

Report to/Rapport au :

**OTTAWA PUBLIC LIBRARY BOARD
CONSEIL D'ADMINISTRATION DE LA BIBLIOTHÈQUE PUBLIQUE D'OTTAWA**

**February 10, 2014
Le 10 février 2014**

**Submitted by/Soumis par : Danielle McDonald
Chief Executive Officer / Directrice générale**

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Ref N°: OPLB-2014-0017

SUBJECT: Monitoring Report A.13 Bilingual Services

OBJET : Rapport de contrôle A.13 Services bilingues

REPORT RECOMMENDATION

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

RECOMMANDATION DU RAPPORT

Que le C.A. de la Bibliothèque publique d'Ottawa prenne connaissance de ce rapport de contrôle, à titre d'information.

Executive Limitations Policy A.13, Bilingual Services was approved by the Board September 8, 2003 and was revised May 9, 2011. It states:

The Library Board is committed to bilingualism and to the provision of a strong bilingual context for all Library services and programs.

Accordingly, the CEO shall ensure bilingual services to the Board which include:

1. The presence at Board meetings of bilingual staff knowledgeable in board policy issues for members of the Board to request minor clarifications in their language of choice.

There is a minimum of one bilingual staff knowledgeable in board policy issues present at each board meeting and select Board Committee meetings.

I report compliance.

2. The preparation of communications pieces, such as speeches or Q&As, for Board members and designated staff members, which contain sections in both official languages.

All communication items, including speaking notes include sections in French for Board members and designated staff members. Question and answer fact sheets are always provided simultaneously in both official languages. Further, the Library promotes events and services using social media (e.g. Twitter and Facebook) in both official languages.

I report compliance.

3. The simultaneous release of all meeting agendas and relevant documents to the Board in both official languages prior to Board meetings.

The Library provides simultaneous release of all Board meeting agendas and relevant documents to the Board in both official languages to the Board, prior to regular meetings (e.g. Patricia Leduc Commemorative Naming Report; Francophone Needs Assessment Survey Results). The Board page on the OPL website (BiblioOttawaLibrary.ca) is also available in French and English.

I report compliance.

4. The right of individuals to address the Board in their official language of choice.

Individuals may make presentations to the Board in the official language of their choice.

In the past 12 months, no member of the public has requested to address the Board in French.

I report compliance.

5. Providing interpretation services at Board meetings, provided that services are requested a minimum of two (2) business days in advance of the Board meeting.

In the past year, there have been no requests for simultaneous interpretation.

I report compliance.

Further, the CEO shall ensure that:

6. Users are served in the official language of their choice.

The Ottawa Public Library is recognized as the largest French-English public library in North America. Users are served in the official language of their choice. In addition, all-staff memos are issued in both French and English simultaneously.

I report compliance.

7. A designated amount of the materials budget is spent on French language materials annually. That designated amount shall be based on the highest percentage of three data sets provided by Statistics Canada (i.e. mother tongue, home language, first official language spoken).

2011 Statistics Canada language data results show that 15.3% of Ottawa's population indicated French as their first official language. The OPL continues to spend 15.8% of its materials budget on French language items in support of increased French language circulation, particularly children's materials, pending a review of the Collection Management Strategy, scheduled for this year and any new data emanating from the province.

I report compliance.

8. The Library offers programs in English and French.

The Library offers programs in both English and French to children, teens and adults. In some instances, staff from one branch will provide French programs at other locations in order to ensure availability of programming.

From 2010-2012, the Library received \$120,000 in funding from the Ministry of Culture, Tourism and Sport to further refine its service delivery to Francophones and to share the tools developed with other public libraries service Francophone communities. The Toolkit has been launched and is available on the OPL extranet at:
<http://bibliooottawalibrary.ca/infonet>. Feedback from across the province thus far has been very positive.

In addition, the Library, in collaboration with French Language Services, will learn in March; whether the federal funding it applied for will be granted. This request is in support of special programming geared towards older francophone/Francophile adults.

I report compliance.

9. Library services and programs are promoted in English and French.

Library services and programs are advertised primarily on the Library's website, using social media such as Twitter and Facebook, in flyers distributed across local communities and posted at the Library using both print and digital signage.

I report compliance.

10. Notwithstanding item 6, employees are able to work in the official language of their choice.

Library staff are aware of the Board's policy on bilingualism. Learning opportunities are offered in both official languages. A recent staff survey indicated that staff were aware of the choice to work in either French or English and are comfortable in being able to work in the language of their choice.

I report compliance.

I hereby present my monitoring report on executive limitation policy A.13, Bilingual Services. I certify that the information contained in this report is true.

Original signed by

D. McDonald, CEO

Signed: _____ Date: January 27, 2014