



# OPL Board of Trustees

## 2011 Work Plan

**Year-End Update**

**January 9, 2012**

**Originally Approved April 11, 2011**

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**OPL Mission Statement**

To build a strong Ottawa community by supporting literacy and life-long learning, fostering inspiration and enjoyment and connecting people to each other and the world.

**OPL Global End Statement**

The Ottawa Public Library exists so that the people of Ottawa enrich their personal, professional and civic lives through equal access to information, resources and ideas in a trusted, bilingual, physical and virtual setting that serves as community gathering space and in a sustainable, cost efficient and optimal manner.

**Strategic Plan**

The Board has approved a four-year Strategic Plan 2008-2011 with five strategic directions:

1. Provide responsive services
2. Create partnerships for accessible and efficient service
3. Develop our places and spaces
4. Build a New Central Library
5. Be an accountable and innovative organization

**OPL Core Values**

The following values are the foundation for the Board's policies and actions: Access for All; Accountability; Bilingualism; Dynamic Workforce; Innovation; Intellectual Freedom; Love of Reading; Right to Privacy; Service Orientation; Smart Community

**Governance Framework**

The Ottawa Public Library Board is established by the Council of the City of Ottawa under the authority of the Public Libraries Act of the Province of Ontario for a four-year term: 2011-2014. It has operating by-laws and uses the Policy Model of Board governance as the framework for conducting Board business. A status report on the Board Work Plan is prepared twice each year, in Sept/October and January.

**The 2011 OPL Board Work-plan is divided into two major sections:**

1. Board Work related to the OPL Strategic Plan and Strategic Work Program
2. Board Work related to Governance

**Section 1. Board work related to the OPL Strategic Plan 2008-2011 and the related Strategic Work Program**

	<b>Strategy</b>	<b>Status December 31, 2011</b>
<b>A</b>	<b>Provide Responsive Services</b>	
	<ul style="list-style-type: none"> <li>Approve Newcomer multi-year service strategy</li> </ul>	Not completed.
	<ul style="list-style-type: none"> <li>Receive evaluation of teen gaming kiosk program</li> </ul>	Completed. {EC – note: this didn't go to the Board but was approved by LSMT}
	<ul style="list-style-type: none"> <li>Examine the future of the public library in the digital age</li> </ul>	Research has been done as part of the strategic plan development process. A presentation could form part of the Board Educational Plan in 2012.
<b>B</b>	<b>Build Partnerships for Accessible and Efficient Service</b>	
	<ul style="list-style-type: none"> <li>Host the 2<sup>nd</sup> annual Tri-Board meeting (OPL-FOPLA-OPLF)</li> </ul>	The 2 <sup>nd</sup> annual Tri-Board meeting was held on September 12, 2011 at the City of Ottawa Central Archives and OPL Materials Distribution Centre.
	<ul style="list-style-type: none"> <li>Receive report on needs assessment of Francophone usage of OPL materials and services</li> </ul>	The report has been finalized and was received by the Board in November 2011. As well, a presentation was provided to the Board by Steve Kiar, President of Phoenix Strategic Perspectives Inc., who summarized the study highlights. OPL was the recipient of a \$60,000 grant from the Office of Francophone Affairs and the Ministry of Culture. These funds were used by the OPL to commission Phoenix SPI to assess the needs of Francophone residents with respect to the library's French-language materials and resources. Additional funding has been approved by the Ministry of Tourism and Culture in the amount of \$100,000, with \$50,000 to be provided in 2011-2012 and the remainder to be provided in 2012-2013.
<b>C</b>	<b>Develop our Places and Spaces</b>	
	<ul style="list-style-type: none"> <li>Approve OPL Capital Investment Strategy (Master Facilities Plan)</li> </ul>	
	<ul style="list-style-type: none"> <li>Approve Facilities Growth Planning Study</li> </ul>	The study was received by the Facilities Planning Committee on May 3 <sup>rd</sup> and the OPL Board at its December 2011 meeting. Recommendations contained in the 2010 Library Facilities Investment and Growth Planning Study will be used by OPL to assist in facilities planning and project prioritization.
	<ul style="list-style-type: none"> <li>Each trustee to visit 25% of branches (8), Library Kiosk and OPL Materials Distribution Centre and Municipal Archives Building</li> </ul>	The majority of trustees have had the opportunity to visit at least 25% of branches. The average visitation rate stands at 30%. Two trustees have visited all branches.

	<ul style="list-style-type: none"> <li>Receive evaluation of the Kiosk at Hunt Club/Riverside Community Centre</li> </ul>	The evaluation report was received by the Board on October 17, 2011. Performance and cost elements were analyzed by staff. As part of organizational transformation at OPL, the Service Delivery Framework is being reviewed and updated. The refreshed service model will include analysis of how alternative service delivery methods, e.g. kiosk, can be leveraged. Recommendations will come forward to the Board in 2012 as part of the Service Delivery model update.
	<ul style="list-style-type: none"> <li>Approve tender for West District Library</li> </ul>	A Request for Proposal for architectural services was issued for this project and Moriyama and Teshima Architects was selected as the architect. Work has begun with the first public consultation held on December 15 at the Mlacak Community Centre.
	<ul style="list-style-type: none"> <li>Receive long term <i>Go Green</i> strategy for branches</li> </ul>	Received
<b>D</b>	<b>Build a New Central Library</b>	
	<ul style="list-style-type: none"> <li>Continue planning for New Central Library</li> </ul>	
	<ul style="list-style-type: none"> <li>o Receive Business Case Phase 1 and 2</li> </ul>	Phase 1 Completed
	<ul style="list-style-type: none"> <li>o Recommend inclusion of NCL in City's Long Range Financial Plan</li> </ul>	Not included in LRFP IV Part 1 (2012-2014) as per Council guidelines.
	<ul style="list-style-type: none"> <li>o Receive the NCL Critical Path Study</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>o Receive the Conceptual Plan and Massing Study</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>o <b>**New**</b> Undertake Main Library Building Condition Assessment</li> </ul>	On September 12, 2011, the Board approved undertaking an external building condition assessment of the Main Library building that will examine expansion potential, building flexibility, end of life, and structural soundness; and that will identify proposed remedies and recommendations including estimated costs. This is being done in partnership with City Infrastructure Services. Morrison Hershfield has been engaged as the lead consultant on the project which has an anticipated completion date of April 30, 2012.

**Section 1. Board work related to the OPL Strategic Plan 2008-2011 and the related Strategic Work Program**

	<b>Strategy</b>	<b>Status December 31, 2011</b>
<b>E</b>	<b>Be an Accountable and Innovative Organization</b>	
	<ul style="list-style-type: none"> <li>• Approve new position statement on Customer Conduct (Formerly Do's and Don'ts)</li> </ul>	Completed. Approved by the OPL Board in May 2011.
	<ul style="list-style-type: none"> <li>• Complete Accessibility for Ontarians with Disabilities (AODA) Training</li> </ul>	Completed. All OPL Board members have completed their AODA Training.
	<ul style="list-style-type: none"> <li>• Complete semi-annual review of Board Work Plan for 2011</li> </ul>	Completed. A semi-annual review was completed in September 2011.
	<ul style="list-style-type: none"> <li>• Approve new Strategic Plan for 2012-2015</li> </ul>	The Governance and Audit Committee was responsible for spearheading the strategic planning process. A number of working sessions were held with the Board. The first working session was held on June 2 where a SWOT analysis was completed. Another session was held on June 9, aimed at developing directions for the future, identifying key issues, and setting overall goals and objectives. A number of consultation sessions were organized to gather input from various segments including the OPL Board, OPL staff, OPL Foundation, and FOPLA. A survey was also used to gather feedback from staff and the public. A key input to the strategic plan development has been a study of library usage and attitudes of a representative sample of Ottawa residents carried out by Market Probe in October 2011. At its December 12 meeting, the OPL Board adopted the OPL mission statement and values, and also adopted the Draft OPL Strategic Plan 2012-2015 as the basis for publication of a final document.
	<ul style="list-style-type: none"> <li>• Hold a minimum of 2 Board meetings in Branches</li> </ul>	A meeting of the OPL Board was held at the new Greely Branch on June 13, 2011 and another meeting was held at the new City of Ottawa Central Archives and OPL Materials Distribution Centre on September 12, 2011.
	<ul style="list-style-type: none"> <li>• Launch and use the Board's new internal website</li> </ul>	The internal website was launched in early 2011. Since then, continuous improvements have been made to the site to keep it current and as user-friendly as possible. Currently, the internal website houses Board and committee meeting packages, minutes, calendar of events, and various reports of interest to the Board.
	<ul style="list-style-type: none"> <li>• <b>**New**</b> Approve Engagement and Advocacy Report</li> </ul>	Completed. The Engagement and Advocacy report was approved by the OPL Board in October 2011. FOPLA and OPL Foundation representatives were engaged as part of the process. The plan has led the Board and staff to enrol in the PLA <i>Turning the Page 2.0</i> online public advocacy program. Both FOPLA and the OPL are continuing with their advocacy efforts. The OPL Management Team Leads for Engagement and Advocacy will convene a meeting in February to review their respective plans and progress to date.

**Section 2. Board Work Related to Governance (not included in Section 1)**

	<b>Strategy</b>	<b>Status December 31, 2011</b>
<b>A.</b>	<b>Board Development</b>	
	<ul style="list-style-type: none"> <li>Attendance at OLA 2012</li> </ul>	Conference will be attended by Trustee Bennett, Trustee Langlois, Trustee Thompson, Trustee Tierney, Trustee Zeidan.
	<ul style="list-style-type: none"> <li>Attendance at CLA 2011</li> </ul>	Attended by Chair Harder, Trustee Gauch, Trustee Langlois.
	<ul style="list-style-type: none"> <li>Attendance at ALA 2011</li> </ul>	Attended by Chair Harder.
	<ul style="list-style-type: none"> <li><b>*NEW*</b> Congrès des milieux documentaires du Québec</li> </ul>	Attended by Trustee Langlois.
<b>B.</b>	<b>Board Committees</b>	
<b>B.1</b>	<b>Governance and Audit (GA) Committee</b>	
	<ul style="list-style-type: none"> <li>Develop 2011 work-plan</li> </ul>	Work-plan was approved by the Committee on April 21, and approved by the OPL Board on May 13.
	<ul style="list-style-type: none"> <li>Review and streamline existing governance policies as per schedule and recommend changes</li> </ul>	The committee approved a bi-annual policy review schedule.
	<ul style="list-style-type: none"> <li>Draft new policies as identified and required by the Board</li> </ul>	<p>In progress.</p> <p>The following policies will be developed and reviewed by the Governance and Audit Committee, and forwarded to the OPL Board for approval in 2012:</p> <p>A.19.3 Fundraising: OPL Donor Recognition A.19.4 Fundraising: Administration of Funds Received</p> <p>Policy B.10 Complaint and Inquiry Process was drafted and presented to the Board. The policy was approved on October 17, 2011.</p>
	<ul style="list-style-type: none"> <li>Review Board committees' roles and structures and recommend changes</li> </ul>	Terms of Reference were reviewed by each committee and approved by the Board on May 9 <sup>th</sup> . The OPL Board deferred appointment to the Performance Measurement Committee pending the creation of the 2012-2015 OPL Strategic Plan, and the City of Ottawa's forthcoming Performance Measurement Framework Program.
	<ul style="list-style-type: none"> <li>Plan tri-board meeting (OPL, Foundation, Friends)</li> </ul>	The Tri-Board meeting was scheduled on September 12, 2011 and held at the City of Ottawa Central Archives and OPL Materials Distribution Centre.
<b>B.2</b>	<b>Finance and Budget (FB) Committee</b>	
	<ul style="list-style-type: none"> <li>Develop 2011 work-plan</li> </ul>	Completed. The work-plan was approved by the committee on April 26 and by the OPL Board on May 9.
	<ul style="list-style-type: none"> <li>Review and recommend modifications, as required to the annual and multi year operating and capital budget submission to the Board</li> </ul>	Capital budgets are provided for multi years. Operating budgets will follow the 2.5% Council approved direction for the term of Council.
	<ul style="list-style-type: none"> <li>Review process for identifying and presenting budget pressures to the Board and recommend changes if required</li> </ul>	The Board was provided with a budget overview in the fall of 2011 as part of the 2012 budget process.

<ul style="list-style-type: none"> <li>Review and recommend audited financial statements to the Board</li> </ul>	The 2010 audited financial statements were presented to the Board in September 2011.
<ul style="list-style-type: none"> <li>Review and update Board financial policies as required</li> </ul>	Review completed
<ul style="list-style-type: none"> <li>Review quarterly financial reports</li> </ul>	Ongoing and on schedule.
<ul style="list-style-type: none"> <li>Review, research and/or make recommendations on any items referred to the Finance and Budget Committee</li> </ul>	All matters referred to Finance and Budget are reviewed and responses are provided.

Section 2. Board Work Related to Governance (not included in Section 1)	
Strategy	Status December 31, 2011
<b>B.3 Facilities Planning (FP) Committee</b>	
<ul style="list-style-type: none"> <li>Develop 2011 work-plan for committee</li> </ul>	Work-plan was approved by the Committee on April 18 and approved by the OPL Board on May 9.
<ul style="list-style-type: none"> <li>Ensure completion of ISF Projects</li> </ul>	All completed and celebrated.
<ul style="list-style-type: none"> <li>West District Library Development</li> </ul>	Functional building program completed.
<ul style="list-style-type: none"> <li>Review and recommend Facilities Investment Plan               <ul style="list-style-type: none"> <li>Approve and recommend 2010 Growth Study to Board</li> <li>Approve and recommend capital investment plan and strategy to Board</li> <li>Approve and recommend inclusion of OPL in City's Long Range Financial Plan (LRFP)</li> </ul> </li> </ul>	Review completed by the committee. The OPL Board received the report on December 12, 2011.
	Modified version of capital investment plan focussing on RFID approved by the Board on June 30 and presented to Council July on 13.
	Scheduled for Q4/11
<ul style="list-style-type: none"> <li>Review 2010 Growth Study and recommend to Board</li> </ul>	Review completed
<ul style="list-style-type: none"> <li>Champion replacement of the Main Library               <ul style="list-style-type: none"> <li>Review NCL Project Conceptual Plan and Massing Study</li> <li>Review NCL Critical Path Study</li> <li>Receive and recommend the NCL Business Case Study Phase 1 and Phase 2</li> <li>Undertake Main Library Building Condition Assessment</li> </ul> </li> </ul>	Completed
	Completed
	Phase 1 completed
	On September 12, 2011, the Board approved undertaking an external building condition assessment of the Main Library building that will examine expansion potential, building flexibility, end of life, and structural soundness; and that will identify proposed remedies and recommendations including estimated costs. This is being done in partnership with City Infrastructure Services. Morrison Hershfield has been engaged as the lead consultant on the project which has an anticipated completion date of April 30, 2012.
<ul style="list-style-type: none"> <li>Ensure liaison with the OPLF Board and FOPLA on matters related to the strategic development and fund of library facilities</li> </ul>	In developing the 2012-2015 OPL strategic plan, consultation sessions were held with the OPL Foundation and FOPLA. The annual Tri-Board meeting was held on September 12, 2011.

	<ul style="list-style-type: none"> <li>Ensure updates to FPC and from FPC to OPLF Board and FOPLA as required</li> </ul>	Update on West District project provided at OPL-F meetings in May and June; Board report developed in support of capital fundraising campaign. Presentation to FOPLA November 15 on West District project and Hazeldean Branch renovation.
<b>B.4 Order of Friendship Ad-Hoc Committee</b>		
	<ul style="list-style-type: none"> <li>Prepare recommendations for Board approval of new inductees</li> </ul>	Inductees considered twice each year. In May 2011, the Board awarded the Order of Friendship to Howard Whittaker and John Curry. Howard Whittaker worked nearly 6 years as a member of the OPL Foundation leading the Foundation to new heights. John Curry is the editor of the Stittsville News and has always supported the OPL through the use of his newspaper. In November 2011, the Order of Friendship was awarded to the Diefenbooker Steering Committee for its fundraising efforts for the three former West Carleton branches.
<b>C Policy Review and Approval</b>		
<b>C.1 Receive and Review Monitoring Reports</b>		
	➤ Independence of the Ottawa Public Library and the OPL Board (A.9)	Completed
	➤ Link to Shared Services (A.11)	Completed
	➤ Link between CEO and Deputy City Manager (A.12)	Completed
	➤ Treatment of Library Users (A.10)	Completed
	➤ Bilingual Services (A.13)	Completed
	➤ Confidentiality of Information (A.21)	Completed
	➤ Administrative Practices (A.15)	Completed
	➤ Directors Insurance (A.20)	Completed
	➤ Staffing and Staff Relations (A.2)	Completed
	➤ Compensation and Benefits (A.7)	Completed
	➤ Safety and Security Practices (A.22)	Completed
	➤ Financial Plan and Budgeting (A.3)	Completed
	➤ Financial Condition (A.4)	Completed
	➤ Asset Protection (A.6)	Completed
	➤ General Executive Constraint (A.1)	Completed
	➤ Emergency CEO Succession (A.5)	Completed
	➤ Protection of Branches (A.30)	Completed

**Section 2. Board Work Related to Governance (not included in Section 1)**

<b>Strategy</b>		<b>Status December 31, 2011</b>
<b>C.1</b>	<b>Receive and Review Monitoring Reports</b>	
	➤ Fundraising: Acceptance of Donations (A.19.1)	Completed
	➤ Fundraising: Acceptance of Sponsorships (A.19.2)	Completed
	➤ Fundraising: Issuance of Receipts (A.19.5)	Completed
	➤ Communication and Counsel to the Board (A.8)	Completed
	➤ MFFIPA (A.27)	Completed
	➤ Use of Technology (A.16)	Completed
	➤ Records Management (A.17)	Completed
	➤ Strategic Planning (A.31)	Completed
	➤ Environmental Sustainability (A.14)	Completed
	➤ Fundraising: Library naming (A.19.6)	Completed
	➤ Library Facilities (A.29)	Completed
<b>C.2</b>	<b>Review Policies: Series A</b>	
	• General Executive Constraints (A.1)	Completed
	• Staffing and Staff Relations (A.2)	Completed
	• Emergency CEO Succession (A.5)	Completed
	• Compensation and Benefits (A.7)	Completed
	• Communication and Counsel to the Board (A.8)	Completed
	• Independence of the Board (A.9)	Completed
	• Treatment of Library Users (A.10)	Completed
	• Links to Shared Services (A.11)	Completed
	• Link Between CEO and City Management Team (A.12)	Completed
	• Bilingual Services (A.13)	Completed
	• Environmental Sustainability (A.14)	Completed
	• Administrative Practices (A.15)	Completed
	• Use of Technology (A.16)	Completed
	• Management of Records (A.17)	Completed
	• Fundraising: Acceptance of Donations (A.19.1)	Completed
	• Fundraising: Acceptance of Sponsorships (A.19.2)	Completed
	• Fundraising: Issuance of Receipts (A.19.5)	Completed
	• Fundraising: Library Naming (A.19.6)	Completed
	• Directors Insurance (A.20)	Completed
	• Confidentiality of Information (A.21)	Completed
	• Safety and Security Practices (A.22)	Completed
	• Acceptance of Fees, Gifts and Honorariums (A.23)	Completed

Section 2. Board Work Related to Governance (not included in Section 1)		
Strategy		Status December 31, 2011
<b>C.2</b>	<b>Review Policies: Series A</b>	
	<ul style="list-style-type: none"> <li>Fundraising: Acceptance of Donations (A.19.1)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>MFIPPA (A.27)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Fundraising: Library Naming (A.19.6)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Library Facilities (A.29)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Strategic Planning (A.31)</li> </ul>	Completed
<b>C.3</b>	<b>Review Policies: Series B</b>	
	<ul style="list-style-type: none"> <li>Governance Commitment (B.1)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Governing Style (B.2)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Board Job Description (B.4)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Chairperson's Role (B.5)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Board Committee Principles (B.6)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Annual Board Planning Cycle (B.7)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Board Training (B.8)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Board Members' Code of Conduct (B.9)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Complaint &amp; Inquiry Process (B.10)</li> </ul>	New policy approved by the Board on October 17, 2011.
	<ul style="list-style-type: none"> <li>Board Relations with OPL Foundation (B.11)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Board Relations with News Media (B.12)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Board Membership on Other Bodies (B.13)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Board Self-Evaluation Policy (B.15)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Board Composition (B.16)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Meeting Protocol (B.17)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Trustee Absences (B.18)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Public Consultation (B.20)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Trustee Responsibilities, Accountabilities &amp; Skills (B.21)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Board Selection &amp; Recruitment (B.22)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Board Participation in Library-Related Conferences, Meetings and Events (B.23)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Recognition of Departing Trustees (B.24)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Order of Friendship (B.25)</li> </ul>	Completed
<b>C.4</b>	<b>Review Policies: Series C</b>	
	<ul style="list-style-type: none"> <li>CEO'S Role (C.1)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Delegation to the CEO (C.2)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>CEO's Job Description (C.3)</li> </ul>	The CEO's job description was revised as part of the City Librarian Recruitment process in the fall of 2011.
	<ul style="list-style-type: none"> <li>CEO's Membership on Other Bodies (C.4)</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Monitoring Executive Performance (C.6)</li> </ul>	Completed

Section 2. Board Work Related to Governance (not included in Section 1)		
Strategy		Status December 31, 2011
<b>D</b>	<b>Budget and Finance</b>	
	<ul style="list-style-type: none"> <li>Participate in the City budget process for 2011</li> </ul>	2011 Budget process successfully concluded.
	<ul style="list-style-type: none"> <li>Approve draft OPL operating &amp; capital budgets as part of the 2012 City budget process</li> </ul>	The 2012 Operating and Capital budget was approved by the OPL Board on October 25, 2011.
	<ul style="list-style-type: none"> <li>Present 2012 OPL Budget request to Council</li> </ul>	The 2012 Operating and Capital budget was presented and approved by City Council on November 30, 2011. The 2012 approved net operating budget is \$41.161 million, an increase of \$1.745 million from 2011. The 2012 capital budget program for OPL is \$4.43 million and this includes lifecycle requirements, growth, maintenance and strategic initiatives.
	<ul style="list-style-type: none"> <li>Monitor Quarterly financial statements</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Approve audited financial statements for 2010</li> </ul>	The 2010 audited financial statements were presented to the Board in September 2011.
<b>E</b>	<b>Board Linkages to the Community</b>	
	Maintain or strengthen external linkages with:	
	<ul style="list-style-type: none"> <li>Friends of the Ottawa Public Library Association (FOPLA) Chair Harder</li> </ul>	Completed. Chair Harder has initiated a Library Engagement and Advocacy Program. FOPLA and OPL Foundation representatives were engaged as part of the process. An advocacy and engagement report was developed by OPL staff, and approved by FOPLA. The plan has led the Board and staff to enrol in the PLA <i>Turning the Page 2.0</i> online public advocacy program. Both FOPLA and the OPL are continuing with their advocacy efforts. The OPL Management Team Leads for Engagement and Advocacy will convene a meeting of the Engagement/Advocacy representatives of the three partner Boards in February to review their respective plans and progress to date.
	<ul style="list-style-type: none"> <li>Ottawa Public Library Foundation (OPL-F) Trustee Armit</li> </ul>	Completed. Trustee Armit continues as OPLF member. The OPL Foundation is also taking part in the Engagement and Advocacy Program. Chair Hunter McGill gave a presentation to the OPL Board on November 14, 2011 to support the OPL Board's proposed budget to City Council. The OPL Foundation submitted a letter to Mayor Watson in support of the 2012 OPL Budget.
	<ul style="list-style-type: none"> <li>Federation of Ontario Public Libraries (FOPL) Trustee Bennett</li> </ul>	Completed. Trustee Bennett currently serves as Chair of the Federation Board. A number of initiatives were led by the organization such as the development of the Ontario Provincial Elections Toolkit. Trustee Bennett has been instrumental in leading the Federation in its advocacy efforts in support of public libraries.

	<ul style="list-style-type: none"> <li>Canadian Library Trustees Association (CLTA) Trustee Harder</li> </ul>	CLA was restructured in June 2011 and the CLTA now ceases to exist. There is now a trustee network in place.
	<ul style="list-style-type: none"> <li>Ontario Library Boards Association (OLBA) Trustee Langlois</li> </ul>	The 2012 OLA Super Conference in January will be the first opportunity for OPL trustees to meet with other trustees and attend OLBA meetings.
	<ul style="list-style-type: none"> <li>SOLS Trustee Council Meetings (SOLS) Trustee Lussier-Meek</li> </ul>	Completed. A total of two meetings were held in 2011, with representation from the OPL Board and the City Librarian.
<b>F</b>	<b>Ensure OPL Board presence at strategic library and community related events including:</b>	
	<ul style="list-style-type: none"> <li>Lori Nash Room Naming at Cumberland Branch</li> </ul>	Completed. The event was officiated by Chair Jan Harder and attended by a majority of trustees.
	<ul style="list-style-type: none"> <li>Re-opening of Alta Vista</li> </ul>	Completed. Attended by Chair Jan Harder, Trustees Amelita Armit, Jim Bennett, David Gourlay, Christine Langlois, Danielle Lussier-Meek and Rose Zeidan.
	<ul style="list-style-type: none"> <li>Reopening of Vanier</li> </ul>	Completed. Attended by Trustees Amelita Armit, Jim Bennett, André Bergeron, Christine Langlois, and Rose Zeidan.
	<ul style="list-style-type: none"> <li>Reopening of Ruth E Dickinson</li> </ul>	Completed. Attended by Chair Jan Harder, Trustees Amelita Armit, Jim Bennett, Christine Langlois, and Marianne Wilkinson.
	<ul style="list-style-type: none"> <li>Opening of new Greely branch</li> </ul>	Completed. Attended by Chair Jan Harder, Trustees Amelita Armit, Jim Bennett, André Bergeron, Patrick Gauch, David Gourlay, Shad Qadri, Christine Langlois, Doug Thompson, and Marianne Wilkinson.
	<ul style="list-style-type: none"> <li>Opening of Richmond ramp</li> </ul>	Completed. Attended by Trustees Jim Bennett and Doug Thompson.
	<ul style="list-style-type: none"> <li>Greenboro 5<sup>th</sup> Anniversary</li> </ul>	Incomplete
	<ul style="list-style-type: none"> <li>Opening of OPL Materials Distribution Centre and City Central Archives</li> </ul>	Completed. Attended by Chair Jan Harder, Trustees Amelita Armit, Jim Bennett, Keith Egli, David Gourlay, Shad Qadri, and Christine Langlois.
	<ul style="list-style-type: none"> <li>Summer Reading Club launches and finales</li> </ul>	Completed. Trustee attendance throughout the summer.
	<ul style="list-style-type: none"> <li>Funding announcement for Vernon</li> </ul>	Completed. Attended by Trustees Jim Bennett and Doug Thompson.
	<ul style="list-style-type: none"> <li>Vernon ramp inauguration</li> </ul>	Completed. Attended by Trustees Jim Bennett and Doug Thompson.
	<ul style="list-style-type: none"> <li>FOPLA Annual General Meeting</li> </ul>	Completed. Attended by Trustee Jim Bennett.
	<ul style="list-style-type: none"> <li>Kids Lit Gala</li> </ul>	Completed
	<ul style="list-style-type: none"> <li>Hazeldean Branch Reopening</li> </ul>	Completed. Attended by Chair Jan Harder, Trustees Jim Bennett, David Gourlay, and Marianne Wilkinson.
	<ul style="list-style-type: none"> <li>North Gower 120<sup>th</sup> Celebration</li> </ul>	Completed. Attended by Mayor Jim Watson, Chair Jan Harder, Trustees Amelita Armit, and Jim Bennett.
	<ul style="list-style-type: none"> <li>OPLF and FOPLA fundraising events</li> </ul>	Completed. Trustee attendance throughout the year.
	<ul style="list-style-type: none"> <li>Teen Author Fest Event</li> </ul>	Completed. Trustee attendance throughout the fall.
	<ul style="list-style-type: none"> <li>Awesome Authors</li> </ul>	Completed.

**Section 2. Board Work Related to Governance (not included in Section 1)**

<b>Strategy</b>		<b>Status December 31, 2011</b>
<b>G</b>	<b>CEO Monitoring and Evaluation</b>	
	Ensure review for 2010	Completed
	Approve CEO's Goals for 2011	Completed
	Ensure mid-year review	Incomplete due to the retirement of the City Librarian; a mid-year strategic work program report was completed.

**Related documents:**     *OPL Strategic Directions and Priorities 2008-2011;*  
                                  *OPL 2011 Strategic Work Program High Level Version*  
                                  *OPL Towards a Literate and Learning Community; Legacy Report 2007-2011*

**Appendix A: Acronyms**

ALA     American Library Association  
AMO     Association of Municipalities of Ontario  
CLA     Canadian Library Association  
CLTA    Canadian Library Trustees Association (Division of Canadian Library Association)  
CULC    Canadian Urban Libraries Council  
CUPE    Canadian Union of Public Employees  
FOPL    Federation of Ontario Public Libraries  
FOPLA   Friends of the Ottawa Public Library Association  
ICA     Individual Contribution Agreement (annual performance agreement between Board and CEO)  
IFLA    International Federation of Library Associations and Institutions  
MOU     Memorandum of Understanding  
OLA     Ontario Library Association  
OLBA    Ontario Library Boards Association  
OPL     Ottawa Public Library  
OPLF    Ottawa Public Library Foundation  
SOLS    Southern Ontario Library Services (Agency of the Ontario Ministry of Culture)  
ULC     Urban Libraries Council (USA)

**Appendix B: Members of the Board**

Jan Harder\*             Chair  
Jim Bennett             Vice-Chair  
Amelita Armit  
André Bergeron  
Keith Egli\*  
Patrick Gauch  
David Gourlay  
Christine Langlois  
Danielle Lussier-Meek  
Shad Qadri\*  
Doug Thompson\*  
Tim Tierney\*  
Marianne Wilkinson\*  
Rose Zeidan

\* = also elected member of City Council

**Appendix C: Library Board Committees**

<b>Facilities Planning (FP) Committee</b>	Jim Bennett Christine Langlois Marianne Wilkinson	David Gourlay Doug Thompson Rose Zeidan
<b>Finance and Budget (FB) Committee</b>	André Bergeron Jan Harder Danielle Lussier-Meek	Patrick Gauch Christine Langlois
<b>Governance and Audit (GA) Committee</b>	Amelita Armit Patrick Gauch	Jim Bennett Rose Zeidan

**Appendix D: Library Board Linkages**

<b>Canadian Library Trustees' Association</b>	Jan Harder, President
<b>Federation of Ontario Public Libraries</b>	Jim Bennett, Chair
<b>Liaison to the Ontario Library Boards Association</b>	Christine Langlois
<b>OPL Representative to SOLS Trustee Council #8</b>	Danielle Lussier-Meek
<b>OPL Representative to the OPL Foundation Board</b>	Amelita Armit