

Ottawa Public Library Board Meeting

Minutes 26

Tuesday, 14 September 2021

5:00 p.m.

Electronic Participation

Notes: 1. *The Ottawa Public Library Board members participated virtually.*

Chair Luloff welcomed members and attendees to the Ottawa Public Library Board meeting. The Chair delivered the Indigenous land acknowledgement statement and proceeded with roll call by voice in random order.

The Board moved in camera for a Labour Relations Update following item 1, then proceeded to any held items. The in camera Mid Year Review for the Chief Executive Officer item was last.

Present: Chair: Matthew Luloff
Vice-Chair: Kathy Fisher

Trustees: Steven Begg, Riley Brockington, Mary-Rose Brown,
Allan Higdon, Rawlson King, Harvey A. Slack

Regrets: Trustee Carol Anne Meehan

CONFIRMATION OF MINUTES

Minutes 25 – Tuesday, 8 June 2021

CONFIRMED

CHAIR'S VERBAL UPDATE

Ottawa Central Library Update

The Chair was thrilled to represent the Board for the naming of the joint facility where Ottawa Public Library and Library and Archives Canada were gifted the name Ādisōke by the Anishinābe Algonquin Host Nation. He said the naming reflects more than two years of relationship-building with the Anishinābe Algonquin Host Nation. The name was revealed by Mariette Buckshot, Kitigan Zibi Anishinābeg Language and Cultural Coordinator. Ādisōke is an Anishinābemowin word that refers to the telling of stories. Storytelling is the traditional means by which Indigenous Peoples share knowledge, culture, and history over generations. The Chair shared that Ādisōke is a meaningful and fitting name for the joint facility, as storytelling represents the coming together of knowledge, history, discovery, culture, creativity, collaboration, and connections.

50th Anniversary of Pride in Canada

Chair Luloff remarked that in August, OPL honored 50 years of Pride in Canada with a dedicated web page that offered curated resources and guest blog posts, along with links to Pride programming for all ages. The web page was enriched with new content each week with great suggestions of books, films, historical reflections, and other resources. He mentioned that Capital Pride was virtual this year, and that OPL participated with a video in the virtual Parade, which is now available for viewing on the OPL YouTube channel. As well, branches displayed the Pride Flag in all open locations and showcased the wide range of 2SLGBTQIA+ materials from our collection.

Jour des Franco-Ontariens et Ontariennes / Franco-Ontarian Day

The Chair indicated that September 25 is an opportunity to celebrate the contributions of the Franco-Ontarian community on Franco-Ontarian Day. He invited everyone to join in the celebrations by attending the Franco-Fête and to wear white and green clothes that day.

Fourth Quarter OPL Board Meetings

Chair Luloff announced that although everyone is eager to get back to in-person meetings, the Board will continue to hold its meetings virtually through the end of 2021. He said staff are exploring options for 2022 and details will be shared in the

coming months.

Fundraising Update

Chair Luloff remarked that OPL has been busy working towards building a successful fundraising campaign for OPL's portion of Ādisōke and was pleased to provide an update on the fundraising activities. The honorary chair, former Chief Justice, the Right Honorable Beverley McLachlin, has supported the efforts to build a campaign fundraising volunteer team. He indicated that earlier in the year, OPL received two unsolicited gifts of \$10,000 each, and was thrilled to report that this summer, OPL secured a \$1 million gift from a generous philanthropist who chose to remain anonymous. He said this is a great start to the fundraising activities and is looking forward to seeing the progress in the coming years.

MOTION OPL 20210914/1

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

RECEIVED

CHIEF EXECUTIVE OFFICER'S REPORT

National Day for Truth and Reconciliation

The CEO indicated that each year, on September 30, people gather across Canada to remember the victims and survivors of residential schools as part of Orange Shirt Day. OPL is proud to honor, remember, and recognize the victims and survivors of residential schools and this year, all employees will be provided with orange t-shirts. The shirts will come printed with an "Every Child Matters" design, in either English or French. She said that to mark the first annual National Day for Truth and Reconciliation holiday this year, OPL is presenting virtual programming. Jenny Tenasco, a residential school survivor, is holding a talk on the residential school system, including its impact on Indigenous people, their resiliency, and moving forward in an era of reconciliation. OPL will also be hosting Indigenous storytelling programs in French and in English for children with artist Chritine Sioui Wawanolaoth.

Nepean CentrepoinTE Branch

The CEO indicated that the Wild Outside program for the Canadian Wildlife Federation had an opportunity for their students, aged 15-18, to participate in a service project in their community. Currently, the students are learning about bird-friendly buildings and bird collisions in partnership with Safe Wings Ottawa. She said that the youth came to the Nepean CentrepoinTE branch and created bird-friendly, oil-based murals for the windows, to reduce the chance of injury to birds.

Public Engagement for new Branch in Orleans

The CEO said that OPL is working towards a new branch to serve the growing community in Orléans, Cumberland, and surrounding areas. To inform the services needed at the new location, OPL began public consultation on September 13 and the first step consists of an online survey via the Engage Ottawa platform, in English and French. She encouraged customers living in Orléans, Cumberland, and the surrounding areas to participate in the survey.

October Library Month Preview

The CEO indicated that October is Library Month, and OPL's 2021 theme is friendship: more specifically, "Bring a friend to the Library, bring the Library to a friend." Friends don't let friends go without a library card, and in a lot of ways, a library is like a good friend. She encouraged everyone to follow OPL's social media for more information on how to participate.

Congratulations

The CEO congratulated Sarah Macintyre, Acting, Program Manager, Board and Strategic Services, who completed her Masters in Public Administration from Western University. She also congratulated Alexandra Yarrow and husband Kris who welcomed a baby boy, named Kiran. Finally, she congratulated Chair Luloff and wife Laura who welcomed a second daughter, Madeleine.

MOTION OPL 20210914/2

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

RECEIVED

PRESENTATION

1. OPL COVID-19 RECOVERY PLAN - UPDATE

Danielle McDonald, CEO, and Donna Clark, Division Manager, Branch Operations, provided a verbal presentation regarding an update to the Library's COVID-19 Recovery Plan (*Held on file with the Chief Executive Office.*) They discussed OPL's response to legislative changes announced during the summer, provided an update on progress since the last update to the Board in June, and outlined the next steps for additional service resumption this fall. They also provided an update of performance measures to illustrate OPLs recent activity.

In response to a question from Trustee Brockington on employee vacancy numbers compared to pre-COVID times, Anna Basile, Division Manager, Corporate Services, said that historically, OPL would have a regular vacancy rate of approximately 40 positions (2016-2019), but that at this time, during the COVID-19 pandemic, the vacancy rate is closer to 75-80, an increase of approximately 100%.

Further to a question from Trustee Brockington with respect to targeted outreach for prospective future employees, Ms. Basile replied that staff connect very closely with the various schools, colleges, and universities in Ottawa, across the province, and the country. She explained that typically, most of OPL's employees come from a Library Technician, Early Childhood Education, or Master of Library and Information Studies background. For positions that do not require that level of education, staff work with different local community groups, such as the Youth Services Bureau. Staff also work closely with City of Ottawa counterparts in Employment Social Services. Ms. Basile also mentioned that at the time of this meeting, the library is undergoing

an update to the online recruitment tool, in conjunction with the City of Ottawa. As a result, all competitions are on hold and there is a delay in the recruitment process. She remarked that while the majority of hiring at OPL is done in the fall, we will continue to see a delay for a few more weeks.

Trustee Brockington asked whether staff envision that competitions will resume next month. Ms. Basile confirmed in the affirmative. She said the public can expect to see bundled competitions, which is a process that OPL implemented over the past year to expedite recruitment.

In response to a question from Chair Luloff on whether staff are connecting with equity-seeking groups for employment at the OPL, Ms. Basile confirmed in the affirmative, confirming that is part of OPL's standard process. She added that staff connect with the community when there are open competitions, and work to ensure that our community partners understand the educational and language requirements for the competitions.

Considering the impact of the pandemic and branch closures, Trustee King asked what digital steps staff took with respect to increasing library card membership, and what the online registration process looked like. Ms. McDonald replied that staff are reporting an increase in library card memberships, up 9% from 2020, which can be attributed to increased hours of operation, including Sundays. Catherine Seaman, Division Manager, Customer Experience, indicated that during the provincially mandated closure of branches in 2020, although staff could not create new memberships in-person, staff were able to implement temporary measures for online registration, since many people wanted to use OPL's e-resources during the pandemic. The temporary cards worked for a portion of the year before being transitioned to regular memberships. Staff procured a full membership registration tool called Verify by Paron Point, which was launched in June 2021. Catherine said that staff are currently reporting that approximately 30% off new memberships are being created online, while 70% are being created in-person.

Chair Luloff congratulated staff for enhancing OPL's digital services and indicated that positive feedback from cardholders has been received.

There being no further questions, the presentation was RECEIVED as

presented.

MOTION OPL 20210914/3

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

RECEIVED

Following the Labour Relations Update, Trustee Mary-Rose Brown left the meeting at 6:18 p.m. and did not return.

REPORTS

2. HOURS OF OPERATION – NEXT STEPS

OPLB-2021-0902

Vice-Chair Fisher said while \$800,000 is identified for salary, benefits, and utilities, she asked for clarification on the Full-Time Equivalent (FTE) requirement to expand Sunday hours at existing locations. Ms. Basile clarified that staff are not adding new positions to offer more hours on Sunday, rather, the funding would go to offer extra hours, following OPL's current practices with regards to scheduling Sunday shifts. The final number of FTEs are dependent upon the total compensation impact which staff will refine if approved and will appear in the budget tabling documents in November. Brenda Gorton, Manager, Financial Services Unit, City of Ottawa remarked that the FTE is based on estimate hours for different positions. Until we know exactly which positions will be impacted, staff are not able to provide an FTE number at this time. Once the hours are implemented, an FTE number will be attached to that count. Every hour that goes into the system is attached to an FTE and is based on which positions are impacted and will be reflected in the budget book in November.

There being no further questions, the report was RECEIVED and CARRIED

as presented.

MOTION 20210914/4

That the Ottawa Public Library Board:

- 1. Receive this report for information;**
- 2. Receive the expansion of public hours of operation at Greely and Ruth E. Dickinson branches effective January 2022, as further described in this report;**
- 3. Approve the expansion of public hours of operation on Sundays effective 2022, as further described in this report; and,**
- 4. Direct staff to include the financial costs for expanding Sunday hours of operation as part of the 2022 draft operating budget.**

RECEIVED and CARRIED

3. PUBLIC HOLIDAYS – NATIONAL DAY FOR TRUTH AND RECONCILIATION (NDTR)

OPLB-2021-0903

Vice-Chair Fisher was in support of OPL providing library service for the National Day of Truth and Reconciliation, in 2022 and in subsequent years. She also said that it would be wise that staff also explore what would be involved in providing some service on other public holidays as well. Chair Luloff asked staff if they are prepared to take that advice as direction and the CEO agreed in the affirmative.

There being no further questions, the report was RECEIVED and CARRIED as presented.

MOTION 20210914/5

That the Ottawa Public Library Board:

- 1. Receive the Public Holidays report for information;**
- 2. Approve that all statutory holidays received by the City's Management and Professional Exempt (MPE) group automatically be given to Ottawa Public Library(OPL) MPE staff; and,**
- 3. Approve that OPL provide public services on the National Day for Truth and Reconciliation effective September 2022, as further described in this report, and direct staff to include funding in the 2022 draft operating budget.**

RECEIVED and CARRIED

Direction to staff:

That staff explore what would be involved in providing some services on other public holidays as well, and bring back a report on this in 2022, for the Board's consideration.

4. COMMERCIAL MEETING ROOM RATES

OPLB-2021-0904

MOTION 20210914/6

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

RECEIVED

5. SECOND QUARTER 2021 FINANCIAL STATUS REPORT

OPLB-2021-0905

Trustee Brockington asked whether the \$24 million reserve amount in the

development charge table is allocated for various functions, or whether it is available for future board consideration. Ms. Basile stated as per the 2019 development charge listings, the majority of the funds in OPL's reserves have been allocated to various projects. Funds have been allocated to collections, Radio Frequency Identification, and there are area-specific allocations (for example for Riverside South, East Urban, Barrhaven South, North Gower, etc.) projects. She remarked that the next opportunity to make amendments to the development charges listing is in 2024.

Trustee Brockington asked that staff provide a document of the \$24 million development charges listing which shows how they are allocated. Chair Luloff asked staff if they are prepared to take that request as direction and the CEO agreed in the affirmative. Ms. Gorton added that all the funds collected under the Development Charges (DC) By-law can only be spent against the projects that are in the DC By-law. They cannot be spent on anything else other than what OPL is collecting the funds for, and reconfirmed that the \$24 million has been committed for those projects.

In response to a question from Trustee Brockington, requesting clarification as to the status of the \$1.38 million provincial grant, Ms. Basile indicated that the submission date for the Public Library Operating Grant (PLOG) occurs at the end of August, and that the funds are typically received in the fourth quarter. The amount will indicate zero until the monies have been received. She confirmed that the submission had been sent by the deadline, and that OPL is expecting the monies to arrive sometime in the coming months.

Vice-Chair Fisher asked what process is in place to modify the year of completion for Riverside South, because it is currently showing as 2021 in the report. Ms. Basile replied that each of OPL's projects appear on the capital report. Every year, as part of the Capital Works progress reports provided to the Board in the second quarter, staff indicate whether there are carry-over projects, if there are projects that need to be closed out, and/or if there are any residuals to go into the reserves or any deficits to flow out of the reserves. She remarked that the new completion date for Riverside South will be updated in the second quarter of 2022, as per those regular timelines.

There being no questions, the report was RECEIVED as presented.

MOTION 20210914/7

That the Ottawa Public Library Board receive the 2021 second quarter financial reports.

RECEIVED

Direction to staff:

That staff provide the Board with details of all currently-identified development charge projects.

6. 2020 FINANCIAL STATEMENTS

OPLB-2021-0906

MOTION 20210914/8

That the Ottawa Public Library Board receive the 2020 Financial Statements.

RECEIVED

7. SEMI-ANNUAL PERFORMANCE MEASUREMENT – JANUARY-JUNE 2021

OPLB-2021-0907

Trustee Brockington asked staff to comment on whether the data is accurate for 2021 active cardholder numbers at 233,000, and if so, asked what staff did to get back so many cardholders. Ms. Basile confirmed that the data was looked over several times and is accurate. She explained in the first half of 2021, some pandemic restrictions on our services remained in place. These restrictions were different than what had been in place in 2020, which had seen full branch closures. In 2021, staff saw an increase in library use, curbside services were offered, and even some browsing was offered before having to return to contactless holds pick-up services. She remarked that as customers came back into the branches, we saw the numbers go up. As well,

the membership registration software Verify by Paron Point was implemented in June 2021, which allowed anyone who had registered for a temporary card in the previous 12-18 months the opportunity to convert to a full membership without having to come into a branch. This helped with the numbers.

Trustee Brockington commented that active cardholders and new cardholders are different. Cards have to be reactivated every 12 months, which is easier, compared to recruiting new cardholders. Ms. Seaman reminded the Board that the Materials Recovery Model (MRM) commenced in January 2021, where overdue fees were eliminated, and excess overdue fees were removed from customer accounts. She said that OPL may find data that reflects that people who had not been using the library prior to 2021 began using the library again after the MRM was implemented.

Chair Luloff remarked that at the beginning of the current term, the Board set a benchmark for new cardholders, and asked staff to provide an update on how the semi-annual numbers compare to that benchmark. Ms. McDonald stated that staff are progressing towards the goal of 297,000 cardholders. In June 2021, we were up to 233,000 and continue to reach for that goal. Ms. Basile added that this goal for new cardholders was set in 2019 for the 2020-2023 period and noted that 2023 is beyond the term of this Board.

Chair Luloff said that continuing to offer digital services will make it easier for cardholders to renew their library cards. And with the removal of overdue fines, he believes there will be an increase in new cardholders.

There being no questions, the report was RECEIVED as presented.

MOTION 20210914/9

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

RECEIVED

***IN CAMERA ITEMS**

MOTION 20210914/10

That, in accordance with the *Public Libraries Act*, the Ottawa Public Library Board resolve in Camera pursuant to 16.1 (4)(d), labour relations or employee negotiations, to receive a Labour Relations Update – In Camera – Reporting Out Date: 14 September 2021.

CARRIED

Upon resuming in open session at 6:15 p.m., the Board moved the following:

MOTION 20210914/11

Moved by Vice-Chair Fisher:

That the Ottawa Public Library Board receive the item as presented.

RECEIVED

MOTION 20210914/12

That, in accordance with the *Public Libraries Act*, the Ottawa Public Library Board resolve in Camera pursuant to 16.1 (4)(b), personal matters about an identifiable individual, to consider the mid-year review for the Chief Executive Officer – In Camera – Reporting Out Date: 14 September 2021.

CARRIED

Upon resuming in open session at 7:58 p.m., the Board moved the following:

MOTION 20210914/13

Moved by Vice-Chair Fisher:

That the Ottawa Public Library Board receive the CEO mid-year review presentation.

RECEIVED

INFORMATION PREVIOUSLY DISTRIBUTED

A. PROPOSED 2022 BUDGET TIMELINES AND DIRECTIONS

OTHER BUSINESS

Trustee Brockington asked that staff provide an update on the status of the Facilities Master Plan.

ADJOURNMENT

MOTION OPL 20210914/14

Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 6:28 p.m.

Chair

Recording Secretary