

## Ottawa Public Library Board Meeting

### Minutes 41

Tuesday, 13 November 2018

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.*
  - 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

Trustee McKenney arrived at 17:06.

#### DECLARATIONS OF CONFLICT OF INTEREST

No Declarations of Interest were filed.

#### CONFIRMATION OF MINUTES

Minutes 40 - Tuesday, 9 October 2018

CONFIRMED

With unanimous consensus, the Board agreed to consider the order of the held items as such: Item 2, Item 5, Item 1, and Item 6.

### **CHAIR'S VERBAL UPDATE**

Chair Tierney advised that Monique Désormeaux, Deputy CEO will be acting for Danielle McDonald at the meeting.

### **October Library Month 2018 Wrap Up**

OPL's 2018 campaign focused on giving away Golden Tickets, à la Willy Wonka throughout the City, in branches and the Bookmobile. The Golden Tickets can be redeemed until the end of November, for a beautiful, upcycled, locally handmade denim book bag. Chair Tierney mentioned that the goal of the Library Month campaign is to show appreciation to customers and to raise awareness about all OPL has to offer. Celebrity posts on OPL's social media account garnered a lot of attention, and OPL was able to reach audiences that normally do not follow Library activities. OPL employees and Board Trustees went to Community Recreation Centres and distributed more than 2,000 tickets, and many enlightening moments happened between OPL representatives and community members. The Chair indicated that the campaign was a huge success online, in the branches, as well as in the community.

### **MOTION OPL 20181113/1**

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

RECEIVED

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

#### **Passing of Elinor Montgomery**

The Acting CEO took a moment to recognize the passing of Mrs. Elinor Montgomery at the age of 78. Mrs. Montgomery was a longtime volunteer of the OPL's Hazeldean and Beaverbrook branches. Her passion for local history was instrumental in the establishment of the Kanata Room at the Beaverbrook branch, for which Mrs. Montgomery was recognized by the OPL in October 2009 with the Order of Friendship.

### **Pot-pourri**

Each year, the Friends of the Ottawa Public Library Association (FOPLA) sponsor an Awesome Authors youth-writing contest as part of their commitment to support the OPL's programming. Submissions by the winners of the contest are compiled and published in a book titled Pot-pourri. The participants were invited to the event held at Ben Franklin Place where their achievement was celebrated. Guests were treated to excerpts from a selection of authors in both official languages. Congratulations to all the youth who participated, to the winners, and thank you to Chair Tierney for representing the OPL Board and for presenting the final award of the evening.

### **100<sup>th</sup> Anniversary of Rosemount branch**

The Rosemount branch is OPL's oldest branch, and on November 18, the branch will mark 100 years. Earlier this year, a celebration took place with a great turnout by three levels of government represented. Ms. Désormeaux indicated that a celebratory Open House will be held on November 29, Rosemount's official anniversary date.

### **MOTION OPL 20181113/2**

**That the Ottawa Public Library Board receive the Acting Chief Executive Officer's report for information.**

RECEIVED

### **PRESENTATION**

#### **1. PRESENTATION - INCLUSION**

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Anna Basile, Division Manager, Governance, Communications, and Strategic Services; Monique Brûlé, Division Manager, Programs and Services; and, Catherine Seaman, Division Manager, Branch Operations provided a presentation on Inclusion at OPL. *(Held on file with the Chief Executive Officer.)* Ms. Seaman defined the word inclusion and said access and inclusion is at the heart of OPL's Values. Ms. Brûlé spoke to the inclusion lens and customer experience, and Ms. Basile provided the communications and employee experience context surrounding inclusion.

Trustee Sweet thanked staff for the timely presentation. She urged staff to apply inclusiveness in the upcoming Board recruitment. Ms. Basile said an inclusive recruitment process was underway.

**MOTION OPL 20181113/3**

**That the Ottawa Public Library Board receive this presentation for information.**

RECEIVED

**REPORTS**

2. ALTERNATIVE SERVICES LONG TERM PLAN

OPLB-2018-1102

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Monique Brûlé, Division Manager, Programs and Services; and, Alexandra Yarrow, Program Manager, Alternative Services provided a presentation (*Held on file with the Chief Executive Officer.*) Ms. Yarrow outlined the content of the report by describing the work undertaken to-date to develop long-term planning for Alternative Services. She mentioned that the next Framework review is scheduled to come to the Board in the next term. Highlights are as follows:

- Defined the priority areas;
- Reviewed the four long-term planning recommendations; and,
- Outlined the next steps.

The Board heard from the following delegations:

**Barb Shea**, a frequent kiosk customer described her experience with the unique service. She understood that OPL has to consider long-term planning, vision, and cost effectiveness of services, however, she was disappointed that the report is considering discontinuing the Kiosk services. She asked if the kiosk pilot project was fully evaluated, if information about the Kiosk services was shared with local schools and the Hunt-Club Riverside

Community Association, and what was done to improve usage. She urged the Board to consider looking at the Kiosk pilot on its own independently from the lockers/lending machines.

**Riley Brockington, Councillor, Ward 16-River\***, spoke of River Ward's demographics, distinctions, and social economic issues. He said the introduction of the kiosk program at the Hunt-Club Riverside Community Centre was an innovative initiative that brought needed resources to the community. Although he did not dispute circulation data presented in the report, he emphasized that technological issues have plagued the kiosk machines, particularly the first models used. The frequency of inventory turnover and re-shelving are two main complaints he often hears. Councillor Brockington suggested the kiosks remain in the community centre with a greater public campaign to increase awareness of the benefits and the potential for their discontinuance. Given the lack of a branch and high need for library services in the ward, Councillor Brockington urged the Board not to remove the Kiosk services without first co-developing a plan with the community and the Ward Councillor on how best to use existing resources to improve service delivery going forward. He thanked the Board and staff for the excellent library services.

[ \*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 Higdon asked why there were so many technical issues with the kiosks. Mr. Brockington commented that existing issues are due to lifecycle commitments. He said there were technical issues with the older models, although once the older model kiosks were replaced, technical issues decreased.

In response to a question from Trustee Sweet regarding staff reviewing emerging technologies and other innovations in the market. Ms. Yarrow said currently there are no other emerging alternative services innovations, however, did not want to close the door on future options. With respect to adding more Bookmobile stops, Ms. Yarrow said historically, staff completes a review every two years as per the Alternative Services Framework, and brings forward recommendations for Board approval.

Further to a question from Trustee Sweet regarding the cost estimate of the Kiosk services, Ms. Yarrow indicated that it costs three times more than other services. Ms. Brûlé said the capital cost is between \$20-\$30K per unit as well as operational costs.

Further to a question from Trustee Sweet on what plans exist for the bookmobile stops in the neighbourhood, Ms. Brûlé indicated that Bookmobile stops will be addressed via the 2019 schedule changes with a report being brought to the Board.

Trustee McKenney said that before she can approve the recommendation to not expand Kiosk services, she would like to hear what the future plans and services will be in River Ward. With respect to a branch, Ms. Désormeaux said the Facilities Framework shows there is not enough growth in River Ward. With respect to allocating more Bookmobile stops, she said staff will re-examine additional stops as part of the Alternative Services Framework, which guides future services.

Further to a question from Trustee McKenney asking what will replace Kiosks services, Ms. Yarrow indicated that staff will do a review of emerging express technologies and existing OPL Kiosk services, for recommendations to the Board at a later date. She referred the Board to item #4 in the “Next Steps” section of the report.

Trustee McKenney asked staff to provide a dollar amount for the cost of the two new Bookmobiles stops in Councillor Brockington’s ward. Ms. Yarrow said she could provide that number offline.

Vice-Chair Bergeron pointed out the report recommends priorities for the future of Alternative Services, not the kiosk location, and demonstrates that Kiosk services cannot replace Bookmobile services. Ms. Brûlé responded in the affirmative.

In response to a question from Trustee Begg for staff to confirm the lifecycle timelines for the kiosk equipment, Ms. Yarrow mentioned that the timeline for the lockers versus Kiosk/lending machine is approximately 2020 and the lockers (lending machines) is 2022. Further to a question on whether servicing the equipment will continue, Ms. Yarrow responded in the affirmative and further explained that there may come a point where a cost-

benefit analysis will be done if the service costs is too expensive.

Trustee Begg asked what the Bookmobile lifecycle timeline is, Ms. Yarrow said it is approximately 2025.

Further to a question from Trustee Begg regarding the consultation with other Library systems on kiosk circulation statistics, Ms. Yarrow advised that some systems did not respond, others said they could not report accurate data due to technical issues, and those that did report had similar numbers to OPL, which was approximately one to two per hour.

Trustee Fisher asked how many Bookmobile stops are currently in River ward, Ms. Yarrow named the eight stops. Further to a question on the differences in programming offered with Bookmobile versus the Kiosk, Ms. Yarrow referenced Document 1 of the report.

Trustee Wilkinson said OPL remains committed to efficiency and that staff look carefully at providing city-wide analysis. Any future services will be allocated in a holistic manner for the city. She said the Alternative Services Long Term Plan Ad hoc Committee recognized the potential future high demand for Homebound services.

In response to a question from Trustee Wilkinson on the kiosk cost per item circulated, Ms. Brûlé said the cost for the kiosk is \$32 per item versus \$9 per item via the Bookmobile. She mentioned the Kiosk service will continue for as long as possible and staff will look at all areas where services can be provided.

There being no further discussion, the report recommendations were put before the Board and were CARRIED with dissent from Councillor McKenney on Recommendation three: **Approve no further expansion of Kiosk services.**

#### **MOTION OPL 20181113/4**

**That the Ottawa Public Library Board:**

- 1. Confirm three guiding priorities for alternative services:**
  - a. Inclusion;**
  - b. Discovery; and,**
  - c. Neighbourhood access.**

2. **Confirm continued investment in:**
  - a. **Bookmobile;**
  - b. **Mini bookmobile; and,**
  - c. **Homebound services.**
3. **Approve no further expansion of Kiosk services; and,**
4. **Disband the Alternative Services Long Term Plan Ad Hoc Committee.**

CARRIED

Councillor McKenney dissented on recommendation three.

3. 2019 BOARD MEETING SCHEDULE

OPLB-2018-1103

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**MOTION OPL 20181113/5**

**That the Ottawa Public Library Board receive the 2019 regular meeting schedule as proposed in Document 1.**

RECEIVED

4. THIRD QUARTER 2018 FINANCIAL STATEMENTS

OPLB-2018-1104

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**MOTION OPL 20181113/6**

**That the Ottawa Public Library Board receive the 2018 third quarter financial reports.**

RECEIVED

5. PUBLIC DELEGATION REQUEST TO ACQUIRE A SURPLUS PROPERTY



FOR LIBRARY SERVICES IN RIVER WARD

OPLB-2018-1105

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The Board heard from the following public delegation:

**Kerri Keith\***, a River Ward resident is requesting the Board consider the acquisition of an Ottawa Carleton District School Board surplus school (McGregor Easson) to be repurposed as Lexington Park Library by OPL. Ms. Keith provided background information of the request, touched on Bookmobile Services, identified needs in the ward, discussed the project overview, and provided the site plan.

[ *\*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 Wilkinson indicated that OPL does not have funding available to purchase a school. With her work with Ottawa Community Lands Development committee, she referenced the disposal of real property in accordance with the Disposal of Real Property Policy, a City process involving the Corporate Real Estate Office (CREO).

Chair Tierney thanked Trustee Wilkinson for providing her expertise on the matter.

There being no further discussion, the item was RECEIVED as presented.

**MOTION OPL 20181113/7**

**That the Ottawa Public Library Board receive the verbal presentation for information.**

RECEIVED

Trustee Moffatt left the meeting at 6:27 p.m.

**\*IN CAMERA ITEM**

6. OTTAWA PUBLIC LIBRARY - LABOUR RELATIONS OR EMPLOYEE NEGOTIATIONS - THE RECEIVING OF ADVICE THAT IS SUBJECT TO SOLICITOR-CLIENT PRIVILEGE WITH RESPECT TO PARTICIPATION IN THE ONTARIO MUNICIPAL EMPLOYEES RETIREMENT SYSTEM (OMERS) - IN CAMERA - REPORTING OUT DATE: 13 NOVEMBER 2018
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**MOTION OPL 20181113/8**

Moved by Trustee Fisher:

**That the Ottawa Public Library Board move in camera in accordance with Section 16.1 (4)(d)(f) of the *Public Libraries Act*, to discuss participation in the Ontario Municipal Employees Retirement System (OMERS).**

CARRIED

Trustee Wilkinson left the meeting at 6:47 p.m.

Upon resuming in open session at 6:48 p.m., the Board moved the following:

**MOTION OPL 20181113/9**

Moved by Trustee Fisher:

**OMERS BY-LAW AMENDMENT**

A **Resolution** to authorize participation in the OMERS primary pension plan ("Primary Plan"), and the retirement compensation arrangement that provides benefits for members and former members of the Primary Plan ("RCA"), in respect of the employees of the **Ottawa Public Library Board** identified herein.

**WHEREAS** the Ottawa Public Library Board means the amalgamation on January 1, 2001 ("Amalgamation Date"), of the following entities (collectively referred to as the "Former Employer"):

- The Ottawa Public Library Board

- The Kanata Public Library Board
- The Nepean Public Library Board
- The Vanier Public Library Board
- The West Carleton Public Library Board
- The Cumberland Public Library
- The Gloucester Public Library
- The Goulbourn Township Public Library
- The Osgoode Township Public Library
- The Rideau Township Public Library
- The Rockcliffe Park Public Library; and,

**WHEREAS** each entity of the Former Employer previously enacted a by-law or resolution and elected to participate in the Ontario Municipal Employees Retirement System (now the Primary Plan and the RCA) in respect of eligible employees; and,

**WHEREAS** pursuant to subsection 9(8) of the Primary Plan, where two or more employers who are eligible to participate in the Primary Plan and the RCA are amalgamated, the new employer is deemed to have elected to participate in the Primary Plan and the RCA on the date of the amalgamation in respect of the employees and councillors, if any, of the former employers who were members of the Primary Plan and the RCA on the day immediately preceding such date and who are employed by the new employer on such date the new employer on such date; and,

**WHEREAS** subsection 9(8) of the Primary Plan replaced revoked subsection 8(8) under the *General Regulation R.R.O. 1990, Reg. 890* under the *Ontario Municipal Employees Retirement System Act, R.S.O. 1990*; and,

**WHEREAS** pursuant to subsection 6(1) of the Primary Plan, an employer who is eligible under the *Ontario Municipal Employees Retirement System Act, 2006* (“OMERS Act, 2006”) to participate in the Primary Plan and the RCA may, by by-law or resolution, participate in the Primary Plan and the RCA and pay to the funds for the Primary Plan and the RCA the total of the employer and member contributions, and has all of the powers necessary and incidental

thereto; and,

**WHEREAS** subsection 6(1) of the Primary Plan replaced repealed subsection 15(1) under the *Ontario Municipal Employees Retirement System Act, R.S.O. 1990, Chapter O.29*.

**THEREFORE BE IT RESOLVED THAT** the **Ottawa Public Library Board** ("Employer") enacts as follows:

**<MANDATORY CLAUSE re: Existing Members >**

(Existing  
Members)

1. The Employer shall participate in the Primary Plan and the RCA in respect of the Former Employer who were members of the Primary Plan on the day immediately preceding the Amalgamation Date and who are employed by the Employer on the Amalgamation Date.

**<MANDATORY CLAUSES - 2 TO 5>**

(Election re:  
Employees)

2. The Employer shall participate in the Primary Plan and the RCA in respect of each person who is employed by the Employer and who is eligible to be a member of the Primary Plan and the RCA under subsection 5(3) of the OMERS Act, 2006, as amended from time to time, ("Employee") as of the first day of January 2001 ("Effective Date") and authorizes the **Treasurer** to submit forthwith a certified copy of this By-law to the OMERS Administration Corporation ("AC").

(Current CFT  
Employees)

3. Subject to article 1 of this Resolution, an Employee who is employed on a continuous full-time basis ("CFT Employee"), as defined in subsection 9(1) of the Primary Plan, as amended from time to time, and who commenced employment with the Employer, including, for greater certainty, Former Employer, before the Effective Date is entitled to become a member of the Primary Plan and the

RCA on the first day of the month following the month in which the CFT Employee's application is received by the AC, provided that the AC may, at the request of the Employer, fix an earlier date on which the CFT Employee becomes a member but not before the date on which the CFT Employee became entitled to be a member or the first day of January in the year in which the application is received by the AC, whichever is the later date.

(Future CFT  
Employees)

4. Every person who becomes a CFT Employee on or after the Effective Date shall, as a condition of employment, become a member of the Primary Plan and the RCA, or if such person is already a member, resume contributions to the Primary Plan and the RCA on the date so employed.

(PBA  
Membership  
for OTCFT  
Employees)

5. An Employee who is employed on other than a continuous full-time basis ("OTCFT Employee") and meets the eligibility criteria in subsection 9(6) of the Primary Plan, as amended from time to time, is entitled to become a member of the Primary Plan and the RCA on the first day of the month following the month in which the OTCFT Employee's application is received by the AC, provided that the AC may, at the request of the Employer, fix an earlier date on which the OTCFT Employee becomes a member but not before the date on which the OTCFT Employee became entitled to be a member or the first day of January in the year in which the application is received by the AC, whichever is the later date.

**<OPTIONAL CLAUSES 6 to 9 re: Mandatory Membership for Specified OTCFT Employees>**

(Election re:  
Mandatory  
Membership)

6. Notwithstanding article 5 (PBA Membership for OTCFT Employees) of this **Resolution**, effective as of the first day of **January 1, 2018** ("OTCFT Effective Date"), the Employer approves mandatory

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|--|---|
| for Specified<br>OTCFT<br>Employees)         | memberships in the Primary Plan and the RCA for each OTCFT Employee who is employed in the following class(es) ("Specified OTCFT Employees"): <b>permanent employees regularly scheduled for 25 hours or more per week that are not CFT Employees as defined by subsection 9(1) of the Primary Plan.</b>  |
| (Current<br>Specified<br>OTCFT<br>Employees) | 7. A Specified OTCFT Employee who commenced employment before the OTCFT Effective Date is entitled to become a member of the Primary Plan and the RCA on the first day of the month following the month in which the Specified OTCFT Employee's application is received by the AC, provided that the AC may, at the request of the Employer, fix an earlier date on which the Specified OTCFT Employee becomes a member but not before the date on which the Specified OTCFT Employee became entitled to be a member or the first day of January in the year in which the application is received by the AC, whichever is the later date. |
| (Future<br>Specified<br>OTCFT<br>Employees)  | 8. Every person who becomes a Specified OTCFT Employee on or after the OTCFT Effective Date shall, as a condition of employment, become a member of the Primary Plan and the RCA, or if such person is already a member, resume contributions to the Primary Plan and the RCA on the date so employed.  |
| (Senior<br>Management<br>Official)           | 9. Any person who holds a senior management position with the Employer ("Senior Management Official"), as the Employer may designate from time to time, is hereby authorized on behalf of the Employer to take all such action and execute all such documents, certificates and agreements, as they may consider necessary to give effect to the provisions of this <b>Resolution</b> and to fulfill the Employer's duties and obligations with respect to the Primary  |

Plan and the RCA, as required from time to time.

(Supersedes 10. Resolution 04-108 is hereby repealed and rescinded.  
Prior By-law)

**AND BE IT FURTHER RESOLVED** that this Resolution shall come into force  
and take effect January 1, 2001.

CARRIED

## **ADJOURNMENT**

### **MOTION OPL 20181113/10**

**Be It Resolved** that the Ottawa Public Library Board meeting be adjourned at  
6:49 p.m.

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**Chair**

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**Recording Secretary**