

Report to / Rapport au:

**Ottawa Public Library Board
Conseil d'administration de la Bibliothèque publique d'Ottawa**

December 5, 2017 / 5 décembre 2017

**Submitted by / Soumis par:
Danielle McDonald, Chief Executive Officer / Directrice Générale**

Contact Person / Personne ressource:
*Anna Basile, Manager, Division manager, Governance, Communications, and Strategic
Services / Gouvernance, Communications et Services stratégiques*
613-580-2424 ext. 32335; anna.basile@bibliooottawalibrary.ca

File Number: OPLB-2017-1201

SUBJECT: Governance Evaluation Action Plan Status Update

OBJET: Mise à jour du plan d'action de l'évaluation de la gouvernance

REPORT RECOMMENDATIONS

That the Ottawa Public Library Board:

- 1. Receive the Governance Evaluation Action Plan Status Update for information; and,**
- 2. Approve the 2018 Board Continuing Education Plan.**

RECOMMANDATIONS DU RAPPORT

Que le Conseil d'administration de la Bibliothèque publique d'Ottawa :

- 1. Prenne connaissance de la mise à jour du plan d'action de l'évaluation de la gouvernance, et**
- 2. Approuve le plan de formation continue de 2018.**

BACKGROUND

In April 2017, the Ottawa Public Library Board (OPLB) approved the Board Governance Action Plan (the “Action Plan”), which emanated from the 2016 mid-term Governance Evaluation Report (the “Report”).

The Report included six recommendations to improve effectiveness, along with detailed actions and timelines in each area. The recommendations were:

- Recommendation 1: Modify or expand the Board’s involvement in strategic planning workshops or use generative governance discussions to explore the future of libraries and how this could impact the OPL.
- Recommendation 2: Develop or enhance a policy and process for the Board to ensure that an effective succession planning process for the CEO is in place.
- Recommendation 3: Ensure an emergency succession plan is developed for the senior executives of the Library.
- Recommendation 4: Discuss what should be done to further enhance ongoing training for Trustees.
- Recommendation 5: Develop a method for the Board to communicate to City Council any recommendations or suggestions it might have regarding succession planning for the Trustees and the Board Chair as it nears the end of its term.
- Recommendation 6: Continue to assess and adjust the new Central Library decision-making process to ensure it yields the best results.

This report provides an update on Recommendations #1 - #5 in the Action Plan, including an item for approval as part of Recommendation #4. Recommendation #6 will be reported on separately.

DISCUSSION

Since April 2017, OPL staff have made significant progress on the action plan, as noted:

Recommendation #1 – Significant work has been completed to-date in terms of data collection and analysis for the development of the Strategic Plan. Throughout the Fall 2017, employees conducted more than 100 one-on-one interviews with customers and non-customers across the City. This work will continue into December 2017, and will extend into early 2018 for validation via social media. An update to the Board will follow in Q2 2018.

Recommendation #2 – All action items have been completed.

Recommendation #3 – The development of a succession plan for senior executives of the Library is directly linked to the succession plan for the CEO. OPL staff are currently working with the City of Ottawa's Human Resources department to test out approaches and tools for CEO Succession. It is anticipated that these tools will be appropriate for use in developing succession plans for the next level (senior executives). An update to the Board will follow in Q1 in 2018.

Recommendation #4 – OPL staff recommend that the Board approve the attached OPL Board 2018 Continuing Education Plan (Document 1).

Recommendation #5 – Work will begin in 2018 on these action items.

CONSULTATION

OPL staff worked with the OPL Board Ad-Hoc Committee on Board Governance to review the approach for each action plan, including advance review and comments on documents for approval.

LEGAL IMPLICATIONS

There are no legal implications associated with this report.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

ACCESSIBILITY IMPACTS

There are no accessibility impacts related to this report.

TECHNOLOGY IMPLICATIONS

There are no technology implications related to this report.

BOARD PRIORITIES

This report is prepared in compliance with OPL Board Policy OPLB-0015 Board Evaluations and Governance Review.

SUPPORTING DOCUMENTATION

Document 1 – OPL Board 2018 Continuing Education Plan

DISPOSITION

Upon receipt, the Division Manager, GCSS will continue with implementation and ongoing items.