

## Ottawa Public Library Board Meeting

### Minutes 24

Tuesday, 11 May 2021

5:02 p.m.

### Electronic Participation

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

Chair Luloff welcomed members and attendees to the Ottawa Public Library Board meeting. With unanimous consensus, the Board agreed to discuss Item 1 prior to Recognition of Anishinābe Algonquin Territory.

**Present:**

Chair: Matthew Luloff

Vice-Chair: Kathy Fisher

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

### TRUSTEE ITEM

1. RECOGNITION OF ANISHINABE ALGONQUIN TERRITORY – MOTION  
(VICE-CHAIR KATHY FISHER)
- 

Vice-Chair Fisher introduced her motion, which complemented the many inroads OPL has made the last few years in developing relationships with Indigenous communities, and providing collections, services, and programs that reflect and include Indigenous communities, including the Host Nation and other First Nations, Inuit, and Métis peoples. She said the Library has also collaborated with partners at the City of Ottawa to respond to the Truth

and Reconciliation Commission's Calls to Action. Ms. Fisher indicated the OPL-LAC Joint Facility design process has also offered wonderful opportunities to strengthen relationships further, leading to the development of the final approved land acknowledgement statement used at the April 2021 OPL Board meeting, which representatives of both the Algonquins of Pikwakanagan First Nation (Della Meness) and the Kitigan Zibi Anishinabeg First Nation (Anita Tenasco) were involved in developing with staff. Vice-Chair Fisher knows that staff and Library partners are eager to build on this momentum with guidelines for using land acknowledgements in other Library contexts, furthering other initiatives, and reporting back to the Board with updates prior to the end of this term of Board.

Trustee Brockington urged staff to provide an update to the Board on existing initiatives in 2021 with a more comprehensive update before the end of the term. Ms. McDonald said staff will take that under consideration.

There being no further discussion, the recommendation was CARRIED as presented.

**MOTION OPL 20210511/1**

**WHEREAS in February 2018, the Ottawa Public Library (OPL) Board ("the Board") received a report entitled "OPL Response to the Truth and Reconciliation Commission's Calls to Action," and directed staff to work with the City of Ottawa to develop protocols for the Board's consideration regarding land acknowledgement in library locations and library events;**

**WHEREAS in July 2019, the Board received a report entitled "Update – Indigenous Services at Ottawa Public Library," observing that Elders from the local Host Nations counselled the City and OPL that relationship building (which takes time) must always be the primary focus in any initiative undertaken, prior to developing a land acknowledgement statement, in order for statements or protocols to be meaningful;**

**WHEREAS upon receipt of this report, staff began to develop relationships with members of both the Algonquins of Pikwakanagan**

**First Nation and the Kitigan Zibi Anishinabeg First Nation, along with the City, as part of the work on the OPL-LAC Joint Facility, and collaborated with the City of Ottawa on its “Reconciliation Action Plan” and its “Algonquin Anishinābe Nation Civic Cultural Protocol;”**

**WHEREAS staff began exploring protocols with respect to land acknowledgement with the Algonquins of Pikwakanagan First Nation and the Kitigan Zibi Anishinabeg First Nation in Spring 2021;**

**WHEREAS the Board recognizes that Ottawa is located on the unceded, unsurrendered traditional territory of the Anishinābe Algonquin Nation;**

**WHEREAS the Board recognizes that it is important to honour the contributions of all First Nations, Inuit and Métis, their elders and their ancestors as we recognize their important contributions, past and present;**

**WHEREAS the OPL is committed to building relationships with Anishinābe Algonquin communities, enriching OPL collections with Anishinabe Algonquin content, respecting and including their voices and reflecting Indigenous culture and perspectives in our programs and spaces and support host Nation’s culture and implementing Indigenous reconciliation for the benefit of all Ottawans;**

**WHEREAS the Recognition of Anishinabe Algonquin Territory statement was developed with and guided by Indigenous partners in both the Algonquins of Pikwakanagan First Nation and the Kitigan Zibi Anishinabeg First Nation;**

**THEREFORE BE IT RESOLVED THAT the Ottawa Public Library Board endorse the Recognition of Anishinabe Territory statement for use at all future OPL Board meetings, as initially presented at the April 13, 2021 Board meeting.**

**BE IT FURTHER RESOLVED THAT the Ottawa Public Library Board direct staff to report back to the Board with updates regarding further developments regarding the Library’s reconciliation actions before the**

**end of the term of Board.**

CARRIED

The Board heard the Recognition of Territory, proceeded with roll call by voice in random order, followed by the Chair's Verbal Update, CEO's Report and held items.

### **RECOGNITION OF TERRITORY**

Chair Luloff delivered the Indigenous territorial recognition, noting that trustees, staff, and participants are gathering on the unceded and ancestral territory of the Anishinābe Algonquin people.

### **DECLARATIONS OF CONFLICT OF INTEREST**

No declarations were filed.

### **CONFIRMATION OF MINUTES**

Minutes 23 – Tuesday, 13 April 2021

CONFIRMED

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

#### **OPL-LAC Joint Facility Project**

The Chair was pleased to announce that on April 22, 2021, the Board of Directors for the National Capital Commission (NCC) approved the design of the OPL-LAC Joint Facility, with the NCC being a key Library and Archives Canada stakeholder on the project. NCC Board members shared many positive comments about the design. He said the approval marks another significant milestone for the project, following the endorsement of the design at the April OPL Board meeting. Chair Luloff indicated that the City of Ottawa will issue the tender for construction next week, which truly is the

beginning of the next phase of the project. He said the generosity and engagement of Indigenous peoples in Ottawa and across the country has made this project so important. We were very fortunate to hear from Anita Tenasco from Kitigan Zibi Anishinābe Algonquin First Nation and Della Meness of Pikwakanagan Anishinābe First Nation in April as their guidance has been instrumental to the project. He said the Ottawa-Gatineau urban Indigenous community and First Nations, Inuit, and Metis Nation individuals from across the country also shared feedback which has helped share the design of the new facility.

### **AccessAbility Day 2021**

The Chair indicated that registration is now open for the annual City of Ottawa's AccessAbility Day, a free event which will be held over Zoom on May 27, 2021 from 10:00 a.m. to 12:00 p.m. This year's event will focus on the barriers and benefits to inclusion in a virtual world. He said speakers will discuss the City's partnership with Canadian Accessibility Network (CAN), and panel members will have a moderated discussion about their lived experiences with virtual inclusivity. Chair Luloff said join Mayor Jim Watson who will provide remarks and present a proclamation marking AccessAbility Day, as well as City Councillors, Senior leaders, staff, CAN, and residents to mark this important day. He indicated that the Board looks forward to staff's educational about OPL's Accessibility Services, item 2 on this evening's agenda.

### **Mental Health Week**

Canadian Mental Health Week was held on May 3-9, 2021. This year, the Canadian Mental Health Association focused on how naming, expressing, and dealing with emotions, even when they're uncomfortable, can make us feel better. The Chair said at OPL, staff organized three mindfulness workshops: one for parents, one for teens, and one for children. The interactive workshops involved mindful exercises and opportunities to develop concrete plans to implement daily mindful practices. He indicated the workshops were run by Rebekka Wallace Roy, a Registered Social Worker and Psychotherapist, of *Be Brave, Be Kind, Be Present*. The workshop for parents took place May 6, 2021 with over 70 parents participating. There were many couples attending together and we think some shared living facilities may have hosted group viewings. He said the impact was evidently positive for participants who shared comments on how they have had to be resilient, adaptable, flexible, and patient in the past year. The workshop was recorded and is posted on OPL's YouTube channel. He

said the children's mindfulness session held yesterday was at full capacity; however, there is still room for the Teen session on May 17, 2021. Chair Luloff said how important mental health is, especially in these pandemic times when loneliness, anxiety, and stress is often magnified. He shared some personal struggles with mental health and said self-care is important, particularly when we cannot control the degree of change, uncertainty, and complexity we are facing right now. He encouraged everyone to speak about the importance of mental health during these tough times, and support our colleagues, friends, and family members, where we create a climate of acceptance.

### **Coming Up**

The Chair provided information on two upcoming virtual programs: the Rural Road Trip Series and the Pet Series: Dog Edition. More information can be found on the Library's website.

### **MOTION OPL 20210511/2**

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

RECEIVED

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

#### **Sundays in June**

The CEO announced that, starting June 6, 2021 and barring any provincial restrictions, the following six branches will be open on Sundays for curbside service: Beaverbrook, Cumberland, Greenboro, Main, Nepean CentrepoinTE, and Ruth E. Dickinson. Sunday hours at these branches will continue up to and including June 27, 2021, which will provide residents with options for Sunday library service in locations spread across the City's geography. More information on hours can be found on the website under Hours and Locations. Ms. McDonald also pointed out that many Library services are also available 24/7 through the Library's website.

#### **Update: Chromebooks and Printing**

The CEO indicated OPL began offering two new services last week. Customers can now submit a printing request via an online form and pick up their document from their branch the following business day. Also, as part of ongoing efforts to improve digital inclusion, customers can now borrow Chromebooks and WiFi hotspots at branches, for 3-hours loan periods. Customers can book a Chromebook the same way they would book a public computer, at a branch or via the OPL website. These services will be tested during the current provincial shutdown period.

### **Sir Richard Scott Building, Fifth Floor**

As you may recall, Slate Properties purchased the Main branch in 2014, including the administrative offices on the fourth and fifth floors, which OPL now rents. Ms. McDonald reminded trustees that this purchase helped fund the construction for the new central library. Earlier this year, Slate Properties provided OPL with notice to vacate the fifth floor of the Sir Richard Scott Building, as per the agreement. Ms. McDonald said staff in Anna Basile's Corporate Services Division have been preparing for the notice for quite some time and stepped up to the plate quickly when the news arrived. It was nonetheless a significant amount of work to arrange for all employee workspaces on the floor to be packed up, moved, and the furniture dismantled. The CEO thanked Anna Basile, Jennifer Calhoun, Michael Gelinas, Jane Koutras, Simon Legault, Matthew Pritz, Elizabeth Sampson, Chris Simmons, Leslie Stobbart, and City IT for their tremendous work on this project, with special kudos to Elizabeth, Leslie, and Simon for leading the project. The CEO also acknowledged all the employees who had to pack their offices and workspace up for the move. She said staff working on that floor have successfully been relocated to other locations or will be once they return to in-person work.

### **Comment about a Staff Blog: Poet Laureates**

The CEO indicated that Celia Rheault, a Public Service Assistant at OPL, created blog posts about both the new French and English poet laureates: Albert "South Wind" Dumont and Gilles Latour. In her blog post about Gilles Latour, Celia highlighted his roots, his education, and his humanitarianism and international development work. She said Mr. Latour's poetry has earned him numerous nominations over the years including the Trillium Poetry Prize, the City of Ottawa Literary Award and the Prix Le Droit. The blog post about Mr. Dumont notes that he hails from traditional Algonquin Territory at Kitigan Zibi, and highlights how his deep respect for nature shines through in his work. Celia's blog post also mentions Mr. Dumont's eclectic array of

experiences, including participating in OPL programming, and serving his community as an Elder with the Parole Board of Canada. Ms. McDonald indicated that Celia received a sweet comment from Mr. Dumont about her blog post that said: "I am very moved by your poem and write-up on me. You did your research, and you let your humanity look into my soul. Your article is a keeper!". The CEO congratulated Celia for her wonderful writing. The announcement of the poet laureates was an excellent ending to Poetry Month in April. Ms. McDonald shared her love of poetry and one of her favorite poems. The writings of the poets laureate and other great poets can be found in OPL's collection.

### **May is Asian Heritage Month**

The CEO said throughout May, OPL will be offering online storytimes hosted by library staff that will feature titles that celebrate Asian heritage. OPL will also present other virtual programming events, and the website will feature recommended reads that celebrate Asian authors, culture, and heritage. She said between May 17-21, 2021, OPL will be hosting a Social Media Swap on the Teen Instagram Page, where OPL will invite five special guests representing the Asian community to share posts throughout the week. The CEO indicated that each post will address a different topic: Connections the guests have to the Asian community; Addressing anti-Asian racism and how to be an ally; and Asian themed books, authors, and films. She shared information on three other programs, which can be found on OPL's website.

### **MOTION OPL 20210511/3**

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

RECEIVED

### **PRESENTATION**

2. PRESENTATION - ACCESSIBILITY SERVICES AT THE OTTAWA PUBLIC LIBRARY

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Donna Clark, Division Manager, Branch Operations and Mark Gelsomino, Portfolio Manager, Alternative Services provided a presentation about



OPL's Accessibility Services. *(Held on file with the Chief Executive Office.)*

Ms. Clark indicated that Accessibility Services at OPL was created in 2011, under Alternative Services, and its priorities and focus have shifted as the Library worked to meet legislative requirements, report compliance, and develop projects based on customer and colleague's needs and requests. She said as OPL becomes more comfortable with the Accessibility for Ontarians with Disabilities Act (AODA), accessibility work will evolve to more project-based work, and will become integrated into all divisions OPL. She said the goal is for accessibility to be a natural part of everyday work and for OPL to create a fully accessible, barrier-free and inclusive experience for all customers. Ms. Clark said accessibility is currently interwoven into many areas of OPL: eContent considerations, the customer experience, homebound delivery services, Board document templates, and virtual programming and Board meetings. She highlighted the Accessibility guidelines and how OPL reports compliance via City of Ottawa's Municipal Accessibility Plan and AODA Compliance Attestation. Mr. Gelsomino spoke further about OPL's Accessibility Services; highlights are as follows:

- The Path to 2025 (Timelines for full implementation of Accessibility Standards);
- How words matter (universal design, invisible disabilities, people-first language, ableist language, intersectionality, and the "nothing about us without us" slogan);
- OPL's community partners;
- Accessible services at OPL (Talking books, Accessible collections, Assistive Technology Workstations, Disability accommodation, Accessible facilities, and Website);
- Current and recent projects (including Accessibility Status, Pictogram signage, RAPP packs, Sensory storytelling training);
- Accessibility Integration (Rosemount renovation and Ottawa Central Library);
- What's next for AODA and OPL; and,
- Information to learn more about accessibility (recommended books and articles)

In response to a question from Chair Luloff regarding how OPL has ensured

that visually impaired customers are able to partake in the library experience during the pandemic, Mr. Gelsomino said OPL has seen an increase in customers with autoimmune issues and visual disabilities joining Homebound Delivery services during the pandemic. OPL is also investigating integrating accessible features such as captioning and translation into virtual programming and OPL Board meetings. He said OPL has built significant infrastructure to deliver virtual programming, which probably is here to stay, along with a return to in-person programming after the pandemic. Chair Luloff thanked Ms. Clark and Mr. Gelsomino for a wonderful presentation as making the Library more accessible in a virtual world is something, he and the Board are very interested in.

Trustee Brockington said it was an excellent presentation and that it was quite something to see what OPL offers. He thanked OPL for everything that it accomplished to make the organization equitable and fair. In response to a question from Trustee Brockington on how OPL budgets for this and whether there are any government funds to help libraries with accessibility, Anna Basile, Division Manager, Corporate Services said that from a facilities perspective, any of the accessibility updates in terms of compliance come from the Library's budget or where possible, through cost-sharing with City of Ottawa partners. She provided the example of the recent revitalization project of the Rosemount branch; a large part of the project was responding to the AODA requirements since the facility had not been renovated in forty years. From a Content Services perspective, the Library is obligated by the *Public Libraries Act* to carry certain accessible formats of materials, and other than what OPL would receive from the provincial Public Library Operating Grant, the remainder of the funding (95%) is received from City of Ottawa taxpayers.

Trustee Brockington said he wants to make sure the residents maximize OPL's accessibility services. He urged staff to utilize the Board and Council to promote OPL services as he felt that maybe some residents may not be aware of just how much OPL offers. He said where staff is going with Board meetings to make them even more accessible to people is the right direction.

There being no further discussion, the presentation was RECEIVED as

presented.

**MOTION OPL 20210511/4**

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

RECEIVED

**REPORTS**

3. 2021 FIRST QUARTER FINANCIAL STATUS REPORT

OPLB-2021-0503

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In response to a question from Trustee Brockington regarding the external funds appendix, indicating that as of March 31, the Friends of the Ottawa Public Library Association (FOPLA) had contributed \$348K to OPL, Ms. Basile indicated that the contribution was recorded based on the timing of when the funds were received, and does not reflect funds that FOPLA raised during that period. The amount is carried forward from 2020 FOPLA fundraising, as well as some residuals from 2019.

Further to a question from Trustee Brockington for more information regarding the line item that lists Councillor Jan Harder as having contributed \$107,574 (OPLF Jan Harder Lib Fund), Ms. McDonald said that is a fund that was created several years ago when Councillor Harder had some charity golf tournaments that raised funds to support the central library project.

Trustee Meehan asked what the \$33,698 number for expenses on the Riverside South Library was for. Ms. Basile indicated that expense was for preliminary design services, which were completed in 2017, and some blocking work accomplished with partners in Recreation, Culture and Facility Services.

There being no further discussion, the report was RECEIVED and

CARRIED as presented.

**MOTION OPL 20210511/5**

**That the Ottawa Public Library Board:**

- 1. Receive the 2021 first quarter financial reports;**
- 2. Approve the closing of the accounts as per the Works in Progress (WIP) Capital Review, including the adjustments of \$17,000 to be withdrawn from the reserves, as further described in this report; and,**
- 3. Direct staff to work with the City's Financial Services Unit to forward Appendix F – 2021 Works in Progress (WIP) Capital Review to Ottawa City Council, for consideration as part of a report through the City's Finance and Economic Development Committee.**

RECEIVED and CARRIED

4. 2020 POLICY COMPLIANCE AND DELEGATION OF AUTHORITY ANNUAL REPORTING

OPLB-2021-0504

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**MOTION OPL 20210511/6**

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

RECEIVED

5. OTTAWA PUBLIC LIBRARY 2020 ANNUAL REPORT

OPLB-2021-0504

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Chair Luloff and Vice-Chair Fisher thanked the CEO and staff for the work on the well laid out Annual Report.

In response to a request from Trustee Slack for a hard copy of the Annual Report, staff agreed to provide a copy for the trustee.

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

**MOTION OPL 20210511/7**

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

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**INFORMATION PREVIOUSLY DISTRIBUTED**

A. PROGRAMMING AND SERVICES IN THE HUNT CLUB COMMUNITY

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**ADJOURNMENT**

**MOTION OPL 20210511/8**

**Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 6:14 p.m.**

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**Chair**

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**Recording Secretary**