

Ottawa Public Library Board Meeting

Minutes 37

Tuesday, 8 May 2018

5:02 p.m.

Champlain Room, Ottawa City Hall, 110 Laurier Avenue West

Notes: 1. *Please note that these Minutes are to be considered DRAFT until confirmed by the Board.*

Notes: 2. *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

Trustee McKenney arrived at 17:05.

DECLARATIONS OF CONFLICT OF INTEREST

No Declarations of Interest were filed.

CONFIRMATION OF MINUTES

Minutes 36 - Tuesday, 10 April 2018

CONFIRMED

MOTIONS REQUIRING SUSPENSION OF THE RULES OF PROCEDURE

MOTION OPL 20180508/1

That the Ottawa Public Library Board Waive the Rules of Procedure to

approve the addition of the item “Hours of Operation – Rural Hours” for consideration by the Board at today’s meeting, pursuant to Section 21(3) of the Rules of Procedure By-law (By-law, January 1, 2015).

CARRIED

With unanimous consensus, the Board agreed to discuss Item 5 as the first item of business.

CHAIR’S VERBAL UPDATE

Teen Tech Video

The Chair noted that Teens showcased their talents at the annual event on April 27, 2018. OPL received 27 entries, and the top 10 videos were screened publicly, with first, second, and third place prizes awarded. Chair Tierney congratulated the winners and all the teens who participated. (*Allison White’s winning video, Contemporary Cake Decorating was shown.*)

Rosemount Anniversary

The Rosemount branch celebrated its 100th anniversary on April 21 with all three levels of government represented. The Chair thanked Vice-Chair Bergeron, and Trustees Fisher, McKenney, and Wilkinson for attending the event.

City of Ottawa’s Annual AccessAbility Day

AccessAbility Day highlights and celebrates greater accessibility and inclusion in the City of Ottawa. The Chair said OPL will be attending the event and highlighted some of the services that would be promoted.

MOTION OPL 20180508/2

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

RECEIVED

CHIEF EXECUTIVE OFFICER'S REPORT

Book donation from the Embassy of Peru

The CEO indicated she received a donation of a series of books from the Embassy of Peru (Ministry of Foreign Affairs) in appreciation of the successful film festival that OPL helped organize with the Embassies of Columbia, Chile, Mexico, and Peru.

May is Asian Heritage Month

Throughout May, OPL will be offering a line-up of programs and events to celebrate Asian Heritage. The CEO noted that OPL is collaborating with Multicultural Arts for Schools and Communities (MASC) and other local partners to present various events, with free admission. Please visit the website for more information.

Instant Pot 101

In March, OPL hosted a series of Instant Pot presentations satisfying a need in the community as no other program of this kind is currently offered. The eight Instant Pot workshops aligned with nutrition month, and attracted more than 340 people, including media, and the attention of the Instant Pot Headquarters in Kanata. The CEO noted that one of the Instant Pot representatives attended the Alta Vista session as a surprise and gave all participants oven mitts and aprons, and raffled a free mini Instant Pot. In addition, they donated a deluxe Instant Pot to the Library.

OPL Board Workshop

The OPL Board will be holding its Strategic Planning Session, Thursday, June 14, 2018 at 9:00 a.m. at the Manotick branch.

OPL-LAC Joint Facility Project – Update

The CEO indicated that there was a commitment to bring a report to the Board in the spring 2018. The report is complex, and confirmation of the appropriate sequencing of approvals between OPL Board and the respective City Committees and Council is required before proceeding. The Board may be required to change the date of the June Board meeting to accommodate the appropriate sequencing. The CEO said the Board and the public will be advised as soon as dates are confirmed.

MOTION OPL 20180508/3

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

RECEIVED

PRESENTATION

1. CREATING LEADERSHIP

Anna Basile, Division Manager, Governance, Communications, and Strategic Services and Sharon Campbell, Library Planning Consultant, Learning and Development, provided a presentation on the Creating Leadership Program. *(Held on file with the Chief Executive Officer.)* Ms. Basile indicated the program is targeted to all employees to build leadership skills as part of succession management. She said the program is a key focus of OPL given current demographics. Ms. Campbell highlighted the program history, described the current program, and next steps. In closing, Ms. Basile said Creating Leadership has become a part of OPL's on-going development program. The program has 57 graduates of which 12 participants have been promoted into higher positions, and seven of those into leadership roles.

With respect to a question by Vice-Chair Bergeron on whether the program has demonstrated direct improvements in dealing with customers, Ms. Basile mentioned that no evidence is linked to the program, however employees are more engaged and are happy for the opportunity to demonstrate their creativity. Ms. Basile noted that all projects were created without a budget.

In response to a question from Trustee Sweet on how participants apply to the program, Ms. Campbell said employee's at all levels of OPL can apply indicating what skills the participant would like to develop and what they hope to gain from participation.

Chair Tierney thanked staff for the presentation, saying libraries are doing amazing things.

There being no further questions, the item was RECEIVED as presented.

MOTION OPL 20180508/4

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

RECEIVED

REPORTS

3. **WI-FI HOTSPOT LENDING PILOT**

OPLB-2018-0503

Monique Brûlé, Division Manager, Programs and Services, Alexandra Yarrow, Program Manager, Alternative Services, and Craig Ginther, Program Manager, Technology Services were in attendance to respond to questions.

Trustee Fisher asked for the names of the four branches and two bookmobile stops identified as pick-up locations for the Wi-Fi hotspots. Mr. Ginther said based on demographic data provided by Environics, staff identified Alta Vista, Rideau, Rosemount, and St-Laurent branches, and Caldwell and Lincoln Heights as the bookmobile stops.

Further, Trustee Fisher asked questions regarding the range of the hotspot and how the 15 users will be accommodated for households, Mr. Ginther noted that the range is typically a few 100 meters and it is conceivable that it could be used by many. The program would be for individual households in neighbourhoods in Ottawa where internet is not available at home. Mr. Ginther mentioned that staff will report back the findings of the evaluation and provide further opportunities or make the pilot redundant.

Trustee Wilkinson was in support of the pilot but had concerns with the length of the loan period and recovery of lost devices. Chair Tierney noted that OPL can easily disable the device.

Ms. Brûlé said there will be usage instructions, copies of OPL policies regarding acceptable use, as well as criteria for the customers. To mitigate concerns with regard to borrowed devices not returned on time, staff will issue

reminder notices two-weeks, one-week, and four-days in advance of the due date.

Trustee Wilkinson inquired about pop-up libraries and whether the pilot will be available for staff to use at those events. Ms. Brûlé advised that OPL has portable computers that use air cards, which provides same service as public WiFi.

In response to a question from Trustee Sweet on the cost of the 75 program, Mr. Ginther mentioned that the Chromebooks are purchased in bulk through the province at a discounted price of \$169.00 each. There is no cost for the hotspot per se, however the data plan is \$50 per month, per unit.

Chair Tierney reiterated that the Wi-Fi pilot aligns with the City of Ottawa's Smart Cities plan.

There being no further questions, the item was CARRIED as presented.

MOTION OPL 20180508/5

That the Ottawa Public Library Board approve waiving of fees associated with the lending of Wi-Fi hotspots for the pilot period, as further described in this report.

CARRIED

3. RADIO FREQUENCY IDENTIFICATION (RFID) TECHNOLOGY PROJECT
OPLB-2018-0503
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MOTION OPL 20180508/6

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

RECEIVED

4. FIRST QUARTER 2018 FINANCIAL STATEMENTS
OPLB-2018-0504
-

In response to a question from Trustee Fisher regarding the impact of the reduction of grant funding, specifically to programming for newcomers, Ms. Désormeaux, Deputy CEO noted that the funding envelope elapsed a few years ago. She indicated that the government provides funding to get a program off the ground and libraries keep it sustainable once the funding ends. She said OPL has done integral work and pilot initiatives for newcomers. A balance is used for newcomer librarians.

In response to a question from Trustee Begg on the Library's Materials and Supplies expenditures being over budget, Brenda Gorton, Financial Services said the result is common as the Library does most of their bulk purchases at the beginning of the each fiscal year.

Further to a question from Trustee Begg asking if fundraising is included in the external funds raised. Ms. Gorton advised that Appendix A excludes fundraising.

There being no further questions, the item was RECEIVED as presented.

MOTION OPL 20180508/7

That the Ottawa Public Library Board:

1. **Receive the 2018 first quarter financial reports; and,**
2. **Receive the closing of capital Works In Progress accounts as**

outlined in this report.

RECEIVED

ADDITIONAL ITEM

5. HOURS OF OPERATION – RURAL HOURS

Vice-Chair Bergeron assumed the Chair for this item.

Trustee Tierney mentioned that more and more rural constituents are requesting hours on Fridays. In October 2017, the Board received a report on Hours of Operations Survey Results, as conducted by Nanos Research Inc., and the results showed that Mondays and Fridays were the most important week days for library use. He further stated that Ward 20 – Osgoode, is the only ward across the City of Ottawa with no hours of service on Fridays. Trustee Tierney indicated that the cost to provide consistency in service in this ward is approximately \$8K per year.

Ms. McDonald, CEO stated the OPL could address this issue by adding three afternoon hours beginning in July in Ward 20 – Osgoode. She confirmed that the annual cost would be \$8K plus facility costs, she also stated that staff would need to include the financial pressure in the 2019 draft operating budget.

Trustee Tierney said staff will be looking at all rural wards, however asked the CEO to clarify which branch this is associated to. Ms. McDonald noted that the Osgoode Ward consists of four branches: Greely, Metcalfe, Osgoode, and Vernon, none which have Friday hours. Staff have identified adding the hours to the Greely branch on Friday afternoons. With unanimous consent, the Board heard from the Ward Councillor.

George Darouze, Councillor, Ward 20 thanked Trustee Tierney, the CEO, and staff for working on the issue to allocate Friday hours in his community. He said requests came to him through his constituents, and that he appreciates what the library can offer to close the gap in service.

There being no further questions, the following direction to staff was presented.

Direction to staff:

That staff provide three open hours of service in Ward 20 on Fridays, and include the financial pressure in the 2019 operating budget.

Following the direction to staff, Trustee Tierney resumed the role of Chair.

OTHER BUSINESS

Trustee Sweet mentioned she took advantage of a poetry workshop with Frances Boyle on Saturday, May 5 offered by OPL. The session was a hit, well attended, and although poetry is not her strong suit, she found the session insightful.

ADJOURNMENT

MOTION OPL 20180508/8

Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 5:51 p.m.

Chair

Recording Secretary