

## Ottawa Public Library Board Meeting

### Minutes 7

Tuesday, 13 August 2019

5:03 p.m.

Champlain Room, Ottawa City Hall, 110 Laurier Avenue West

---

**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, Mary-Rose Brown,  
Allan Higdon, Matthew Luloff, Harvey A. Slack

**Regrets:** Trustee Carol Anne Meehan

#### DECLARATIONS OF CONFLICT OF INTEREST

No Declarations of Interest were filed.

#### CONFIRMATION OF MINUTES

Minutes 6 - Tuesday, 9 July 2019

CONFIRMED

## **CHAIR'S VERBAL UPDATE**

### **Inspire555 Workshop #3 and Online Engagement**

The Chair mentioned that Phase 3 of the Inspire555 public engagement series on the design of the new OPL-LAC Joint Facility will focus on Public Art and Landscape, with an emphasis on sustainability. He said the two in-person workshops will take place on August 21 and 22 at Library and Archives Canada, Pellan Room. Participants will take part in hands-on activities to provide inspiration to the artists from Jason Bruges Studio, the Artist on Design Team for the joint facility, and to the landscape design team. Chair Tierney indicated that spaces are available for the workshop on August 22; details and registration can be found online at Inspire555.ca. An online questionnaire is also available until August 27.

### **Capital Pride Parade Announcement**

Ottawa Public Library will be celebrating Capital Pride by taking part in the Pride Parade on Sunday, August 25 with the Bookmobile and will be providing a Drag Royalty Storytime at the NAC on August 20.

### **Congratulations Trustee Begg**

Chair Tierney congratulated Trustee Begg on the birth of his son as he and his wife welcomed a third child.

## **MOTION OPL 20190813/1**

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

RECEIVED

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

### **Federal Elections**

The CEO indicated that some OPL branches will be serving as polling stations for the 2019 federal elections. As part of OPL's Civic Engagement Series, a few programs will be held at the Sunnyside branches: "How to Work in a Federal Election" on August

21 and “Registering and Voting in a Federal Election” on September 12.

### **Sunday Hours**

The CEO indicated that Sunday hours resume as of September 6, 2019.

### **Library Month**

October’s Library Month will be celebrated across Canada. The CEO said celebrating Library Month gives OPL an opportunity to show appreciation to OPL customers in creative and memorable ways. An official announcement and details will follow.

### **MOTION OPL 20190813/2**

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

RECEIVED

### **REPORTS**

#### **1. WIFI HOTSPOT LENDING PILOT - UPDATE**

OPLB-2019-0801

---

Danielle McDonald, CEO indicated that the Public WiFi hotspot lending pilot was brought forward to the Board in May 2018 because of the need to secure approval to waive associated overdue fees. This report provides the Board with an update to the pilot, which is otherwise an operational activity delegated to the CEO.

Vice-Chair Fisher asked staff for insights on the low referrals from partners. Monique Brûlé, Division Manager, Programs and Services indicated the initial plan was to work with City of Ottawa Recreation, Cultural and Facilities Services and Ottawa Community Housing to promote the program to customers who were without internet at home. She said that during the first three months, OPL received less than five referrals. The low number of referrals were due to:

- Use of the program required customers to assume liability for loss/theft for this target demographic, that may have resulted in further isolation as customers would lose library privileges;
- The loan period of three months was a short-term solution, whereas customers without internet require long-term solutions;
- The program administration was cumbersome; and,
- Social housing already provides WiFi for \$10.00 a month.

In response to a question from Trustee Higdon as to what was included in the loan to customers, Ms. Brûlé said the WiFi hotspots are bundled with a Chromebook, along with usage instructions and copies of OPL policies regarding acceptable use. The complete package was available for a loan period of up to three months, with no renewals. In addition to the bundle, Chris Simmons, Acting Program Manager, Technology Services, added that the hotspot is a mobile wireless access point that is created by a dedicated hardware device and contains a subscriber identification module (SIM) card connected to a telecom provider's data network, which allows up to 10 personal devices to connect to the internet.

Further to a question from Trustee Higdon regarding the radius of the hotspot, Mr. Simmons said the range is typically 100 meters.

Trustee Brockington liked the concept of the pilot and believed it is worth pursuing further. In response to a question on the value of the kits and what happens when they are not returned, Ms. Brûlé indicated the kits are valued at \$450 per unit. If not returned, the kit is deactivated, and the customer is not able to use it further. Notification is sent to advise the customer that the kit is due to return and, if not returned, there will be a replacement fee charged to the account.

Trustee Brockington spoke to the technology needs in his community and urged staff to look for partnerships.

In response to a question from Chair Tierney on whether the kits were available in Bookmobiles, Ms. Brûlé responded in the affirmative, advising availability at the Caldwell and Lincoln Heights stops.

Trustee Luloff asked if there was a cap on the data available and what was

the length of the loan period. Mr. Simmons said there is no cap on speeds, there is unlimited internet, and there is a period of three months for the loan.

Further to a question from Trustee Luloff regarding the name of the carrier and whether a discount was provided, Ms. Brûlé stated that the provider was Telus. The service was issued through the City of Ottawa where a corporate discount was provided.

Trustee Luloff asked if staff will continue the program. Ms. Brûlé indicated that the pilot phase ended March 31, 2019. OPL will explore ways of increasing digital access using the WiFi kits in other forms, such as a partnership with homework clubs.

Trustee Luloff agreed with Trustee Brockington on staff looking for partnerships, especially in wards where there is no public library. He said it is a wonderful program that he supports as the library can further extend its reach.

In response to a question from Vice-Chair Fisher regarding the program being included within Alternative Services suite of programs as an option to allocate this resource, Ms. Brûlé said staff will explore ways to partner with other community services.

The CEO asked Trustee Brockington to clarify what options he would be seeking. Trustee Brockington suggested that staff reach out to City of Ottawa and Community Resource Centres to explore partnership opportunities to find ways to make internet access and WiFi kits available.

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

**MOTION OPL 20190813/3**

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

RECEIVED

2. SECOND QUARTER 2019 FINANCIAL STATEMENTS

OPLB-2019-0802

---

**MOTION OPL 20190813/4**

**That the Ottawa Public Library Board receive the 2019 second quarter financial reports.**

RECEIVED

3. 2018 FINANCIAL STATEMENTS

OPLB-2019-0803

---

**MOTION OPL 20190813/5**

**That the Ottawa Public Library Board receive the 2018 Financial Statements.**

RECEIVED

**TRUSTEE REPORT**

4. AMERICAN LIBRARY ASSOCIATION 2019 CONFERENCE - TRUSTEE  
VERBAL REPORT (ALLAN HIGDON)

---

Trustee Higdon read his report, which was divided into two sections: the

trade show and the programming. The report was previously submitted to the Board. *Held on file with the Chief Executive Officer.*

He said he enjoyed the conference, which was held in Washington. He thanked the Board for sending him as a delegate. He provided staff with the following:

1. Adding a Next Chapter Book Club (NCBC), a community based book club program for adolescents and adults with Down's Syndrome, Autism, Cerebral Palsy, and other intellectual and development disabilities;
2. Add the book "Palaces for the People: How Social Infrastructure Can Help Fight Inequality" by Eric Klinenberg to the collection; and,
3. Review the handbook "Serving Library Users from Asia" by John Hickok that has many resources such as outreach ideas, cultural information, vendor lists, and chapters on specific Asian cultures.

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

**MOTION OPL 20190813/6**

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

RECEIVED

**INFORMATION PREVIOUSLY DISTRIBUTED**

A. WORLD LANGUAGES MATERIAL IN THE COLLECTION

---

B. PROCESS TO ADD A BOOKMOBILE STOP

---

**ADJOURNMENT**

**MOTION OPL 20190813/7**

**Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 5:29 p.m.**

---

**Chair**

---

**Recording Secretary**