8

Report to/Rapport au :

**OTTAWA PUBLIC LIBRARY BOARD
CONSEIL D'ADMINISTRATION DE LA BIBLIOTHÈQUE PUBLIQUE D'OTTAWA**

**March 17, 2014
Le 17 mars 2014**

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

*Contact Person / Personne ressource: Anna Basile
(613) 580-2424 x 32335, Anna.Basile@BiblioOttawaLibrary.ca*

Ref N°: OPLB-2014-0028

SUBJECT: **Board Governance Action Plan and Ad-Hoc Working Group Update**

OBJET : **Le point sur le plan d'action sur la gouvernance du C.A. et le groupe de travail ad-hoc**

REPORT RECOMMENDATION

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

RECOMMANDATION DU RAPPORT

Que le C.A. de la Bibliothèque publique d'Ottawa prenne connaissance de ce rapport, à titre d'information.

BACKGROUND

On November 19, 2012, the Board received the results of a governance review including a nine-point action plan. As part of the review, the Board approved the disbanding of standing committees with the intention to develop ad-hoc working groups as required throughout the year.

This report provides a year-end update on the status of the action plan, including the work of the ad-hoc working groups.

DISCUSSION

The *Governance Action Plan* including status updates is provided as Appendix 1. Four of the nine items are completed. Of the remaining five, significant progress has been made in three areas, with two items the focus of the work plan for 2014 (Succession Management and Trustee Development).

In 2013, the Board approved the creation of five (5) ad-hoc working groups. In most cases the establishment of an ad-hoc working group was aligned to move forward on the Board's Governance Action Plan. The Ad-Hoc Working Group listing and status updates are provided as Appendix 2.

CONSULTATION

The Library Senior Management Team and OPL leads for the respective Ad-Hoc Working Groups were consulted in the preparation of this report.

LEGAL IMPLICATIONS

There are no legal implications to the recommendations of this report.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications.

ACCESSIBILITY IMPACTS

There are no accessibility impacts.

TECHNOLOGY IMPACTS

There are no technology impacts.

FINANCIAL IMPLICATIONS

There are no financial implications.

BOARD PRIORITIES

The subjects of this report are in alignment with Board-approved strategic direction *Excellence in Governance, Accountability and Financial Sustainability*. Revision of the Board by-laws was identified as key Board initiatives for 2013.

SUPPORTING DOCUMENTATION

1. *Board Governance Review*, November 19, 2012

DISPOSITION

As noted in the attached appendices.

OTTAWA PUBLIC LIBRARY BOARD   **4**   **CONSEIL DE LA BIBLIOTHÈQUE**
REPORT N° OPLB-2014-0028   **PUBLIQUE D'OTTAWA**
March 17, 2014   **RAPPORT n° OPLB-2014-0028**
     Le 17 mars 2014

Appendix 1:

Ottawa Public Library Board Governance Action Plan Year-End Status Update

Completed items are in italics.

Ref.	Action Item	Status
1	*Prepare a motion for the Board to consider disbanding the current committees and subsequently utilize ad-hoc groups as required.*	*Completed*
2	*Prepare a motion for the Board to consider recommending that the size of the Board be reduced to 9 members with 5 citizen representatives and 4 Councillors for Council's consideration and implementation.*	*Completed*
3	Develop and implement a process to revise the Strategic Plan, with Board input as appropriate, that ensures the library remains relevant in the future, establishes longer term objectives, and provides a financial assessment of the resources required and the means to obtain them, for Board review and approval.	• Library of the Future Final Report received by Board at December 9, 2013 meeting. • Board approved recommendation to establish an Ad-Hoc Working. Group to review the Vision/Mission. • Status of working group noted in Appendix 2.
4	*Develop a comprehensive Delegation of Authority policy, with Board input as appropriate, that clearly defines the decisions that are reserved by the Board and those that the CEO/Staff may make, for Board review and approval.*	*Completed*
5	*Develop, with Board input as appropriate, improved indicators of organizational performance, including objectives and metrics that focus on output, outcomes and results, and incorporate these into a monitoring process, for Board review and approval.*	*Completed*

OTTAWA PUBLIC LIBRARY BOARD   **5**   **CONSEIL DE LA BIBLIOTHÈQUE**
REPORT N° OPLB-2014-0028   **PUBLIQUE D'OTTAWA**
March 17, 2014   **RAPPORT n° OPLB-2014-0028**
     Le 17 mars 2014

Ref.	Action Item	Status
6	Review and modify, with Board input as appropriate, information provided for Board meetings to support a strategic focus.	E-Agenda • Board moved to electronic packages in January 2014. • Board e-agenda implementation in progress. Policy Review and Development • By-law Review is ongoing and will be sent to legal before Board review in Q2 2014. • By-law review to incorporate requirement of Public Libraries Act concerning Trustee absences. • Policy Review action plan in development (see Ad-Hoc Working Group update in Appendix 2). • Fraud and Waste policy developed. Discussions to be held with new Auditor General. • Roll-out pending discussions with Auditor General.
7	Develop, with Board input as appropriate, a comprehensive risk management process that identifies and monitors important enterprise risks and ensures appropriate mitigation and monitoring measures are in place, for Board review and approval.	• Safety and Security Ad-hoc group established and meetings are ongoing (see Ad-Hoc Working Group update in Appendix 2). • Intact team training for management group on risk assessment was held November 13, 2013. • OPL adoption of the City of Ottawa Risk Management Framework approved by Board in February 2014.
8	Develop a senior staff succession plan and continue to enhance the development of individuals.	• Management restructuring in 2014 designed to assist with senior staff succession. • Additional components in development for completion in 2014.

Ref.	Action Item	Status
9	Continue to improve the ongoing development of Trustees by providing additional information and training on issues identified by the Trustees and/or Staff.	• Board refreshers and educational guides prepared on regular basis. • Southern Ontario branch visits occurred on September 19-21, 2013. • Complete Trustee Development plan to be prepared in 2014.

Appendix 2:
Ottawa Public Library Board Ad-Hoc Working Group Status Update

Ad-Hoc Working Group	Date Established	Members	Lead	Status
Strategic Plan Refresh	December 9, 2013	Amelita Armit, Jim Bennett, Danielle Lussier-Meek	Anna Basile	**Active** • Committee met February 3, 2013 to review vision and mission statements, as well as process for next steps. • OPL staff have developed options for ad-hoc committee to review before proceeding to next step. • Update expected in mid-March.
Board By-laws & Policy Review	September 9, 2013	Amelita Armit, Jim Bennett, Patrick Gauch	Elaine Condos	**Active** • Committee met October 24, 2013 and December 16, 2013, with another meeting scheduled in March 2014. • Development of new Board procedural by-laws has been the focus of work to date; proposed draft by-laws are ready for legal review. • A new Board policy structure has been drafted based on a review of existing Board governance and executive limitations policies, the Board-approved Delegation of Authority and proposed procedural by-laws. • Pending completion of the legal review and any further adjustments, a Notice of Motion will be brought to the Board (tentatively May 2014) with approval at the following meeting.

Ad-Hoc Working Group	Date Established	Members	Lead	Status
Safety & Security	September 9, 2013	André Bergeron, Christine Langlois	Monique Désormeaux	**Active** • Committee met 3 times: (2013→Sept. 30 & Nov. 27) (2014→January 28) • Committee reviewed the legal context within which OPL operates and other background information. Goals were established to focus the work and best-practice research was completed. • A board report to be tabled at the April Board meeting. • Recommendation is to revise the OPL Customer Code of Contact.
Delegation of Authority	May 13, 2013	Jim Bennett, Patrick Gauch	Elaine Condos	Ended on July 8, 2013 when Delegation of Authority Policy Reporting Framework was approved.
Library of the Future	May 3, 2013	Amelita Armit, Jim Bennett, David Gourlay, Marianne Wilkinson	Monique Brûlé	Ended on December 9, 2013 when Library of the Future Final Report was presented to the Board.
Nomination Committee	December 10, 2012	Amelita Armit, Keith Egli, Tim Tierney	Elaine Condos	Ended on January 14, 2013 upon Board election of Chair and Vice-Chair.