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**ATTACHED OPL BOARD DRAFT MINUTES EXTRACT**

**MEETING OF 4 MARCH 2019**

1. 2019 DRAFT OPERATING CAPITAL BUDGET ESTIMATES AND THREE YEAR CAPITAL FORECAST
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The Board heard from the following delegations:

**John D. Reid\***, spoke to Riverside and Uplands, in River Ward 16, not having a branch resulting in residents having poor access to library services. He spoke of deficiencies in funding compared to other Ontario Municipalities, which are resulting in gaps in local service. Mr. Reid said that gap is \$20 per household below the average, based on the 2017 Ontario Public Library Statistics from the Ministry of Tourism, Culture, and Sport that includes coverage of nine Ontario communities with population over 250K. He stated the average local operating support per household was \$126. He encouraged the Board to advocate to bring funding for library services up to the average, and to explore creative approaches for “library of experiences” to fill the gap in local service. He touched on climate change requesting that the new Central Library be designed to be carbon neutral, and to monitor performance to ensure that the library is doing its part in fulfilling the City’s commitment to greenhouse gas emission reduction.

Prior to questions to the delegation, Chair Tierney indicated that Mr. Schmitt, from Diamond Schmitt Architects stated he would strive for a carbon neutral design.

Trustee Brockington reminded the Board that with the lack of a branch in River Ward, residents have to travel to other branches. He asked the delegate on whether, during his research, he found any projects that other municipalities offer that OPL does not. Mr. Reid said his personal interest is in digitization of materials, having local materials available online. He mentioned that OPL is working with Ontario Genealogy and the Ottawa Room has some local history, however, it is not staffed appropriately and materials are simply disappearing. The underlying issue is the \$20.00 deficit gap in service.

**Christine Johnson, Hunt Club Community Association (HCCA)\***, explained where the HCCA is located, that River Ward is one of only two wards in the City of Ottawa that does not have a library, and described the community demographics. Ms. Johnson urged the Board ensure adequate resources be given to support and maintain the library materials dispensing kiosks and hold locker system for the foreseeable future at the Hunt Club-Riverside Park Community Centre. She also requested that staff review options to expand library services available to the Hunt Club neighbourhood for inclusion in the 2020 Draft Budget. The HCCA will continue to work cooperatively with staff to increase awareness of the current services and to provide feedback on future service options.

Chair Tierney said that River Ward has very strong representation in their local councillor and appreciates the advance realistic planning request of the delegation for the 2020 budget. He asked Danielle McDonald, CEO, to comment with respect to HCCA's two requests.

Ms. McDonald said staff continue to work with the community and HCCA. She asked Monique Désormeaux, Deputy CEO, to speak to growth planning initiatives.

Ms. Désormeaux mentioned that once per term, a facility renewal and growth study framework is brought forward to the Board. The bulk of the funds for growth are funded through the City's Development Charges (DC) By-law; projects and initiatives are paid for through DC reserves that are supported by corresponding historical levels of service, background studies, and listed the latest updated DC project listing. Based on the current study, there is insufficient growth in River Ward to support a branch. She said that in the 2016 Library Facilities Framework and Investment and Growth Planning Study, the priorities were Riverside South, East Urban, and Barrhaven South. Ms. Désormeaux said the next growth study is planned for 2021 for the subsequent Development Charges By-law review. Staff will continue to explore alternative services, dialogue with HCCA, and support programming offered by the Greenboro branch staff.

In response to a question from Vice-Chair Fisher regarding the type of ideas raised in the HCCA's outreach, and how this information will be utilized, Ms. Johnson said they have undertaken two surveys: 1) asking residents if they are using OPL's service; and, 2) asking what customers would find most useful in terms of library services in the future. Responses varied with some residents not knowing what services are currently offered to others providing ideas of services the community would want beyond the kiosk. She said HCCA is very progressive and educated, and will continue to keep communication open.

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

Trustee Brockington asked a series of questions regarding development charges: are they transferable, do they go where the need exists, and could OPL use them to address capital needs in existing areas, understanding that the decision is left with staff to determine how DC funds are used. Brenda Gorton, Account Manager, Financial Services Unit, City of Ottawa, reported that DCs are collected by the City overall, and the library has its own specific portion. She said based on the library's planning and growth studies, the results are brought to the Board once per term and can be reviewed to address projects. She said the DC By-law provides a funding formula for future new library facilities, and/or expansion of current facilities, based on a quantity standard calculated on ten-year averages. OPL cannot use DCs for anything other than what is listed once the ten-year plan is set, and cannot go into debt by spending more DCs than what is collected. Ms. Gorton said it is difficult to balance growth versus collected DCs versus priorities.

Trustee Brockington followed with a question on how to access DCs for River Ward. Ms. Gorton replied the library cannot spend on an area that does not collect DCs. When significant growth exists, a new facility can be approved. She said based on provincial DC legislation, the library cannot spend DCs from outside the

Greenbelt, for areas within the Greenbelt. That is, funds must go where they are generated.

Chair Tierney said Trustee Brockington could consider a separate levy. Ms. Gorton said that discussion would have to include the City of Ottawa Treasurer.

Further to a question from Trustee Brockington regarding the library relying on fines as revenue, and what other jurisdictions do to maximize revenues, Ms. McDonald mentioned that the Canadian Urban Libraries Council (CULC) has explored ideas but there are limited avenues. The library's alternate revenue streams are fines, service fees, room rentals, and grants. She said the library receives \$1.4M from the province, however relies primarily on local taxpayers.

Trustee Brockington referenced page four of the budget book where it appeared that no fine revenue was received in 2017. He asked what the fine revenue target is for 2019, and if the library will meet its target. Ms. Désormeaux mentioned that the target of \$1.32M is a solid estimate. She noted the zero figure was an error.

In response to a question from Trustee Brockington regarding non-resident and visitor fees, Ms. Désormeaux confirmed that the \$80 non-resident fee is annual and the 2019 budget requests an increase to the visitor fee. Ms. McDonald said the library did not want non-residents or visitors paying less than taxpayers.

Further to Trustee Brockington's question on the biggest risk to the budget, Ms. Désormeaux responded cuts to the provincial grant. Given her role on the Federation of Public Libraries (FOPL), Vice-Chair Fisher mentioned that FOPL advocated for more funding with outreach to the Province. She referenced active lobbying at Queen's Park. Ms. McDonald added that OPL sent a letter to the Standing Committee on Finance and Economic Affairs regarding the 2019 provincial budget.

Trustee Brockington said he is in support of the 2019 budget.

Trustee Luloff asked a question following up on the public delegation's statement regarding digitization, specifically on OPL's plans in this area for 2019 specifically for teens. Ms. Désormeaux said in 2019 the library will tap into a city-wide fund DC fund for collections, for high demand items, eBooks, audiobooks, world language materials, and digitization.

Trustee Begg asked staff to elaborate on the modest increase for the empathy-driven, community-focused security services. Ms. Désormeaux said that some libraries (mostly American) have hired social workers to serve vulnerable communities frequenting the library. She said given our different social structure, OPL works very closely with service providers to help the homeless and other vulnerable populations. OPL's approach is to continue that work and hire the empathy-driven community-focused security services. She said that rather than perceived as law enforcement, the guards are trained in de-escalation tactics and relationship building. The guards are also fully trained in the administration of Naloxone, should there ever be opioid-related overdose and is meant as a prevention measure, given incidents at other public library systems in Ontario.

Trustee Begg mentioned that the Innovation Model is a very exciting idea and asked if the Board would hear back from staff on this project. Ms. Désormeaux indicated that staff would likely report back within a year's time. The fund was proposed as part of a project aimed at furthering OPL's creation-based activities and spaces, and will serve to engage employees and provide for innovative service development and offerings at all OPL locations. Ms. McDonald said that this model for innovation was used to build the new Central branch of the Calgary Public Library and allows the library to test drive ideas before implementation. She said staff would be happy to report back to the Board after sufficient time has passed to roll out both programs.

In response to a question from Trustee Higdon on the reduction in revenue of \$70K resulting from the cessation of the multi-year Immigrant Settlement and Adaptation Program (ISAP) grant, Ms. Désormeaux stated the cancellation was

likely due to leaner times at the Federal government. She said the costs for newcomer programs has been absorbed within OPL's base operating budget and ongoing programs are also partially funded through other means. Trustee Higdon asked if the library has approached the federal government regarding the reduction. Ms. Désormeaux indicated that they had not.

Further to a question from Trustee Higdon on "proof-of-concept" with respect to one-time funding for the Innovation Model, Ms. Désormeaux said "proof-of-concept" is a test to ensure an idea makes sense and provided an example.

In response to question from Trustee Higdon on the lifecycle expectancy for Radio Frequency Identification (RFID) technology, Ms. Désormeaux said the lifecycle expectancy is seven years, and that the library invests in patches where possible. She said the replacement was anticipated as it a cost of doing business.

Further to a question from Trustee Higdon regarding an update on progress with publishers on digital content issues and advocacy, Ms. Brûlé, Division Manager, Programs and Services, said that as per the report approved earlier, the library has two initiatives: 1) to work with the CULC Digital Content Taskforce to implement the digital reading program; and, 2) to write a letter to multinational publishers. She said publishers are hearing the message, in fact, one publisher contacted CULC to discuss flexible approaches to existing purchasing models.

In response to a question by Trustee Higdon on the status of the Musical Instrument Lending Library program, Ms. Désormeaux said the program is thriving with sufficient funding to expand to the east and perhaps in the south.

Trustee Higdon thanked staff and was delighted to see some imaginative initiatives such as the circulating telescopes available to customers to borrow.

In response to a question from Vice-Chair Fisher on whether the current budget reserve is above or below the median reserve for the last four years and whether the current reserve is sufficient to mitigate any unanticipated mandatory

expenditures in 2019, Ms. Désormeaux said the median reserve for the last five years is \$2.7M. The 2019 reserve is projected to be \$3.331M, a sufficient amount of funds to mitigate any unanticipated mandatory expenditures.

In response to questions from Trustee Meehan regarding the number of Pages in the system and whether the Multi-Incumbent Job Reclassification will impact the 2019 budget, Ms. Désormeaux said the library has 183 Pages. The Job Reclassification will have a financial impact on the 2019 budget, and that staff have allocated \$370K to slightly offset this.

Further to a question from Trustee Meehan on whether this Labour Relations matter is one-time impact, Ms. Désormeaux responded in the affirmative.

In closing, Chair Tierney thanked the CEO, the Deputy CEO, and staff for their tremendous work on the budget.

There being no further discussion, the OPL 2019 Draft Budget was CARRIED as presented.

**MOTION OPL 20190304/3**

**That the Ottawa Public Library Board:**

- 1. Approve the 2019 Draft Budget for the Ottawa Public Library; and**
- 2. Direct staff to forward the report to Ottawa City Council for consideration on March 6, 2019 as part of the City Council's approval of the City of Ottawa 2019 Draft Operating and Capital budget.**

**CARRIED**