

OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, DECEMBER 1, 2016

**OAKVILLE AND TRAFALGAR ROOMS
OAKVILLE MUNICIPAL BUILDING
1225 TRAFALGAR ROAD, OAKVILLE**

A meeting of the Oakville Public Library Board was held on Thursday, December 1, 2016, in the Oakville and Trafalgar Rooms of the Oakville Municipal Building, commencing at 7:00 p.m.

Present: Councillor Jeff Knoll, Chair
Steven Bright, Vice-Chair (*Arrived at 7:47 p.m.*)
Councillor Marc Grant
Pankaj Sardana

Also Present: Stephen Davies, Transformation by Design (Consultant)

Regrets: Mark Bettiol
Joan Sweeney Marsh (Special Advisor)

Staff: Lynn Horlor, Acting Chief Executive Officer
Colleen Bell, Commissioner of Community Services
Gord Lalonde, Commissioner of Corporate Services and Treasurer
Tara Wong, Director of Collections and Technologies (OPL)
Marcus Logan, Manager of Community Information (OPL)
Jim Knighton, Manager of Realty Services
Charles McConnell, Manager of Current Planning - West District
Jonathan van der Heiden, Manager of Accounting Operation
Brian Piers, Supervisor of Facilities Ops
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 7:03 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, **NOVEMBER 8, 2016**

Confidential Minutes of the Closed Session of the Board,
NOVEMBER 8, 2016

Moved by Councillor Grant

Seconded by Pankaj Sardana

That the minutes of the regular meeting of the Oakville Public Library Board, dated November 8, 2016 be approved as revised, to change the word “demotion” to demolition in the last paragraph on page 4 under Item 5 – CEO Update, and the confidential minutes of the closed meeting of the Oakville Public Library Board, dated November 8, 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,
November 23, 2016**

Moved by Pankaj Sardana

Seconded by Councillor Grant

That the consent items be received.

CARRIED

DISCUSSION ITEM(S)

The PowerPoint presentations for Items 8, 9, and 11 were distributed at the meeting.

4. Halton Information Providers (HIP) - Service Delivery Model Review

- Report from Stephen Davies, Transformation by Design

Stephen Davies, Consultant, Transformation by Design, provided a PowerPoint presentation regarding the service delivery model review project and summary of findings and recommendations for Halton Information Providers (HIP). Mr. Davies advised that HIP is a coalition of Community Information Centres (CICs) in Halton Region, including Information Halton Hills, Information Burlington, Information Milton, and Information Oakville. HIP is connecting people with services in Halton Region by providing a community services database. Mr. Davies explained how HIP operates within the Oakville Public Library as a data provider (Information Oakville).

Stephen Davies explained that the purpose of the project was to evaluate the effectiveness of the current HIP and Information Oakville business models, and to recommend changes to the HIP operating model and financial structures that reflects the changing circumstances of the partner organizations, and the changing landscape of community information in Ontario. Mr. Davies outlined the project objectives, including the future evolution of the HIP partnership and areas for inclusion in a revised memorandum of understanding; Information Oakville's role as lead for the HIP partnership and management of HIP financial agreements/leases; the HIP partnership financial model and management of HIP funds and the fair and equitable use of those funds for HIP partnership work, and the future organizational structure for Information Oakville as the lead partner role. He provided an overview and insights regarding the service delivery model, presented the HIP business context model, and reviewed the community information management program and HIP client groups.

Stephen Davies reviewed how the HIP services provided work, including record maintenance service, on-line access service, and dataset production service, as well as the operational findings for these services related to the Halton Community Services Database (HCSD) owned records maintained by HIP, HCSD owned records shared out to others, and HCSD non owned records shared to HIP by others. He presented the summary of major findings and recommendations, in terms of operational excellence, partnership governance and memorandum of understanding, financial model, and proof of service value.

Stephen Davies responded to a question regarding his role, advising that he was retained by the coalition as a consultant to provide an analysis of the HIP program, and to review the service delivery model.

Tara Wong, Director of Collections and Technologies, responded to a question regarding the HIP surplus that is held in trust with the town, advising that a financial plan would be developed to utilize the surplus funds, within the strategic plan and approval from the partnership. Lynn Horlor, Acting CEO, responded to a question regarding the HIP audit, advising that there is a trust fund with the town, which is audited.

Stephen Davies responded to a questions regarding quantifying who the end users/clients are of the community database service, what the users/clients get from the data, and how the users/clients are using the data. He advised that more money would not be made for the data although there is the opportunity to develop new contracts to share the data.

Stephen Davies responded to a question regarding open data, advising that there is an opportunity to feed open data into social landscaping. Tara Wong advised that the data is currently available on the town's open data platform.

Stephen Davies responded to a question regarding the sale of data, advising of data curation, and the cost of maintaining a service record at the local level versus provincial level.

Stephen Davies responded to questions regarding the cost of running the community database, and cost recovery (e.g., in-kind services for staff's work on the database). Lynn Horlor, Acting CEO, responded to questions regarding the cost of running and maintaining the database, indicating that there are four local municipalities in Halton Region providing HIP services, and advising that staff would be reviewing HIP and the service delivery model, including cost recovery and memorandum of understanding.

Stephen Davies responded to a question regarding modernizing the website and changing the user interface (UI) design, advising that there are funds for these types of enhancements. Responding to additional questions regarding the community database, Mr. Davies advised that there is the potential for an app on electronic devices to access the data, and that new software platforms would be investigated due to the aging software.

Tara Wong responded to a question regarding succession planning due to a staff retirement at the library, and managing the community services database (Information Oakville), advising that staff have dealt with this in the hiring of Marcus Logan as the manager.

Moved by Councillor Grant

Seconded by Pankaj Sardana

That the presentation from Stephen Davies, Transformation by Design, regarding the Service Delivery Model of Halton Information Providers (HIP), be received.

CARRIED

Lynn Horlor advised that as a follow up to the information that was provided by the consultant regarding HIP, staff would be finalizing a new memorandum of understanding, reviewing reimbursement for in-kind services, developing a strategic plan, meeting with other local municipalities/library partners in Halton Region, and developing a financial strategy with the partners. The Acting CEO advised that Marcus Logan, Manager of Community Information, has taken on the HIP portfolio for the library as the Lead, Halton Information Providers. Information Oakville is located in the Central Branch of the Oakville Public Library, providing free, up-to-date and comprehensive information on government programs, community groups and agencies, and is the lead HIP partner.

Marcus Logan provided a PowerPoint presentation building on the consultant's presentation and reporting on the recommendations of the HIP service delivery model review. Mr. Logan recognized the benefits of the information and database service that was provided by the partners, and the value added to the community. He advised that it was important to strengthen the memorandum of understanding for HIP, as part of the partnership and governance. These areas include expanding the partnership to include the Halton Resource Centre (for data purposes) and Halton Region (the funder); elaborating on partner commitments, responsibilities, and accountabilities; and preparing an annual report to Halton Region on the performance of the HIP partnership's mandate and outcomes. Mr. Logan advised that a marketing strategy would be developed that is aimed at increasing the brand awareness and service uptake, as community outreach and awareness is key to increase use of the database. He also advised that a strategic plan for 3 to 5 years would be developed in conjunction with all partners' strategic plans, and at the lower and upper municipal tiers, as HIP was currently operating without a strategic plan. Mr. Logan indicated that the HIP financial model would be reviewed, as the current model does not account for "in-kind" dollar contributions of the partners, and it is important to build an equitable and sustainable funding model. He conveyed that Information Oakville - Oakville Public Library would proudly continue as the lead partner, and recognized that HIP is providing a valuable service with innovative, high quality data, and is "top 3" of 25 data providers provincially.

Staff responded to questions regarding hits to the website, and maintaining the community database, and succession planning. Marcus Logan advised that staff would be looking at the strategic planning process and succession

planning. Tara Wong advised that discussions are taking place at different levels regarding community databases, staff would be looking at data transfer provincially, and moving to iCarol help line software which was developed by the province versus keeping the current database, in addition to seeing what other database software is available. Marcus Logan also advised that staff will be meeting with others to see who is using what software for community databases.

The Chair asked that the HIP service delivery model review be a regular agenda item or as part of the CEO's update report to keep the board apprised of this matter.

Moved by Steven Bright

Seconded by Councillor Grant

That the presentation from the Manager of Community Information, regarding Halton Information Providers (HIP) Moving on Recommendations, be received.

CARRIED

5. Woodside Library and Halton Region (EMS) Proposed Land Exchange

**- Report from Manager of Realty Services,
November 24, 2016**

Jim Knighton, Manager of Realty Services, provided a PowerPoint presentation regarding the proposed land exchange for Woodside Library and Halton Region (EMS). Mr. Knighton provided background information, advising that Halton Region acquired lands east of Woodside Library (formerly St. Hilda's Church) in August 2013 with plans to develop an EMS station and some form of residential housing, there were concerns over the EMS station fronting Rebecca Street as part of the region's consultation process, and town staff have assisted by exploring a proposed land exchange that would envision an EMS station fronting on Woodside Drive. Mr. Knighton advised that the Woodside Library had been scheduled for an expansion and improvement to the parking facilities. With the introduction of the proposed land exchange, town and library staff have been working with the region and their consultants on developing options and concepts for the two sites. He illustrated drawings of the design concept and revised design concept, which included more buffering and landscaping. The work for both sites would be project managed by Halton Region with the library site overseen by the town's Facility and Construction Management department. The region will be required to ensure during construction that Woodside Library can operate with minimal interruption and maintain a minimum of 30 plus parking spaces through a phased construction process.

Jim Knighton advised that this item was being brought forward to provide information and consult with the board on the concepts and principles of the proposed land exchange. A staff report is expected to go forward to Administrative Services Committee for Council approval in early 2017. Staff are recommending that the town's intention for the proposed land exchange with the Region of Halton, and the associated parking and site reconfiguration at Woodside Library be endorsed by the board, for further consideration at Administrative Services Committee and Council in early 2017.

Discussion ensued regarding the impact of the proposed land exchange to Woodside Library, parking lot expansion and the increase in parking spaces, and noise and sirens from emergency vehicles in a residential area. It was recognized that an EMS station could be integrated within a residential neighbourhood, emergency vehicles move in an orderly fashion with minimal noise from sirens, and EMS stations are a good community neighbour.

Charles McConnell, Manager of Current Planning - West District, responded to questions regarding the site plan approval process for improvements to the library parking lot expansion and the new EMS station, which will be subject to separate site plan applications, and the noise and sirens from emergency vehicles.

Tara Wong, Director of Collections and Technologies, advised that more parking for Woodside Library was needed.

Jim Knighton responded to questions regarding public engagement, consultation through the site plan process, public access and minimal interruption to the library during construction, and parking.

Brian Piers, Supervisor of Facilities Ops, responded to questions regarding the library parking lot expansion.

Moved by Pankaj Sardana

Seconded by Steven Bright

That the Town of Oakville's intention for the proposed land exchange with the Region of Halton and the associated parking / site reconfiguration at Woodside Library be endorsed, for further consideration at Administrative Services Committee and Council in early 2017.

CARRIED

6. **Endowment Funds Financial Statement**
- **Report from Manager of Accounting Operations,
November 9, 2016**

Jonathan van der Heiden, Manager of Accounting Operation, reported on the accounting treatment of the library's endowment funds as part of the audit findings report to the board in April 2016. Mr. van der Heiden advised that town staff have made the required adjustments to the 2015 financial statements to reflect the correct accounting treatment of the library's endowment funds, and that the CEO would be bringing forward an Investment policy for approval at a future board meeting.

Discussion ensued regarding the library's endowment funds in relation to the town's endowment funds.

Jonathan van der Heiden responded to questions regarding the library's endowment funds, advising that staff have confirmed the correct accounting treatment with the auditors, and will report back to the board with any changes. Lynn Horlor, Acting CEO and Jonathan van der Heiden responded to further questions, confirming the endowment funds that are managed for the library. Lynn Horlor also advised that staff would be reviewing other endowment funds and policies for the town.

The board asked that staff review investment policies for other libraries in preparing the investment policy for the library which is to be brought forward for consideration.

Moved by Pankaj Sardana

Seconded by Councillor Grant

1. **That the town Financial Operations staff make the required adjustments to the 2015 financial statements to reflect the correct accounting treatment of the Oakville Public Library Endowment funds, be received.**
2. **That the CEO bring forward an Investment policy for board approval.**

CARRIED

7. **2016 Audit Plan**
- **Report from Manager of Accounting Operations**

Jonathan van der Heiden, Manager of Accounting Operation, reported on the library's 2016 audit plan. He advised that the audit is scheduled for the week of February 20, 2017, and that there would be no significant changes to the accounting regulations affecting the library's financial statements for 2016 other

than the endowment funds issue, which was previously discussed for Item 6 – Endowment Funds Financial Statement.

Discussion ensued regarding the role of the auditor and audit reports for the library.

Jonathan van der Heiden responded to questions regarding the library audit plan and process. Mr. van der Heiden advised that the auditors were informed of a change in the library's financial responsibilities, which were transferred from the Library to the Finance department in 2015. He indicated that the item was being brought forward at this time to inform the board that the audit is coming, and would form part of the audit findings report. Mr. van der Heiden explained that the auditors are not required to present the audit report to the board at a meeting although this has been the practice, and that discussions between the auditors and board will take place once the audit report is available.

The Chair asked that the library's audit report be provided to the board, and that the auditors present the audit report at a future board meeting. Jonathan van der Heiden confirmed that the audit report would be provided, and that the auditors would present their findings report to the board following the completion of the audit. Lynn Horlor, Acting CEO, indicated that the presentation by the auditors regarding the library audit report could be incorporated into the service level agreement, which is being prepared for the Library and Financial Services departments.

Moved by Pankaj Sardana

Seconded by Steven Bright

That the verbal update on the 2016 Audit Plan, be received.

CARRIED

8. CEO Update

- Report from Acting CEO of Oakville Public Library

Lynn Horlor, Acting CEO, provided an update on library matters, status of various projects, vacancy management, and what's happening at the library as provided in the PowerPoint presentation.

The Acting CEO advised that the library's capital and operating budgets were presented to Council on November 17, 2016, and approved on December 12, 2016.

The Acting CEO reported on the work that was being done on the Parks, Recreation, Culture and Library Facility Master Plan, which was on track. She advised that the required inventories and background materials have been received by the consultant, and that information on the Queen Elizabeth Park

Community and Cultural Centre (QEPCCC) incubator will be considered. She advised that Commissioner Bell will send the consultant the library's new strategic plan once all revisions from the board have been incorporated, and that the consultant has seen a draft. The Acting CEO indicated that the Steering Committee had expressed concern that the census data will be available in February 2017, while the master plan is to be completed in January 2017. The quality of the data for the revised master plan would be more superior if the latest census numbers could be used, and age related data from the new census would be beneficial. The Development Charges (DC) study will start in January 2017, and it needs the data from the revised master plan to feed into it. She advised that the master plan would be pushed out until March 2017, which would enable the new data to be incorporated without compromising the DC study (i.e., new population data and dwelling counts).

The Acting CEO advised that a strategic plan action plan session will be held on December 9, 2016, with a report back to the board in January 2017.

The Acting CEO reported on the review of the back office processes and efficiency (records management), fundraising initiatives at the library which will be taking on a fresh look, and rollout of the Radio Frequency Identification (RFID) technology.

The Acting CEO reported on the Google Impact Challenge to Canada, which is looking to find and fund innovative Canadian nonprofit organizations that are using technology to tackle the world's biggest social challenges. She revealed that Google Canada has launched \$5 million in grants (5 grants each of \$750,000 and \$250,000), the application deadline was November 26, 2016, and notice of approval will be given in March 2017. The Acting CEO advised that staff submitted a proposal for an OPL outreach bus, which is a book vehicle to service newcomers and low income communities, and is equipped with technology to promote entrepreneurship, education, economic and workforce development, community revitalization, and technology inclusion. She also advised that should the library be successful with the application, staff would bring a full business plan back to the board and Council to ensure that the project is operationally viable on an ongoing basis.

Staff responded to questions regarding grant opportunities. Tara Wong, Director of Collections and Technologies, advised that staff are checking on-line databases for grants. Gord Lalonde, Commissioner of Corporate Services and Treasurer, advised that staff are looking into a subscription service for grants, and have relied on networking to obtain database information. Commissioner Lalonde also advised that staff would follow up on adding a subscription for the library.

The Acting CEO provided an update regarding road reconstruction and access to the library. She advised that Navy Street would be converted from a one-way street to a two-way street in in early January 2017, Lakeshore Road

bridge demolition would commence in late January/early February 2017, and regional wastewater main replacement on Water Street is scheduled from May 2017 to December 2018. The Acting CEO also advised that parking directly in the back of the library and at the Burloak Canoe Club would not be impacted, except that parking spots west of Water Street on the east bank of the 16 Mile Creek, may be inaccessible when Water Street is reduced to one lane, and parking spots that are just north of the Rebecca Street Bridge (not as far north as the Burloak Canoe Club). Caroline Hales, Project Manager, Halton Region, can be contacted at caroline.hales@halton.ca for any further questions.

Moved by Councillor Grant

Seconded by Steven Bright

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

CARRIED

9. Technology Update

- Report from Director of Collections and Technologies

Tara Wong, Director of Collections and Technologies, reported on the monthly technology capital projects update for the library reviewing the general project timeline and overview of the library automation program for 2016/2017. She highlighted the status of various technology projects, budget, go live dates, important dates, and new services for the customer, including LEAN review/RFID installation/AMH, Iroquois Ridge (IR) digital hub/creation zone, and website refresh.

Moved by Pankaj Sardana

Seconded by Steven Bright

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

CARRIED

10. Oakville Public Library CEO By-law

- Report from Commissioner of Corporate Services

Gord Lalonde, Commissioner of Corporate Services and Treasurer, highlighted key sections of the proposed draft by-law to appoint a CEO of the Oakville Public Library and define the duties and responsibilities of the CEO. The Chair suggested this item be deferred to the next meeting for further review, and that any comments be provided to staff prior to the next board meeting on January 26, 2017.

Moved by Pankaj Sardana

Seconded by Steven Bright

That the Oakville Public Library CEO By-law, be deferred to the January 26, 2017 Board meeting.

CARRIED

11. Financial Reports

- Report from Acting CEO of Oakville Public Library

a. September 30, 2016 for 2016 Financial Progress Report to December 31, 2016

Lynn Horlor, Acting CEO, reported on the financial report for the library as of September 30, 2016 for the year-end financial position for 2016 as provided in the PowerPoint presentation.

Moved by Pankaj Sardana

Seconded by Steven Bright

That the Oakville Public Library report on the Library's forecasted year-end financial position for 2016, be received.

CARRIED

b. October 31, 2016 Financial Reports Operating and Capital

Lynn Horlor, Acting CEO, reported on the financial reports for the library as of October 31, 2016 for operating and capital as provided in the PowerPoint presentation.

Moved by Pankaj Sardana

Seconded by Steven Bright

That the Oakville Public Library financial reports for October 31, 2016, be received.

CARRIED

NEW BUSINESS

12. 2017 Oakville Public Library Board Meeting Schedule

Moved by Councillor Grant

Seconded by Steven Bright

That the 2017 Oakville Public Library Board Meeting Schedule, be received.

CARRIED

DATE AND TIME OF NEXT MEETING

The Chair thanked staff and Lynn Horlor, Acting CEO, for their work with the board, and wished everyone a happy holiday season.

Thursday, January 26, 2017
Oakville Municipal Building
Palermo Room - 7:00 p.m.

ADJOURNMENT

Moved by Steven Bright

Seconded by Councillor Grant

That this meeting be adjourned.

CARRIED

The meeting adjourned at 9:06 p.m.