

OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, JUNE 22, 2017

**SOUTHRIDGE ROOM
IROQUOIS RIDGE COMMUNITY CENTRE
1051 GLENASHTON DRIVE, OAKVILLE**

A meeting of the Oakville Public Library Board was held on Thursday, June 22, 2017, in the Southridge Room of the Iroquois Ridge Community Centre, commencing at 7:30 p.m.

Present: Councillor Jeff Knoll, Chair
Steven Bright, Vice-Chair
Councillor Marc Grant

Also Present: Joan Sweeney Marsh (Special Advisor) (*Left at 8:41 p.m.*)
Colleen Bell, Commissioner of Community Services
Nancy Sully, Deputy Treasurer and Director of Financial Planning
Belinda Wiersma, Senior Financial Analyst
Jill Marcovecchio, Council and Committee Coordinator

Regrets: Mark Bettiol
Pankaj Sardana

Staff: Lynn Horlor, Chief Executive Officer
Florence De Dominicis, Director of Community Engagement
Simona Dinu, Director of Branch Services
Tara Wong, Director of Collections and Technologies
Tricia Agnew, Manager of Human Resources

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

Call to Order

The members had a tour of the Iroquois Ridge Library Branch and 'Creation Zone' at 7:00 p.m. to view the renovations and see a demo of the Radio Frequency

Identification (RFID) technology for the sorter (automated materials handling) and the new self check in and out kiosks, prior to the commencement of the meeting.

Councillor Knoll, Chair, called the meeting to order at 8:02 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, **MAY 25, 2017**

Confidential Minutes of the Closed Session of the Board, **MAY 25, 2017**

Moved by Steven Bright

Seconded by Councillor Grant

That the minutes of the regular meeting of the Oakville Public Library Board, dated May 25, 2017, and the confidential minutes of the closed meeting of the Oakville Public Library Board, dated May 25, 2017, be approved.

CARRIED

CONSENT ITEM(S)

1. **Status of Outstanding Board Reports**
 - **Report from Report from CEO of the Oakville Public Library, June 7, 2017**

2. **Monthly Health and Safety Report for May 2017**
 - **Report from Manager of Human Resources, June 12, 2017**

3. **2017 Board Key Agenda Items**
 - **Report from CEO of the Oakville Public Library, June 7, 2017**

Moved by Councillor Grant

Seconded by Steven Bright

That the consent items be received.

CARRIED

DISCUSSION ITEM(S)

4. 2018 Budget Guidelines

- Report from Deputy Treasurer and Director of Financial Planning

Nancy Sully, Deputy Treasurer and Director of Financial Planning, provided a presentation on the 2018 budget, and a handout was distributed at the meeting. Ms. Sully reviewed the town's budget guidelines for 2018 to 2020 budgets, budget process, Library budget, operating impacts from capital, preliminary budget, and schedule of budget meetings for 2018.

Nancy Sully responded to questions regarding budget impacts including the education rates and the proposed increase in minimum wage.

Moved by Steven Bright

Seconded by Councillor Grant

That the 2018 Budget Guidelines, from the Deputy Treasurer and Director of Financial Planning, be received.

CARRIED

5. 2018 Service and Program Considerations

- Report from CEO of the Oakville Public Library

Lynn Horlor, CEO, provided a PowerPoint presentation on the 2018 service and program considerations for the library including hours of operation, revenue review, and other library and capital items, and advised that the items will be presented at the September 7, 2017 board meeting for consideration.

The Chair asked that staff undertake a survey, advising customers that the library is looking at adjusting its hours, and asking them for their suggestions.

Brief discussion ensued regarding the hours of operation for library branches, including the possibility of expanding Sunday hours based on demand.

The CEO advised that staff are reviewing options including hours of operation and foot traffic, and will report back at the September 7, 2017 board meeting on comparators, costing, and foot traffic.

Simona Dinu, Director of Branch Services, advised that staff are reviewing different models of expanding access to library space without increasing staffing.

Moved by Councillor Grant

Seconded by Steven Bright

1. **That the 2018 Service and Program Considerations, from the CEO of the Oakville Public Library, be received; and**
2. **That staff report back at the September 7, 2017 Board meeting.**

CARRIED

6. **Strategic Plan Update - Action Plan**

- **Report from CEO of the Oakville Public Library**

Lynn Horlor, CEO, reported on the action plan as part of the 2016-2019 strategic plan update as provided in the PowerPoint presentation. The CEO indicated that the draft action plan represents where we are right now and what can be achieved, and was being brought forward for initial discussion. The CEO advised that more internal discussion is needed by staff regarding timelines and impact, and one time funding requests will be prioritized. A report regarding the Library Strategic Plan will go forward to the September 25, 2017 Council meeting for consideration.

Simona Dinu responded to questions regarding prioritizing the action plan, achieving goals, coordinating the strategic plan with the community, and staff awareness of the strategic plan. Ms. Dinu advised that the strategic plan has been released to the community, and staff will continue to refine the plan as needed.

The Chair asked that staff provide a visual of the strategic plan to inform the public electronically of the status of the plan.

Moved by Councillor Grant

Seconded by Steven Bright

That the Draft Strategic Plan Update and Action Plan, from the CEO of the Oakville Public Library, be received.

CARRIED

7. **Financial Reports – May 31, 2017**

- **Report from CEO of the Oakville Public Library**

Lynn Horlor, CEO, reported on the financial (variance) reports for the library as of May 31, 2017 as provided in the PowerPoint presentation. The CEO advised that there were no new areas of concern. Staff will bring reports on budget and June 30th projections to year end, for the September 7, 2017 board meeting.

Moved by Steven Bright

Seconded by Councillor Grant

That the May 31, 2017 financial reports, be received.

CARRIED

8. **Health and Safety Policies - Occupational Health and Safety, Workplace Violence, and Respectful Workplace**

- **Report from CEO of the Oakville Public Library and Manager, Human Resources, June 5, 2017**

Lynn Horlor, CEO, reported on the updates to the health and safety policies for the library as provided in the PowerPoint presentation.

Moved by Councillor Grant

Seconded by Steven Bright

That the revisions to the Occupational Health and Safety Policy, Workplace Violence Policy, and Respectful Workplace Policy, be approved as amended.

CARRIED

9. **Data Usage and Statistical Trends – 2016 Year End and 1st Quarter 2017**

- **Report from Director of Branch Services, June 22, 2017**

Lynn Horlor, CEO, advised that the updates in the new formats for statistical reporting have been completed.

Simona Dinu, Director of Branch Services, reported on the library's 2016 annual performance measures and benchmarking results from Ontario libraries, and first quarter 2017 performance and measures as provided in the PowerPoint presentation.

2016 Annual Performance Measures and Benchmarking

Simona Dinu responded to questions regarding collecting data electronically for materials that are used in the library but are not checked out, methodology used for statistical reporting and impact on numbers, app session usage, and branch visits in terms of foot traffic. Ms. Dinu responded to a further question, advising that staff would correct the statistic for Clearview library branch for branch visits in 2016.

Colleen Bell, Commissioner of Community Services, advised that the numbers for statistical reporting have been recalibrated for the library.

Florence De Dominicis, Director of Community Engagement, advised that data is provided by the library branches using people counters (security gates), data is collected by type and program, and there is some overlap in data.

The board indicated that there is a large age differential for adults, and there are a lot of seniors using the library. The board asked that staff report back on a breakdown of statistics for adults by program and category, and demographics for seniors/adults by age group.

The Chair asked that staff provide statistics regarding the number of non-resident cardholders and libraries on the Go app downloads.

Quarter 1 2017 Performance and Measures

Simona Dinu advised of corrections to the quarterly report. Ms. Dinu advised that security gates have not been installed at all library branches (to be effective July 1, 2017), inactive cardholders are purged monthly, and the ways of collecting data for new cardholders is challenging (i.e., no email is provided, and mailing costs).

Simona Dinu responded to a question regarding the increase in digital circulation for Hoopla, a third party provider/vendor, which was attributed to the increase in the number of digital books, and a customer push for the library service.

The board asked that staff look at thresholds and variances for circulation by branch, reasons for variances (i.e., cyclical), and colour code variances to flag variances greater than 30%.

Florence De Dominicis advised that there is no breakdown of the ages categories for adults for the 'In Conversation With' series, and that staff will be doing more analysis for adults where possible.

The Chair asked that staff report back on data for seniors, and to develop a strategy regarding the drop off rate of library cardholders in terms of real numbers (i.e., a large number is deaths).

Moved by Steven Bright

Seconded by Councillor Grant

That the 2016 year end and 1st quarter 2017 data and statistics, be received.

CARRIED

10. Board Recruitment

**- Report from Commissioner of Community Services and
CEO of the Oakville Public Library, June 12, 2017**

Lynn Horlor, CEO, reported on board recruitment for the library board as provided in the PowerPoint presentation.

The Chair asked that the board provide additional wording to be included in the advertisement for vacancies for members for the library board, and reach out to other groups in recruiting new board members. Colleen Bell, Commissioner of Community Services, advised that staff would follow up with the Clerk's department in terms of the process and advertisement, and other municipalities in terms of what they are doing regarding library board recruitment.

Moved by Steven Bright

Seconded by Councillor Grant

- 1. That the proposed Recruitment Strategy for new Oakville Public Library board members, be endorsed; and**
- 2. That recruitment begin for two of the current vacancies on the Oakville Public Library Board of Directors for the present term of the board.**

CARRIED

11. CEO Update

- Report from CEO of the Oakville Public Library

Lynn Horlor, CEO, provided an update on library matters and what's happening at the library with respect to vacancy management, status of various projects, and programs and events as provided in the PowerPoint presentation. The CEO provided an update on staff training for dealing with difficult customers, spring fundraising campaign, talks with Oakville Community Foundation regarding a possible Trillium grant, Iroquois Ridge (IR) library branch and creation zone, and flooding on Water Street.

The CEO responded to a question regarding the grand opening for Iroquois Ridge (IR) library branch, advising of possibly linking it to a special event. The CEO advised that the collection strategy will be looked at as part of budget, and staff will report back at the September 7, 2017 board meeting.

Moved by Steven Bright

Seconded by Councillor Grant

That the CEO Update, from the CEO of the Oakville Public Library, be received.

CARRIED

12. Monthly Technology Update

- Report from CEO of the Oakville Public Library

Lynn Horlor, CEO, reported on the monthly technology update for the library as provided in the PowerPoint presentation. The CEO provided an update regarding the Radio Frequency Identification (RFID) installation for the sorters (automated materials handling) and check in stations (checkout kiosks), and Iroquois Ridge (IR) digital creation zone.

The CEO responded to a question regarding a new staff position, advising that the Creation Zone Specialist is exclusive to the library.

Moved by Councillor Grant

Seconded by Steven Bright

That the Monthly Technology Update, from the CEO of the Oakville Public Library, be received.

CARRIED

CONFIDENTIAL DISCUSSION ITEM(S)

CLOSED SESSION

Moved by Councillor Grant

Seconded by Steven Bright

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 – Staffing Update.

CARRIED

The Board resolved into closed session at 9:58 p.m.

The Board resolved back into open session at 10:10 p.m.

C-1. Staffing Update

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

Moved by Steven Bright

Seconded by Councillor Grant

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

CARRIED

NEW BUSINESS

1. Schedule of Oakville Public Library Board Meetings

Moved by Steven Bright

Seconded by Councillor Grant

- 1. That the regular Oakville Public Library Board meeting scheduled on July 27, 2017 be cancelled; and**
- 2. That the regular Oakville Public Library Board meeting of August 24, 2017 be rescheduled to September 7, 2017 to deal with 2018 Budget.**

CARRIED

DATE AND TIME OF NEXT MEETING

Thursday, September 7, 2017 (*August 24, 2017 meeting rescheduled*)
Oakville Municipal Building
Trafalgar Room - 7:00 p.m.

(*July 27, 2017 meeting cancelled*)

ADJOURNMENT

The Chair adjourned the meeting at 10:14 p.m.