

5. **Approval of Agenda**

MOTION: 059-09

Moved by Trustee MacLean, seconded by Trustee Sweet to approve the agenda as presented.

-CARRIED.

6. **Approval of Consent Items**

MOTION: 060-09

Moved by Trustee Feltmate, seconded by Trustee Bennett to approve the following on consent:

- Doc #1: October 19/09: Minutes of September 14, 2009 as amended
- Doc #2: October 19/09: Discretionary Spending Freeze
- Doc #4: October 19/09: 2009 Strategic Work Program Mid Year Review

And to receive the following reports:

- Doc #6: October 19/09: 2010 Operating and Capital Budget Update
- Doc #7: October 19/09: Monthly Report
- Doc #8: October 19/09: CLA Trustee Conference Report
- Doc #9: October 19/09: 2009 Calendar of Reports, Outstanding Inquiries, Motions and Un-scheduled Reports
- Doc #10: October 19/09: Monitoring Report: A.8 Communication and Counsel to the Board
- Doc #11: October 19/09: Monitoring Report: A.27 MFIPPA

-CARRIED.

7. **Greely Building Project Presentation**

Richard Stark, Manager, Access, Outreach and Volunteer Services introduced Louise Lalande, Architect of Lalande and Doyle Architects to this evening's meeting who presented the Greely project to date. The project design will be presented to residents in Greely this coming Wednesday October 21st. This will be an information session to enable staff to gather resident's feedback and identify any possible changes required in the design. Mr. Stark confirmed that the information session would be held on Wednesday at 7:00 p.m. at the Greely Community Centre. Chair Harder asked that Board members be sent directions to the Community Centre.

As part of her presentation, Ms. Lalande reviewed the proposed site plan, aerial view of the site, the link between the library and the community centre and the overall preliminary concept design showing the north, south east and west elevation of the design.

Trustee Wilkinson wanted to confirm that there was a staff work room incorporated in the design and Ms. Lalande responded that there wasn't a space specified for staff although there was a large meeting room with a kitchenette that staff could use. Danielle McDonald, Division Manager, Library Operations and Facilities further commented that there wasn't a provision for a staff workroom, as it would take space out of the current design with an allotment of only 3000 square feet and the main focus was increasing the size in space for collections. Ms. McDonald did note that staff would take this suggestion back and look to see if there was a possibility in incorporating a small workroom for staff.

Trustee Qadri questioned if there were provisions in the design and site location for possible expansion if required in the future. Ms. McDonald responded that the preliminary design is currently three times the size of the current facility and that expansion was not considered at this time. Trustee Qadri further noted that he wanted to ensure that the

proper infrastructure would be put in place to expand if required. Ms. McDonald noted that staff would follow up and report back to the Board.

8. OPL Technology Update

Jennifer Stirling, Manager, Library Web Services and Systems provided a presentation on the latest updates regarding OPL's technology including:

Integrated library system enhancements: System migrated to symphony in May 2010

Preparatory work in 2009: Borrower database cleanup (deleting 3000 duplicate records), Horizon web reports, Ecommerce integration from patron records, enhanced email notification (pre notification and billing notices via email) and improved telephone-messaging system (migrate to a new system)

Public Access Catalogue: Development of enhanced research and discovery catalogue, preview launch on October 26, 2009

Library Kiosk Project: This will be the first public library kiosks in Canada at Hunt Club Riverside Community Centre

Automated Materials Handling System: RFID based sortation system will provide efficient mechanism to sort and package new and existing materials for transportation to branches

Self Check Out: New installations at the Cumberland and Orléans branches

Library Website Enhancements: New website will be released in November 2009, addition of video tutorials and podcasts, Kids site enhancements, online program registration and consolidated database quick search

OPL Public Computing Infrastructure: Completed public wireless rollout and launch of staff access to all 33 locations, all rural branches to be upgraded to 100Mg fibre by year end, public PCs being redeveloped to provide a more cost effective, user responsive environmental approach and 230 public PCs replaced as part of lifecycle replacement program

9. Chair's Remarks

Chair Harder reminded the Board that this week is Ontario Library Week and highlighted some of the activities that are taking place:

- The Beaverbrook Teen Zone launch was held today
- Small business week series of noon time brown baggers at Main
- Kids Lit Gala is taking place on Thursday October 22nd
- The DVD using American Sign Language of our "*Getting to Know the Library*" launch is being held at the Greenboro Branch on Thursday October 22nd
- The new City of Ottawa Central Archives and Ottawa Public Library Materials Distribution Centre ground breaking ceremonies is being held on Friday October 23rd
- The Cumberland Branch will be celebrating its 10 anniversary on Saturday October 24th. Chair Harder noted that this would be a great opportunity to have a peak at the Phase 1 renovations of the branch.
- There is a celebration of the Libraries Settlement Partnership Program on Friday October 23rd, which is being held at the same time as the Library and Archives ground breaking ceremonies.

Chair Harder also provided the following updates:

- The budget debate by the Board is rescheduled to November 2009.
- Sue Sherring from the Ottawa Sun will be doing a feature on the Library.

- The Ottawa Book awards are being held on Tuesday October 20th
- Both the Friends of the Ottawa Public Library (FOPL) and the Ottawa Public Library Foundation (FOPLA) boards are meeting the week of October 19th.
- The Library is waiting to see if funding will be received from the Infrastructure Stimulus Fund (ISF) 2 program; the library received notice that the Toronto Public Library would be receiving \$4M from the ISF fund towards the \$34M refurbishment of the Toronto Reference Library located at Bloor and Young Street.

10. Automated Materials Handling System for the Archives and OPL Materials Distribution Centre

Trustee Feltmate has asked staff to confirm if the currency rate had changed since the preparation of the report. Jennifer Stirling, Manager, Library Web Services and Systems confirmed the new rates with the Board. As per October 19th there would be a total of \$247,242.16 transferred, \$46,232 for the currency conversion and \$201,010.16 for the HST. A total of \$89,000 would be taken from the IT Equipment Budget (904862) and the remainder would come from Library Retrofits 2009 budget (904359). Ms. Stirling noted that the timing in reserving these funds for the purchase is advantageous for the Library due to the current exchange rate and these funds would be held in a US bank account collecting interest until the purchase is made.

MOTION: 061-09

Moved by Trustee Feltmate, seconded by Trustee Bennett, that the Ottawa Public Library Board approve the transfer of \$247,242.16 from identified capital budgets (Acct.# 904862: library kiosk budget in the amount of \$89,000 and Acct.# 904359: library retrofits 2009 in the amount of \$158,242.16 to cover the cost of currency conversion and the harmonized sales tax for the purchase of the automated materials handling system (AMH).

-CARRIED.

11. Teen Services Strategy

Barbara Clubb, City Librarian noted that in January, Jane Venus, Manager, Children and Teen Services presented to the Board an overview of Children's and Teen services at OPL. At this evening's meeting, the Board is being asked to approve the *Teen Services Strategy* for the Library. The *Teen Services Strategy* document has come about as a response to one of the Board's Strategic Directions – *Focus on Future Leaders*. In 2002, a Children and Youth Agenda was approved by the Board to cover the period 2002-2007. The Library is now developing a separate strategy document Teen and Children's services for the 2009-2014 period.

The *Teen Services Strategy* focuses on service to Teens – those aged 12 to 18 years old. It outlines current context, summarizes principles of service presented in current literature and recommends a service mission, key principles and service guidelines that will be used to design and further develop teen services in the next five years.

Ms. Clubb introduced Jane Venus, Manager, Children and Teen Services and asked her to explain some of the specifics of the recommended strategy.

Ms. Venus began by acknowledging the help of Shannon Wallace, former Teen Librarian who helped craft the document. Unfortunately, Ms. Wallace has left the Library to work at a school in Montreal where she's working with teens but in a different venue.

Ms. Venus explained that the *Teen Services Strategy* defines the blueprint for services to teens at the Ottawa Public Library over the next five years. The Library has used this opportunity to study what the literature says about best practices for working with teens.

Within the *Teen Services Strategy* document a description of the context of services to teens both within the city of Ottawa and more specifically within Ottawa Public Library is explained. From this, a mission for teen services at OPL was derived.

At Ottawa Public Library, teens are a unique user group actively engaged in the planning and development of teen services that build community, promote lifelong learning, and encourage the love of reading.

The *Teen Services Strategy* also recommends four key principles for the development and delivery of teen services:

1. Teen engagement: We will listen to teens and value their direct involvement in the planning, implementation, delivery and evaluation of teen services.
2. Service excellence: All services to teens will strive for service excellence.
3. Respectful service: We will build a culture that respects teens as valuable clients
4. Developmentally appropriate service: We will take a proactive approach to developing services that build on the foundation of children's services to create lifelong learners.

From these key principles flow the service guidelines that form the basis of the planning and development of teen services over the next five years.

These include:

- Teen services will be defined as services targeted to people aged 12 to 18 years.
- Evaluation measures will be developed to focus on the unique usage and involvement of teens
- Teens will be involved in services from planning to implementation and an expanded Teen Advisory Group program will form the basis of this involvement
- Teen Zone spaces will be developed and maintained in branches throughout the system
- Collections aimed at teens and their needs will continue to be strong
- The website will have a dynamic teen presence
- Staff training will be a key to developing service excellence to teens
- Stronger staffing resources will be needed to work with teens throughout the system. This will require a team of teen specialists that will serve the system and work with staff in all branches. This staffing plan will be phased-in for full implementation ideally by 2011.

Ms. Venus provided further background, noting that teens represent 13 % of the population of Ottawa and the Library currently has only two positions in the library dedicated to serving teens. In comparison children aged 0 – 9 represent 11% of the population and the Library currently has 52 staff (some full time, some part time) dedicated to serving children under 12. Ms. Venus also noted that this is an ambitious yet realistic plan that will require continued support and commitment to reach complete implementation by 2013.

In conclusion, Ms. Venus noted that once this strategy is approved by the Board it will be culturally adapted into French. The Board will receive printed copies of the final English and French versions. It will also be put on the website for download and shared with our colleagues across North America. A separate document is being developed to update the Children's Services portion of the original Children and Youth Agenda of 2002 – this will be presented to the Board in the next few months.

MOTION: 062-09

Moved by Trustee Feltmate, seconded by Trustee Bennett, that the Ottawa Public Library Board approve the teen services strategy report.

-CARRIED.

12. **Adjournment**
MOTION: 063-09
Moved by Trustee Bergeron to adjourn the meeting at 19:47.

-CARRIED.

Minutes approved by:

Chair

Secretary