

Ottawa Public Library Board Meeting

Minutes 8

Tuesday, 8 October 2019

5:02 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, Carol Anne Meehan

Regrets: Trustees Matthew Luloff and Harvey A. Slack

DECLARATIONS OF CONFLICT OF INTEREST

No Declarations of Interest were filed.

CONFIRMATION OF MINUTES

Minutes 7 - Tuesday, 13 August 2019

CONFIRMED

CHAIR'S VERBAL UPDATE

Teen Author Fest

The Chair mentioned that the Ottawa Public Library (OPL) has an exciting, diverse line-up for the 10th Teen Author Fest. Join OPL for author talks and writing workshops. The author's include: S.K. Ali, Gloria Chao, Dominique Demers and Kendare Blake. He said all programs are free and open to everyone.

OPL-LAC Joint Facility – Site Tour

The OPL-LAC joint facility project management team extended an invitation to the Board to tour the site of the new facility at 555 Albert Street on September 18. Chair Tierney said the tour ran approximately an hour with questions to the project management team by the Board members. In addition to visiting the site, the Board viewed some of the unique features of the site such as the nearby escarpment, historic Fleet Street pumping station, and aqueduct, as well as the proposed access to and from Pimisi Station. He said the joint facility will become a unique, landmark destination in the heart of Ottawa. The Board will look forward to the next update at the November meeting.

Congratulations Trustee Luloff

Chair Tierney congratulated Trustee Luloff on the birth of his daughter as he and his wife welcomed their first child.

MOTION OPL 20191008/1

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

RECEIVED

CHIEF EXECUTIVE OFFICER'S REPORT

October is Library Month

Throughout the month, OPL will draw attention to its amazing offerings to everyone in Ottawa who use their Library card. She said the OPL's Golden Tickets were such a hit last year that they are back this October, hidden around the City and throughout the

Library's 33 branches and Bookmobile. Each Golden Ticket can be redeemed for a stylish handmade fanny pack, made from upcycled material in Ottawa. The CEO mentioned that OPL will be encouraging people to follow its social media accounts, and the hashtag #OPLGoldenTicket. OPL will be in the community with its Golden Ticket campaign to raise awareness about the importance of libraries. She said Ontario Library Week takes place October 20-26, 2019.

First Nations Public Library Week

The CEO indicated that First Nations Public Library Week was celebrated September 29 to October 5, 2019, which coincides with Canadian Library Month. The purpose of First Nations Library Week in First Nation communities is to increase local awareness and gain support for the library's role in the community. She said beyond First Nation communities, the purpose is to increase awareness regarding: First Nation peoples and cultures, past and present, and the importance of making available materials that portray First Nations accurately and sensitively. OPL launched its first Indigenous film series on October 2, 2019 with "Ce silence qui tue", a documentary film about the trauma endured by Indigenous women. The screening was followed by a panel discussion, in French, with the filmmaker Kim O'Bomsawin, the executive producer Michèle Rouleau and a film interviewee Israël McDougall.

Ottawa Book Awards

The CEO indicated that the Ottawa Book Awards and Les Prix du livre d'Ottawa recognize the best books of 2019, published in English and in French, by Ottawa authors. All shortlisted finalists receive \$1,000 and each winner receives a prize of 7,500. She said the 2019 Awards Ceremony will be presented on October 16, 2019 at Ottawa City Hall, Jean Pigott Place. The finalists are listed on OPL's website and a display featuring the finalists will circulate through six OPL branches from December 2019 to May 2020. The CEO mentioned that along with the display, OPL is offering a number of in-depth, free workshops by writers and poets during the month of November.

Coming up in early November

The CEO said the following two events in November are sponsored by the Friends of the Ottawa Public Library Association:

- The second film in OPL's Indigenous Fall Film Series: Indian Horse, November

- 4, 2019 at 7:00 p.m. in partnership with UNESCO and the Ottawa Art Gallery;
and,
- A cookbook launch with Chef Shane Chartrand, author of *tawâw: Progressive Indigenous Cuisine*, November 7, 2019 at 7:00 p.m., in partnership with Wabano Centre.

MOTION OPL 20191008/2

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

RECEIVED

PRESENTATION

1. PRESENTATION - LITERACY AT THE OTTAWA PUBLIC LIBRARY

Catherine Seaman, Division Manager, Customer Experience provided a presentation on literacy at the OPL. (*Held on file with the Chief Executive Officer.*) Ann Archer, Program Manager, Content Services, and Kent Raymond, Program Manager, Service OPL were in attendance to respond to questions. Ms. Seaman explained that public libraries' main "raison d'être is to promote reading, writing, and learning. She spoke to: "We cultivate the joys of reading, learning, discovering, and creating" value approved by the Board in June 2019. Ms. Seaman showcased some of the programs that support reading, writing, and lifelong learning, provided examples of foundational and non-traditional collections supporting literacy, and highlighted the role of staff in promoting the love of reading and learning.

Trustee Brockington was pleased that OPL partners with Frontier College to offer Homework help. He asked whether the program was offered in the community. Ms. Seaman indicated that currently, the Homework Help is offered in the branch, however, staff are continually reaching out to partners to see how OPL can help.

Trustee Brockington pointed out that as part of restructuring funding challenges with United Way, homework clubs have been cancelled. He urged

staff to partner with non-library facilities in the community to offer this valuable service. Chair Tierney advised that staff have noted the comment.

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

MOTION OPL 20191008/3

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

RECEIVED

REPORTS

2. UPDATE - HOURS OF OPERATION REVIEW

OPLB-2019-1002

Catherine Seaman, Division Manager, Customer Experience provided an overview of the branch Hours of Operation review. (*Held on file with the Chief Executive Officer.*) Donna Clark, Division Manager, Branch Operations was in attendance to respond to questions. Ms. Seaman provided a summary of the results of the Nanos survey conducted in 2017, highlighted the work completed by staff and the Board Ad hoc Committee since 2018 (Vice-Chair Fisher, and Trustees Higdon and Luloff), reviewed the recommendations being presented, and outlined the next steps.

In response to a question from Vice-Chair Fisher regarding the technology approach that has been explored, Ms. Seaman advised that there is a need for a business case. Staff will meet with the community to seek input on alternative approaches to providing access to hours and other services.

Trustee Brockington asked why some rural branches have less hours than others. Ms. Clark said more hours for specific branches are justified due to the demand.

Trustee Brockington said given public consultation conducted by Nanos Research indicating that Mondays and Fridays are the most important weekdays for library use, why are most of the rural branches closed on Friday's? Ms. Clark indicated that in order to open on Friday's, staff would have to close another day during the week. Staff work within a budget envelope and did not want to relocate staff.

Trustee Brockington urged staff to re-evaluate library service disruptions for branch closures relating to construction, specifically in high risk communities. The CEO said the point has been flagged with staff.

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

MOTION OPL 20191008/4

That the Ottawa Public Library Board:

- 1. Receive this report for information;**
- 2. Approve the process for evaluating adjustments to hours of operation, as further identified in this report; and,**
- 3. Disband the Ottawa Public Library Board Hours of Operation Ad hoc Committee.**

RECEIVED and CARRIED

3. SEMI-ANNUAL PERFORMANCE MEASUREMENT - JANUARY-JUNE 2019
OPLB-2019-1003

In response to a question from Trustee Brockington regarding the definition of electronic visits, Anna Basile, Division Manager, Corporate Services said electronic visits (sessions) include customer access to the Library website, the on-line catalogue, and databases through internal and external networks or by wireless means.

In response to Trustee Brockington's question with respect to the drivers

behind the metrics relating to “total cardholders active in the last 12 months” and the “total circulation”, Ms. Basile mentioned that staff do not currently have this information but are investigating to ascertain cardholder characteristics and circumstances that may contribute to cardholders becoming inactive, (e.g. demographics). With respect to the total circulation metric, Ms. Basile said that an increase in total circulation (renewals and streaming) provide important insights regarding enhanced system-wide initiatives, focused on a) new loan/renewal periods, b) electronic visits, c) collection maintenance, and d) optimizing hours of operation.

In response to a question from Trustee Begg on the Libby mobile application and tracking of electronic visits, Ms. Basile said that downloads are tracked generally, however, not for this specific application and that OPL is investigating access to sessions generated through Libby and third-party mobile applications where it is currently not the case.

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

MOTION OPL 20191008/5

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

RECEIVED

***IN CAMERA ITEMS**

4. OTTAWA PUBLIC LIBRARY - JOB RECLASSIFICATION - IN CAMERA
- LABOUR RELATIONS AND EMPLOYEE NEGOTIATIONS -
REPORTING OUT DATE: UPON RESOLUTION

MOTION OPL 20191008/6

Moved by Vice-Chair Fisher:

That the Ottawa Public Library Board move in camera in accordance with section 16.1 (4)(d) of the *Public Libraries Act*, to consider labour

relations or employee negotiations, with respect to Job Reclassification.

MOTION OPL 20191008/7

Moved by Vice-Chair Fisher:

That the Ottawa Public Library Board receive the verbal update.

RECEIVED

5. OTTAWA PUBLIC LIBRARY - PERSONAL MATTERS ABOUT AN IDENTIFIABLE INDIVIDUAL WITH RESPECT TO THE MID YEAR REVIEW FOR THE CHIEF EXECUTIVE OFFICER FOR 2019 - IN CAMERA - REPORTING OUT DATE: 8 OCTOBER 2019
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MOTION OPL 20191008/8

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 mid year review for the Chief Executive Officer.

CARRIED

MOTION OPL 20191008/9

Moved by Vice-Chair Fisher:

That the Ottawa Public Library Board receive the CEO mid year review presentation.

RECEIVED

Note: The Board moved Motions OPL 20191008/8 and 20191008/9 upon resuming in open session at 6:28 p.m.

ADJOURNMENT

MOTION OPL 20191008/10

Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 6:29 p.m.

Chair

Recording Secretary