

Report to / Rapport au:

**Ottawa Public Library Board
Conseil d'administration de la Bibliothèque publique d'Ottawa**

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File Number: OPLB-2020-0304

SUBJECT: Content Services Framework

OBJET: Cadre des Services de contenu

REPORT RECOMMENDATION

That the Ottawa Public Library Board approve the 2020 – 2023 Content Services Framework as further described in this report.

RECOMMANDATION DU RAPPORT

Que le Conseil d'administration de la Bibliothèque publique d'Ottawa approuve le Cadre des Services de contenu 2020-2023 tel que décrit dans le présent rapport.

BACKGROUND

In accordance with the Ottawa Public Library (OPL) Board (the Board) policy OPLB-002 Delegation of Authority item #19, the Board is responsible to approve strategic frameworks for key OPL services. Free access to collections that are responsive to customers' needs is a key public library service, as outlined in the Ontario *Public Libraries Act (PLA)*. Section 20 (a) of the *PLA* states that a board "shall seek... a comprehensive and efficient public library service that reflects the community's unique needs", and section 23 (1) "a board shall not make a charge for admission to a public library or for use in the library of the library's materials".

The Board approved the Collection Management Framework (“the Framework”) 2014-2016 at its April 2014 Board meeting (OPLB-2014-0042), replacing the 2009-2013 Collection Management Strategy, to serve as the framework by which staff invest the OPL’s annual materials budget. In February 2017, the Board reaffirmed its approval of the Collection Management Framework, and approved a new review period (OPLB-2017-0201) of once per Board Term.

OPL’s annual material’s budget is \$5,367,000, representing 10% of the total net OPL budget for 2020, and the second largest expenditure after Compensation. The purpose of the proposed Content Services Framework (Document 1) is to guide staff in the spending of the annual materials budget. OPL Board policy OPLB-002 Delegation of Authority item #5 delegates the authority to approve spending for all collections and content up to the annual approved operating budget to the Chief Executive Officer (CEO). The Framework sets the parameters for this delegation via guiding principles and supporting tools for expending the annual materials budget in alignment with the OPL Strategic Plan.

It also confirms the CEO’s role as the final approver to appeals for reconsideration of material decisions and describes OPL options for suggestions for purchase and donations.

The purpose of this report is to outline major changes and to seek Board approval of the 2020-2023 Content Services Framework.

DISCUSSION

Since the last revision of the Framework, staff researched and reviewed the most current library collection trends and best practices. The context in which library collections are selected, acquired, catalogued, and processed remains fluid, especially with the challenges of pricing and availability of digital material. The core of the Framework remains of enduring quality and has been retained. The amendments to the Framework are based on the following considerations:

- a. E-content and advocacy;
- b. Reconciliation with Indigenous Peoples through library collections;
- c. World language collection sustainability;
- d. Interlibrary Loan resource sharing;
- e. Requests for reconsideration of library material; and,

- f. Framework name change.

Underpinning the entire process, the principles of the Framework remain:

- To have responsive collections and balanced selection;
- To be responsible with investment; and,
- To apply continuous improvement to all aspects of Content Services practices.

A. E-content and advocacy

Well-organized campaigns by libraries to advocate for affordable pricing and inclusive access to e-content is ongoing. OPL is part of the Canadian Urban Libraries Council (CULC) Digital Content Task Force (“the Task Force”) that monitors the marketplace changes. The Task Force makes coordinated efforts to build awareness among the public about the value that libraries bring to the publishing and e-content ecosystem, and the need for affordable and fair access to all forms of content. The Task Force also lobbies government, publishers and authors on these topics.

B. Reconciliation with Indigenous Peoples through library collections

OPL has collected Indigenous-created library materials on an ongoing basis for many years. The addition of an Indigenous collections statement confirms OPL’s commitment to reflecting Indigenous experiences, culture, and languages within the library collection. The statement derives from OPL’s objectives and initiatives for Indigenous services detailed in the OPLB-2019-0703 Update – Indigenous Services at Ottawa Public Library, as presented to the Board at its July 2019 meeting. It also acknowledges the Canadian Federation of Library Association (CFLA)’s Truth and Reconciliation Committee Report and recommended library initiatives. OPL’s Indigenous collections statement pays particular attention to the Algonquin Anishinaabe First Nations on whose unceded land OPL operations are located, as well as the diverse urban Indigenous community of First Nations, Inuit and Métis who call Ottawa home.

C. World languages collection sustainability

An internal analysis of the world languages collection, along with consultations with other Canadian public libraries, reveal ongoing challenges with acquiring quality world

language material, as well as maintaining customer interest and material usage, given limited resources in certain languages. There are various reasons for this: the challenge of sourcing quality language material in print or audio-visual (AV) when it originates from parts of the world experiencing disruption like political strife and/or war; people having a stronger interest in learning English and/or French than using the library's world language collection; or people finding other means to satisfy their language needs such as the Internet. In recognition of this, staff have updated the world language collection statement by adding the phrase indicated below in bold:

"OPL collects world languages to meet the needs of Ottawa's diverse population, provided this represents a critical mass of new immigrants to Ottawa, reaching more than 2,000 people (as per the current Canadian Census), who speak the language at home **and if the language collection is sustainable with quality material, demand, and usage.**"

D. Interlibrary Loan resource sharing

Interlibrary Loan (ILL) service is a fundamental resource-sharing commitment that OPL makes to OPL customers and Ontario public libraries. The use of ILL provides OPL customers with extended access to collections province-wide and across Canada. In its review of the Framework, staff recognized the omission of ILL as a key contributor to the breadth of collections OPL customers have access to. It is now included as a complement to the OPL collection, expanding customers access to content, and informing selection and collection maintenance practices.

E. Requests for reconsideration of library material

OPL recognizes the right of individuals to express opposition to items selected for the library's collections.

For better transparency and stronger accountability, the complete Framework and a revised "Request for Reconsideration of Library Material" form will now be available online. The Framework also provides the process for reconsideration of Library material, including the method for appealing a decision and a more robust process for final decision-making.

Individuals who object to materials in the collection may express their concern with OPL public service employees and/or by filling out a 'Request for Reconsideration of Library Material' form. This form is currently available in branches and will now also be available on the Library's website. The form has been revised to provide the complainant with links to the OPL Content Services' Framework and the OPL Board Position Statement on Intellectual Freedom (BRD-003 POSOPLB Intellectual Freedom). Complainants will acknowledge that they have read these documents before presenting their objection. OPL Content Services' professional librarians research and review each formal request for reconsideration title, and a written response from the Manager of Content Services is sent to the person making the request. Individuals can appeal the decision in writing to the CEO. Appeals will be reviewed by the Senior Management team, with a final decision made by the CEO.

The following statement has also been added to the Framework:

"OPL does not acquire material that the Canadian courts have found to be contrary to the Criminal Code and all applicable laws, including the Charter of Rights and Freedoms. If items in OPL's collections are found to be contrary to the above laws, OPL will obtain legal advice with regards to removing the material from the collection."

F. Framework name change

The final amendment to the Framework updates the document to include the current departmental name of Content Services, changed from Collection Management in 2014. This change was made to better reflect its focus on providing access to all forms of content, including digital formats.

CONSULTATION

In revising the Framework, staff reviewed material selection policies and collection development statements from across North America. Large Canadian public libraries were consulted on their approach to world language collections. The City of Ottawa's Partners and Stakeholder Initiatives department provided guidance on the Indigenous collections statement. Lastly, Collection Development staff and the OPL management team were consulted.

LEGAL IMPLICATIONS

There are no legal implications associated with this report.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report. The Content Services Framework will continue to drive the annual review of materials budget investments, ensuring the library's collection is responsive to customer needs and relevant to the community as a whole.

ACCESSIBILITY IMPACTS

There are no accessibility implications associated with this report. AODA compliance measures and advocacy for accessible content are integrated into Content Services practices.

TECHNOLOGY IMPLICATIONS

There are no technology implications associated with this report. In light of rapid changes and advancements in the marketplace, there may be future new technology requirements related to Content Services.

BOARD PRIORITIES

This report aligns with the OPL Board's Values of Community, Inclusion, Intellectual Freedom, Integrity, and Literacy, and the Strategic Direction to "Redesign the Library Experience."

SUPPORTING DOCUMENTATION

Document 1 Content Services Framework

DISPOSITION

Upon approval, the 2020 - 2023 Content Services Framework will guide the expenditure of the annual materials budget. The next review period will take place in Year 2 of the next term of the Board (2024). All updated documentation, including the Request for reconsideration form, will be posted on the OPL website by Q2 2020.