

Ottawa Public Library Board Meeting

Minutes 5

Tuesday, 11 June 2019

5:02 p.m.

Andrew S. Haydon Hall, Ottawa City Hall, 110 Laurier Avenue West

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- Notes:**
1. *Please note that these Minutes are to be considered DRAFT until confirmed by the Board.*
 2. *Underlining indicates a new or amended recommendation approved by the Board.*

Present:

Chair: Tim Tierney

Vice-Chair: Kathy Fisher

Trustees: Riley Brockington, Mary-Rose Brown, Allan Higdon,
Matthew Luloff, Carol Anne Meehan, Harvey A. Slack

Regrets:

Trustee Steven Begg

DECLARATIONS OF CONFLICT OF INTEREST

No Declarations of Interest were filed.

CONFIRMATION OF MINUTES

Minutes 4 - Tuesday, 14 May 2019

CONFIRMED

CHAIR'S VERBAL UPDATE

June is National Indigenous History Month

National Indigenous History Month is an opportunity to honour the heritage, contributions, and cultures of the Indigenous people in Canada. In partnership with the Ottawa International Writers' Fest and the Government of Canada, an Indigenous Writers' Gathering author panel will be held on June 12 at 7:00 p.m., in the Pellan Room at Library and Archives Canada. The Indigenous Writers' Gathering is part of the ongoing #IndigenousReads campaign, which encourages reconciliation between Indigenous and non-Indigenous peoples through the sharing and exploration of Indigenous literature.

Techno Buddies – City of Ottawa Older Adult Plan

OPL's Techno Buddies program was featured in the City of Ottawa's Older Adult Plan as a case study for the World Health Organization's Age-Friendly World initiative. The Techno Buddies program received attention under the Social inclusion, recreation, and cultural participation, as it matches older adults with teen volunteers for one-on-one assistance to help seniors increase their technology skills.

Inspire555 Summary

More than 1000 people were engaged online and in-person during the #Inspire555 workshops focused on the Spaces and Relationships for the new Ottawa Public Library and Library and Archives Canada (OPL-LAC) joint facility. Participants had the chance to take a fresh look at what OPL-LAC spaces and services will be offered in the new facility.

MOTION OPL 20190611/1

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

RECEIVED

CHIEF EXECUTIVE OFFICER'S REPORT

June is Seniors' Month

The 2019 theme for Senior's month is "Aging Strong: Respect and Protect Seniors." This June marks the 35th annual province-wide Seniors' Month celebration, an opportunity to celebrate and honour the contributions older adults make to our communities. The CEO listed the various resources and services that might interest Ottawa's older population.

Tales and Tunes Announcement

OPL will host and an all ages, bilingual family-oriented event in partnership with the Meridian Theatre @CentrepoinTE and CBC on Saturday, July 6 from 12-5pm at OPL's Nepean CentrepoinTE branch and Ben Franklin Place. The event will celebrate and showcase storytelling and literacies in unique and inclusive ways. It will feature musical performances, dance, drumming workshops, ukulele jams, a magic show and strolling magician, Indigenous, French, and English storytellers, face painting, henna, and crafts, a stilt walker and much more. The CEO said the 2018 family event attracted more than 2K people, and that attendance in 2019 is expected to surpass that mark.

OPL Employee Development Session

OPL will be closed on June 14, 2019 for an employee development session, which occurs every two years. OPL is investing time in its employees to provide the community with the best service possible. Library services are available 24 hours a day, 7 days a week, online via the OPL website.

June is Employee recognition month and Chair Tierney recognized Library Board Assistant Julie Tremblay with her five-year pin.

MOTION OPL 20190611/2

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

RECEIVED

REPORTS

1. 2020-2023 STRATEGIC PLAN

OPLB-2019-0601

Danielle McDonald, CEO opened by stating that the 2020-2023 Strategic Plan represents a very different approach to what has previously been introduced. The process is comprehensive with numerous external and internal stakeholders, including staff. Involving staff was intentional based on comments that previous plans were too “top down” and employees could not see themselves in the plan. The CEO thanked the Board Trustees, Senior Management, customers, and staff who contributed to the development of the plan. She also acknowledged the efforts of Anna Basile, Division Manager, Governance, Communications, and Strategic Services in leading the work and pulling the information together for the report. Ms. McDonald indicated that staff are working on developing a measurement framework to monitor performance of the plan and will report back to the Board in the fall.

Anna Basile provided an overview of the Strategic Plan. *(Held on file with the Chief Executive Officer)*. She echoed the CEO’s comments on contributions made to the development of the plan and highlighted the efforts of Trustees Begg and Higdon, members on the Governance Ad hoc Committee in the last term.

Key highlights of the presentation included:

- Overview of the process undertaken to arrive at a new Strategic Plan
- Additional element with respect to the Values Review, which aligned with the Strategic Plan development;
- Summary of the highlights of the Environmental Scan and Trends and Drivers;
- Summary of the highlights of the Employee Engagement and common themes identified;
- Summary of the highlights of the Community Engagement, which aligned with employee engagement input;
- Summary to the Vision discovery process and resulting explanation of

- the five proposed values;
- Overview the Strategic Plan, including statement, directions, and priorities; and,
- Next steps.

Chair Tierney thanked Ms. Basile and Ms. McDonald. He said Ottawa is about to reach a major population milestone: the city will officially join the one million club later this week and was excited of the possibility for OPL to increase its membership.

In response to a question from Trustee Brockington about specific goals not included in the strategic plan, Ms. Basile indicated that the process of putting all the information together was comprehensive. She said Senior Management members conducted an exercise where they were divided into groups to come up with the final elements: statement, directions, and priorities. At the end, both groups arrived at the same goal. She stated the strategic statement to increase the number of active card holders by 25% by 2023 is ambitious, however, staff are confident that it can be achieved, as members of the public will discover that a library membership card is extremely valuable.

Trustee Brockington said it would be important to encourage current cardholders to use their library cards in looking at the strategic statement to increase the number of active card holders by 25%. Ms. Basile indicated in the affirmative. She said staff would also look at those card holders who share a card as well encouraging de-activated card holders to return.

Further to a question from Trustee Brockington on how many new cardholders there is in a given year. Matthew Pritz, Program Manager, Finance and Business Services said that in any given year, the net gain for 12-month activity (inactive and new cardholders issued) can vary from 8,000 to 14,000.

In response to a question from Trustee Brockington on creating the destination experience for the OPL component of the OPL-LAC Joint Facility, Craig Ginther, Division Manager, Ottawa Central Library project indicated that part of the service planning is to pilot/test specific ideas/concepts in branches. Trustee Brockington said he is interested in

hearing more about this in the future.

Trustee Brockington asked why data-driven decision-making was an important priority in the proposed strategic plan, Ms. Basile said that data is already being harnessed to inform decision-making but a shift is required to be more strategic and drive to an intelligence-driven organization.

Further to a question from Trustee Brockington regarding why the words “to do” is used for the mission whereas the word “we” is used for the vision, Ms. Basile indicated that the mission is currently what the library is doing today, whereas the vision is what the organization aspires to do.

Trustee Brown asked how the library brand is being perceived. Ms. Basile said the library does a lot and offers many services, however, the public may not know the extent of those services. For example, the library has offered free WiFi since 2008, however, the public did not realize that we offered that service. Ms. Basile said the library is not very good in promoting their services, and it will be important to explain the library’s value and better package that message to the public.

Vice-Chair Fisher said OPL should develop content services that are data-driven. She mentioned that data-driven decision-making priority would also be relevant under the “Redesign the Library Experience” priority, Ms. Basile indicated that operationally, each element impacts the other and data-driven decision-making could be under both priorities.

In response to a question from Vice-Chair Fisher on OPL tracking customer behaviours and staying relevant, Ms. Basile said that is the intent.

Trustee Brockington referenced Victoria Public Library’s Community inspired plan and asked if OPL branches have a unique plan within its neighbourhoods. Ms. McDonald said that OPL works with different partners in the city to deliver services. The proposed strategic plan focuses on where to go. OPL continues to be active in the community, reaching beyond spaces and building relationships. She indicated that each community is different and unique, and requires different needs and focus. Donna Clark, A/Division Manager, Branch Operations indicated that the proposed strategic plan is a community driven agenda where OPL reaches out to meet the needs of

each community.

Chair Tierney pointed out the OPL is an important stakeholder for the City and its communities.

Trustee Slack commented that the report is an exhaustive work of previous Boards and staff with components that are superbly well thought through. He said he is proud to be involved with the Board and Library.

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

MOTION OPL 20190611/3

That the Ottawa Public Library Board:

- 1. Approve the OPL Values of Intellectual Freedom, Inclusion, Community, Literacy, and Integrity, as further described in this report; and,**
- 2. Approve the 2020-2023 Strategic Plan, specifically the Strategic Statement, Directions, and Priorities, as further described in this report.**

CARRIED

2. OPL-LAC JOINT FACILITY PROJECT: UPDATE

Danielle McDonald, CEO opened by stating that 2019 represents an extremely busy year for the project due to the many streams of work occurring simultaneously and components of work that are interdependent. For instance, while the public and staff are being engaged on design, the sub-working group is undertaking elements of the Governance Agreement and thinking forward as to how OPL will provide service in the joint facility (both independently and with LAC). She stated that Craig Ginther, Division Manager, Central Library Project and his team are working on those project components that pertain to OPL, and how the facility will be set up to provide a great customer experience. The components will be brought to the Board at

a future date.

Simon Dupuis, Manager, Design and Construction and Mr. Ginther, provided a presentation on the transformational project and progress to date. (*Held on file with the Chief Executive Officer*). Alain Gonthier, Director, Infrastructure Services, City of Ottawa; Mario Gasperetti, Project Director, Real Property Branch, Library and Archives Canada; and Ralph Wiesbrock, Partner, Principle at KWC Architects Inc. were in attendance.

Key highlights of the presentation included:

- Project dashboard;
- Five major project phases, highlighting the project design phase;
- Project Milestones with schedule modifications;
- Schematic Design Process;
- Public Engagement Overview (five principle streams);
- Overview of the two workshops held and subsequent feedback;
- Overview of the design to-date with layouts and sketch views; and,
- Next steps.

In response to a question from Trustee Higdon on the library's distance to the light rail transit (LRT) station and whether there are plans to connect the two for all weather protection, Mr. Dupuis said the distance to LRT is approximately 300 meters. With respect to a causeway, the idea is to develop a covered multi-use pathway on lands to the west of the facility.

Trustee Higdon asked if the town hall would have standard acoustic elements, and Mr. Dupuis confirmed in the affirmative.

Trustee Higdon asking if the building would have escalators. Mr. Dupuis said the plan envisions elevators.

Trustee Luloff was impressed with the accessibility features at the Calgary Public Library. He asked whether the team has consulted with accessibility experts, Mr. Dupuis advised that the building will be universally accessible and one of the main priorities for the project. He said that staff would be meeting with the City's Accessibility Advisory Committee to discuss design.

Trustee Luloff was happy to see the creation of music recording rooms in the

design and referenced the pilot program at the Ruth E. Dickinson branch. Mr. Ginther replied there is space allocated for music recording rooms in the current plan, and that OPL is testing the idea in other locations across the system.

Trustee Luloff was pleased that space will be allocated for a Black Box Theatre. Mr. Ginther stated that the intent in the current plan is to have a Black Box Theatre.

Vice-Chair Fisher asked a question on the outdoor spaces and programming for those spaces. Mr. Ginther indicated there are a number of outdoor spaces currently planned, and he reviewed the features and locations in the design plans.

Further to a question from Vice-Chair Fisher regarding location of elevators, Mr. Dupuis said they envision that the elevators will be located at both ends of the building.

Trustee Brockington was concerned with the scope of a national outreach as part of engagement, especially how national audience may shape the design of a building funded by local taxpayers. Mr. Dupuis stated that the project is distinct and unique with the partnership. He said LAC requires a national engagement process for their audience. Mr. Dupuis indicated that there are shared expenses, 40% of the project budget belongs to LAC. Broad consultation is required for the combined or joint spaces.

Trustee Brockington voiced his dissent on the National outreach saying the Central Library is a city, local project, Ms. McDonald reiterated that a tri-partite agreement is in place - a partnership for a joint facility. She said the outreach has been balanced and the vision is to welcome not only local customers but also international visitors to the capital.

In response to a question from Trustee Brockington regarding the option to incorporate private retail, Mr. Dupuis said there is currently two areas/spaces in the proposed design (on the first and sixth floors) planned for retail partnerships. He said, once explored, details will be provided further. He noted there is also space allocated for the FOPLA/LAC gift shop.

Trustee Brockington asked where the LRT station would be in respect to the

Library. Mr. Dupuis indicated it would be north.

Trustee Brockington asked if the ward Councillor, Catherine McKenney was being updated on progress. Mr. Dupuis said staff are providing the ward councillor with updates as the project progresses.

In response to a question from Trustee Meehan on the potential rental of the phenomenal vista spaces after hours of operation, Mr. Dupuis replied in the affirmative, saying the vision is to bring that option forward.

Trustee Brown asked a question regarding staff having to do outreach with specific segments of the community following feedback from the second workshop. Mr. Dupuis said the consistent methodology is to look at specific factors in the community, such as Indigenous components. Mr. Ginther indicated that the idea is to reach all groups. Staff have connections and will reach out to newcomers, aging adults, and teen groups.

In response to a question from Vice-Chair Fisher regarding public engagement workshop differences and input used to drive the discussions, Mr. Dupuis said the project team is proud of the interactive engagement that has been designed. It is a distinct project element for the workshops to build upon another.

Chair Tierney asked if environmental grants and funding could support the project. Mr. Dupuis said the project is not an exact fit to receive dollars from the Federation of Canadian Municipalities (FCM) Green fund, which supports municipalities in sustainable community development.

Chair Tierney thanked the Board for their questions and said the Board made the right decision with respect to the partnership. There is excitement in the air with each phase that is reached in the project.

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

MOTION OPL 20190611/4

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

RECEIVED

ADJOURNMENT

MOTION OPL 20190611/5

Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 6:33 p.m.

Chair

Recording Secretary