the end of term Board governance review and will be incorporated at the time of that review.

### **Next steps**

1. Staff will connect with members to provide opportunities for 1:1 support with the cloud storage tool;
2. Staff will consider opportunities to provide context for in camera topics when possible, depending on the situational specifics (including timing of the item and the subject matter), while preserving the integrity of discussion and debate amongst the Board as a whole; and,
3. The next annual questionnaire will be issued following the final meeting of the 2026 calendar year.

For any questions, please feel free to contact me.

### **Alexandra Yarrow (*she/her/elle*)**

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