

# Minutes

## Ottawa Public Library Board

### May 11, 2009

A regular meeting of the Ottawa Public Library Board was held on Monday, May 11, 2009 at 16:00 hours at the Rockcliffe Park Branch, 380 Springfield Road, Rockcliffe Park, Ontario.

Present:                      Chair    Jan Harder  
   Members    Paula Agulnik  
      Jim Bennett  
      Bernard Clavel  
      Murray MacLean  
      Tony Manera  
      Vicki Metcalfe  
      Pamela Sweet  
      Marianne Wilkinson

Regrets:    Michel Bellemare  
      André Bergeron  
      Peggy Feltmate  
      Diane Holmes  
      Shad Qadri

Also Present:                      A/City Librarian    Elaine Condos  
   Div. Mgr. Planning & Governance    Monique Désormeaux  
   A/Div. Mgr. Public & Support Services    Donna Clark  
   Manager, Financial Services Manager    Brenda Gorton  
   A/Mgr. Community Partnerships & Programming    Joan Haire  
   Recorder    Vickie Piamonte  
   Observers

1.     **Call to Order**  
      The Chair called the meeting to order at 18:04.
2.     **OPL Order of Friendship Presentation to Jane Dobell**  
      Jane Dobell was presented with the OPL Order of Friendship in recognition of her outstanding contribution to the development of the Rockcliffe Park branch and her continued efforts to ensure a strong public library system throughout the city of Ottawa.
3.     **OPL Order of Friendship Presentation to Maureen Boyd**  
      Maureen Boyd was presented with the OPL Order of Friendship in recognition of her tireless support of both the Ottawa Public Library Foundation and the Ottawa Public Library.
4.     **Excused Absences**  
      The Chair noted regrets from Trustees Bergeron, Bellemare, Feltmate and Holmes.  
      The Chair also noted that Trustee Qadri was to participate via teleconference however due to technical difficulties he could not be dialed in.

**5. Declarations of Conflict of Interest**

None declared.

**6. Approval of Agenda**

**MOTION: 029-09**

**Moved by Trustee Wilkinson, seconded by Trustee MacLean, to approve the agenda as amended.**

***-CARRIED.***

**7. P1: Board Evaluation Results**

At its meeting of March 15, 2009 the OPL Board received a presentation from Jacques Levesque of Transform Management Consulting Inc. on the selected method used for the Board Evaluation exercise. Subsequently, trustees were sent a Board Assessment Form that posed questions related to:

- Legal and regulatory considerations
- Direction setting
- Financial oversight
- Performance management
- Risk opportunities management
- Succession planning
- Stakeholder communications
- Roles and responsibilities
- Board structure and composition
- Culture and protocol
- General comments

Mr. Levesque attended this evening's Board meeting to provide a synopsis of the results. Twelve out of fourteen participants completed the survey and the results overall were quite positive. Mr. Levesque explained that the questionnaire is rated on a scale of 1 out of 5, 5 being excellent. The overall rating of the effectiveness of the Board rated at an average of 4.41, which is considered quite strong.

Mr. Levesque reviewed the survey results by sections and the results were as follows:

- Section A – Legal and Regulatory Considerations (Average 4.41)
- Section B – Direction Setting (Average 4.35)
- Section C – Financial Oversight (Average 4.30)
- Section D – Performance Management (Average 4.27)
- Section E – Risks and Opportunities Management (Average 3.45)
- Section F – Succession Planning (Average 3.53)
- Section G – Stakeholder Communications (Average 4.37)
- Section H – Roles and Responsibilities (Average 4.40)
- Section I – Structure and Composition (Average 3.79)
- Section J – Culture and Protocol (Average 4.30)

Mr. Levesque commented that overall the Board works well together, handles most situations correctly and trustees are satisfied with how the board operates.

Trustee Manera noted that the area of risk management should be looked at a committee level. He does not feel OPL is a high-risk organization. However, it would be useful to have it looked at. Chair Harder noted that OPL is at high risk in regards to the recent talent and succession report that was presented to the Board in relation to the number of Managers who are above a certain age and potentially retiring.

The Chair suggested that staff prepare a report to come to the Board regarding risk assessment and possible causes of action.

#### **8. Copyright Presentation**

Dr. Michael Geist is a law professor at the University of Ottawa where he holds the Canada Research Chair in Internet and E-commerce Law. He is an internationally syndicated columnist on technology law issues with his regular column appearing in the Toronto Star, Ottawa Citizen, and the BBC. Dr. Geist is the editor of *In the Public Interest: The Future of Canadian Copyright Law*, published in 2005 by Irwin Law.

Mr. Geist attended this evening's Board meeting to review with the Board the latest issues surrounding copyright and Bill C-61.

Preceding the presentation, Trustee Manera asked if the U.S. has updated their copyright laws. Mr. Geist responded that they have and that some of the provisions that were contemplated with Bill C-61 are provisions under the new U.S. laws.

Trustee Manera also noted that if the Board is going to advocate for changes towards the copyright law it should be done at a national level, as this is federal legislation. Trustee Manera further commented that updating copyright laws is never quite over as technology is evolving and it's a never ending battle between the rights of the users and the rights of creators. The OPL Board should support fair use to ensure that members of the community have reasonable access to these materials.

Dr. Geist agreed with Trustee Manera's comments and further noted that individuals should take the time to meet with their local MP's and library systems should work with the community and make sure individuals are made aware of this.

Staff was directed to draft a resolution on behalf of the Board for the OLA Annual General Meeting urging OLA to support CLA in its efforts related to copyright.

#### **9. Community Presentation – Jane Dobell**

Jane Dobell thanked the Board for the opportunity to speak. Ms. Dobell provided the Board with a brief history on Rockcliffe Park and the Library branch. She commented on the community the library serves, the types of library users and the strong support provided by the Rockcliffe Park Association and the fact that amalgamation of OPL has been a tremendous success.

Ms. Dobell further noted that Rockcliffe Park residents dream of being classified a level 2 community Library (currently classified a level 3) like their neighbourhood Vanier branch whose circulation is slightly less than the Rockcliffe Park (RP) branch. The RP branch covets the longer hours, additional staff and larger collection. The residents dream of the possibility of an addition to the branch with more storage space and they would like see the Library on the list capital projects even if it's in the distant future.

In closing, Ms. Dobell wanted to mention how much Sonia Doyon, PSA, RP Branch, the staff and Philip Robert, Manager are admired by the community. Working with them is a great pleasure.

**10. Approval of Consent Items**

**MOTION: 030-09**

Moved by Trustee Clavel, seconded by Trustee Agulnik to approve the following on consent:

- Doc #1: May 11/09: Minutes of April 20, 2009
- Doc #2: May 11/09: Governance Committee Report

And to receive the following the following reports:

- Doc #4: May 11/09: Monthly Report
- Doc #6: May 11/09: Q1 Financial Report
- Doc #7: May 11/09: Capital Projects Status Update Report 2009
- Doc #8: May 11/09: SOLS Trustee Liaison Report
- Doc #9: May 11/09: City of Ottawa Reports on Governance
- Doc #10: May 11/09: 2009 Calendar of Reports, Outstanding Inquiries, Motions and Un-scheduled Reports
- Doc #11: May 11/09: Monitoring Report: A.6 Asset Protection
- Doc #12: May 11/09: Monitoring Report: A.3 Financial Planning and Budgeting
- Doc #13: May 11/09: Monitoring Report: A.4 Financial Condition

**-CARRIED.**

**11. Chair's Remarks**

Chair Harder provided the Board with the following updates:

- A reminder was given that the OPL Board Meeting on Monday June 8<sup>th</sup> has been moved to Monday June 15<sup>th</sup> due to lack of quorum.
- After 4.5 months of closure, the newly renovated historic Rideau branch will be re-opening on May 19. Trustees are invited to join Chair Harder and Councillor Bédard for a ribbon cutting ceremony at 9:00 a.m.
- Nepean Centrepointe branch will be delayed in reopening. While the renovations are progressing nicely, carpet installation was delayed by a few days.
- Chair Harder noted that she was in Winnipeg last week for the Manitoba Library Association Conference and while in Winnipeg she received a tour of their central library which was expanded and renovated a couple of years ago. She was quite impressed with library.
- The Ontario Library Association (OLA) Annual General Meeting is being held in Toronto on June 5<sup>th</sup>. The Library Board can submit any resolutions for consideration at the AGM if desired by May 28<sup>th</sup>. In the past couple of years, OPL has been the only public library doing this. If the Board wishes, the Library can submit the resolutions that went to FOPL and OPLA in January. The resolutions concerned:
  - Provincial funding for public library services,
  - Literacy,
  - Electronic information and infrastructure,
  - French language collections, services and programs
  - Targeted funding for newcomer and First Nation public library programs

- The Ottawa Public Library is featured in the May issue of the Urban Library Council Exchange newsletter and a copy was distributed to each Board member.

## 12. Designation of Bilingual Positions

Trustee Wilkinson asked what criteria were used to determine whether or not a position should be designated bilingual.

Monique Désormeaux responded there was a project team struck at the Library and that some of the information that was looked at included, was the percentage of time each position/person spent interacting with the public in French either written, spoken or reading; the percentage of time dealing interacting with internal groups that was in French; the percentage of time that each position spent interacting with other bodies (e.g. vendors) and percentage of that overall time was spent in French. Library managers were also asked which positions should be designated as bilingual from their perspective and what operational requirements should be kept in mind when designating a position.

A template was created for each position. The Library then worked with a consulting firm that has also worked with the City of Ottawa to look at each template, job descriptions, organizational structure, circulation of French language material, branch catchment areas and demographic information. Each position was then evaluated (chart distributed to the Board) and recommendations made. The recommendations were then reviewed by each Division then the Senior Management team to ensure accuracy and consistency.

Overall this means that for OPL, out of 26 management positions, 10 have been designated bilingual and of the 728 unionized positions, 325 have been designated bilingual. These results are very much in line with the public facing services at the City of Ottawa. No employee is going to lose their position as result of their designation and the vast majority that have been designated are public facing positions and they are responsible for direct library services.

Trustee Wilkinson had a number of further questions, however, due to time the Chair had asked that questions be emailed and staff will follow-up directly with Trustee Wilkinson

**Be it resolved that the OPL Board receives the designation of bilingual positions report.**

*-RECEIVED.*

## 13. 2009 Q1 Performance Report

In reference to table 3, page 6, Trustee Manera questioned if there was correlation with the circulation numbers and the population of that particular catchment area or whether they correlate with the collection. Joan Haire responded that in order to provide a detailed response further research would be required, however, in general the numbers primarily correlate with the population. Trustee Manera further questioned if the population correlates with the Library's collection and Joan Haire confirmed that it did.

**Be it resolved that the OPL Board receives the 2009 Q1 performance report.**

*-RECEIVED.*

14. ***In-Camera* Session**  
**MOTION: 033-09**

Moved by Trustee Manera, seconded by Trustee MacLean to move *in-camera* to discuss a pending acquisition.

***-CARRIED.***

15. **Return to Open Session**  
**MOTION: 034-09**

Moved by Trustee Manera, seconded by Trustee MacLean, to return to open session.

***-CARRIED.***

16. **Adjournment**  
**MOTION: 035-09**

Moved by Trustee Metcalfe to adjourn the meeting at 20:05.

***-CARRIED.***

Minutes approved by:

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Chair

\_\_\_\_\_  
Secretary