

OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, SEPTEMBER 8, 2016

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

A meeting of the Oakville Public Library Board was held on Thursday, September 8, 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
Councillor Marc Grant
Mark Bettiol
Pankaj Sardana

Regrets: Joan Sweeney Marsh (Special Advisor)

Staff: Lynn Horlor, Acting Chief Executive Officer
Colleen Bell, Commissioner of Community Services
Nancy Sully, Deputy Treasurer and Director of Financial Planning
Janice Kullas, Director of Branch Services/Deputy CEO
Tara Wong, Director of Collections and Technologies
Jill Marcovecchio, Council and Committee Coordinator

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

Call to Order

Councillor Knoll called the meeting to order at 7:05 p.m.

Regrets

As noted above.

Declarations of Pecuniary Interest

No declarations of pecuniary interest were declared.

Confirmation of Minutes of the Previous Regular Meeting of the Board

Minutes of the Regular Meeting of the Board, **July 12, 2016**

Minutes of the Special Meeting of the Board, **August 10, 2016**

Confidential Minutes of the Closed Session of the Board, **July 12, 2016**

Confidential Minutes of the Special Closed Session of the Board, **August 10, 2016**

Moved by Mark Bettiol

Seconded by Steven Bright

That the minutes of the regular meeting of the Oakville Public Library Board, dated July 12, 2016, minutes of the special meeting of the Oakville Public Library Board, dated August 10, 2016, confidential minutes of the closed meeting of the Oakville Public Library Board, dated July 12, 2016, and the confidential minutes of the special closed meeting of the Oakville Public Library Board, dated August 10, 2016, be approved.

CARRIED

CONSENT ITEM(S)

1. **Status of Outstanding Board Reports**
 - **Report from Acting CEO of Oakville Public Library**

2. **2016 Board Key Agenda Items**
 - **Report from Acting CEO of Oakville Public Library**

3. **Monthly Health and Safety Report**
 - **Report from Manager of Human Resources,
August 31, 2016**

Moved by Pankaj Sardana

Seconded by Marc Grant

That the consent items be received.

CARRIED

DISCUSSION ITEM(S)

The PowerPoint presentation for Items 4 and 5 was considered concurrently and presentation material was distributed to the members.

4. CEO Update

- Report from Acting CEO of Oakville Public Library

Lynn Horlor, Acting CEO, reviewed priorities for the library, status of various projects, vacancy management, management approach/strategy, and fundraising strategy as provided in the PowerPoint presentation.

The Acting CEO advised that an update to the strategic plan would be provided at the September 29, 2016 board meeting, and the final strategic plan would be presented at the October 27, 2016 board meeting. She advised that additional comments from the management team, and potential enhancement on public consultation was needed for the strategic plan based on the comments received from the Library's Senior Management Team (LSMT). Staff are meeting with LSMT and the library's consultants on September 14, 2016.

The Chair advised that the strategic plan process was delayed to allow for additional public consultation and to further engage staff more fully in the plan.

The Acting CEO advised that the Parks, Recreation, Culture and Library Facilities Master Plan request for proposal deadline for submission was complete, and a staff team would be reviewing the submissions on September 9, 2016. She advised that the master plan is a refresh of the 2012 plan, and will confirm the facility infrastructure to meet the library needs for the growth in Oakville.

A member asked a question regarding the type of message which was being sent to the marketplace in terms of the library as an employer, and attracting the best talent in hiring new staff.

Colleen Bell, Commissioner of Community Services, advised that this was a very exciting transformation period, the library was in the midst of evoking the new strategic plan, staff are looking at new innovations as a way of broadening and providing new offerings to the public, and the continued commitment to providing great customer service. Positive feedback was received in terms of bringing forward a new strategic plan and it's transformation, and there is a real sense of pride and ownership from the public in wanting the library to be the best.

Colleen Bell responded to a question advising that staff were reviewing vacancy management and how to proceed with filling staff positions. The Acting CEO

advised that information regarding vacancy management for staff positions would be dealt with as a separate item on this evening's agenda.

Colleen Bell advised that a consultant has been retained by the consortium to review the service delivery model for Halton Information Providers (HIP), and that Steven Davies, Transformation by Design, would present his findings and recommendations at the September 29, 2016 board meeting. Ms. Bell advised that HIP service was provided by the library, and that there are a number of agencies who rely on the information and data sets, which was recently added to the open data page on the town's website.

Moved by Pankaj Sardana

Seconded by Steven Bright

That the update report from the Acting CEO of the Oakville Public Library, be received.

CARRIED

5. Financial Reports

- Reports from Acting CEO of Oakville Public Library and Deputy Treasurer and Director of Financial Planning

a. Oakville Public Library – June 30, 2016 Financial Progress Report

Lynn Horlor, Acting CEO, reported on the financial progress report for the library for the period ending June 30, 2016 as provided in the PowerPoint presentation. The Acting CEO reported on the variances from budget and impacts, and funding the library deficit noting that the library has been in a surplus position for the past few years. She advised that staff are seeking board approval to formally request that town fund the 2016 deficit from reserves. With respect to capital variances, Ms. Horlor advised that more review was required on all projects, some projects would be closed and some funding needs to be shifted, staff are preparing work plans to provide detail on each project, funding priorities, and review would be done in September 2016.

Staff responded to questions regarding the financial progress report, collecting library fines, amount of fines, amount of time that fines are outstanding, and declining fine revenue. Staff advised that improved email notifications are now provided for library fines as well as customers are encouraged to pay fines when they renew library cards. These factors have decreased the fine revenue. Fines are recognized only once revenue is collected, and fines are comparable with other libraries.

The Acting CEO responded to a question regarding gapping and personnel savings for vacant staff positions and budgeting.

Nancy Sully, Deputy Treasurer and Director of Financial Planning, responded to a question advising that reserves are accessed subject to approval by Council.

Moved by Mark Bettiol

Seconded by Councillor Grant

- 1. That the Oakville Public Library report on the Library's forecasted year-end financial position for 2016, be received.**
- 2. That town financial staff be requested to seek approval from town Council to fund the actual deficit in 2016 from the libraries previous years surpluses, be approved.**

CARRIED

b. Financial Reports – July 31, 2016

Lynn Horlor, Acting CEO, reported on the financial report for the library as of July 31, 2016 as provided in the PowerPoint presentation.

Staff responded to questions regarding the financial reports, funding the library deficit and impact on operations, and budgeting.

Nancy Sully, Deputy Treasurer and Director of Financial Planning, advised that the library surpluses in prior years went to the town's tax rate stabilization reserve. Based on the board's recommendation, Nancy Sully will seek Council authority to have the deficit funded from the tax rate stabilization reserve as part of her year-end consolidated surplus disposition.

Moved by Councillor Grant

Seconded by Steven Bright

That the Oakville Public Library Variance Report dated July 31, 2016, be received.

CARRIED

c. **2017 – 2026 Capital Forecast**

Lynn Horlor, Acting CEO, reported that the capital budget and forecast was complete, and that staff are seeking board approval for the forecast to be approved and presented to the town. The Acting CEO advised that she was reviewing the draft 2017 operating budget, and that the library's operating budget submission would be brought forward for approval at the September 29, 2016 board meeting.

The Acting CEO reviewed the following major capital projects in the forecast:

Bronte Library Branch

The Acting CEO advised that the Bronte Library Branch was in the capital forecast for a 3,000 sq. ft. leased space, which was deferred by Council in 2016 to the 2017 budget, and the budget was revised to reflect leasehold improvements, network connectivity, and collection. She asked that the board make a recommendation on this, or recommend that the library branch be deferred until the update of the library master plan was completed, indicating that the budget may need to be refined after the master plan.

Nancy Sully, Deputy Treasurer and Director of Financial Planning, and Colleen Bell, Commissioner of Community Services, responded to a question regarding the Bronte Library Branch, advising that the branch would be reviewed pending completion of the new strategic plan for the library and library facility master plan update.

Discussion ensued regarding the deferral of the Bronte Library Branch in previous years. It was noted that the library facility master plan update was important in terms of validating or invalidating the need for the proposed library branch at that location.

Iroquois Ridge (IR) Digital Hub

The Acting CEO advised that the digital hub for Iroquois Ridge Library Branch was revised to meet a holistic approach to the project and the final design was confirmed by staff. The library branch has been repurposed and the budget reflects the transformation of the branch space, and it was the first digital hub for the library to be rolled out. She advised that Ward99 Architects recommended two options for the implementation of the digital hub, including a phased approach (5 months construction with partial public access, and 2.5 months with no public access), and full close branch (5 months). The Acting CEO advised that staff are recommending that the library branch be closed from February 1 to July 1, 2017. Staff will be, providing pop up or incubator library services at IR to the public as well as some reading programs. Staff will ensure a strong communication plan is in

place. Savings of \$46,000 will be realized from the closure, and staff have budgeted for a \$50,000 collection refresh.

Nancy Sully, Deputy Treasurer and Director of Financial Planning, responded to a question advising that the budget for the digital hub was increased to cover additional costs for the redesign of the library branch.

The Acting CEO and Commissioner of Community Services responded to questions regarding the digital hub and impact on staffing at the library branch resulting from the new Radio Frequency Identification (RFID) technology and self-serve option.

The board raised the possibility of having a temporary structure similar to a mobile home or a pop up during the renovation and temporary closing of the library branch. The Commissioner advised staff are looking at dedicated use of library space during the construction period in order to provide a stable weekly schedule, particularly during story time. The Acting CEO advised that staff are also looking at the library program room and recreation centre to provide some programming space during this time.

Responding to a question regarding scheduling the renovation and the timing of Canada Day celebrations, Ms. Bell advised that the digital hub for the library branch could be planned as a sesquicentennial project for Canada Day on July 1, 2017. Ms. Bell advised that she would follow up with town staff on the digital hub as sesquicentennial project to be timed as close as possible to Canada Day. Janice Kullas, Director of Branch Services/Deputy CEO, advised that the library branch was scheduled to reopen in time for summer reading so that children out of school could continue to keep up with their reading skills.

Tara Wong, Director of Collections and Technologies, responded to a questions advised that staff are looking at top circulations, refresh, collections, and moving some collections from Iroquois Ridge Library Branch to other library branches. She also advised of the cost, accommodating space with the digital hub, digital spending and technology options, which are continuing to be developed. The board asked that staff bring back various options on the "collection" refresh to the board.

White Oaks Renovation *(project title changed from White Oaks Lobby Expansion)*

The Acting CEO advised that the renovation project for the White Oaks Library Branch was added to the capital forecast, as there was a request from the school board to meet their growing population. Renovations are needed to the front entrance to meet the space required for the sorter into the staff work room, the self-check in machine will replace the current external drop box, and to merge the information and circulation counters.

The Acting CEO advised that staff are recommending that the project be added to the capital forecast, and discussions with the school board to determine collective needs, funding and impact on the new French school.

Janice Kullas, Director of Branch Services/Deputy CEO, responded to a question advising that there was a need to increase space for students as there would be 2,300 students in 2017.

Nancy Sully, Deputy Treasurer and Director of Financial Planning, responded to questions advising that the project was never in the budget and funding was being requested in 2018, development charges per housing unit, and growth portion of the library master plan update.

Colleen Bell, Commissioner of Community Services, asked the board to provide direction regarding the White Oaks Library Renovation project as staff are having discussions with HDSC. The Chair suggested waiting on this project and working with the school board regarding potential cost sharing opportunities. The Chair requested that the name of the capital project be corrected from *'White Oaks Lobby Expansion'* to *'White Oaks Renovation'*.

Future Projects

The Acting CEO advised that future projects include digital hubs in existing spaces and North Park (16 Mile) Library Branch.

Moved by Mark Bettiol

Seconded by Councillor Grant

- 1. That the 2017-2026 Libraries Capital Forecast, be approved.**
- 2. That the Iroquois Ridge Digital Hub Implementation Plan and Interim Service Plan, be approved.**
- 3. That the collection refresh contained in the Iroquois Ridge Digital Creation Hub Strategy funded from the development reserve, be approved subject to a refresh plan with options to be approved by the Board.**
- 4. That the Bronte Library Branch proposal be deferred subject to the completion of the library facility master plan update, and these results be presented to the Board for future consideration in 2018.**

5. That staff be requested to work with the Halton District School Board on potential cost sharing opportunities with respect to the funding for the White Oaks Library Renovation capital project no. 71101705.

CARRIED

6. **Monthly Technology Update**

- **Report from Director of Collections and Technologies**

Tara Wong, Director of Collections and Technologies, provided a high level PowerPoint presentation regarding *Technology Capital Projects Update*. Material regarding the presentation was distributed to the members. Ms. Wong reviewed the general project timeline and status of various technology projects for the library. She advised of the updated timeline for the Radio Frequency Identification (RFID) project, which was moving very quickly.

Tara Wong responded to a question regarding Mobile Print technology, which was targeted to be launched by the library on September 19, 2016, and the capability and convenience to print from any device anywhere (home, laptop, and library branches).

Tara Wong responded to question regarding the capital cost of the RFID project, which was on budget and time and that interlibrary loans was a separate system.

Tara Wong responded to a question regarding the creation of Digital Hub (e.g., 3D printing), which may have originated from Fort York Library. She advised that Creation Zone naming was being used more internally by the library than Digital Hub naming, in terms of having a digital focus and both high tech and low tech options (e.g., the 3D design is digital and moving into 3D game design, which is more of a digital aspect and comes into the real world) due to the demand for this technology from the public and customers.

Tara Wong responded to a question regarding networking with local robotics groups and robotics teams in schools (Trafalgar High School and St. Mildred's-Lightbourn School), and participating in the Community Expo hosted by the library and town events. Ms. Wong advised that the library provides some LEGO robotics programming, which was currently being expanded in advance of the Iroquois Ridge (IR) Library Branch digital hub as there was such a high demand. The board asked that staff obtain more input from robotics groups, such as exhibitors participating in displays at the town hall and Sheridan Campus located on Iroquois Shore Road.

Tara Wong responded to a question advising that staff are starting to look at coding, getting staff on board and teaching them the skills set. The booth at the library's Community Expo was very popular, and staff are looking at designing and expanding Raspberry Pi programming to add in other aspects as coding has come up quite a bit.

Tara Wong responded to a question regarding photography equipment, software, and cameras advising that the collection strategy for IR identifies four main areas including, space, furniture, collection, and technology strategies. Ms. Wong advised that staff have made a request to Information Systems, which was being reviewed for various items, including hardware, software, and equipment. Moving forward the plan is to build up capacity through programming, developing a strategy, and consulting with other libraries. She advised that staff are reviewing the technology budget and request list in terms of ranking needs and options including macs.

Nancy Sully, Deputy Treasurer and Director of Financial Planning, advised that the Information Systems budget is still to be approved, which would go forward to Council as part of the capital forecast.

Tara Wong responded to questions, advising that the cost of the holds locker at Queen Elizabeth Park Community and Cultural Centre (QEPCCC) was under \$25,000, and this pilot at QEPCCC could be expanded to include holds lockers at GO Stations. Staff further advised that they would check the computer table and chairs at QEPCCC, as requested.

Moved by Steven Bright

Seconded by Pankaj Sardana

That the Monthly Technology Update from the Director of Collections and Technologies, be received.

CARRIED

7. Strategic Planning Update

- Verbal Report from Commissioner of Community Services

Colleen Bell, Commissioner of Community Services, provided an update regarding the library's strategic plan, advising that two areas of concern had been identified prior to bringing the strategic plan forward. Firstly, she advised that the consultant added an additional session specifically tailored to LSMT and to incorporate their comments regarding recommendations and changes to the strategic plan. Secondly, based on the feedback which was received from the board regarding stakeholder interviews, Ms. Bell asked for comments in terms of areas for the consultants to focus with respect to where the additional stakeholders are to come from.

The board suggested engaging early childhood educators/centres (ECEs), publishers, non-profit groups including historical societies and service clubs (e.g., the Optimist Club was looking for good projects and they focus on youth), Halton Poverty Roundtable (HPRT), and any poverty groups (e.g., Kerr Street Ministries) affiliated with HRPT in the strategic plan process. It was noted that the Oakville Chamber of Commerce was consulted and provided comments, and that it was essential to actively engage staff in the strategic plan who will champion the process.

Tara Wong advised that staff would follow up with publishing vendors and, Colleen Bell advised that she would check the HPRT mandate relating to youth and senior focuses.

Colleen Bell responded to a question, advising that there would be a small cost for additional public consultation with respect to the strategic plan.

Moved by Mark Bettiol

Seconded by Steven Bright

- 1. That the verbal Strategic Planning Update from the Commissioner of Community Services, be received.**
- 2. That any additional public consultation strategy be funded by the library development reserve.**

CARRIED

8. Schedule of Oakville Public Library Board Meetings – Conflict with 2017 Budget Committee Meeting on November 24, 2016

Moved by Steven Bright

Seconded by Mark Bettiol

That the regular Oakville Public Library Board meeting scheduled on November 24, 2016 be rescheduled to December 1, 2016.

CARRIED

CONFIDENTIAL DISCUSSION ITEM(S)

CLOSED SESSION

Moved by Councillor Grant

Seconded by Mark Bettiol

That the Oakville Public Library Board resolve into a closed meeting session for the purpose of dealing with personal matters about identifiable individuals, including municipal or local board employees, with respect to Item C-1 – Personal Matter and Item C-2 – Personal Matter.

CARRIED

The Board resolved into closed session at 8:51 p.m.

The Board resolved back into open session at 9:33 p.m.

C-1. Personal Matter

- **Confidential Verbal Report from Acting CEO of Oakville Public Library**

Moved by Mark Bettiol

Seconded by Steven Bright

That the confidential verbal report from the Acting CEO of Oakville Public Library, be received.

CARRIED

C-2. Personal Matter

- **Confidential Verbal Report from Acting CEO of Oakville Public Library and Commissioner of Community Services**

Moved by Steven Bright

Seconded by Mark Bettiol

That the confidential verbal report from the Acting CEO of Oakville Public Library and Commissioner of Community Services, be received.

CARRIED

NEW BUSINESS

1. Confidential Board Membership Listing
2. In Conversation Speakers Series with Author Margaret Atwood – Oakville Centre for the Performing Arts – October 24, 2016 – 7:00 p.m.

DATE AND TIME OF NEXT MEETING

Thursday, September 29, 2016
Oakville Municipal Building
Palermo Room - 7:00 p.m.

ADJOURNMENT

Moved by Mark Bettiol

Seconded by Steven Bright

That this meeting be adjourned.

CARRIED

The meeting adjourned at 9:40 p.m.