

## Ottawa Public Library Board Meeting

### Minutes 12

Tuesday, 12 January 2016

5:00 p.m.

Champlain Room, Ottawa City Hall, 110 Laurier Avenue West

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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

#### DECLARATIONS OF CONFLICT OF INTEREST

No Declarations of Interest were filed.

Chair Tierney advised that Vice-Chair Bergeron will need to leave early and that the Board will need to nominate a Vice-Chair to lead the procedural items upon his departure. The Board approved Trustee Higdon to serve as Vice-Chair pro tem during Vice-Chair Bergeron's absence for the meeting.

#### CONFIRMATION OF MINUTES

Minutes 11 - Tuesday, 1 December 2015

Trustee Higdon asked that the word "joked" be replaced by "suggested" in the second paragraph on page 11.

CARRIED, as amended

## **CHAIR'S VERBAL UPDATE**

### **Congratulations Trustee Sweet – Ontario Library Boards' Association (OLBA)**

Trustee Sweet expressed interest in serving on OLBA, a division of the Ontario Library Association (OLA). Her nomination was put forth in November. She won her election and will serve a three-year term representing the Eastern Region.

### **Central Library**

Central Library is the Board's most important strategic initiative. The Request for Expression of Interest (REOI) process was extremely successful, with a large amount of interest. As part of the process, an exciting partnership opportunity with Library and Archives Canada (LAC) emerged. The Chair requested that the CEO work with LAC to explore a potential and innovative partnership opportunity with respect to the Central Library and the development of a landmark facility in the Nation's Capital. Over the coming months, more details will follow and staff will investigate the terms of a potential partnership opportunity; exploring potential synergies and co-location opportunities. Any decision to proceed will be made by the Board. This is an exciting time for the Ottawa Public Library and Library and Archives Canada, and for the Nation's Capital as we explore opportunities for this incredible city-building initiative on the eve of Canada's 150<sup>th</sup> birthday.

### **MOTION OPL 20160112/1**

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

RECEIVED

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

### **The Library Digital Privacy Pledge (LFP)**

The LFP Project invited the library community to sign a "Digital Privacy Pledge" focusing on the use of HTTPS to deliver library services and the information resources offered by libraries. The Project is designed to advance digital privacy

practices for library customers. Ottawa Public Library signed the pledge and staff will work with vendors to require HTTPS for all services and resources delivered via the web.

### **Imagine Space Expansion**

At the end of the month, the Imagine Space, located at the Nepean CentrepoinTE branch, is expected to reopen. The CEO provided details of the renovation which has been completed ahead of schedule. Imagine Space has become so popular that a visit now counts towards a Cub badge requirements, as it can be considered as a visit to an artisan. This is another way that we are making a difference in the community.

### **MOTION OPL 20160112/2**

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

RECEIVED

## **REPORTS**

### **1. OPL BOARD POSITION STATEMENTS**

OPLB-2015-0121

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Trustee Higdon expressed concerns regarding the Intellectual Freedom Position Statement having no restriction on freedom of speech to prevent the dissemination of hate literature, as defined by law. He suggested an additional paragraph be added with legal review.

Vice-Chair Bergeron indicated he participated on the Ad Hoc Committee that reviewed the Customer Code of Conduct the Board approved a few years ago. He congratulated staff as the proposed framework tightens up the language to give staff the tools to provide a safe environment for customers and staff.

Trustee Wilkinson asked that the Board defer Document four on Intellectual

Freedom to the next meeting and come back with revisions as a result of the discussion. Chair Tierney agreed that staff could take that as direction.

**MOTION OPL 20160112/3**

**That the Ottawa Public Library Board approve the Position Statement Framework and Board Position Statements on Customer Conduct and Intellectual Freedom.**

*CARRIED, with deferral of the Intellectual Freedom Board Position Statement to 9 February 2016 meeting.*

2. CANADIAN LIBRARY ASSOCIATION (CLA) PROPOSAL FOR DISSOLUTION AND CREATION OF A CANADIAN FEDERATION OF LIBRARY ASSOCIATIONS

OPLB-2015-0122

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Chair Tierney advised that Trustee Sweet could not attend the Canadian Library Association (CLA) Special General Meeting on January 27, 2016. Trustee Fisher agreed to represent the Board at this meeting.

**MOTION OPL 20160112/4**

**That the Ottawa Public Library Board:**

1. **Approve the use of its five (5) institutional and one (1) associate membership votes to support the dissolution of the Canadian Library Association (CLA), with the intention to redistribute transferable resources to a newly created Canadian Federation of Library Associations (The Federation); and,**
2. **Name Trustee ~~Sweet~~ Fisher as OPL's associate voting member at the CLA Special General Meeting to be held at the Ontario Library Associations (OLA) Super Conference on January 27, 2016.**

CARRIED, as amended

3. TABLING: OTTAWA PUBLIC LIBRARY BOARD RULES OF  
PROCEDURE BY-LAW

OPLB-2015-0123

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Trustee Wilkinson asked that at the next meeting, staff clarify language regarding public delegations as other Committees allow the public to register to speak to an item on the agenda up until the time the item is discussed.

**MOTION OPL 20160112/5**

**That the Ottawa Public Library Board receive and table the revisions to the Rules of Procedure By-Law of the Ottawa Public Library Board that govern the proceedings of the Board.**

RECEIVED and TABLED

4. CENTRAL LIBRARY DEVELOPMENT PROJECT: PUBLIC OPINION  
RESEARCH

OPLB-2015-0124

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Ms. Elaine Condos, Division Manager, Central Library Development Project provided a brief introduction and context of the report: The results are another element of a June 2015 direction to staff, this being related to public engagement. She reminded the Board of the original direction.

The information gathered will be used in developing the next stages of Central Library planning, specifically related to design concepts and site evaluation criteria. Ms. Condos introduced Mr. Nik Nanos, President, Nanos Research.

Mr. Nanos provided a summary presentation of a multi-phased research initiative that was conducted as part of a planning process for a future downtown Central Library. The presentation included a summary of the views from library card holders and residents, methodology, a map of the Main

branch catchment area, views on location, how people are using Main, important characteristics, and what people want to know. *(Held on file with the Chief Executive Officer)*

Chair Tierney thanked Mr. Nanos for his engaging presentation, and Trustees McKenney and Wilkinson for requesting the surveying be completed.

Trustee McKenney asked if the survey inquired of people currently using transit and who walk to the Main Library within the 22 minutes, how many would be willing or able to take LRT one or two stops. Mr. Nanos said that in the focus groups, people said it would not make a difference to them because LRT wasn't close to them. In terms of travel times, the group didn't know the kind of obstacles they would face, that is, would the fare be an obstacle, as walking is free. If one of the assumptions is that LRT is part of the solution, it creates a cost for people who may have to pay for a fare if they do not have a transit pass.

When asked if the people who want parking would be willing to take transit, Mr. Nanos replied parking tended to be linked with accessibility and people with disabilities, and it was very difficult to access the current location.

In response to parking not being a key factor, Mr. Nanos stated that this would be the case for people in the catchment area. Parking needs were usually articulated by people who lived outside of the catchment. He said that one of the focus group streams included people outside of the catchment area who use their local branch, and also the downtown branch. These people are multi-location customers.

The next question from Trustee McKenney focused on how many people in the commercial area access the current Main Library, Mr. Nanos replied in term of mixes and of traffic going into the downtown, that one of four people arrive from work, and six of ten from home.

Trustee Wilkinson raised a question whether people were already thinking about transportation needs between LRT stations. Mr. Nanos indicated that people are thinking about that because a number of them said they

realistically figured it would be faster to catch a bus. The first question asked on the survey related to the distance to the LRT and it may not be relevant as they could take public transit.

Trustee Wilkinson pointed out that regardless of where the Central Library is, it will be important to have discussions with OC Transpo about the local routes within that area. Mr. Nanos agreed and said people wanted good public transit services for the location.

*Action: Staff hold discussions with OC Transpo regarding bus routes/stops in downtown once LRT is in place and Central Library site is determined.*

In terms of design of the Central Library, Trustee Wilkinson said it will have a major impact in how many people will use the facility. Mr. Nanos stated that the survey consulted people within and outside the catchment area, providing best practices or guiding principles for design of any location in the City.

When asked how far outside of the catchment area did the survey address and whether these people used the Main branch, Mr. Nanos said the survey was conducted across the City. One stream was based on people who used their local branch and the Main branch, but the survey also looked at a stream who did not use the Main Library but were library card holders.

Further to a question about whether the public would come downtown just to get a book, Mr. Nanos replied people probably would not but this is where programming at the library was an important factor. For a number of parents who participated, they wanted a library that was child-friendly and that encouraged kids to be in the library. The more inviting the library is, such as being more open, bright, and a nice place to be in, the more likely parents would be to take an extra trip to go to the central location.

In response to a question from Trustee Wilkinson about programming that the library offers and seeing the library as a community hub, Mr. Nanos mentioned that there was push-back on the idea of non-library-related programming, i.e. putting a swimming pool, as people didn't want it becoming another community centre. However, people had imaginative ideas, such as

book readings, and highlighting local authors by showcasing those that live within 100 miles of Ottawa, etc. Trustee Wilkinson said the data collected will be very helpful in moving forward. Chair Tierney said that Beaverbrook branch has been a major success and a lot of feedback that has been gathered will be very useful.

The next question from Trustee Sweet asked if the catchment area was defined for this project or if it was used in the past for the Main library. Elaine Condos confirmed that the overall catchment area is approximately 55K people and it was firmed up for the purposes of the Central Library Development Project, based on the 2011 Census Dissemination Area Maps that are proximate to the current Main library. Further variables were defined such as card holders indicating the Main branch as their home location who were active card holders for the past 12 months.

Further to a question inquiring about the meaning of the concentric rings used in the presentation, Ms. Condos mentioned there are various radii from the existing facility.

*Action: Staff provide details explaining the concentric rings on page 5, 3.0 Map of the Main branch catchment area of the presentation to the Board.*

In reference to slide 11, "What People Want to Know", Trustee Sweet said that the four points OPL has to address, will be very critical for moving forward to the next stage as it will shape how the consultation will be planned. She was concerned with the fourth point, the vision for the Central Library and said it should be implementation or follow through of the vision. Mr. Nanos noted that it was a valid point as people wanted OPL to have a vision, stick to the vision, and deliver on what is being proposed.

The next question by Trustee Fisher concerned breakdown of the data by demographics and whether there would be consistency in the conclusions being drawn. Mr. Nanos pointed out the demographic data was collected for all the quantitative studies and the statistics can be found in the tabulation. The key drivers such as convenience and light didn't make a difference if the person was 20 or 50 years old in wanting to feel safe at the library. The key



differences had to do with geography than demographics, with accessibility and convenience being the first two steps in what people want.

When asked by Trustee Begg about thoughts related to different programming for the Central Library, Mr. Nanos pointed out that there has to be a unique vision for the facility because if it is like all the other places in the library system, people will not likely go or have the need to go to it. He suggested the Board and staff define the role of the Central Library within the vision, and look at some of the best practices. Furthermore, he suggested staff learn from Halifax in how the catchment area expands and use that model in terms of moving from the definition of the catchment area to something that is larger.

The Board heard from the following delegation:

**Emilie Taman, Bookmark the Core\*** spoke of central libraries being the most public of institutions and for a public space to be truly public, it should be the result of a process of meaningful public engagement being sustained, open, transparent, and responsive. The public interest should drive the Central Library project, not corporate or developer interests. Ms. Taman noted that perspective sites should be assessed with a view to accommodating a large enough library, with a visionary design, and in a location that meets key criteria. She was concerned that the proposed 132K square foot library within a mixed-used development is not enough space for Ottawa due to its population, its status as the National Capital, and for the proper functions of a Central Library. She referenced the Mayor saying in June the project will only happen if there are willing partners and that the most likely potential partners will be developers. She asked how the Board, the Mayor, and Council will show that any of the proposed sites are in the public interest, what criteria will be used to assess the suitability of the site, and will there be transparency in the decision-making process. Ms. Taman pointed out that the evidence to date suggest that the Mayor is leaning towards seeing the library at Lebreton Flats and has told Bookmark the Core that he believes the core of the city will move west towards Lebreton Flats. She referenced unveiling of proposals for suggesting that the Lebreton Flats site for the new Central Library was a done deal. She said there has not been an assessment to demonstrate Lebreton Flats would serve the public interest

in terms of catchment population, proximity to other destinations, and other criteria that are critical to its success. She asked the Board to implement a robust, and ongoing public engagement process, including a digital strategy, and public information campaign, as well as accept Trustee McKenney's request for a second public open house.

Chair Tierney thanked the delegation. He reiterated the announcement with LAC, which is not a developer. He indicated that if the Board did not go through the REOI process, they could have missed this opportunity. He stated that there is no conclusion regarding location and the Board is as much in the dark as the public with respect to the Lebreton Flats proposals. The Board will continue with its engagement process, and that will include more formal consultations with the public.

In addition to that provided by the individuals marked with an asterisk above, written correspondence was also submitted by the following, as noted:

- Mr. John D. Reid
- Mary F. Cavanagh and Sarah Anson-Cartwright\*  
(Correspondence related to the report attachments).

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

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

**MOTION OPL 20160112/6**

**That the Board receive the Central Library Development Project: Public Opinion Research report for information.**

RECEIVED

Vice-Chair Bergeron left the meeting at 17:53.

**IN CAMERA ITEM**

5. OTTAWA PUBLIC LIBRARY - IN CAMERA - LABOUR RELATIONS OR EMPLOYEE NEGOTIATIONS – BARGAINING CUPE 503 REPORTING OUT DATE UPON COLLECTIVE AGREEMENT RATIFICATION
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**MOTION OPL 20160112/7**

**That the Ottawa Public Library Board move in camera in accordance with section 16.1 (4)(d) Public Libraries Act, R.S.O. 1990, CHAPTER P.44, to discuss labour relations or employee negotiations.**

CARRIED

*While In Camera no votes were taken and no decision was made. Upon resuming in open session, the Board finalized the meeting.*

**ADJOURNMENT**

**MOTION OPL 20160112/8**

**Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 7:28 p.m.**

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**Chair**

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**Recording Secretary**