

Minutes

Ottawa Public Library Board

November 9, 2009

A regular meeting of the Ottawa Public Library Board was held on Monday, November 9, 2009 at 17:00 hours in the Colonel By Room, 110 Laurier Avenue West, Ottawa, Ontario.

Present: Chair Jan Harder
 Members Paula Agulnik
 Michel Bellemare
 Jim Bennett
 André Bergeron
 Bernard Clavel
 Peggy Feltmate
 Diane Holmes
 Murray MacLean
 Tony Manera
 Vicki Metcalfe
 Shad Qadri
 Pamela Sweet
 Marianne Wilkinson

Also Present: City Librarian Barbara Clubb
 Div. Mgr. Centralized & Information Services Elaine Condos
 Div. Mgr. Planning & Governance Monique Désormeaux
 Div. Mgr. Public & Support Services Barbara Herd
 Div. Mgr. Library Operations & Facilities Danielle McDonald
 Manager, Financial Services Manager Brenda Gorton
 Recorder Vickie Piamonte
 Observers

1. **Call to Order**
 The Chair called the meeting to order at 17:02.

2. ***In-Camera Session***
 MOTION: 064-09
 Moved by Trustee Sweet seconded by Trustee Clavel, to move in-camera to discuss labour relations or employee negotiations.

-CARRIED.

3. **Return to Open Session**
 Moved by Trustee Clavel, seconded by Trustee Bennett, to return to open session at 18:00.

-CARRIED.

Trustee Qadri departed at 18:00.

4. Chair's Remarks

Chair Harder provided the Board with the following updates:

H1N1: OPL Managers, Inta Douglas, Linda Daly and Tony Westenbroek helped out at the H1N1 vaccination clinics last week. Ms. Douglas was at the Kanata recreation complex providing support to the Emergency Reception and Lodging Coordinator at the site, organizing and distributing wristbands and forms, assisting with crowd control, directing people, answering questions and liaising with RPAM on building issues. Ms. Daly and Mr. Westenbroek worked at the Tom Brown arena clinic where they would perform tasks such as reviewing the walk-in traffic to ensure that they were within the identified high priority groups; they worked with the members of the public to fill out their paperwork and responded to questions.

Manager of Community Partnerships and Programming: It was with deep regret that the Chair informed the Board of the resignation of Al Roberts, Manager of Community Partnerships and Programming for the Library. Mr. Roberts has accepted a wonderful position with the Ottawa Sens Foundation as their Director of Individual Giving and Fundraising. Mr. Roberts's resignation is effective November 14, 2009. Mr. Roberts has been a great colleague and contributor to the Library. This includes the joint development of the Every Kid a Card Campaign; the introduction of BOPL the library's beloved mascot; the coordination of the Library's 100th anniversary celebrations and the stewardship of the OPL Foundation for two years while the Library was in between development officers. Chair Harder wished Mr. Roberts the very best in his new job and looks forward to new collaborations between the OPL and Ottawa Sens.

Retirements: Chair Harder noted that this evening the Board is honoring the retirements of Division Manager for Public and Support Services Barbara Herd and Dave Thomas, Manager for Greenboro, Mobile Services and the rural branches of Metcalfe, Osgoode, Greely and Vernon. On behalf of the Board, Chair Harder presented both Ms. Herd and Mr. Thomas with small gifts thanking them for all of their hard work. Mr. Thomas' retirement celebration will be held on November 12th and Ms. Herd's will be on November 26th.

Celebration of People Award: OPL staff member Rob Christie has been a participant in the special Olympics and the library has nominated him for a *Celebration of People* award sponsored by the Scotia Bank. Mr. Christie is on the shortlist for the award and the winner will be announced on December 3rd, at the annual gala celebrating the International Day of Persons with Disabilities.

Literary Gala: Trustee Feltmate reminded Board members that the OPL literary evening will be held on November 17th. Trustee Feltmate noted that approximately 350 tickets have been sold to date

5. Excused Absences

No regrets were received.

6. Declarations of Conflict of Interest

None declared.

7. Approval of Agenda

MOTION: 066-09

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

-CARRIED.

8. Approval of Consent Items

MOTION: 067-09

Moved by Trustee Holmes, seconded by Trustee Metcalfe to approve the following on consent:

- Doc #1: November 9/09: Minutes of October 19, 2009
- Doc #3: November 9/09: Proposed 2010 Meeting Schedule
- Doc #4a: November 9/09: Adoption of Ends Policy
- Doc #5: November 9/09: Integrated Library System Migration to Symphony: Approval to Purchase Servers
- Doc #6: November 9/09: Sunnyside Branch: Approval of Temporary Closure Related to Renovations

And to receive the following reports:

- Doc #7: November 9/09: Monthly Report
- Doc #8: November 9/09: Q3 Performance Measurement Report
- Doc #10: November 9/09: Report on Capital Facility Projects
- Doc #11: November 9/09: Audit Implementation Update
- Doc #12: November 9/09: 2009 Calendar of Reports, Outstanding Inquires, Motions and Un-scheduled Reports
- Doc #13: November 9/09: Monitoring Report: A.16 Use of Technology
- Doc #14: November 9/09: Monitoring Report: A.17 Records Management

-CARRIED.

Trustee Agulnik departed the meeting at 18:30.

9. P1: A proposal to name Ottawa's New Central Archives and Library Materials Distribution Centre

John Heney, President, Friends of the City of Ottawa Archives and Member of the CALMC Advisory Committee attended this evening's Board meeting to present a proposal to name Ottawa's New Central Archives and Library Materials Distribution Centre.

Mr. Heney noted that with the recent groundbreaking heralding the construction of the joint facility for the Ottawa Public Library Materials Distribution Centre and a main facility for the City of Ottawa Archives anchors heritage and culture in our city like no other event in recent history. Mr. Heney noted that interest has built around the notion of a name for the facility that can strengthen several linkages. Mr. Heney has asked the Board to consider its support for the candidacy of one individual, William Pitman Lett. Information on the background of Mr. Pittman Lett was circulated.

Ms. Clubb noted that another naming possibility for consideration would be Claude Aubry, City Librarian (1953-1979), as well as an author, play-write and accountant.

Chair Harder noted that the Board is asked to receive this information and no formal decision will be made at this time. This item will be brought back to the Board for decision with the Board's policy for naming branches and the City's naming policy.

10. Public Delegation: Isla Jordan

Ottawa Resident, Ms. Isla Jordan addressed the Board regarding the temporary closure of the Sunnyside Branch due to renovations. Ms. Jordan thanked the Board for offering an alternative location for the Sunnyside Branch while under construction however her concern is with the hours of operation the temporary library depot will be open. (Monday 1-8:30 p.m., Tuesday 10-5:30 p.m., Wednesday 1-8:30 p.m., Thursday 10-5:30 p.m., Friday 1-6 p.m., Saturday 10-5 p.m.) Ms. Jordan noted that the new hours are confusing and concerned that these hours will discourage users and suggested that the Library remain consistent with the hours throughout the week. Ms. Jordan also expressed her concerns regarding parking and proposed that the Library seek a method to offer free

parking as well as maintaining the existing book drop. Ms. Jordan also requested that the Library look at the possibility of pilot for opening the branch on Sundays. Danielle McDonald, Division Manager, Library Operations and Facilities responded to Ms. Jordan's concerns. Ms. McDonald noted that in regards to parking, feedback was received from local residents and the consensus was they preferred a location for the temporary library services depot to be within walking distance of the Sunnyside branch hence the choice of the Coliseum Building at Lansdowne. With respect to Sunday openings and the hours of operation, Ms. McDonald noted that it is a reduction of the original service however it is a pilot and it could be altered if required in the future. Due to the heavy construction, Ms. McDonald will have to seek clarification in regards to having the book drop remain at the current location.

11. Governance and Audit Committee Report – Policy Review

Trustee Sweet referred to page 3 of item 4b where it states the following:

- *Determining the collective skill set required for the Board to successfully achieve its mandate of providing sound governance and oversight to the Ottawa Public Library*
- *Developing a detailed description of duties and responsibilities for Board Members that outlines expected workload and time commitment, including all activities that Board members may be required to participate in such as training, conferences, committee work, ceremonial events and other relevant activities."*

Trustee Sweet asked what the process was for the post 2010 election for the beginning of the Board in 2011, would these recommendations be implemented by then?

Monique Désormeaux, Division Manager, Planning and Governance responded that there would be a report coming to the Board in June of 2010 to determine if the Board would like to delegate responsibility of creating a composition report to a different committee or an ad-hoc committee or directly to the Governance and Audit committee. The final report would then be presented to the Board in September 2010. Trustee Wilkinson was concerned on the September timeline and noted that it may be too late in the year to receive. Ms. Clubb responded that the timeline can be adjusted and the report can be brought to the Board in June 2010.

MOTION: 068-09

Moved by Trustee Sweet, seconded by Trustee Clavel that the OPL Board receive the Governance and Audit Committee's quarterly report on the review of the Ottawa Public Library Board policy binder and; that the OPL Board adopt revised policies:

- **A.8, Communication and Counsel to the Board**
- **A.27, Freedom of Information and Protection of Privacy**
- **A.20, Public Consultation**
- **B.20, Trustee and Board Responsibilities and Accountabilities as amended**
- **B.22, Board Selection and Recruitment**
- **B.23, Board Participation in Library Related Conferences, Meetings and Events**
- **B.24, Recognition for Trustees;**

And

That the Board delete reference to policy B.19, Board Relations with the City of Ottawa in the table of contents of the current Ottawa Public Library Board binder.

- CARRIED.

12. Q3 Financial Report

With reference to item #1 of the Q3 financial report, Trustee Manera noted the report states that total revenues are under budget at this time due to the provincial grant that is generally not received until the fourth quarter. He questioned if the Library were 100 percent confident that we will receive the grant. Brenda Gorton, Account Manager, Financial Services Unit responded that the grant will be received and it is budgeted however it is not booked until it's received.

Trustee Manera noted concerns regarding the Library looking at a possible deficit of \$100K at year-end. Ms. Gorton responded that it is related to the additional 0.5% for the union contracts, 2% was approved at the 2009 budget and approval of the contract came in at 2.5%. The impact is not shown in the budget yet as retro-payments are only being made in November therefore it is estimated that it is a potential impact of \$100K.

With reference to page 2, report on fundraising activities, Trustee Feltmate asked for an outline of the fundraising activities, as she understands that they are a mixture federal grants, donations and other revenues. Trustee Feltmate asked if it's possible to use a different terminology in the report then referring it to "fundraising activities" as she doesn't see grants as fundraising per se. Ms. Clubb responded that on page 5, appendix C a breakdown of the fundraising financial report is provided which outlines in detail what the fundraising activities are. Ms. Clubb confirmed that the report could be re-titled as per Trustee Feltmate's request. Chair Harder referred this item to the Board's Budget and Finance Committee.

MOTION: 069-09

Be it resolved that the OPL Board receives the 2009 third quarter financial reports.

-RECEIVED.

13. 2010 Draft Operating Budget

Barbara Clubb provided a brief power point presentation on OPL highlights, accomplishments, budget guidelines, operating and capital budget, key budget dates and next steps.

With reference to page 10 of document 2.1, Operating Budget, Trustee Bellemare noted that compensation reflects 75% of the total pressures and about \$1M is due to the 3% compensation pressure which is built into the 2010 budget, however he requested a break down of the remaining pressure of \$865K. Brenda Gorton responded that a request of 4 FTEs related to growth is requested: 1 FTE to help maintain capital programs, 1 FTE for digital services, 1 FTE for children's and teen services and 1 FTE for a public information officer. Barbara Clubb noted that all of this information is detailed on pages 8-10 of the report.

With reference to page 13 of document 2.2, Capital Budget, Trustee Bellemare noted that there is a request for an additional FTE representing a compensation pressure of \$100K for capital project management related to the ISF funding received. He noted that he thought that City staff would be managing the design and construction of these projects and the request is for an oversight position. Therefore he questioned whether existing OPL staff could take on this oversight role. Trustee Bellemare is concerned in creating a permanent position for what would relatively be temporary projects. Danielle McDonald, Division Manager, Library Operations and Facilities responded that with the ISF funding there are 5 projects running concurrently and this does not account for the time allocated for planning of the West District and the New Central Archives and Library Materials Distribution Centre. Currently there are no resources to assist in managing these projects and the day-to-day

operations of running the Library's other capital projects as well as life cycle management, managing costs and any other facility related issues.

Trustee Bellemare queried the operating pressures for new positions for a Public Information Officer (\$65K) and Accessibility Specialist Coordinator (\$70K). He questioned whether or not these responsibilities could not be done by current staff. Monique Désormeaux, Division Manager, Planning & Governance and Elaine Condos, Division Manager, Centralized & Information Services both spoke respectively to the request for these positions indicating that the Library does not currently have the capacity and/or resources to support these functions.

With reference to training and development, Trustee Bellemare requested information on the request for increase from \$37K to \$120K. Barbara Herd, Division Manager, Public & Support Services spoke to this item stating that the long-term goal is to increase the OPL training budget to 1% of the compensation budget or approximately \$300,000. Currently the budget is \$37,000 for 709 employees. Training is also required to meet the Board's strategic direction of being an accountable and innovative organization by developing our people, as well; there are more legislated mandates for training. Training assists employees in serving the public better. It also assists the Library in succession and retention planning to ensure there are qualified people to move up as retirements create service gaps. Currently there are insufficient funds for backfilling when staff is off at training. This causes inequalities when some locations cannot afford to send staff for training and others can. Training funds also cover the costs of training materials.

Trustee Feltmate required clarification on the process of the budget. As she understands Council can go line by line through the Library's budget or they could just demand the Library to reduce their budget by "x" amount and if this were the case she queried as to what would happen next. Chair Harder responded that she is correct and if Council requests a reduction in the Library's budget a special meeting of the Board would be called to discuss and approve the reductions.

With reference to page 13 of document 2.2, request for 1FTE for capital projects management, Trustee Feltmate asked staff why not do this as a cost associated with the projects, as a capital cost? Brenda Gorton responded that this position would have to be built into the capital budget and it has not been.

Trustee Sweet sought clarification on the difference between growth versus new needs. Brenda Gorton responded that growth should be off-set by growth and there would be no increase in the tax base and new needs is a service that is not currently being provided to the public.

Trustee Holmes expressed concerns regarding the operating pressures put forward and noted that the Library may not receive support from Councillors and public as the pressures are not tangible items for them to see. Trustee Holmes would like to see that some of the funds are added to expand service hours on Sundays.

Following a brief discussion the motion proceeded to a vote:

MOTION: 070-09-Training and Development

Moved by Trustee Holmes, seconded by Trustee MacLean to reduce the \$120K operating pressure of training and development by \$80K bringing the pressure to a balance of \$40K and to reallocate those funds towards expanded service hours to increase the proposed budget pressure from \$100K to \$180K.

-CARRIED.

MOTION: 071-09a- Library Materials

Moved by Trustee Sweet, seconded by Trustee Wilkinson to reduce the operating pressure of \$400K related to growth in the library materials budget to \$200K based on a recorded vote as follows:

YEAS: Trustees Metcalfe, Wilkinson, Manera, Bellemare, Sweet and Harder

NAYS: Trustees Bennett, Holmes, MacLean, Feltmate, Clavel and Bergeron

-VOTE LOST ON A DIVISION OF SIX AGAINST AND SIX IN FAVOUR.

A brief discussion ensued. The remainder of the motions proceeded to a vote:

MOTION: 071-09b-Library Planning Consultant

Moved by Trustee Bellemare, seconded by Trustee Wilkinson that the following operating pressures related to new needs and growth be deferred from the OPL 2010 budget based on a recorded vote as follows:

- To defer the \$65K operating pressure related to new needs of Library Planning Consultant

YEAS: Trustees Feltmate, Wilkinson, Manera, Bellemare and Sweet

NAYS: Trustees Bennett, Holmes, MacLean, Metcalfe, Clavel, Bergeron and Harder

-VOTE LOST ON A DIVISION OF SEVEN AGAINST AND FIVE IN FAVOUR.

MOTION: 071-09c-Public Information Officer

- To defer the \$65K operating pressure related to growth of Public Information Officer

YEAS: Trustees Feltmate, Wilkinson, Manera, Harder and Bellemare

NAYS: Trustees Bennett, Holmes, MacLean, Metcalfe, Clavel and Bergeron

-VOTE LOST ON A DIVISION OF SEVEN AGAINST AND FIVE IN FAVOUR.

MOTION: 071-09d-Library Materials

- To reduce the \$400K operating pressure related to growth in the library materials budget to \$300K.

YEAS: Trustees Wilkinson, Manera, Bellemare, Sweet and Harder

NAYS: Trustees Bergeron, Bennett, Holmes, Feltmate, MacLean, Metcalfe and Wilkinson

-VOTE LOST ON A DIVISION OF SEVEN AGAINST AND FIVE IN FAVOUR.

MOTION: 071-09e- Operating Budget

And that the OPL Board approve the 2010 operating budget as amended for forwarding to the City's Audit, Budget and Finance Committee.

-CARRIED.

14. 2010 Draft Capital Budget

MOTION: 072-09

Moved by Trustee Sweet, seconded by Trustee Holmes that the OPL Board approve the 2010 draft capital budget for forwarding to the City's Audit, Budget and Finance Committee.

And

That the OPL Board receive the nine-year capital forecast (2011-2019).

-CARRIED.

15. Adjournment

MOTION: 073-09

Moved by Trustee Feltmate to adjourn the meeting at 21:10.

-CARRIED.

Minutes approved by:

Chair

Secretary