

Ottawa Public Library Board Meeting

Minutes 30

Tuesday, 10 October 2017

5:00 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: André Bergeron
Trustees: Steven Begg, Kathy Fisher, Allan Higdon,
Catherine McKenney, Scott Moffatt, Pamela Sweet,
Marianne Wilkinson

DECLARATIONS OF CONFLICT OF INTEREST

No Declarations of Interest were filed.

CONFIRMATION OF MINUTES

Minutes 29 - Tuesday, 5 September 2017

Confidential Minutes 8 - Tuesday, 5 September 2017

CONFIRMED

CHAIR'S VERBAL UPDATE

Centennial Branch 50th Anniversary

Customers and the community joined in Centennial's 50th anniversary celebration on September 30 with a day of live music, family storytime, crafts, activities for all ages, and refreshments. Images of the event were shown. *(Held on file with the Chief Executive Officer).*

Public Library Cards ART Initiative

In conjunction with Canada 150 and Ontario Library Month, Public Libraries were invited to participate in a great project putting together a book that celebrates library cards using #TheArtInOurWallets. OPL shared ideas, stories, histories, and messages on the library cards. The initiative was supported by the Federation of Ontario Public Libraries (FOPL), Ontario Library Association (OLA), and Southern Ontario Library Service (SOLS).

Grace Thompson Commemorative Room Naming

The Board recognized Grace Thompson on October 5 through the naming of the meeting room at the Stittsville branch. The Chair thanked Councillor Qadri for working with OPL staff and the applicants on the naming, and Trustee Fisher for attending the event.

MOTION OPL 20171010/1

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

RECEIVED

CHIEF EXECUTIVE OFFICER'S REPORT

2017 Canadian National Institute for the Blind (CNIB) Ottawa Technology and Information Fair

A successful day for the Ottawa Public Library's (OPL) Accessibility Services who attended the fair on September 26 at City Hall. Numerous visitors, including Councillor Wilkinson stopped in at OPL's booth, which had a range of assistive

devices, accessibility collections, and the 3D printer. OPL also held a well-attended presentation to promote OPL's accessible services and technologies.

October Library Month Preview

October Library Month is celebrated across Canada and it will be an exciting time for OPL customers. OPL started a conversation across Canada using the #LibraryMoments (#MomentsBiblio campaign). All month, the OPL is inviting people to share their stories, memories, or anecdotes about how the library has been a part of their life. The campaign has had an impressive start since the launch, with other Canadian libraries on board, having a potential social media reach of 9.2 million people. In addition, OPL will have a special customer appreciation event later in the month.

TD Summer Reading Program 2017

OPL ran a very successful program with an increase in participation of eight percent. At the close of the Summer Reading Club, parents were asked for feedback on the impact the program had on their children; 97% of parents said their child maintained or increased their reading skills. The CEO thanked staff who have had a hand in organizing and delivering the program.

MOTION OPL 20171010/2

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

RECEIVED

REPORTS

1. 2018 BOARD MEETING SCHEDULE

OPLB-2017-1001

MOTION OPL 20171010/3

That the Ottawa Public Library Board approve the 2018 regular meeting schedule as proposed in Document 1.

CARRIED

2. ROSEMOUNT BRANCH RENEWAL

OPLB-2017-1002

Monique Désormeaux, Deputy CEO provided an overview of the Rosemount Business Case. She was joined by Richard Stark, Manager, Facilities Planning and Jeff Sward, of Boxfish Consultants to respond to questions. *(Held on file with the Chief Executive Officer).*

Key highlights of the presentation included:

- Background to describe the context under which the work was undertaken;
- Overview of Board direction given last fall;
- Summary of the options studied;
- Highlights of the findings;
- Staff recommendations; and,
- Next steps.

The Board then heard from the following delegations:

Councillor Jeff Leiper acknowledged the engaged residents of Hintonburg in the audience. He was disappointed the staff recommendations did not reflect a new build facility and raised several points with respect to the neighbourhood long-term needs, such as:

- General infrastructure and intensification concerns;
- Granular analysis of population growth happening in Hintonburg; and,
- Density not being captured for development charges, which he will be discussing with City officials.

He thanked the Board Chair, CEO, library staff, and the consultant for a thorough report, and for working with the community and his office. He urged the Board to keep all stakeholders involved on the renovation in 2018.

Chair Tierney thanked his colleague for his ongoing work on this project. He mentioned OPL looked at other options, including applying for a grant from Canada 150 Infrastructure funding in 2016 that was not approved, leasing commercial space, building a new library or using space in another city-owned building, partnership opportunities, and expanding the current building.

Joshua Nutt, Chair, Rosemount Expansion and Development Group (READ)* said the business case considered needs but the analysis did not go into detail. Mr. Nutt spoke to statistics demonstrating that residents in the Rosemount branch catchment area are grossly underserved by the current facility. He provided comparisons of Rosemount with four similar-size branches in the urban area, specifically: catchment population size versus library size, circulation and visits versus library size, public access to computers, seating, meeting rooms, programming, and dedicated child and teen space. He recommended the Board commit to a plan that addresses the current and future needs of Rosemount based on the high demand in the Hintonburg and Wellington West communities. On behalf of READ, he requested that the expansion and redevelopment of Rosemount at a new location be included in the 2018 OPL capital budget.

Trustee McKenney thanked Mr. Nutt for his comments. She said her perspective for the city is to invest in libraries and map them out geographically in low-income areas. She asked Mr. Nutt, if he thought that a central library on the west side of downtown (Lebreton Flats) would draw people away from the Rosemount branch, and what effect or impact there could be. Mr. Nutt mentioned that, to his understanding, funding commitments for a central library are unknown at this time and went on to state that if the Central Library did not proceed, that money could be provided to branches. He noted that branches play different roles than a central library and argued that the central-west community branch would

still be necessary regardless of a central library build. Councillor McKenney stated that the decision for a central library had been made by Council.

Vice-Chair Bergeron spoke to the other elements identified by the speaker saying funding is provided in the rehabilitation of Rosemount to address the points made, such as functional programming.

In response to Trustee Moffatt's question seeking clarification on whether READ would not want money spent now in case there is more funding in the future, Mr. Nutt reiterated that there is speculation that funding is not secure for a central library, however, it wasn't READ's intention that Rosemount lose money now or down the road. READ would like the best library for the community.

Martha Plaine has lived in the Hintonburg community for 23 years and is a Rosemount branch customer. She is concerned with the recommendations put forth by staff saying \$2M is a costly cosmetic fix. She thought the process would be fair and raised concerns that a renovation will not meet the needs of her community. She stated that the biggest challenge is the lack of space the current branch has, and that the recommendations in the report will not fix that issue. Ms. Plaine said staff should have planned ahead, too much intensive growth puts pressure on existing services, libraries are a lifeline and much needed in low-income communities. She referred to OPL's impact study and libraries having \$256M in benefits. She said the return on investment should be a larger branch for the Hintonburg community as space is needed for programming. Ms. Plaine said OPL's vision is inspiring, however, does it mean it is equal for all or less equal for some.

Larry Hudon, President, Hintonburg Community Association had concerns on the renewal option in the report. He stated that library services need to match the growing community and the challenge is how to fund development given the city has other priorities such as Light Rail Transit (LRT), etc. Mr. Hudon referred to other cities, such as Winnipeg, Edmonton, Toronto, New York City, and Chicago having long-term library strategies and investing heavily in branch expansion. He urged the Board not to skimp, stating it is the opportune time to pursue 21st century values

for Rosemount.

John Fraser is within walking distance of the Rosemount branch, which he has been using for years. He stated that he can see how busy the branch is; however, it is not over crowded and can sustain the future growth with the proposed renewal. Mr. Fraser noted that nearby community centres can assist with additional programming for the community. He spoke of the heritage and historical value of the existing building and was content with renewal, reusing, and recycling, saying the building has good bones and to build on that. Mr. Fraser was concerned with the Boxfish report underestimating the risk of using parkland for a new library saying the risk assessment is flawed. He added his voice in support of the staff recommendations and proposed that the Board use the existing building and modernize the branch.

*[*Individuals / groups marked with an asterisk above either provided comments in writing or by email; all submissions are held on file with the CEO.]*

Questions from the Board were then put to staff.

In response to a question from Chair Tierney regarding the target threshold of 2031 for Rosemount referred by a speaker and the timeline for the next facility study, Ms. Désormeaux cited the Nixey report (Library Facilities Investment and Growth Planning Study) approved by the Board in September 2016. The report explained the population was not growing as fast to warrant an additional increase in branch size. She said any service gaps would be identified in the next study. With respect to the timeline of the new library buildings and library facilities investment and growth planning study, Ms. Désormeaux noted it is every four to five years.

In response to a question from Trustee McKenney regarding projected service gaps in the area when the Ottawa Central Library is built, Ms. Désormeaux described what the next four years would look like in the ward and the possibility that, library standards will be renegotiated based on growth increases, serving to increase the standard with respect to availability of space.

Following up on a comment from Trustee McKenney on how the City collects city-wide development charges for libraries, Ms. Désormeaux said OPL funds are capped, 15% for operating and staff.

In response to a question from Trustee McKenney on whether any consideration was given to expanded hours of operation for Rosemount, Ms. Désormeaux stated that the question is a good segue to the upcoming presentation of item four on the agenda.

With respect to the public consultation piece, Trustee McKenney asked that the following be directed to staff:

Direction to staff:

That staff report back to the Board on the public engagement process for the renewal of the Rosemount branch.

Trustee Sweet commended staff and the consultant on the report. She asked when was the last time an increase for grants from the province was provided. Ms. Désormeaux answered that it was prior to 1999.

Following up on a question from Trustee Sweet regarding current size and budget impact, Ms. Désormeaux advised that variance was identified in last fall's report, (i.e. 200-500 square feet depending on design, staff space, public space, bookable meeting room space), which are all included in the \$2M estimate identified in the report.

Further to a question from Trustee Sweet regarding staff looking at other locations and relocation to Parkland, Jeff Sward stated he and staff worked with City of Ottawa's Corporate Real Estate Office (CREO) to examine and longlist all municipal lands then shortlist the hypotheticals. Mr. Sward added that evaluations of properties are private until enacted.

Trustee Sweet asked if the report is deferred, how would that affect the timing vis-à-vis the budget. Ms. Désormeaux stated if the item is deferred, the Rosemount branch renewal would not be in the 2018 budget.

Trustee Wilkinson expressed concerns with development charge funds for growth and challenges the city faces with respect to flexibility. Ms. Désormeaux said with respect to development charges, there is not a lot of

manoeuvring to allocate eligible level of service funds. There is \$2.5M available on an annual basis in the library capital budget for development charges, which are collected for library materials and collections as well as equipment that is utilized to deliver services (e.g. Kiosks) or assist with the circulation of the collection (e.g. RFID).

Trustee Wilkinson said she recognized what the public was saying, however the reality is that Rosemount cannot be bigger than what is being proposed. Part of the problem is that most of the development charge funds go towards LRT. She said the community will benefit from additional space and will be amazed how the programming will be kept flowing.

Trustee Fisher thanked the residents and the speakers for their insights and passion regarding the value of Rosemount to the community. She asked staff to build on the comment of additional hours of service as well as the role Alternative Services and partnerships will play in delivering programs. Ms. Désormeaux said there is a push to extend library services with community development. Staff are continuously out in the community, however, OPL deeply counts on community partnerships to deliver programming.

Trustee Begg asked about Pay As You Go (PAYG) budget implications and whether funding will drop off. Ms. Désormeaux stated that there is always a question of prioritizing. The goal in 2016 was to reopen Rosemount for the 100th anniversary in 2018. With respect to other services, the Board will see that in the tabling of the 2018 budget at the November meeting.

In response to Trustee Begg's question regarding steps for the next capital priority (Centennial branch), Ms. Désormeaux said the schedule will slide as there is a limited budget: Rosemount, Ottawa Central Library, and the potential new branch in Riverside-South. She said the three-year forecast planning and construction will come forward at a later date.

Following a question from Trustee Begg on development charges being available for Centennial, Ms. Désormeaux said Centennial will be funded through PAYG or infrastructure funding. She added that one-time funding could be seen in the 2019 budget.

Trustee Begg asked if staff will consult the public around the temporary storefront location and Ms. Désormeaux replied no.

In response to a question from Trustee Begg regarding concerns about access to computers raised by one of the speakers, Ms. Désormeaux mentioned that there has been much technical evolution such as hand held devices, etc. which is an approach being used at Rosemount.

There being no further discussion, the Board RECEIVED the Business Case and CARRIED the report recommendation.

MOTION OPL 20171010/4

That the Ottawa Public Library Board:

- 1. Receive the Business Case: Ottawa Public Library Rosemount branch (Document 1); and,**
- 2. Direct staff to include the renewal of the Rosemount branch in the Ottawa Public Library capital budget submission for 2018.**

RECEIVED and CARRIED

Trustee Wilkinson left the meeting at 6:20 p.m.

3. BOOKMOBILE STOP CHANGES

OPLB-2017-1003

In response to a question from Trustee Fisher regarding frequency of the review of bookmobile stops schedule, Monique Brûlé, Division Manager, Programs and Services said the proposed set schedule occurs every two years. Staff look at data, obtain feedback from customers and make recommendations to the Board not only at the two-year mark, but at other times it required.

MOTION OPL 20171010/5

That the Ottawa Public Library Board approve the following:

- 1. The permanent discontinuation of the Grant Alternative School bookmobile stop, effective November 15, 2017, and,**
- 2. The permanent location of three bookmobile stops: Carleton Heights (formerly Carleton Heights School), Van Lang (formerly Clearview), and Lincoln Heights (formerly Regina St. School), effective November 15, 2017.**

CARRIED

4. HOURS OF OPERATION SURVEY RESULTS

OPLB-2017-1004

Catherine Seaman, Division Manager, Branch Operations said the purpose of the report was to provide the Board an update on the first of the multi-step initiative on the best way to optimize hours of operations while remaining within the current budget envelope. The first step was to engage Nanos Research to obtain public input.

Mr. Nik Nanos provided a summary of the key results of public consultations on the OPL's hours of operations. *(Held on file with the Chief Executive Officer).*

In response to a question from Trustee McKenney on the Sundays in the summer findings, Mr. Nanos said it is most likely because there is a culture or keystone habit with families visiting a library on Sunday rather than Saturday, during non-school season.

Trustee McKenney pointed out that if libraries were open on Sundays, the results would be different.

Ms. Seaman mentioned the next step will show further analysis with options for consideration that will be brought back to the Board in 2018.

In response to a question from Vice-Chair Bergeron regarding whether data

shows when circulation is highest at specific times of day, Ms. Seaman confirmed that the data exists, and that further analysis will look at when a branch is frequented not simply circulation.

Trustee Sweet asked what impact additional hours will have on the unionized employees. Ms. Seaman said there are provisions within the Collective Agreement to schedule staff on Sundays, however, there is no budget to cover Sunday hours (i.e. no money for compensation).

There being no further discussion, the report recommendation was put before the Board and was RECEIVED.

MOTION OPL 20171010/6

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

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5. SEMI-ANNUAL PERFORMANCE MEASUREMENT – JANUARY TO JUNE 2017
OPLB-2017-1005

MOTION OPL 20171010/7

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

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INFORMATION PREVIOUSLY DISTRIBUTED

- A. CARD FREE PUBLIC WIFI ACCESS PILOT PROGRAM
OPLB-2017-INQ-0905-01
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ADJOURNMENT

MOTION OPL 20171010/8

Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 6:37 p.m.

Chair

Recording Secretary