

# Minutes

## Ottawa Public Library Board

### December 7, 2009

A special meeting of the Ottawa Public Library Board was held on Monday, December 7, 2009 at 12:00 hours in the 4<sup>th</sup> floor boardroom, 191 Laurier Avenue West, Ottawa, Ontario.

Present: Chair Jan Harder  
Members Paula Agulnik  
Michel Bellemare  
André Bergeron  
Bernard Clavel  
Peggy Feltmate  
Diane Holmes  
Murray MacLean  
Tony Manera  
(via teleconference) Shad Qadri  
(via teleconference) Pamela Sweet  
Marianne Wilkinson

Regrets : Jim Bennett  
Vicki Metcalfe

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 12:05.
- 2. Approval of Agenda**  
**MOTION: 074-09**  
**Moved by Trustee MacLean, seconded by Trustee Clavel to approve the agenda as presented.**  
**-CARRIED.**
- 3. Excused Absences**  
Regrets were received from Trustees Bennett and Metcalfe.
- 4. Sunnyside Branch Tender Approval**  
**MOTION: 075-09**  
**Moved by Trustee Manera, seconded by Trustee Feltmate that the contract for the Sunnyside Branch be awarded to Ark Construction for an amount totaling \$969,045.00 (including 10% contingency and GST).**

Trustee Qadri joined the meeting at 12:10.

**5. 2010 Draft Operating Budget**

Chair Harder noted that on Wednesday December 9<sup>th</sup>, Council would receive budget presentations from Police Services, City Treasurer, Library and the City's Audit, Budget and Finance Committee's (ABFC) recommendations. No budget approvals will be made. Public delegations will be held at the end of January and in between Councillors will hold public consultations within their wards. Today, the Board has been asked to meet to go through the budget options to determine if the \$1M challenge the City's Audit, Budget and Finance Committee (ABFC) has put to the Board can be met.

Chair Harder asked the City Librarian, Barbara Clubb to review the documentation on the 2010 draft operating budget with the Board.

Barbara Clubb reviewed the document noting that on November 9<sup>th</sup>, the Library Board approved a 2010 operating budget request of \$39.5M, which recommended a \$2.7M increase. The City's Audit, Budget and Finance Committee (ABFC) met on November 27<sup>th</sup> to consider the draft of the estimates of the City's standing committees. At that meeting, the ABFC approved a motion requesting that the Ottawa Public Library, Ottawa Police Services and Hydro Ottawa review their draft operating budgets and look for savings of \$1M each for Library and Police and \$2M for Hydro. At this meeting the ABFC also approved recommending reductions of \$32.5M and 126 FTE's from the City's departmental 2010 operating pressures.

With reference to document S2, Ms. Clubb noted that three scenarios were identified for reducing the OPL 2010 operating pressures by up to \$1M. Each scenario is followed by the deferrals that the scenario would require. In all scenarios, the possibility of funding one FTE position from the capital budget on an interim basis, is identified. It is also possible for the Board to approve a "mix and match" approach with the scenarios or to reject all reductions and maintain the original approved operating budget with an increase to the base of \$2.7M.

Ms. Clubb reviewed the reduction scenarios for the 2010 draft operating budget pressures: Reduction scenario A listed in Table D: maintains existing services and allocates remaining funds to expanding hours of public service, strengthening capacity to manage the Library's expanded capital portfolio, supporting virtual/digital library services, improving capacity for public information and communication, accessibility services/AODA compliance. Table D, reduction Scenario A is the Library's management's recommended scenario.

Reduction Scenario B listed in Table E: maintains existing services and allocates remaining funds to expanding hours of public service (more hours than in scenario A); strengthening capacity to manage the Library's expanded capital portfolio; supporting virtual/digital library services; improving capacity for public information and communication.

Reduction scenario C listed in table F: maintains existing services and allocates remaining funds to expanding hours of public service (more hours than in scenario A); strengthening capacity to manage the Library's expanded capital portfolio; supporting virtual/digital library services; improving capacity accessibility/AODA compliance.

With regard to capital project management, Trustee Holmes queried if some of the operating funds would be moved into capital. Danielle McDonald, Division Manager, Library Operations and Facilities confirmed that the money would come out of the capital retrofits budget for 2010.

With reference to Scenario A, Trustee Holmes noted that if approved, it would result in a deferral of \$400K for library materials. Ms. Clubb confirmed that it would, however with the mitigation strategy for library materials, the Library would be receiving \$180K (one-time grant) as part of the Newcomer ISAP funding and \$500K in development charges in the capital budget to support collection development particularly in population growth areas.

Trustee Feltmate asked for an outline on additional service hours as there are two different amounts identified in the scenarios. Barbara Clubb responded that with \$100K it would allow the Library to provide additional hours on Sundays to make all the branches consistent. With \$180K it would allow the Library to provide additional hours on Sundays to make all the branches consistent and it would enable the district branches to be open during the summer (Nepean-Centrepointe, Cumberland, Main, Greenboro).

With reference to Scenario B, Chair Harder noted that the request for Accessibility services/AODA coordinator has been deferred therefore she queried if meant that no funds would be contributed to accessibility improvements. Barbara Clubb responded that it meant that there wouldn't be a dedicated FTE to support the implementation. Chair Harder asked if services could be purchased from the City. Marcia Aronson, Manager, Adult and Readers' Advisory Services, lead on the accessibility project responded the City has staff assigned to accessibility services and the legislation component however they do not have adequate resources to assist OPL. The larger branches within the City's departments will have to have specific staff assigned due to the complexity of the project. Currently, the Library has only received the guidelines, which have to be implemented by the end of 2009. Ms. Clubb also noted that the Province has not allocated any funds towards implementation, which will take until 2025 to complete. Ms. Aronson further noted there is nobody from whom the Library can purchase services. Trustee Agulnik queried that even if the funds are in place, can no one be hired, the City has hired someone. Ms. Aronson responded that the City has a hired someone to develop their training modules and the actual delivery of the training is being delivered in-house by staff. We are under legislated mandate to do this.

Vice Chair Sweet requested clarification on the operating pressure for a Public Information Officer asking what the responsibilities of that position would be. Ms. Clubb responded that currently the Library's communication area has 4 staff and no writer. The position would be responsible for the huge information component of the Library to get information out to the public related to both projects and services.

Chair Harder queried how could there be additional money in the budget for training and development? Ms. Clubb responded that one-time funding is available from the SOLS administered, Province of Ontario library sectoral funding to support customer service training in 2010. The Library will also take full advantage of new training opportunities and programs offered by the City of Ottawa as a result of requested 2010 funding request for the City Operations Department budget. However, deferral of the pressure would delay opportunities to strengthen the base training budget capacity to a target of 1% of payroll.

Trustee Holmes queried that with the \$180K CIC grant, as part of the Newcomer ISAP would there be a negative implication on not increasing the library's materials budget. Marcia Aronson responded that there wouldn't be as it is a one-time grant.

With reference to Scenario A, Trustee Bellemare noted that his preference would be to defer #2.5 Public Information Officer and proceed with the operating pressure of #2.4 Children and Teen Services (French Ottawa west). Trustee Bellemare felt that #2.4 was a direct service and as stated in the document there is a growing demand for French language library services to children in the west end, particularly with the continued building of new French language schools. As well, a pilot project in 2008-2009 reached 3,279 students and 360 teachers in 11 different schools.

After further discussion the Chair called for motions to the table.

**MOTION: 076-09**

Moved by Trustee Feltmate, seconded by Trustee Agulnik to amend scenario A for the 2010 draft operating budget pressures as follows:

- To maintain existing services (#1.1 to #1.7) of \$1.471M and to increase the operating pressure for expanded service hours (#3.2) from \$100K to \$180K
- To add the operating pressure of \$220K for library materials (#2.1) resulting in an approved recommended pressure of \$2.046M

Based on a recorded vote as follows:

**YEAS:** Trustees Wilkinson, Holmes, Feltmate, Sweet, Agulnik, Manera, MacLean, Bergeron and Clavel.

**NAYS:** Trustees Qadri and Bellemare

*- VOTE WON A DIVISION OF NINE IN FAVOUR AND TWO AGAINST.*

**MOTION: 077-09**

Moved by Trustee Bellemare, seconded by Trustee MacLean to amend scenario A as approved in motion 076-09 by deferring the operating pressure of \$65K for Public Information Officer (#2.5), and substituting it with the \$65K operating pressure for Children and Teen Services (French-Ottawa west) (#2.4).

Based on a recorded vote as follows:

**YEAS:** Trustees Qadri, Sweet, Holmes, Feltmate, Manera, MacLean, Bergeron, Clavel and Bellemare.

**NAYS:** Trustees Wilkinson and Agulnik

*-VOTE WON A DIVISION OF NINE IN FAVOUR AND TWO AGAINST.*

*-CARRIED.*

*Approved December 7, 2009*

<b>Recommended Pressures</b>	<b>Amount \$ 000</b>	<b>FTE</b>
#1.1 to # 1.7 Maintain existing service	1,471	0.0
#3.2 Expand service hours (partial)	180	1.7
#2.1 Library Materials	220	0.0
#2.2 Capital projects coordination (fund from capital @ \$100k for one yr)	00	1.0
#2.3 Digital services support	60	1.0
#2.4 Children and Teen Services (French-Ottawa west)	65	1.0
#3.1 Accessibility services/AODA coordinator	50	1.0
<b>Total</b>	<b>2,046</b>	<b>5.7</b>
<b>Resulting Deferrals</b>		
#2.1 Library Materials	180	0.0
#2.2 Capital projects management	100	0.0
#2.5 Public Information Officer	65	1.0
#3.1 Accessibility services/AODA coordinator	20	0.0
#3.3 Training and development	40	0.0
#3.4 Planning and performance measurement	65	1.0

#3.5 Social networking/digital services	65	1.0
#3.6 Diversity and outreach services	65	1.0
#3.7 Teen services	100	1.5
<b>Total</b>	<b>700</b>	<b>5.5</b>

**6. Adjournment**

**MOTION: 073-09**

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

***-CARRIED***

Minutes approved by:

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Chair

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Secretary