

**Report to/Rapport au :**

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

**January 13, 2014  
Le 13 janvier 2014**

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

*Contact Person / Personne ressource: Anna Basile  
(613) 580-2424 x32335, [Anna.Basile@BiblioOttawaLibrary.ca](mailto:Anna.Basile@BiblioOttawaLibrary.ca)*

Ref N°: OPLB-2014-0006

**SUBJECT: Monitoring Report A.11 Link to Shared Services**

**OBJET : Rapport de contrôle A.11 Lien vers les services partagés**

**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.11 Link to Shared Services was approved by the Board on February 25, 2002 and last revised May 9, 2011. It states:

*With respect to the following City of Ottawa Shared Services (Corporate Communications, Fleet Services, Information Technology Services, Infrastructure Services, Human Resources, Organization Development & Performance, Park, Building, Grounds) and any other services formally provided to the Ottawa Public Library by the City of Ottawa, the Chief Executive Officer may only enter into relationships which are in the best interest of the corporation as an independent agency.*

*Accordingly, the CEO may only agree to levels of service provision by any of the Shared Services or other City of Ottawa sectors that are at least equal to levels of service provided by these sectors to City of Ottawa Departments.*

The Shared Services provide a variety of corporate support functions to all city departments, boards and agencies. OPL has service level agreements with the following partnering groups:

- Communications
- Infrastructure Services (IS) - includes lifecycle, and capital projects (renewals and new buildings)
- Fleet Services
- Human Resources
- Service Ottawa (SO) formerly Organizational Development and Performance
- Corporate Business Services (CBS) in the City Manager's Office (includes performance measurement and risk management)
- Information Technology (ITS) (including physical equipment and networks provided for the provision of OPL's digital services; excluding the configuration of the Integrated Library System, online catalogue and website)
- Property, Buildings, Grounds Operations and Maintenance (PBG)

Although OPL works closely with and, receives services from Finance and Legal, these two services are not identified as shared services. Likewise, OPL works closely with Corporate Security which also has no formal service level agreement.

In OPL, senior managers are tasked with managing the relationship between OPL and respective shared services providers, ensuring compliance with Board approved executive limitation policy A.11 (Link to Shared Services) and alignment with Library goals and objectives. However, all program managers have functional responsibilities in managing harmonious working relationships with their shared services contacts in order to maintain smooth operations.

In Q4 2013, eight service agreements were reviewed by the appropriate OPL senior manager and staff, and recommended to the CEO for approval and sign-off. Two were reviewed by staff in Q1 2014 and have been returned to the originating department for response. Two others have not yet been initiated by the originating department. We expect these to be completed by early 2014.

I report compliance.

I hereby present my monitoring report on Executive Limitations Policy A.11 Link to Shared Services. I certify that the information contained in this report is true.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Danielle McDonald  
Chief Executive Officer