

Ottawa Public Library Board Meeting

Minutes 22

Tuesday, 6 December 2016

5:00 p.m.

Champlain Room, Ottawa City Hall, 110 Laurier Avenue West

Notes: 1. *Underlining indicates a new or amended recommendation approved by the Board.*

Present: Chair: Tim Tierney
Vice-Chair: André Bergeron
Trustees: Steven Begg, Kathy Fisher, Allan Higdon,
Catherine McKenney, Scott Moffatt, Pamela Sweet
Marianne Wilkinson

DECLARATIONS OF CONFLICT OF INTEREST

No Declarations of Interest were filed.

CONFIRMATION OF MINUTES

Minutes 21 - Tuesday, 8 November 2016

CONFIRMED

CHAIR'S VERBAL UPDATE

125th Anniversary – North Gower branch

Chair Tierney mentioned that the North Gower branch opened its doors to celebrate its 125th anniversary on the evening of November 14th. Customers and the community were invited to dress in the style of their favourite decade or borrow a prop from the trunk, while celebrating the present and the future of the historic branch.

Greely branch names a room in honour of Carol Parker

Chair Tierney said that Carol Parker was honoured with a commemorative naming of a room in the Greely branch on November 22nd. Mrs. Parker was an active member of her community. He noted that, Mrs. Parker was responsible for establishing the Greely Library in its first location in 1976, and running it for several years. Chair Tierney thanked Vice-Chair Bergeron and Trustee Fisher for representing the Board.

MOTION OPL 20161206/1

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

RECEIVED

CHIEF EXECUTIVE OFFICER'S REPORT

Trustee Higdon acknowledgment

The CEO recognized Trustee Higdon's stewardship in facilitating a recent donation of Spoken Cree books. Several books have been donated to the Ottawa Public Library by C.D. Ellis, which will soon be in the collection.

Another Extraordinary Year @ OPL

The CEO highlighted a number of accomplishments in 2016:

- Branch improvements (RFID's & other): Carlingwood, Carp, Centennial, Manotick, North Gower, Rideau, Rosemount, Vanier, and Stittsville;
- Branch celebrations: Alta Vista (40 years), Carlingwood (50 years), Greenboro (10 years), North Gower (125 years), and Beaverbrook branch receiving the Silver certification (LEED);
- Other highlights: Introduced the online meeting room bookings, continued efforts with Newcomer Settlement, eBook Advocacy, developed a Facilities Renewal Framework, reviewed the Bookmobile stops for 2016-2020, and released results of the Economic Benefit Study;
- Board recognition: Mr. Colin Plows received the Order of Friendship, and Commemorative Naming – Carol Parker Room – Greely branch

MOTION OPL 20161206/2

That the Ottawa Public Library Board receive the CEO's report for information.

RECEIVED

REPORTS

1. ATTENDANCE – 2017 CONFERENCES

OPLB-2016-0211

MOTION OPL 20161206/3

That the Ottawa Public Library Board approve the attendance of Trustees for 2017 Conferences as proposed in Document 1.

CARRIED

2. OTTAWA PUBLIC LIBRARY 2017 DRAFT BUDGET

Monique Désormeaux, Deputy CEO provided a summary of the detailed presentation of November 8. (*Held on file with the Chief Executive Officer*) Matthew Pritz, Program Manager, Finance and Business Services, and Brenda Gorton, Account Manager, Financial Services Unit were in attendance to respond to questions. Ms. Désormeaux reminded the Board that the purpose of tonight's discussion was to approve the Draft 2017 budget and recommend it to City Council for final approval on December 14. She advised that two inquiries were received through the councillor-led consultations and/or via the print and electronic feedback channels. One through Councillor McKenney's office – a constituent wrongly believed the library's budget was being cut; the second from a library customer interested in knowing how the proposed \$2M was going to be spent on the Central Library project. In addition, a written query from Councillor Fleury was received regarding \$955K reduction and what is included in non-departmental expenditures. Response from staff was as follows:

- Non-Departmental expenditures refers to the library's capital budget funding allocation. The \$955K represents the funding reduction to the capital plan from 2016 to 2017. In 2016, the library capital budget funding requirement was \$3.055M. In 2017, the library requires less in the capital funding requirement at \$2.350M.

Ms. Désormeaux said the 2017 total budget envelope was \$47.235M, a 2017 total net budget of \$46.705M, including the \$1.349M target allocated by Council, plus \$530K to support facility lifecycle costs and accessibility improvements, managed by city partners. She outlined the 2017 operating budget pressures and provided an overview of the 2017 capital funds:

- Renewal of City Assets: \$530K required to maintain and service the 33 locations;
- Strategic Initiatives in the amount of \$2.185M to move Council's and the Board's strategic priorities forward, including:
 - Finalizing the Central Library Development Project planning (\$2M);
 - Developing a Business Case as to how best renew the Rosemount branch, Ottawa's only remaining Carnegie Library (\$100K); and
 - Rolling out year two and three program to update accessible workstations for the public (\$85K)
- Growth: funds of \$985K used to develop architectural drawings for a branch in Riverside South, as well as grow OPL's collection.

The Deputy CEO summarized the five initiatives for the proposed revised fee schedule. If approved; the entirety will be implemented so that new or revised fees are balanced by service enhancements. She said staff will also develop and implement a robust communications plans for the fee changes.

The Board heard from the following delegations:

Mike Pyndus, spoke to his proposal of saving the library \$100K in 2017 by offering to prepare the statement of requirements and business case for the Rosemount branch free of charge. Mr. Pyndus provided a summary of his professional qualifications and past project work. He stated that a copy of his draft statement of requirements on the Central Library Development Project, which demonstrates his methodology that could be adjusted for the Rosemount branch project, was provided to READ. Mr. Pyndus mentioned

that there would be no risk to the library in using his services and said the process would be open, transparent, and data-based.

Chair Tierney appreciated the generous offer by the delegation and said staff would take that under advisement.

Richard Van Loon, Rosemount Expansion and Development (READ)*, encouraged the Board to approve the development of a business case for construction of a new Rosemount branch at a location near the current branch. He advised that with the support of ward Councillor Jeff Leiper, community consultations were conducted over the last year involving more than 200 participants. Mr. Van Loon said READ has the explicit support from the 12 Community Associations in the catchment area for Rosemount, branch to relocate and to receive the work it needs to become a fully modern branch equal to others serving similar-sized populations. He referenced the Economic Benefit Study received in November and quoted the CEO's statement: "people really value library spaces." With respect to the presentation by Mr. Mike Pyndus, he expressed that READ has not had any discussions with him about the Rosemount branch. Mr. Van Loon said in his view, it is up to the Board and staff to prepare the business case and that READ would not support any other approach.

Chair Tierney thanked Mr. Van Loon for the collaboration on this file.

Prior to asking questions to the delegation, Trustee McKenney said she strongly supports the business case and staff recommendation. She thanked READ for working with the broader community and thanked the ward Councillor for bringing forward a case easy to defend and ultimately approve. She looked forward to the new and improved Rosemount.

Councillor Wilkinson suggested that staff include expansion of inner city branches in the Development Charges By-law Review. Mr. Van Loon said READ would support that. He mentioned that they would be willing to raise money as well.

Chair Tierney said that staff have taken note of that and when it gets to the point of the funding strategy, staff will discuss with the finance department.

Kathleen Wilker*, spoke of the importance of the Rosemount branch to the community, where parents gather with little ones for baby or toddler time, where children are allowed to walk to on their own, and where adults of all ages go. Ms. Wilker described her adventures and observations of different library systems in the United States and Canada over a six month-sabbatical with her family. She fully supports a new, spacious location for Rosemount so there's room for everyone from the neighbourhood and visitors to access the resources, or attend programming, and most of all, feel like home.

In response to a question from Trustee Wilkinson on whether the delegation and her family was charged to use library facilities during her visits, Ms. Wilker pointed out that they weren't charged when visiting different libraries although while in British Columbia they paid for a temporary card to borrow materials because their stay would be longer.

[**Individuals / groups marked with an asterisk above either provided comments in writing or by email; all submissions are held on file with the CEO.*]

In response to whether the Ottawa Public Library charges visitors to use our facilities, Ms. Désormeaux advised that visitors are charged but if they do not use the full amount; a certain percentage is reimbursed and it is done on a pro-rated basis.

Trustee Wilkinson suggested that OPL waive visitor fees, particularly in 2017 for Canada's 150th celebration. She noted that staff could find adjustments and advise what the impact on the budget would be. Chair Tierney asked how much the library brings in via visitor fees. The Deputy CEO noted visitor revenue is small but staff could bring it back in 2017.

Chair Tierney asked the CEO to comment whether Trustee Wilkinson's query requires direction or a motion. Danielle McDonald, CEO stated that staff could take it as direction; however, if there is a significant financial impact, staff will advise the Board of its findings. Trustee Wilkinson was happy to have it put forward as direction.

Direction to Staff:

That staff investigate waiving fees for visitors to Ottawa who use the Ottawa

Public Library, and report back to the Board if there are significant budget impacts.

In response to questions from Trustee Higdon on what the size is of the Renewal of City Assets: Bookmobile Replacement and whether it is a contractual obligation on the uncommitted balance. Ms. Désormeaux advised that currently there are three vehicles on the road: the new Bookmobile (Unit 1), the Sprinter that was received a year and a half ago, and Bookmobile (Unit 2), which is coming towards end of life and it is part of the library's three-year plan to potentially replace it.

In response to a question from Trustee Higdon on the definition of adult books and paperbacks, Ms. Désormeaux said adult material is anything considered for an adult audience, such as fiction, non-fiction; paperback etc. are the formats.

Trustee Higdon asked staff to clarify the expenditures by program under the CEO and Deputy CEO's budget. Brenda Gorton, Account Manager, Financial Services Unit reported that expenditures by program are those that maintain services, pressures, such as compensation and, cost of living increments, and benefit adjustments based on contracts, and union agreements, and one-time funding for a number of pressures.

In response to a question from Trustee Higdon on staff's recommendation of reducing overdue fees for adult circulating collections from .50 cents to .40 cents and for children's material from .25 cents to .10 cents, Ms. Désormeaux advised that staff did not want to isolate one fee but rather look at each component of the revised fee structure as a holistic package. She said there is a trend to reduce fees particularly for children's materials in order to better reach the community and eliminate barriers to library use. This provides for greater social impacts. Ms. Désormeaux pointed out that Ottawa has one of the highest fees in relation to borrowing materials compared to a vast majority of public libraries across Canada.

In response to a question from Trustee Higdon on setting the maximum fee threshold to \$20.00 for adults and \$5.00 for children, Ms. Désormeaux said it is anticipated that revenues will be generated by the maximum fee threshold over time.

Trustee Higdon asked how long the one-time full amnesty for returned items would last and whether it will be announced throughout the year. Ms. Désormeaux noted that staff deliberately did not insert a period of time. The one-time full amnesty will be laid out to get the most impact when it is released. She said that staff are in the midst in evaluating how it will work; however it would not be for the full year, it could be for a day, a week, or a month.

In response to a question to implement \$1.00 to customers for reserving materials (at the start of the hold process), Ms. Désormeaux said that it would be against the *Public Libraries Act*. She mentioned that many libraries across Canada charge a restocking fee. The concept is meant to be seen as a social contract with clients. Customers will only get charged if they don't respect picking up their holds.

Trustee Fisher asked what the scope of branch improvements for one-time general repairs and maintenance would be. Ms. Désormeaux advised that these are for replacing shelving to the five feet standard, carpet tile replacement or painting associated with the improvements. She said that staff approach the Friends of the Ottawa Public Library Association (FOPLA) on a regular basis to leverage funding and also ask the City to see if there are any residual funding to offset some of these projects.

In response to a question from Trustee Fisher on criteria used to select specific branches for one-time funding for general repairs, Ms. Désormeaux mentioned that the branch priority list coming forward is from the Board's Facilities Framework and that considerations included recent renovations and health and safety.

Trustee Begg asked whether front-line staff have discretion to waive fees. Ms. Désormeaux advised that staff do have that discretion. As example she detailed the process for when a customer claims an item was returned.

In response to planning questions from Trustee Sweet regarding funding in the budget for the South Urban branch, Ms. Désormeaux noted that a Community Development Plan (CDP) was adopted by Council for recreational and library use, zoned in Ward 22 – Gloucester-South Nepean off Limebank road. She said staff will be working with colleagues in Parks, Recreation and Culture to develop a joint facility with shared spaces to be

built in tandem (e.g. Greenboro branch).

Trustee Sweet inquired about the future capital budget funding for the East Urban community and whether a location for a new branch was chosen. Ms. Désormeaux mentioned that the branch would likely be built with the François Dupuis Community Centre off Mer Bleu.

In response to a question from Trustee Sweet on the process and implications of the \$100K put aside in the budget for the Rosemount Business Case, Ms. Désormeaux said it will be tendered using a Request for Proposal process. The report will be submitted to the Board by June 2017, in time to inform the 2018 budget process. Analysis would include the total cost of ownership over a 20-year span for either staying in the existing facility, lease, new build options, etc. She pointed out that work to examine the requirements to stay at the existing facility, showed approximately \$2M investment.

In closing, Chair Tierney thanked the CEO and staff for their tremendous work on the budget and during the year.

There being no further discussion, the OPL 2017 Draft Budget was CARRIED as presented.

MOTION OPL 20161206/4

That the Ottawa Public Library (OPL) Board:

- 1. Approve the OPL 2017 Draft Budget as tabled at its meeting on November 8, 2016; and**
- 2. Direct staff to forward the report to Ottawa City Council for consideration on December 14, 2016 as part of Ottawa City Council's approval of the City of Ottawa 2017 Draft Operating and Capital budget.**

CARRIED

On behalf of the Board, Chair Tierney expressed his thanks and appreciation to his colleagues and to staff for a wonderful year. He wished everyone a wonderful Holiday season. Chair Tierney said the next Board meeting would be on Tuesday,

31 January 2017, with one item on the agenda: discussion and deliberation of the Central Library recommendations. He reminded everyone that the decision package will be released on December 15, 2016 following the technical briefing. Details of location and time of the technical briefing would be released shortly.

ADJOURNMENT

MOTION OPL 20161206/5

Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 5:56 p.m.

Chair

Recording Secretary