

Attending Board members expressed their appreciation to the Friends of the Library for running the book sale and their continuous support of the Library. The Friends have been instrumental in raising funds to enhance current programs and services. Members of the Friends of the Library are extensively involved in the community and advocate for the library regularly by building awareness wherever they go. Since the group's inception in 1995, the Friends of the Library have raised \$490,516.

On another matter, a discussion ensued regarding Board policies that affect public service. Specifically, a Board member wanted insight from staff into how policies are reviewed and recommendations are made, as well as how the public can provide feedback on policies.

Staff provided insight into the different mechanisms that are in place for this purpose and outlined the process. Each policy is reviewed at least once within a Board term, but can be brought forth, if necessary, at any given time. One member of the Library's Executive Team is responsible for reviewing any given policy and making recommendations. Before the draft policy is sent to the Board for review and approval, the Executive Team provide feedback to the member accountable for the policy. Exec Team members research the policy thoroughly, which may include researching comparator libraries' policies, changes in legislation, health and safety, public service incidents and history, changes in public demand, etc. when considering revisions or creating a new policy. The Town of Oakville, including the Legal Department and the Clerk's Office, have been used as advisors in the past.

Staff informed the group that whenever there is a substantial change or development (be it a policy or project) that will affect public services, the Community is consulted via online surveys and public consultations.

In addition, Library staff and Board members are accessible to the public. Public Service staff are always present at the branches to take any comments from members of the public, and can pass on requests to senior management that a member of the public is requesting a call. Emails and phone numbers for the Library's management team are posted on the Library's public site. Any member of the public can write to the Board, request a phone conversation with a Board member via Trish Sousadias, or directly address the Board by following the necessary steps outlined in the Delegates Wishing to Appear Before the Board policy.

It was also noted that Board volunteers are selected from different wards, backgrounds, etc. to fortify the Board as a solid cross-representation of the Oakville Community. The Board's key function is governance.

A Board member noted that he was impressed with the communication from the Library to the public and felt the organization continues to be very transparent.

9. **Report from the CEO**

- a) *MOTION: THAT the Oakville Public Library Board receive the March, 2010 Report from the C.E.O.*

10.03.33 Moved: Lisa Csele

Seconded: Jeff Fairley

Carried

Charlotte directed the Board to the CEO's Report.

Item	Actions
<p>A question arose pertaining to the actual amount of funding in annual grants made by the Ministry of Culture to public libraries in Ontario; there is either a discrepancy in the Report from the CEO and the letter the Ministry of Culture sent to the Library Chair dated January 11, 2010, or a need for clarification. This figure will be clarified and brought to the Board.</p>	<p>LS</p>
<p>The Board requested that Lori Sims contact a chief librarian in Edmonton who volunteered to send a copy of her business case for RFID.</p>	<p>LS</p>
<p>10. New Business</p>	
<p>Board members were reminded that on April 22, 2010, a Finance Committee meeting (which the entire Board is to attend) will commence at 7:00 p.m. and the Board meeting will follow immediately after.</p>	<p>TS/CM</p>
<p>11. Adjournment – the meeting adjourned at 8:20 p.m. <i>MOTION: THAT the meeting of the Oakville Public Library Board be adjourned.</i> 10.03.34 Moved: Maria Robinson Seconded: Brett Herrington Carried</p>	

Date:

Signature:

VISION: Bringing people and ideas together.

MISSION: To help build a strong community by: providing access to resources for information and recreation; fostering the joy of reading and learning for all ages; providing a welcoming and supportive environment.