

## Library Board Meeting

### Minutes 12

Tuesday, 10 March 2020

5:03 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: Matthew Luloff

Vice-Chair: Kathy Fisher

Trustees: Steven Begg, Riley Brockington, Mary-Rose Brown,  
Allan Higdon, Carol Anne Meehan, Harvey A. Slack,  
Tim Tierney

Note: Former Chair Tierney chaired the beginning of the meeting and provided his Verbal Update prior to the Election of Chair Luloff.\*

#### DECLARATIONS OF CONFLICT OF INTEREST\*

No Declarations of Interest were filed.

#### CONFIRMATION OF MINUTES\*

Minutes 11 - Tuesday, 11 February 2020

Confidential Minutes 2, Tuesday, 11 February 2020

CONFIRMED

With unanimous consensus, the Board agreed to discuss Item 8 as the first item of business. \*

### **CHAIR'S VERBAL UPDATE\***

#### **Update on eBooks Pricing Campaign and Federation of Canadian Municipalities Support**

Chair Tierney indicated the Board was advised in December that OPL was providing information to customers about new lending terms for multinational publisher Macmillan, and the potential impact on access to eBooks and digital content for customers. Mayor Jim Watson along with many mayors and county leaders from the United States and Canada, signed the Statement on Equitable Public Access to fight for equitable eBook pricing and access. The Statement urged eBook and eAudiobook publishers to institute fair, transparent, and flexible lending models for public libraries. He said to add another level of support, Federation of Canadian Municipalities (FCM) will endorse a motion that will be sent to multinational publishers about equitable eBook access. Chair Tierney said OPL will continue to keep customers informed via the website, eBook portals, and social media channels of any developments.

#### **Big Bang Event at the National Arts Centre (NAC)**

Over the Family Day long weekend, OPL participated in the Big Bang event at the NAC, which was very successful. Chair Tierney said over 980 people enjoyed OPL's book nook or chatted with staff, and 30+ books were checked out. He said OPL used the new "Get A Free Library Card" pop up sign and it worked wonders! 68+ cards were made or renewed. He said many parents thanked OPL for being at the event and shared feedback from one of the parents.

Chair Tierney's closed his update by reiterating that he is stepping down from his position as Chair of the OPL Board. He greatly appreciated the opportunity to serve as Chair, was proud of the work that has been accomplished, and looks forward to continuing to work with his colleagues as a Member of the Board.

### **MOTION OPL 20200310/1**

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

RECEIVED

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

#### **Mois de la Francophonie**

The CEO indicated that March is "Mois de la Francophonie", and OPL is celebrating Canada's French language and culture with a host of activities for families. On March 20, for "Jour de la Francophonie", customers are invited to a family day in partnership with the National Arts Centre. Join OPL and Claude and Carlos, founding members of the "Les Petites Tounes" group. Customers are invited to discover the exceptional collection of books, movies, and music of French artists and authors. Information can be found on the OPL website.

#### **March Break Programming**

The CEO also highlighted that March Break is fast approaching, and OPL will offer plenty of programs throughout the week. The programs are free, fun, educational, and offered in branches throughout the city, from March 16 to 21 for children ages four to twelve. This year's March Break theme is "Around the World." OPL is inviting children to take a journey and to discover the world around them with a choice of programming that includes arts and crafts, engineering, music, science, dance, coding, and more.

#### **Book Launch: *Resilience is Futile: The Life and Death and Life of Julie S. Lalonde***

The CEO announced that women's rights advocate, Julie Lalonde, will be launching her new book, *Resilience is Future: The Life and Death and Life of Julie S. Lalonde*, at a sold-out event on March 11, 2020, held in partnership with Library and Archives Canada and the Ottawa International Writers Festival.

**MOTION OPL 20200310/2**

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

RECEIVED

Chair Tierney left the chair at 5:11 p.m. following the verbal updates, in order to select a new Chair.

**ELECTION**

8. ELECTION OF CHAIR

**MOTION OPL 20200310/3**

Moved by Vice-Chair Fisher:

**WHEREAS, pursuant to Section 9(g) of the Rules of Procedure By-law, BE IT RESOLVED that Alexandra Yarrow, Program Manager be appointed scrutineer for the Election of Chair.**

CARRIED

**MOTION OPL 20200310/4**

Moved by Trustee Tierney and seconded by Vice-Chair Fisher:

**That Trustee Matthew Luloff be nominated to the position of Chair for the Ottawa Public Library Board.**

CARRIED

**MOTION OPL 20200310/5**

Moved by Vice-Chair Fisher:

**That the nominations for the position of Chair for the Ottawa Public Library Board be closed.**

CARRIED

Trustee Matthew Luloff accepted the nomination and was declared Chair, Ottawa Public Library Board by the CEO. Chair Luloff assumed the Chair and presided over the remainder of the meeting.

Chair Luloff thanked the Board for entrusting him with the position of Chair for the remainder of the term and stated that he understands the magnitude of the task ahead, the major investments the Board is making in public knowledge and the community, and moving forward with Library and Archives Canada, will culminate in a flagship Joint Facility for years to come. He said the Board will continue to successfully steward this project and manage the relationship with the federal government partner. Chair Luloff said the Board's guidance will be key to successfully achieving that goal. He said that he and the CEO will rely upon the depth and wealth of experience of his fellow Board members, who are trusted advisors and ambassadors for this incredible organization. Chair Luloff indicated that the relationships he built in the Federal government in both his previous and current roles will serve the Board well. He said that his family are great library users of both OPL's programs and resources, and he understands the importance of public libraries in the community. He acknowledged the exemplary and remarkable work of Vice-Chair Fisher, with whom he will be working closely to ensure good board governance. He thanked Trustees Tierney and Harder for their hard and diligent work positioning the Board well to continue modernizing the public library for years to come. He thanked his City Council colleagues who unanimously recommended him for the position of Chair.

## PRESENTATION

### 1. PRESENTATION - FRIENDS OF THE OTTAWA PUBLIC LIBRARY ASSOCIATION

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Chair Luloff made brief introductory remarks. OPL CEO Danielle McDonald and Vice-Chair Fisher advanced to the podium. Vice-Chair Fisher invited FOPLA President Vladimir Uher, to the podium.

Mr. Uher thanked the current and former Chair, the CEO, members of the OPL Board, and Library staff for their ongoing commitment. He said FOPLA is proud to support OPL in its many endeavours, as the programming and services that OPL provides to the community is invaluable. He presented OPL with a cheque of \$410,000 for 2019, the largest single donation to-date.

Vice-Chair Fisher said FOPLA's 300 volunteers at 25 used bookstores give their time so generously and that time is then transformed into donations that enhance the Library so that all residents can use OPL for their own development, success, and quality of life. FOPLA is one of the top Friends groups among Canadian libraries, supporting OPL through advocacy and literacy. They have donated more than \$4M to OPL since 2003. She said FOPLA has also been a huge champion of the new Ottawa Public Library and Library Archives Canada Joint Facility.

Ms. McDonald indicated it is a tremendous honour and sincere pleasure to thank Mr. Uher and his colleagues, for their friendship and generosity on behalf of OPL. She underlined how FOPLA enhances OPL's services to the public. Thanks to FOPLA's support, OPL can renew furniture, renovate spaces, and enrich programs to meet the needs and interests in the community. Ms. McDonald listed some of the recent enhancements made using FOPLA funds:

- Creative Do-it-yourself (DIY) maker programs;
- New photography equipment for the Imagine Space;
- Diversified Teen spaces and activities;

- Additional study carrels to support students and learners at several branches;
- A hub space for services and resources for newcomers at Greenboro branch;
- An improved Storytime corner at the Munster branch;
- Enhancements to the BiblioBike to cover more ground in downtown neighbourhoods;
- Expanded inclusion programming in areas of the city with vulnerable populations, to respond to the needs of people experiencing homelessness or mental health challenges.

Ms. McDonald introduced a short Power Point presentation showcasing images of the wonderful outcomes of FOPLA's support. (Official photo opportunities were taken with Mr. Uher, Vice-Chair Fisher and the CEO, as well as with FOPLA staff and the Board). Mr. Uher thanked the Board and the OPL staff for the wonderful presentation of appreciation.

The Chair closed by thanking FOPLA for the 2019 donation and resumed with the meeting.

## REPORTS

### 2. PUBLIC LIBRARIES ACT AND RELATED GOVERNANCE AMENDMENTS

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#### **MOTION OPL 20200310/6**

**That the Ottawa Public Library Board:**

- 1. Approve the OPL Board Rules of Procedure By-law amendments pertaining to Section 15, as further described in this report (Document 1);**
- 2. Approve the revised 2020 OPL Board meeting schedule (Document 2); and,**

3. **Upon approval of this report, direct staff to forward a copy of the report to the Office of the City Clerk with a request to incorporate the PLA amendment regarding the filling of any vacancies and/or future recruitment.**

CARRIED

3. COMMEMORATIVE NAMING – HELEN TWEDDLE – CUMBERLAND BRANCH

OPLB-2020-0303

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**MOTION OPL 20200310/7**

**That the Ottawa Public Library Board approve the proposal to name a room within the Cumberland branch the “Helen Tweddle Children’s Program Room”.**

CARRIED

4. CONTENT SERVICES FRAMEWORK

OPLB-2020-0304

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Catherine Seaman, Division Manager, Customer Experience introduced Ann Archer, Program Manager, Content Services who has overall responsibility for the collections, including managing the annual budget. Ms. Archer provided an overview of the Content Services Framework, formerly known as the Collections Management Framework, explained the four guiding principles, reviewed the highlights of the 2020-2023 Framework, and advised regarding next steps. (*Held on file with the Chief Executive Officer*). Ms. Archer said the main purpose of the Content Services Framework is to guide staff in the spending of the annual materials’ budget; furthermore, as per the Board’s



policy on Delegation of Authority, the Board must approve frameworks for key services. The main points of the presentation were as follows:

- The following guiding principles continue to inform the Framework: Responsive Collections, Balanced Selection, Responsible Investment and Continuous Improvement.
- The 2020-2023 Framework builds upon the previous Framework, with the following additions and revisions: E-content and advocacy, Indigenous Collections statement, World Language collection sustainability, Interlibrary Loan Service (ILL), and Request for Reconsideration process.
- Recommendations regarding next steps.

In response to a question from Vice-Chair Fisher regarding the additions and revisions to the Content Services Framework, specifically to E-content, Ms. Archer indicated there is no change to OPL's activities as related to E-content; however, E-content was not included in the previous iteration of the Framework. Of note on the E-content front, the Library continues to face ongoing challenges with Macmillan Publishers.

Trustee Brockington asked what is expected at this time with respect to E-content challenges. Ms. Archer said the Canadian Urban Libraries Council (CULC) Task Force continues to represent OPL and other public libraries' positions in its advocacy work and advance the file. Staff also continue to monitor the work of the Urban Libraries Council (ULC) with respect to Macmillan embargo. This situation shows the work still to be done. Lastly, OPL and other libraries continue to hope there will be federal legislation on this issue in the future.

Further to Trustee Brockington's query, he asked Trustee Tierney to add any information regarding efforts by the Federation of Canadian Municipalities (FCM). Trustee Tierney indicated that FCM is requesting the Ministry of Heritage to review the *Copyright Act* on a regular basis as their involvement will impact and reaffirm its support on equitable eBook access.

In response to a question from Trustee Brockington regarding the decision-making ability to add multilingual world language content to branches, and whether the Library is using census data to ensure the managers are up on the

statistics to meet the needs and threshold demand in the community, Ms. McDonald indicated there is a thorough process with respect to collection development, with the leadership of the Branch managers and the Content Services Department. Ms. Archer said the Library does use census tracts to inform collection development, concentrating on groups; i.e. if the need for certain language collections is at a smaller branch, the content may be sent to the next nearest larger branch.

Trustee Higdon asked what the Library's policy is on trade publications. Ms. Archer clarified that with regard to periodicals, the Library decides to purchase these materials on a title-by-title basis. If the publication is free, the decision to purchase is based on demand and interest.

With respect to the Library's formal process regarding demand for trade publications, Ms. Archer indicated that with respect to periodicals and magazines, branches have the ability to decide which they wish to receive. In general, however, the management and sourcing of materials is centralized by Content Services, based on input from branch managers and employees.

In response to a question from Trustee Meehan regarding census data used to determine popularity of languages, Ms. Archer said the data is used, however, it depends on the demand. If the usage is not high, the collection may not be sustainable.

Further to questions from Trustee Meehan on what percentage of the budget is for world languages content and whether the process of acquiring this material is labour intensive, Ms. Archer said World Languages content is less than two percent of the materials budget. With respect to the labour required to acquire materials, Ms. Archer said it is quite a challenge, and staff receive assistance from vendors to ensure quality of material can be purchased for the community.

In response to a question from Trustee Meehan about whether donations from the community are encouraged, Ms. Archer said donations require significant staff time to process. The material needs to be catalogued properly, staff needs to narrow down what we collect, and, most importantly, we need to have an employee who speaks the language to evaluate the material.

Vice-Chair Fisher asked what role does Interlibrary Loan (ILL) have in

enhancing collections. Ms. Archer indicated that ILL enhances our collections, and requests for ILL help provide insight into what types of material the community is interested in.

In response to a question from Chair Luloff on acquiring ILL material, Ms. Archer said as long as the material is in print, it can be accessed. ILL is an important service and Content Services is in close association with the ILL team in its department.

There being no further discussion, the report was CARRIED as presented.

**MOTION OPL 20200310/8**

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

CARRIED

5. FOURTH QUARTER 2019 FINANCIAL STATEMENTS

OPLB-2020-0305

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Trustee Higdon congratulated the CEO and staff closing the 2019 fiscal year financial books with more than \$250K surplus.

At the closing of the 2019 fiscal year OPL closed its financial books with a \$256,724 surplus

Trustee Brockington echoed Trustee Higdon's remarks. He asked how staff will estimate 2021 fine revenue as the target has been missed the past few years. Ms. McDonald indicated that it is her duty to balance the budget as best as possible. Other libraries are reducing or eliminating fines; however, this comes at a price to other budget lines. She said reducing children's fines is good way to reduce barriers.

Further to a question from Trustee Brockington on how much fine revenue the Library is "writing off," Ms. McDonald indicated that she can take that question

offline. Trustee Brockington noted that it will be important to have a broader discussion on fine revenues. Anna Basile, Division Manager, Corporate Services said that a Financial Framework will be developed by staff with the support of the Facilities and Finance Ad hoc Committee (Trustees Begg and Higdon), looking at revenue parameters and will report back to the Board.

**MOTION OPL 20200310/9**

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

RCEIVED

**\*IN CAMERA ITEMS**

6. OTTAWA PUBLIC LIBRARY – ADVICE THAT IS SUBJECT TO SOLICITOR-CLIENT PRIVILEGE, INCLUDING COMMUNICATIONS WITH RESPECT TO MANAGEMENT AND PROFESSIONAL EXEMPT (MPE) GROUP AND ADMINISTRATIVE SUPPORT CADRES – IN CAMERA – REPORTING OUT DATE: 10 MARCH 2020

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**MOTION OPL 20200310/10 (1)**

Moved by Vice-Chair Fisher:

**That the Ottawa Public Library Board move in camera in accordance with section 16.1 (4)(f) of the *Public Libraries Act*, to advice that is subject to solicitor-client privilege, including communications necessary for that purpose, with respect to Management and Professional Exempt (MPE) group and Administrative Support Cadres.**

CARRIED

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

Upon resuming in open session at 7:02 p.m., the Board moved the following:

**MOTION OPL 20200310/10 (2)**

Moved by Vice-Chair Fisher:

**That the Ottawa Public Library Board direct the Chief Executive Officer to resolve all matters related to the Management and Professional Group (MPE) cadre.**

CARRIED

7. OTTAWA PUBLIC LIBRARY – PERSONAL MATTERS ABOUT AN IDENTIFIABLE INDIVIDUAL WITH RESPECT TO THE 2019 CHIEF EXECUTIVE OFFICER PERFORMANCE REVIEW – IN CAMERA – REPORTING OUT DATE: 10 MARCH 2020
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**MOTION OPL 20200310/11 (1)**

Moved by Vice-Chair Fisher:

**That the Ottawa Public Library Board move in camera in accordance with section 16.1 (4)(b) of the *Public Libraries Act*, to consider personal matters about an identifiable individual, with respect to the 2019 Chief Executive Officer Performance Review.**

CARRIED

**MOTION OPL 20200310/11 (2)**

Moved by Vice-Chair Fisher:

**That the Ottawa Public Library Board approve the 2019 Chief Executive Officer's (CEO) Individual Contribution Agreement and that the Board forward it to the City of Ottawa's Human Resources department to be included in the CEO's personnel file.**

CARRIED

**INFORMATION PREVIOUSLY DISTRIBUTED**

A. ENVIRONMENTAL PRACTICES

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**ADJOURNMENT**

**MOTION OPL 20200310/12**

**Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 7:05 p.m.**

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**Chair**

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**Recording Secretary**