

## Ottawa Public Library Board Meeting

### Minutes 11

Tuesday, 11 February 2020

5:00 p.m.

Champlain Room, Ottawa City Hall, 110 Laurier Avenue West

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

**Present:** Chair: Tim Tierney  
Vice-Chair: Kathy Fisher  
  
Trustees: Steven Begg, Riley Brockington, Allan Higdon,  
Matthew Luloff, Harvey A. Slack

**Regrets:** Mary-Rose Brown, Carol Anne Meehan

#### DECLARATIONS OF CONFLICT OF INTEREST

No Declarations of Interest were filed.

#### CONFIRMATION OF MINUTES

Minutes 10 - Tuesday, 3 December 2019

CONFIRMED

## **CHAIR'S VERBAL UPDATE**

### **OPL-LAC Joint Facility Architectural Design Reveal**

After completing an extensive public consultation process, the stunning design for the new OPL-LAC Joint Facility was revealed, and a major milestone was celebrated on January 23, 2020. Chair Tierney expressed his pride in the work the Board has done over the years to champion a once-in-a-generation project. He said OPL shattered all its social media records the day of the design reveal. The posts on Facebook, Instagram, and Twitter had the highest engagement OPL has ever seen, and the blog posts on OPL website were the top viewed content in January. The design celebrates the power of our connection with the community, who came together in an unprecedented public co-design process to inspire the building, inside and out. Chair Tierney mentioned that in the past year alone, more than 4,000 people participated in the Inspire555 engagement series to share their thoughts on the design of the facility. As a result of the community engagement, the OPL-LAC Joint Facility will be a welcoming, beautiful, and inclusive space; one where people gather, learn, discover, and explore their creativity. He touched on the next steps of the detailed design development, hoping that by spring 2020, shovels will be in the ground at 555 Albert Street. The public can view the architectural renderings and video and share their thoughts at Inspire555.ca. Chair Tierney said the Board will be provided an update in Q2 2020. He thanked the OPL project team, the City project team and Library and Archives Canada colleagues. He acknowledged the hard work of key OPL staff: Anna Basile, Elaine Condos, Craig Ginther, and Danielle McDonald and also thanked the OPL Staff Advisory Group members. Design images appeared on the screen: the OPL Reading area, the Albert Street east view, the Town Hall, the Aqueduct view, and the Albert Street full view. *(Held on file with the Chief Executive Officer)*

### **Rainbow Storytime**

Chair Tierney asked everyone to join OPL on February 27, 2020 at Ben Franklin Place for Rainbow Storytime: Celebrating Jazz and Friends National Day of School and Community Readings. The annual event is being held in partnership with Family Services Ottawa, which helps communities show support for transgender and non-binary youth. More information is available on OPL's website.

**MOTION OPL 20200211/1**

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

RECEIVED

## **CHIEF EXECUTIVE OFFICER'S REPORT**

### **Freedom to Read Week**

Freedom to Read Week takes place from February 23 to 29, 2020. As in past years, OPL supports the annual initiative to reaffirm intellectual freedom in Canada.

### **All-Gender Washrooms**

The CEO indicated that OPL will have signage installed on all stand-alone washrooms reflecting that these washrooms are for use by all customers, regardless of gender. She said there are approximately 70 all-gender washrooms spread over 28 branches that will receive signage by the end of 2020. Signage will indicate where an all-gender washroom is accessible to people with a physical disability or in a wheelchair, and/or if it is equipped with a change table. She mentioned that signage has been tested at OPL's Beaverbrook branch with positive results. The CEO said this new signage is being introduced to ensure that everyone feels welcome and comfortable in the Library. She mentioned that five branches with stand-alone washrooms would likely be equipped with all-gender washrooms as their next retrofit would allow. These five branches are small, rural facilities with structural and size limitations that will require unique retrofit plans.

### **Munster Branch Renovation**

The CEO indicated the branch closed temporarily from late November, until early December to undergo branch improvements. The branch received new furniture, the bookshelves were lowered to improve sightlines, and the walls were repainted for a refreshed look. She said OPL's commitment was to build Ottawa Central Library, this refresh demonstrates our slow, but steady, work to continue to keep the branches fresh.

**Prix de l'Association des Bibliothèques de l'Ontario (ABO) – Franco – Micheline**

### **Persaud (Monique Désormeaux)**

Former OPL Deputy CEO Monique Désormeaux received the « Prix Micheline Persaud) at the Ontario Library Association conference at the end of January. The CEO indicated that Monique has had a 30-year career in public libraries in Ottawa and in Ontario with a professional career devoted to the needs of all clients of the city of Ottawa, and especially Francophones and Francophiles. The Micheline Persaud Prize is an award intended to honor an individual, group or institution that has distinguished itself in the development and promotion of library services in French in Ontario. The CEO said Monique has always been an enthusiastic supporter and champion of French language services for library clients.

### **Family Day Holiday Closure**

OPL branches will be closed on Monday, February 17, 2020.

### **MOTION OPL 20200211/2**

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

RECEIVED

## **PRESENTATION**

### **1. MATERIALS DELIVERY**

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Anna Basile, Division Manager, Corporate Services said an important part of OPL's service to customers is ensuring a positive experience in using the services offered. And recognizing that the various collections – whether they are books, museums passes, or audio visual items, are core to a public library's mandate, it is important that collections are available and accessible in a timely manner. Ms. Basile introduced Otto Dos Santos, Portfolio Manager, Materials Delivery; who provided an overview of Materials Delivery, what the department offers from a service perspective, and how the service commitment is accomplished. *(Held on file with the Chief Executive Officer.)* Mr. Dos Santos said the department operates

seven days a week and 364 days a year, with no service on Christmas day. He explained that Monday through Saturday, they sort materials on the automated sorter and perform deliveries; on Sunday, they clear book drops. Mr. Dos Santos said three employees oversee 40 bins of materials sorting on the automated materials handling machine; and when the sorter cannot read the destination accurately, those exceptions are dealt with manually. He touched on logistics and resources that enable timely delivery of materials to customers.

Vice-Chair Fisher congratulated staff and said she experienced the Materials Delivery ride-along opportunity and it ran like clockwork.

Trustee Brockington pointed out how important operational presentations to the Board are.

In response to a question from Trustee Brockington regarding whether a central location sorts items, Mr. Dos Santos indicated items are sorted at 100 Tallwood. Ms. Basile added that the Materials Delivery Department is located in the most geographic center of the city. With respect to the walkalong opportunity, Ms. Basile said should other Board members be interested in having a tour, they can contact staff to organize.

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

**MOTION OPL 20200211/3**

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

RECEIVED

## REPORTS

### 2. PERFORMANCE MEASUREMENT KEY PERFORMANCE INDICATORS 2020-2023

OPLB-2020-0202

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Ms. Basile introduced Matthew Pritz, Program Manager, Finance and Business Services; who provided an overview of the Key Performance Indicators (KPIs) aligned with the Board's 2020-2023 Strategic Directions. *(Held on file with the Chief Executive Officer.)*

*Chair Tierney left the chair at 5:24 p.m. and Vice-Chair Fisher assumed the Chair.*

Key highlights of the presentation included:

- Overview of the Performance Measurement Framework, Strategic Perspective, Review Period, and New Strategic Plan;
- Summary of the Strategic Statement and Directions;
- Overview of staff research to learn any new measurements that libraries and private organizations may have developed to support OPL Strategic Plan;
- Summary of common themes among the findings;
- Overview of the customer and employee Strategic Alignment lenses;
- Summary of the newly developed eight recommended KPIs based on the customer and employee journeys, and aligned to the Strategic Directions; and,
- Overview of the process and reporting for the Performance Measurement Framework.

In response to a question from Trustee Brockington on how staff will achieve positive KPIs, particularly with the ambitious goal to increase cardholders by 25 percent and what is the plan to report back to the board, Danielle McDonald confirmed that KPIs are part of the board's workplan and regular reporting will be provided.

Further to a question from Trustee Brockington on the frequency of

reporting, Danielle McDonald, CEO, indicated that staff report regularly via many tools. With respect to frequency, Ms. Basile said there are a variety of frequent options for reporting to the CEO and Division Managers, as through data, metrics, and statistics, including real time reporting.

*Chair Tierney returned and assumed the Chair at 5:35 p.m.*

Further to a question from Trustee Brockington regarding staff accountability and whether staff surveyed non-customers to find out why they do not use OPL, Ms. Basile said that during the 2017 Strategic Plan engagement, staff conducted interviews, which led to the elements of the strategic plan relating to redesigning the library experience and reducing barriers direction, specifically around fines.

Trustee Brockington reiterated that the 25 percent over four years increase of the number of 12-Month Active Cardholders is ambitious and cautioned that that number is greater than the population growth. He asked staff to provide a one-pager to the Board to the non-customers not using the library, highlighting the reasons non-customers didn't use OPL, as identified in the 2017 Strategic Plan customer engagement.

In response to a question from Vice-Chair Fisher on active cardholder tracking, specifically, what can be tracked and whether staff will change the process to track, Mr. Pritz indicated that data is tracked via the cardholders' barcode, keeping record of the last time a card was used in the last 12-month timeframe. Ms. Basile indicated that a majority of OPL's services that require a library card are measured, including electronic visits, loans, program attendance, etc. She said going forward, OPL is focused on how to make services easy to access, including obtaining a card. She added that staff are looking at mechanisms for online card registrations and how to ensure active cardholder numbers reflects those who use our services.

There being no further discussion, the report was CARRIED as presented with a Direction to staff below.

**MOTION OPL 20200211/4**

**That the Ottawa Public Library Board approve the use of eight Key Performance Indicators (KPIs) aligned with the Board's 2020-2023 Strategic Directions, as further described in this report.**

CARRIED

Direction to staff:

That staff provide a summary of information regarding the reasons that non-customers stated for not using the library, as gathered during the community engagement portion of the 2017 strategic planning process.

3. *PUBLIC LIBRARIES ACT* AND RELATED GOVERNANCE AMENDMENTS

OPLB-2020-0203

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Ms. McDonald provided a brief overview of the purpose of the legislation and the amendments to the *Public Library Act* put forward via *Bill 132 - Better for People, Smarter for Business Act, 2019*, which came into effect in December.

Chair Tierney reminded the Board that only questions of clarification could be posed to staff at this time. There being no questions, the Board received and tabled the following motion:

**MOTION OPL 20200211/5**

**That the Ottawa Public Library (OPL) Board receive and table the *Public Libraries Act* and related Governance Amendments report.**

RECEIVED AND TABLED

## TRUSTEES' REPORTS

### 4. ONTARIO LIBRARY ASSOCIATION (OLA) SUPER CONFERENCE – TRUSTEE ALLAN HIGDON'S VERBAL REPORT

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Trustee Higdon read highlights of his report, which was previously submitted to the Board. (*Held on file with the Chief Executive Officer.*) He enjoyed the panel discussion on personnel issues in which Alexandra Yarrow, Program Manager, Board and Strategic Services participated, in particularly the necessity to balance empathy and accountability in all dealings with staff. He participated in two library tours in Brampton as part of the conference. He commented that visiting these two libraries provided further confirmation that the Board have chosen the right path in building a new central library. He said the EXPO was full of new ideas, great children's books, a vending machine for laptops, fantastic 3D printers, etc. He thanked the Board for giving him the opportunity to attend the annual conference.

There being no questions, the verbal report was RECEIVED as presented.

### **MOTION OPL 20200211/6**

**That the Ottawa Public Library Board receive the verbal presentation for information.**

RECEIVED

### 5. FEDERATION OF ONTARIO PUBLIC LIBRARIES (FOPL) ANNUAL GENERAL MEETING – VICE-CHAIR KATHY FISHER'S VERBAL REPORT

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In addition to a written document provided to the Board (*Held on file with the Chief Executive Officer*), Vice-Chair Fisher introduced FOPL's 2019 key achievements based on evidence-based research and analysis, and 2020 agenda relevant to OPL. She also enjoyed participating in the Ontario Library Board's Association (OLBA) bootcamp, which included

presentations on governance, partnerships, community engagement, and a government relations update.

There being no questions, the verbal report was RECEIVED as presented.

**MOTION OPL 20200211/7**

**That the Ottawa Public Library Board receive the verbal presentation for information.**

RECEIVED

**\*IN CAMERA ITEM**

6. OTTAWA PUBLIC LIBRARY – A PROPOSED OR PENDING ACQUISITION OR DISPOSITION OF LAND BY THE BOARD WITH RESPECT TO THE BLACKBURN HAMLET BRANCH LEASE RENEWAL – IN CAMERA – REPORTING OUT DATE: UPON RENEWAL OF LEASE
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**MOTION OPL 20200211/8**

Moved by Vice-Chair Fisher:

**That the Ottawa Public Library Board move in camera in accordance with section 16.1 (4)(c) of the *Public Libraries Act*, to consider a proposed or pending acquisition or disposition of land by the Board, with respect to the Blackburn Hamlet branch lease.**

CARRIED

*While In Camera no votes were taken and no decision was made.*

Upon resuming in open session at 6:11 p.m., the Board moved the following:

**MOTION OPL 20200211/9**

Moved by Vice-Chair Fisher:

**That the Ottawa Public Library Board receive the verbal update.**

RECEIVED

Direction to staff:

That the Ottawa Public Library Board direct the Chief Executive Officer and the City's Corporate Real Estate Office to renegotiate the lease renewal as per the parameters identified in the report, and that the CEO report back upon renewal.

**INQUIRIES**

Trustee Brockington submitted the following inquiry:

1. Staff outline how the organization as a whole follows sound environmental practices, including building of new branches and ongoing operational practices in existing facilities.

Trustee Brockington submitted the following inquiry on behalf of Councillor Catherine McKenney, Ward 14 - Somerset:

2. In explaining the closure of the lobby doors at the Main Library Branch between 6:00 a.m. and 9:30 a.m., staff cite the following: 'an increasing security risk public altercations, threats of violence against women, graffiti in lower washrooms, increased drug use, and urination in lower hallways have tripled over the past couple of years'.

Could staff please indicate when these serious security issues were brought to the attention of the Ward Councillor whose branch is included in the Main Library (prior to the email sent in October 2019 advising that a decision had been made to keep the doors locked)?

Could staff please indicate when these serious security issues were brought to the attention of the Library Board?

Could staff please provide exact dates and times and incidents that led to the decision to close the lobby doors between 6am and 9:30am?

Could staff please provide the detailed reports to Ottawa Police Services arising from the serious security issues cited above, especially with respect to threats of violence against women?

Could staff please provide copies of the detailed reports to Library management or any other organization arising from the serious security issues cited above, especially with respect to threats of violence against women?

Could staff please provide any written concerns that were brought to the attention of the Library management from patrons or others accessing the space in the hours between 6am and 9:30 a.m.?

Staff have provided a quote for the cost of hiring security guards at approximately 90k for the 3.5 hours per day. Please explain where how this quote was determined?

In response to a question from Vice-Chair Fisher on how this inquiry will be tabled or reported back to the Board, Ms. McDonald indicated that the inquiry will take time to research and review what information can be made public. Ms. Basile explained inquiry practices for formal inquiries made by the Board during meetings, as per Board policy 006 OPLB Trustee Inquiries. Specifically, she referred to the CEO's obligation to provide a memorandum to the Board explaining the amount of resources, etc., required to provide a full response. The Board shall consider the implications of the inquiry and shall decide, by use of a motion, if the Formal Inquiry is to proceed. As such, the CEO will evaluate its need for specific information, weighed with consideration of the effort, time, and associated expenses required to complete the request. Ms. Basile said a number of questions in the inquiry will need to be reviewed through the lens of the *Municipal Freedom of Information and Protection of Privacy Act*, and will require legal review, possible redaction of some information.

Vice-Chair Fisher asked staff to include communications with the Ward Councillor on this matter prior to October 2019. Trustee Slack agreed with Vice-Chair's recommendation.

Trustee Brockington suggested that staff include any other relevant information at its discretion.

Direction to staff:

In addition to inquiry details above, response should include relevant communications with the Ward Councillor on this matter prior to October 2019 and other relevant information to ensure a fulsome response to the inquiry at staff's discretion.

## **ADJOURNMENT**

### **MOTION OPL 20200211/10**

**Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 6:20 p.m.**

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**Chair**

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**Recording Secretary**