

1. 2022 DRAFT OPERATING CAPITAL BUDGET ESTIMATES
AND FOUR-YEAR CAPITAL FORECAST

The Board heard from the following delegations. Those marked with an asterisk (*) below denote that a written submission or presentation is held on file with the Chief Executive Officer.

John D. Reid* said removal of barriers to Library services, through the filling of geographic gaps in service, supports the principles of inclusion and accessibility, and is in direct support of the Board Strategic Statement. He asked why the extension of open hours at current branches was in progress, when there should be consideration for a fair system to secure funds to fill gaps. Mr. Reid also noted that the OPL budget includes no commitments to Net Zero, suggested that OPL should be in-line with the City of Ottawa's zero emissions commercial vehicle strategy, and urged staff to develop a library plan to meet climate objectives. He suggested staff purchase non fossil fuel library vehicles by way of a motion from the Board.

Trustee Brockington thanked Mr. Reid for his presentation and for his conscientious, constructive, and positive submissions throughout the years.

Mathieu Fleury, Councillor, Ward 12 - Rideau-Vanier represents Lowertown, Sandy Hill, and Vanier, three of the lowest income areas in the city. The demographics of these communities consist of newcomers, highly vulnerable people, and generally low-income families. He remarked that in 2018, during the review of the Recreation, Culture, and Facilities, feedback was received regarding the hours of services of OPL branches, which did not meet the needs of the community. Councillor Fleury mentioned that Sunday opening hours would provide much needed access to these communities, and he is in support of increasing Sunday hours. He suggested staff consider closing Mondays, and instead opening on Sundays for the Vanier branch. He thanked the CEO for meeting with him to discuss this, and for providing additional information. He said

that Trustee King and himself share vulnerable areas, and he thanked him in advance for bringing forward a direction to staff for this purpose. While he appreciates that there is a Board-approved framework for Sunday hours of operation, and that there are limitations of what staff can do, he felt there are opportunities to explore the specific needs of this community. Councillor Fleury indicated that the Vanier Community Association submitted a communique which supports Sunday hours for the Vanier branch.

Chair Luloff thanked the Councillor for his collaboration on this file. He noted that staff did not receive the communication from the Community Association and asked Councillor Fleury to forward it to staff. (Communication was shared to the Board when it was received.)

Trustee King said that he appreciated Councillor Fleury reaching out regarding the needs in the community and knows how much Sunday hours would benefit communities with a high population of vulnerable people.

Prior to questions and comments, Chair Luloff proposed that Trustees King and Brockington introduce their direction to staff and motion.

Trustee King was pleased to bring forward a direction to staff to review the needs assessment component of the evaluation process that was approved by the Board in 2019, which includes a cost, gap, and needs analysis. Trustee King indicated that part of the needs assessment should include a criterion that considers the vulnerability of a community before any other branch receive Sunday hours:

That staff:

- 1. Consider adding, as part of the Needs Assessment component of the Evaluation process, the inclusion of a criteria that considers the needs of vulnerable communities, and that staff give appropriate weight to that criteria; and,*

2. *That the needs of vulnerable communities criteria be completed before any new branches are recommended for Sunday service hours.*

Chair Luloff said staff assisted in the preparation of the direction and were prepared to accept it.

Trustee Brockington thanked staff for responding to questions prior to the meeting. On the theme of equity and those communities without a branch, he introduced the following motion:

WHEREAS OPL is an active part of the community, reaching beyond its spaces to build relationships that enrich Ottawa;

WHEREAS community development enhances OPL's ability to inspiring learning, spark curiosity, and connect people;

WHEREAS the current delivery of community outreach and development transcends several departments in OPL, with the majority of the budget allocated to programming and lesser to branches conducting outreach;

WHEREAS there is a desire to address the needs of vulnerable communities and communities without a local branch who would benefit from connections to library programs and services; and,

WHEREAS this matter is currently being reviewed under the Service Delivery Framework that is being updated and is scheduled to come to the Board in 2022;

THEREFORE BE IT RESOLVED THAT additional funds be allocated to support increased community development efforts system-wide in 2022; and,

THEREFORE BE IT FURTHER RESOLVED THAT the Board approve re-allocating \$40,000 in the draft budget from “Transfer to Reserves” to Account 170073 for 2022 (one-time) to allow staff to increase community development work throughout the system to address the needs of vulnerable communities and others, as funds permit.

The Chair then opened the floor to questions of staff by trustees.

Trustee Brockington said the budget is sound and addresses most needs in the City. He noted that he has concerns about rental revenue generation but understands that meeting room rentals will not resume until 2022.

Trustee Brockington asked staff if they believe that increasing the service fee for museum passes will ensure that they will be returned, and also asked why the organizations that offer these passes do not receive them at the wicket when a family goes to the museum, where OPL could then collect them on a weekly basis. Ms. McDonald responded that the cost of replacement matches the cost of the asset if not returned. Ms. Seaman said the \$20.00 to \$50.00 replacement cost is an incentive to return the pass. She explained that OPL has been exploring different solutions to facilitate the process. She said that funds were allocated in 2021 to investigate a digital solution (i.e. a downloadable pass or ability to print a form with an expiry) but noted that we are dealing with many different partner institutions, which require a French interface. Staff continue to explore and work on this. Trustee Brockington urged staff to provide an update to the Board in 2022.

Trustee Begg asked whether Trustee Brockington’s motion was supported by staff, specifically regarding staff time and effort required to implement. Chair Luloff responded that it was prepared with the assistance of staff and was supported. Ms. Clark commented that the \$40K for Community Development doubles the current amount of funding for programming at the branch-level. OPL will maintain in-house programming and draw on these new funds for outreach

into the communities. She remarked that currently, community outreach is done on an ad-hoc basis.

Vice-Chair Fisher asked staff to clarify the Strategic Initiative – Creation Strategy (OPL-LAC JF) forecasted portion for 2023-2024. Craig Ginther, Division Manager, Central Library Development Project said the funds identified in this budget will be used to support the piloting of various initiatives in branches, with specific funding for 2022 and future years to be allocated through the service planning process, which will be developed in the coming months. This budget line was initially established in 2019 to support various branch pilots (i.e., equipment, technology, spaces, etc.) in preparation for Ādisōke.

Following up on Trustee Brockington's motion, regarding what community programming may look like, Ms. Clark said that staff know the communities they do outreach with, and identify gaps by connecting with the community, rather than OPL trying to determine gaps without doing consultation. This includes talking with partners about services that are lacking and doing our best to fill any identified gaps in programming.

Trustee Slack was supportive of the initiatives introduced by Trustees Brockington and King.

Trustee Brown asked if the \$40K Community Development monies identified in Trustee Brockington's motion would serve as a bridge for 2022 or commit OPL to future operational funding. Ms. McDonald said staff will move this forward by developing a community development plan for the organization that encompasses the best financial and administrative plan. Staff will have the flexibility to determine where our vulnerable communities are and identify any thresholds or community needs.

Trustee Meehan asked for clarification around the digital museum passes solution that was referred earlier by staff. Ms. Seaman explained that a digital solution could mean that the passes could be borrowed online for downloading or

printing and could have a start and end usage date. With such a solution, the pass would be available for one week as per normal lending practice, which gives time to customers to visit more than one organization given some passes provide access to multiple venues.

Trustee Higdon asked a question about the transit bins that have reached the end of their serviceable lifecycle, specifically why the Library Materials Transit Bins are so expensive. Anna Basile, Division Manager, Corporate Services said the bins are expensive as they are highly intelligent/sophisticated logistical systems for automated transportation and robotic retrieval of library materials. The bins work effectively with OPL's Radio-Frequency Identification (RFID) collection and sorting systems. She pointed out that there has been a reduction in workplace injuries (as the bins elevate in relation to the weight of what is inside the bins, so that staff do not have to bend over as much to lift material out of the bins.) Ms. Basile said the price of technology is high, however, the benefit outweighs the negatives.

Chair Luloff expressed his admiration with the enhanced and increased virtual services introduced during the pandemic and asked what the future will look like. Ms. McDonald responded that a new full-time equivalent (FTE) position will be created in 2022 to support OPLs virtual channels. Ms. Seaman noted that this is the key piece to help OPL continue with virtual enhancements. During the pandemic, OPL had branch staff assisting with virtual services, however, now that branches have resumed regular hours and are expanding in-person services, the new, dedicated position will coordinate OPLs digital content creation and services (if approved).

In closing, Chair Luloff thanked the CEO, Senior Management, and all staff for their tremendous work on the budget.

Written correspondence was submitted to the Board after the meeting, from Lauren Touchant, President, Association Communautaire Vanier Community Association (Dated December 1, 2021, which asks the Board to consider the

long-term beneficial social impacts that are directly linked to the expansion of programming and operations (Sundays) in Vanier.

There being no further discussion, the OPL 2022 Draft Budget was CARRIED as amended.

MOTION OPL 20211130/5

That the Ottawa Public Library Board:

- 1. Approve the 2021 Draft Budget for the Ottawa Public Library; and,**
- 2. Direct staff to forward the report to Ottawa City Council for consideration on December 9, 2020 as part of the City Council's approval of the City of Ottawa 2021 Draft Operating and Capital budget.**

CARRIED, as amended by the following motion:

MOTION OPL 20211130/6

Moved by Trustee Brockington:

WHEREAS OPL is an active part of the community, reaching beyond its spaces to build relationships that enrich Ottawa;

WHEREAS community development enhances OPL's ability to inspiring learning, spark curiosity, and connect people;

WHEREAS the current delivery of community outreach and development transcends several departments in OPL, with the majority of the budget allocated to programming and lesser to branches conducting outreach;

WHEREAS there is a desire to address the needs of vulnerable communities and communities without a local branch who would benefit from connections to library programs and services; and,

WHEREAS this matter is currently being reviewed under the Service Delivery Framework that is being updated and is scheduled to come to the Board in 2022;

THEREFORE BE IT RESOLVED THAT additional funds be allocated to support increased community development efforts system-wide in 2022; and,

THEREFORE BE IT FURTHER RESOLVED THAT the Board approve re-allocating \$40,000 in the draft budget from “Transfer to Reserves” to Account 170073 for 2022 (one-time) to allow staff to increase community development work throughout the system to address the needs of vulnerable communities and others, as funds permit.

CARRIED

Direction to staff:

That staff:

1. Consider adding, as part of the Needs Assessment component of the Evaluation process, the inclusion of a criteria that considers the needs of vulnerable communities, and that staff give appropriate weight to that criteria; and,
2. That the needs of vulnerable communities criteria be completed before any new branches are recommended for Sunday service hours.