

OAKVILLE PUBLIC LIBRARY BOARD

APPROVED MINUTES

THURSDAY, APRIL 28, 2016

**TRAFALGAR ROOM
OAKVILLE MUNICIPAL BUILDING
1225 TRAFALGAR ROAD, OAKVILLE**

A meeting of the Oakville Public Library Board was held on Thursday, April 28, 2016, in the Trafalgar Room of the Oakville Municipal Building, commencing at 7:00 p.m.

Present: Councillor Jeff Knoll, Chair
Steven Bright, Vice-Chair *(Left at 9:21 p.m.)*
Councillor Marc Grant *(Arrived at 7:12 p.m.)*
Mark Bettiol
Pankaj Sardana

Also Present: Joan Sweeney Marsh (Special Advisor) *(Left at 9:15 p.m.)*
Paul Ciapanna, Manager, KPMG LLP (Auditor)
Susan Kent, S.R. Kent LLC (Consultant)
Veronica Blandon, Senior Consultant, Lord Cultural Resources
(Consultant)
Rebecca Frerotte, Library Assistant, Lord Cultural Resources
(Consultant)
John Huber, President, J. Huber & Associates (Consultant)

Staff: Charlotte Meissner, Chief Executive Officer
Colleen Bell, Commissioner of Community Services
Lynn Horlor, Deputy Treasurer and Director of Financial Operations
Nancy Sully, Deputy Treasurer and Director of Financial Planning
Janice Kullas, Director of Branch Services/Deputy CEO
Melanie Burgess, Director of Community Engagement
Tara Wong, Director of Collections and Technologies
Cathy Burke, Branch Manager, East Oakville Public Library
Lila Saab, Branch Manager, West Oakville Public Library
Andra Steele, Manager, Central Oakville Public Library
Jill Marcovecchio, Council and Committee Coordinator

The items in these minutes are not necessarily in the order discussed.

Call to Order

Councillor Knoll, Chair, called the meeting to order at 7:09 p.m.

Regrets

There were no regrets.

Declarations of Pecuniary Interest

No declarations of pecuniary interest were declared.

Confirmation of Minutes of Previous Board Meeting(s)

Minutes of the Regular Meeting of the Board, **February 25, 2016**

Confidential Minutes of the Closed Session of the Board, **February 25, 2016**

Moved by Steven Bright

Seconded by Pankaj Sardana

That the minutes of the regular meeting of the Oakville Public Library Board, dated February 25, 2016, and the confidential minutes of the closed meeting of the Oakville Public Library Board, dated February 25, 2016, be approved.

CARRIED

CONSENT ITEM(S)

1. Status of Outstanding Board Reports

- Report from Charlotte Meissner, CEO

2. 2016 Board Key Agenda Items

- Report from Charlotte Meissner, CEO

3. Monthly Health and Safety Report

- Report from Charlotte Meissner, CEO

4. Monthly Data and Usage Statistics Report

- Report from Janice Kullas, Director of Branch Services/Deputy CEO

5. **Progress against 2015 Business Plan**

- Report from Charlotte Meissner, CEO

6. **Monthly Status Update – Library Technology Projects**

- Report from Tara Wong, Director of Collections & Technologies

Moved by Pankaj Sardana

Seconded by Steven Bright

That the consent items, be received.

CARRIED

DISCUSSION ITEM(S)

7. **Financial Reports**

A. **Presentation of 2015 Audited Financial Statements**

Lynn Horlor, Deputy Treasurer and Director of Financial Operations, introduced Paul Ciapanna, Manager, KPMG LLP.

Paul Ciapanna presented the 2015 audited financial statements of the Oakville Public Library Board.

Moved by Mark Bettiol

Seconded by Steven Bright

1. **That the draft financial statements of the Oakville Public Library Board for the year ended December 31, 2015, as audited by KPMG LLP, be approved;**
2. **That the audited findings report, be received; and**
3. **That KPMG LLP be authorized to prepare the final 2015 audited financial statements.**

CARRIED

B. **Explanation of 2015 Year-end Financial Position**

Nancy Sully, Deputy Treasurer and Director of Financial Planning, presented the 2015 year-end financial results for the Oakville Public Library. Ms. Sully advised that quarterly financial reports will be provided to the board members.

Moved by Steven Bright

Seconded by Mark Bettiol

That the Oakville Public Library report on the library's year-end financial position for 2015, be received.

CARRIED

C. Financial Report dated March 31, 2016

Moved by Mark Bettiol

Seconded by Councillor Grant

That the Oakville Public Library variance report dated March 31, 2016, be received.

CARRIED

8. Presentation by Board Strategic Plan Consultant – Oakville Public Library Strategic Plan – Work Plan and Staffing Plan (Lord Cultural Resources in partnership with Susan Kent, S.R. Kent LLC)

CEO Charlotte Meissner introduced the library's strategic plan consulting team – Susan Kent, S.R. Kent LLC (Public Library Expert), Veronica Blandon, Senior Consultant, Lord Cultural Resources (Facilitation & Engagement), and Rebecca Frerotte, Library Assistant, Lord Cultural Resources (Research Consultant).

The board members introduced themselves to the strategic plan consulting team.

Veronica Blandon provided a PowerPoint presentation regarding *Strategic Planning Services Start-up Meeting*, which detailed the strategic plan process for the library. Ms. Blandon reviewed the consulting firm's mission, planning and implementation of client services, and Lord cultural resources. She acknowledged the core planning team for the Oakville Public Library Strategic Plan. Ms. Blandon outlined the project key objectives, work plan and methodology for the strategic planning process, proposed project timelines with a targeted completion of July 31, 2016, and trends for the public library of today and tomorrow. The strategic plan is for 2016-2019 and beyond, and the work plan consists of three phases.

Susan Kent continued the presentation, highlighting strategic planning assumptions, and new trends in design and services for the public library of today and tomorrow, including collections, seating and people spaces, digital technology, creative spaces, partnerships, and the library as a "place". Ms. Kent advised that more and more materials will be available in digital formats, the manner in which libraries are being built due to the changing nature

of collections, the ability to move furniture around and to reconfigure library space, and developing library policies and procedures for partnerships. She reviewed the goals and trends of the library of the future where people come to explore, create, experience, and connect, all of which are fundamental to the new strategic plan.

Discussion ensued regarding the importance of lighting, daylight, openness, a building as a hub with activity, new technology, and the cost of a library. Discussion also ensued regarding the need to retrofit libraries, scale of library space, funding, and how this can be achieved. Discussion further ensued regarding partnerships and what other libraries have done, other revenue opportunities, leveraging resources to share information, public consultation and asking the business community what they would like to see for libraries, and the desire to achieve life work balance in a library facility. It was suggested that consideration be given to using library space, piloting new library programs and services, defining the community, and determining the appetite for risk.

CEO Charlotte Meissner, responded to a question, advising that staff will follow up on the applicability of the Scientific Research and Experimental Development Tax Incentive Program (SR&ED credits), provided by the Canada Revenue Agency (CRA), for innovative ideas and other applications and partnerships.

The Chair asked that the strategic plan consulting team provide additional information regarding building value partnerships for sponsors, and providing quiet library spaces.

Veronica Blandon responded to questions regarding value proposition, who are the library partners, and what are the resources for library strategic planning.

Susan Kent responded to questions regarding opportunities for library partnerships. She suggested that consideration be given to determining what to stop doing, and what to do for the future of the library. She advised that resources are applied to prototyping, testing research and development for a library. Ms. Kent explained the need to address long term issues and knowing what the issues are to approach them in the future, identifying the tolerance for risk, hosting library community meetings, and understanding what the public would like to have for the future of the library.

Moved by Councillor Grant

Seconded by Mark Bettiol

That the *Oakville Public Library Strategic Plan - 'Work Plan' and 'Staffing Plan'*, presented by successful consultants Lord Cultural Resources in partnership with S.R. Kent LLC, be approved.

CARRIED

9. **Process Mapping Report (John Huber, Lean Library Management)**

CEO Charlotte Meissner introduced the library's consultant for process mapping – John Huber, President, J. Huber & Associates.

John Huber provided a PowerPoint presentation regarding *Oakville Public Library Service and Process Transformation Strategy*. Mr. Huber made introductions, including his consulting background, client focus, and improvements in library service and operations. He highlighted what lies behind the walls of a public library, and a customer service philosophy. He reviewed service delivery chains, indicating that customer service should be defined by a series of customer service process events, and performance should be defined by speed and quality of flow. Mr. Huber presented a library transformation strategy and board management summary, which included the components to simplify, automate, integrate, and realign/repurpose. He also reviewed business paradoxes, which he has observed in his experience working with libraries, and the goal of becoming a purpose based library and its success.

Discussion ensued regarding library technology and automation, security and protection of DVDs.

Mr. Huber responded to questions regarding lean library management and process mapping. He advised of the benefits of using Radio Frequency Identification (RFID) security gates and tags, which eliminates cumbersome security cases, and magnetic lock and release of DVDs by staff.

Tara Wong, Director of Collections and Technologies, responded to questions regarding security protection of DVDs.

Moved by Councillor Grant

Seconded by Mark Bettiol

That the *Oakville Public Library Process Mapping* report presented by Lean Library Management author and consultant John Huber, be received.

CARRIED

10. **Schedule of Oakville Public Library Board Meetings – Summer 2016**

Moved by Mark Bettiol

Seconded by Steven Bright

That the regular Board meeting scheduled on August 25, 2016 be changed to September 8, 2016, with a focus on the 2016-2019 Oakville Public Library Strategic Plan, and the regular Board meeting scheduled on September 22, 2016 be changed to September 29, 2016.

CARRIED

CONFIDENTIAL DISCUSSION ITEM(S)

CLOSED SESSION

Moved by Steven Bright

Seconded by Mark Bettiol

That the Oakville Public Library Board resolve into a closed meeting session for the purpose of dealing with a matter pertaining to a personal matter about an identifiable individual with respect to Item C-1 – Personal Matter – Rzone Appeal Update.

CARRIED

The Board resolved into closed session at 9:14 p.m.

The Board resolved back into open session at 9:47 p.m.

**C-1. Personal Matter – RZone Appeal Update
- Report from Charlotte Meissner, CEO**

Moved by Councillor Grant

Seconded by Mark Bettiol

That the confidential memorandum dated April 18, 2016, from the CEO regarding the RZone Appeal Update, be received.

CARRIED

11. NEW BUSINESS

There was no new business.

ADJOURNMENT

Moved by Pankaj Sardana

Seconded by Mark Bettiol

That this meeting be adjourned.

CARRIED

The meeting adjourned at 9:50 p.m.