

## Ottawa Public Library Board Meeting

### Minutes 10

Tuesday, 5 November 2019

5:02 p.m.

Champlain Room, Ottawa City Hall, 110 Laurier Avenue West

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**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, Matthew Luloff, Harvey A. Slack

**Regrets:** Carol Anne Meehan

#### DECLARATIONS OF CONFLICT OF INTEREST

No Declarations of Interest were filed.

#### CONFIRMATION OF MINUTES

Minutes 9 - Tuesday, 5 November 2019

CONFIRMED

## **CHAIR'S VERBAL UPDATE**

### **Inspire555 Series**

The City of Ottawa, OPL, and Library and Archives Canada invited the public to inspire the design of the new OPL-LAC joint facility in November at the final Inspire555 workshops, which focused on the Iconic features and finishing touches of the facility. Chair Tierney said more than 300 participants provided feedback in person on the design influences of the natural landscape, how building materials can affect the way a space is perceived and enjoyed, and the ways in which this facility can become an inclusive destination for all. He said the sessions for the fourth workshop were inspiring and energizing. After the previous three workshops and more than 10 sessions since February, this is the final opportunity for the public input on design. The Chair invited all Canadians to visit [Inspire555.ca](http://Inspire555.ca) by December 10 to share their thoughts about the design.

### **Equitable Access to eBooks**

Chair Tierney said that in November, the Board was advised that OPL was providing information to customers about changes to eBook pricing and accessibility by multinational publisher Macmillan, and the potential impact on access to eBooks and digital content. He announced that Mayor Jim Watson, along with many mayors and county leaders from the United States and Canada, signed the Statement on Equitable Public Access to eBooks demonstrating support for public libraries in the fight for fair and equitable eBook pricing and access. The Statement urges eBook and eAudiobook publishers to institute fair, transparent, and flexible lending models for public libraries. Chair Tierney said he will continue advocating to the Federation of Canadian Municipalities to review copyright rules surrounding eBooks. Customers will be informed via OPL website, eBook portals, and social media channels of any developments.

### **Pot-pourri**

Each year, the Friends of the Ottawa Public Library Association (FOPLA) sponsors an Awesome Authors youth-writing contest as part of their commitment to support OPL programming. Chair Tierney said that 640 young writers from across the city entered the contest. The writings of the contest winners are compiled and published in a book called Pot-pourri. He said the celebration was held November 28 at Ben Franklin

Place, where guests were treated to excerpts from a selection of authors in both official languages. Chair Tierney congratulated all the youth who participated, the list of winners can be found on OPL and FOPLA's websites.

### **One-Day Teacher Strike**

Chair Tierney indicated that in view of the one-day school strike on Wednesday, December 4, 2019, OPL will be boosting programming and activities in branches across the city. Parents can find worthwhile and engaging ways to spend the day with their out-of-school kids including: Storytime, crafts, group play, and of course browsing and e-borrowing amazing books, resources, and digital collections. He said more information can be found on the website.

### **MOTION OPL 20191203/1**

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

RECEIVED

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

#### **Hours of Operation during the Holidays**

The branches will be closed December 25 and 26, 2019 for Christmas and Boxing Day, as well as January 1, 2020 for New Year's Day. Branches that are open on December 24 and 31, 2019 will close at 3:00 p.m.

#### **Another Extraordinary Year at OPL**

The CEO highlighted a number of accomplishments in 2019:

- OPL-LAC Joint Facility Project: The Inspire555 public and national engagement campaign launched with successful design workshops with record numbers of attendees, pop-up events, and online engagement activities to inspire this new landmark destination. She thanked employees and the public for their input. The "Artist on Design Team," Jason Bruges Studios was chosen.
- Branch improvements: Alta Vista, Metcalfe, Munster, and Rosemount Revitalization.

- Other highlights:
  - Major milestone: Approval of a New Strategic plan, which provides a solid framework to success, and includes the identification of three strategic directions:
    - 1) Redesign the Library Experience;
    - 2) Build Organizational Capacity; and,
    - 3) Promote OPL's values.
  - The New Strategic Plan brochure was distributed to the Board. (*Held on file with the Chief Executive Officer*).
  - eBook Advocacy: as the Chair mentioned earlier in his remarks. The CEO thanked the Chair and the Board for their continued support.
  - Extra hours at the Greely branch.
  - Fun-filled Tales and Tunes event that featured indoor and outdoor activities.
  - Restructuring at the Senior Management level designed to ensure we are responsible to, and prepared for, the future, while addressing current realities with a great team to lead OPL.
  - Hours of Operation review.
  - Successful Library Month promoting the value and reach of OPL's services.
  - Expansion of Musical Instrument Lending Libraries at Cumberland and Greenboro branches.
- A new Board was appointed by Council in January.

The CEO thanked the Board for their guidance, wisdom, and unparalleled support for the library, which helps to make the system strong and vibrant. On behalf of the Senior Management Team and OPL, the CEO wished the Board and their families a safe and happy holiday season.

**MOTION OPL 20191203/2**

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

RECEIVED

1. 2020 DRAFT OPERATING CAPITAL BUDGET ESTIMATES  
AND FOUR-YEAR CAPITAL FORECAST
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Anna Basile, Division Manager, Corporate Services presented the Board with a high level summary of the draft budget including information regarding operating pressures, the recommended 2020 capital program, and composition of budget and revenue sources. Ms. Basile said two comments were received from members of the public following tabling in November. (*Held on file with the Chief Executive Officer*). Matthew Pritz, Program Manager, Finance and Business Services and Brenda Gorton, Account Manager, Financial Services Unit (City) were in attendance to respond to questions.

The Board heard from the following delegations:

**John D. Reid\***, said he addressed the Board in March, on the Ottawa Public Library (OPL) 2019 Draft Budget, identifying deficiencies in funding for OPL compared to other Ontario municipalities. He indicated that chronic municipal library underfunding results in gaps and impacts to local service. Based on 2018 numbers from the Ontario Public Library Statistics program, Mr. Reid said OPL, serving Ontario's second-largest community, had a municipal allocation to the public library of \$107 per household, whereas Toronto was \$157, and Hamilton was \$133. Averaging out these two other cities, he noted that OPL receives 26% less support from the municipality. He mentioned that OPL's 2020 Draft Budget does not address risk management implications of initiatives not undertaken, referring to risks to children, vulnerable teens and seniors in areas currently disadvantaged by substandard library services. He questioned the inclusion of the adverse impact of budget-related requests in the report rather than also highlighting the risk associated with not using funding to address substandard service areas. Mr. Reid referenced OPL's strategic plan, specifically that OPL states it is "an active part of our community, reaching beyond our spaces to build relationships that enrich Ottawa." He thanked staff for offering monthly presentations at the Hunt Club Riverside Park Community Centre (HCRPCC), however, was disappointed with staff's reluctance to publicize events in the same way as those at branches. He understood a report on all underserved areas is being drafted by staff, and he encouraged the Board to include consultation with community organizations and to instruct staff to reduce deficiencies now.

**Christine Johnson, Chair, Library Services Matter Committee, Hunt Club-**

**Riverside Park Community Association (HCRPCA)\***, said since last presenting to the Board in March on the 2019 Draft Budget, the Library Services Matter Committee of the HCRPCA has been advocating for improved library services in the community, while working alongside OPL staff. She thanked staff for: offering monthly programs at the community centre since October; for the signage on the community centre advertising the library services available; advertising the library materials dispensing kiosk on OPL's website; and, meeting with the committee after tabling of the budget. To continue the work undertaken with OPL, Ms. Johnson requested staff to consider the following:

- 1) Change the word 'Kiosk' on OPL's website to 'Hunt Club-Riverside Park Community Centre';
- 2) Advertise monthly OPL programs offered at the community centre on OPL's website;
- 3) Provide signage on McCarthy Road and/or on Paul Anka Drive, with the international library symbol (green icon) indicating that there are library services offered at the HCRPCA; and,
- 4) Provide usage data for the library materials dispensing kiosk and hold locker system at the community centre (specifically she inquired whether there been any increase in use since February 2019, given increased promotion efforts).

She said the Library Services Matter Committee is in support of an OPL Facilities Master Plan and urged staff to emphasize an evidence-based approach to the gap analysis, which considers historical issues that leave some areas unserved. Ms. Johnson asked staff to add the sentence: "including oversights from earlier community developments, such as Hunt Club, between Riverside Drive and the South Keys Shopping Centre on Bank Street – using funding available through the Development Charges monies previously collected through City-Wide services" on page 11 under "Facilities Master Plan – DC: \$100K, (\$14K)", Line 3 after '...address both public and staff facility needs'. She urged the Board to continue to ensure adequate resources be given to support and maintain the library materials dispensing kiosk and hold locker system for the foreseeable future at the HCRPCC. She also requested that staff review options to expand library services available to

the Hunt Club neighbourhood for inclusion in the Draft Budget. She indicated that the HCRPCA are committed to support staff efforts and to provide feedback on future service options, such as alternative delivery models, i.e. pilot projects, including 'pop up hubs'.

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

*Direction to Staff:*

*Trustee Brockington asked that the four recommendations from Ms. Johnson be tabled so that staff can report back. (Held on file with the Chief Executive Officer).*

Trustee Brockington asked if the bulk of the CEO's \$1.929M operating budget pertains to full time equivalent (FTE) staff. Ms. Gorton confirmed that the bulk of the CEO's operating budget is allocated for staffing, further explaining that it also includes a mix of operating resource requirements such as general administrative items and professional services.

Trustee Brockington asked staff to clarify whether the 2020 increase to salaries, wages and benefits are inflationary or inclusion of FTEs. Ms. Basile said the increase is compensation adjustments related to OPL employees, which includes: Cost of Living Adjustments, Multi-Incumbent Job Reclassification Phase 2, and Increased Friday Hours at Ruth E. Dickinson branch.

Trustee Brockington was surprised that OPL's overtime pressures were low. Ms. Basile indicated that overtime pressures are a small component as they predominantly relate to the Bookmobile and Materials Delivery teams, relating to drivers.

In response to a question from Trustee Brockington on Fines being at zero, Ms. Gorton explained that the "Fines" line is a classification as part of the City of Ottawa's budget book template related to other City services, and that OPL's "fines" are included in the "Fees and Services" line.

Further to a question regarding revenue and what can be attributed to the loss

of projected revenue noted in the “Fees and Services” line, specifically how the change over from the 2019 Budget is half, Ms. Basile said the loss of revenue can be attributed to OPL reducing its fee structure and to the sale of the Main branch which resulted in a loss in previously-generated revenues. She indicated that user fees are in keeping with the customer experience and market conditions.

In response to a question from Trustee Brockington regarding the difference between the Non-Resident fee and the Visitor Fee, Ms. Basile indicated the Visitor Fee is for library use of three months or less, whereas a Non-Resident fee applies to those wishing to use OPL services for four months or more. She stated that the Non-Resident fee is approximately equal to the average annual per household amount paid by City of Ottawa residents as part of their property tax bill.

Trustee Brockington asked whether OPL’s meeting room rates are comparable to other facilities. Ms. Basile said the newly approved Facilities and Finance Ad hoc Committee will be tasked to look at how OPL assesses fees on a go forward basis, and whether OPL is meeting the needs of and being responsive to the community. She stated that at present the fees align with City of Ottawa fees for similar spaces.

Trustee Brockington said that while there is a Four-Year Capital Forecast, he wanted assurances from the CEO that capital pressures can be revised year to year. Danielle McDonald, CEO confirmed in the affirmative.

Further to a question from Trustee Brockington regarding opportunities for library services within the Alexander Community Centre and whether capital dollars could be used, Ms. McDonald indicated that OPL is happy to be part of an analysis of library services at the Alexander Community Centre, however, it is premature to know how much money it will cost, the size that will be required, and what exactly will be requested. She also stated that the Facilities Master Plan will include an assessment of gaps in the area that may need to be addressed and indicated that staff will work with City counterparts to explore opportunities, and if feasible, a report will be brought back to the Board.

In response to a question from Trustee Brockington with respect to the scope



of work that will be included in the Facilities Master Plan, Ms. Basile said that staff will be initiating the project under the guidance of the Facilities and Finance Ad hoc Committee, anticipating the work will take approximately 18-24 months. She indicated that the development of a Master Plan will include the development of facilities parameters, a gap analysis of current services, a growth study regarding future needs, the identification of detailed facilities standards, and the asset management assessment and planning. She also indicated that the development of a financial framework will identify parameters and guidelines for prudent fiscal management and planning. Ms. Basile said the facilities parameters will be tabled with the Board as a starting point; and through the work with the Ad hoc committee, staff will be better able to identify public engagement touchpoints.

Trustee Brockington said he looks forward to that project. He thanked staff for the partnership created with his community and the addition of programs. He said the 2020 Draft Budget is fair and reasonable and that he fully supports what is being proposed.

In response to a question from Vice-Chair Fisher on how the \$60K Hours of Operation Optimization for Ruth E. Dickinson branch compensation adjustment is calculated, Donna Clark, Division Manager, Branch Operations said it is calculated using the average hourly rate for OPL jobs, multiplied by the hours required and by the number of employees required to staff a large, two-storey facility, multiplied by 50 weeks. She further stated that the figure in the budget represents approximately one FTE or between six and seven employees (head count).

In response to a question from Vice-Chair Fisher regarding the Metcalfe Branch Facility Capital requirement of \$250K, Ms. Basile said in 2019, deficiencies with the foundation and exterior walls were identified at the branch in the village of Metcalfe. Given the state of the building, the funding will be used for a consultant to undertake a feasibility study to assess best value for money options for the branch facility replacement (e.g. build new, lease, etc.), as well as the likely demolition of the existing facility.

Chair Tierney asked staff to comment on the Ontario Public Library Statistics program comparisons for Ottawa, Hamilton, and Toronto referred to by the delegation. Ms. Basile said those figures are from the Ministry, which are

based on budget information provided for the purposes of the Public Library Operating Grant. She indicated that OPL is the recipient of considerable shared services from the City of Ottawa, the cost of which is not included in the OPL's budget, and not reflected in the per capita rate reported.

In closing, Chair Tierney thanked the CEO, the Division Manager, Corporate Services, and all staff for their tremendous work on the budget.

There being no further discussion, the OPL 2020 Draft Budget was CARRIED as presented.

**MOTION OPL 20191203/3**

**That the Ottawa Public Library Board:**

- 1. Approve the 2020 Draft Budget for the Ottawa Public Library; and**
- 2. Direct staff to forward the report to Ottawa City Council for consideration on December 11, 2019 as part of the City Council's approval of the City of Ottawa 2020 Draft Operating and Capital budget.**

CARRIED

2. 2020 BOARD CONTINUING EDUCATION PLAN AND CONFERENCE ATTENDANCE

OPLB-2019-1202

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**MOTION OPL 20191203/4**

**That the Ottawa Public Library Board:**

- 1. Approve the 2020 Board Continuing Education Plan; and,**
- 2. Approve the attendance of Trustees for the 2020 Conferences as proposed.**

CARRIED

- 3. CREATION OF A FACILITIES AND FINANCE AD HOC COMMITTEE**
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**MOTION OPL 20191203/5**

**That the Ottawa Public Library Board approve the creation of an Ad hoc Committee composed of Trustees Begg and Higdon to work with staff on the development of a Facilities Master Plan and Financial Framework.**

CARRIED

**INFORMATION PREVIOUSLY DISTRIBUTED**

- A. LAPTOP LENDING SERVICE AND HOMEWORK HELP**

**ADJOURNMENT**

**MOTION OPL 20191203/6**

**Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 5:57 p.m.**

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**Chair**

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**Recording Secretary**