

OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, SEPTEMBER 7, 2017

TRAFALGAR ROOM
OAKVILLE MUNICIPAL BUILDING
1225 TRAFALGAR ROAD, OAKVILLE

A meeting of the Oakville Public Library Board was held on Thursday, September 7, 2017, in the Trafalgar Room of the Oakville Municipal Building, commencing at 7:00 p.m.

Present: Councillor Jeff Knoll, Chair
Steven Bright, Vice-Chair
Mark Bettiol
Pankaj Sardana

Also Present: Colleen Bell, Commissioner of Community Services
Belinda Wiersma, Senior Financial Analyst
Jill Marcovecchio, Council and Committee Coordinator

Regrets: Councillor Marc Grant
Joan Sweeney Marsh (Special Advisor)

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
Lisa Williams, Manager of Collection Operations

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

Call to Order

Councillor Knoll, Chair, called the meeting to order at 7:05 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, **JUNE 22, 2017**

Confidential Minutes of the Closed Session of the Board, **JUNE 22, 2017**

Moved by Mark Bettiol

Seconded by Steven Bright

That the minutes of the regular meeting of the Oakville Public Library Board, dated June 22, 2017, and the confidential minutes of the closed meeting of the Oakville Public Library Board, dated June 22, 2017, be approved.

CARRIED

CONSENT ITEM(S)

1. **Status of Outstanding Board Reports**
 - Report from CEO of the Oakville Public Library, August 11, 2017

2. **Monthly Health and Safety Report for June – August 2017**
 - Report from Manager of Human Resources, August 28, 2017

3. **2017 Board Key Agenda Items**
 - Report from CEO of the Oakville Public Library, August 11, 2017

4. **2nd Quarter 2017 Performance and Measures**
- **Report from Director of Branch Services, August 2017**

Lynn Horlor, CEO, advised that staff will report on performance and measures in the 3rd quarter 2017, and incorporate the changes to the report in accordance with the direction that was provided at the May 25, 2017 and June 22, 2017 board meetings.

Moved by Mark Bettiol

Seconded by Pankaj Sardana

That the consent items be received.

CARRIED

DISCUSSION ITEM(S)

5. **Financial Progress Report – June 30, 2017**
- **Report from CEO of the Oakville Public Library,
August 22, 2017**

Lynn Horlor, CEO, reported on the financial (variance) reports for the library as of June 30, 2017 as provided in the staff report and PowerPoint presentation. The CEO advised that the capital projects and operating budgets are within approved budgets.

Moved by Steven Bright

Seconded by Pankaj Sardana

That the June 30, 2017 financial progress report, be received.

CARRIED

6. **2018 Capital Budget and 2018-2027 Capital Forecast**
- **Report from CEO of the Oakville Public Library,
August 22, 2017**

Items 6 and 7 were dealt with concurrently as the budget items are related.

Lynn Horlor, CEO, reported on the budget preparation drivers, 2018 capital budget, and 2018-2027 capital forecast for the library as provided in the PowerPoint presentation. The CEO advised that the capital forecast was updated to include the website refresh. The CEO advised that there are facility needs and reviewed service delivery options, costs, and next steps for a library branch in North Oakville.

The Chair advised that he had attended the Association of Municipalities of Ontario (AMO) annual conference held in August 2017, and was at the Ontario Library Association (OLA) booth when he had received positive comments from individuals who had good things to say about the Oakville Public Library, and were really impressed with what is happening at the library. The board recognized that this was a positive in terms of building our brand within the public library trade organization.

The CEO responded to a question regarding the survey results from the Federation of Ontario Public Libraries (FOPL) for the comparison of peer libraries and Oakville Public Library's ranking, advising that the numbers are calculated based on three or four areas of analysis (outputs) with related categories for efficiency. The CEO responded to a further question regarding the master plan outcomes related to the library's square feet per capita, advising that the town's consultant did not have updated census information at the time of the master plan update. The CEO advised that the number of desks will be converted from two to one on each floor at Central Library branch.

The Chair asked that staff follow up with Revenue and Taxation in the Financial Operations department regarding tax exemption for a municipal library building that is leased. The Chair asked that a business case for a library (i.e., built structure versus temporary building portable) in the north be provided. The Chair also asked that staff report back at a future board meeting, what a potential partnership for the Temporary North Library branch would look like.

Colleen Bell, Commissioner of Community Services, advised of the way that growth is happening in the north, and that staff had a meeting with the CAO regarding phasing of the future proposed library and recreation centre to provide a library branch in the north. The associated retrofitting and costs of a phased construction of Sixteen Mile library and recreation centre is cost prohibitive. Commissioner Bell advised of discussions with the Recreation team, indicating that it may be necessary to consider a different configuration than in past, which would allow establishing an earlier presence in the community rather than later in 2028, and the opportunity to test different types of programming and try new innovative approaches for this community, which may inform design for final built.

Simona Dinu, Director of Branch Services, advised that the libraries are ranked once all the data has been provided to the Ontario Ministry of Tourism, Culture and Sport.

Simona Dinu presented the appendices to the staff report as provided in the PowerPoint slides and distributed at the meeting.

Tara Wong, Director of Collections and Technologies, responded to a question regarding the heatmap for North Oakville cardholders by address (Appendix C), which is bounded by Trafalgar Road on the one side, advising that the boundaries (streets) could be expanded at anytime by Geographic Information Systems (GIS) in the Strategic Business department.

Commissioner Bell responded to questions regarding youth centres, advising that a shared facility model with temporary portable space in North Park for Library and Recreation would be in addition to the youth services, which are being planned town wide. Commissioner Bell also advised that staff are reviewing the Youth Strategy and trying popups, and that she will follow up with Nina de Vaal, Director, Recreation and Culture, regarding popups for the youth.

The CEO and Commissioner Bell responded to questions regarding facility needs, service delivery options, and costs of a library for North Oakville.

Discussion ensued regarding the capital budget, capital forecast, facility needs, and north library service delivery options and costs.

The board provided the following comments regarding the capital budget and capital forecast:

- install a holds locker at St. Luke's Anglican Church as a space has not been identified in Palermo;
- growth in North Oakville, library needs, pressure on the catchment area, a new municipal ward is to be created, and this area of the town needs to feel part of the community;
- planned shutdown of the Glen Abbey Library branch in 2019 for the renovation and new creation hub (staff advised that using a community centre room as a temporary depot in the interim is an option to continue offering library service during the closure);
- consider providing energy conservation measures for the proposed library portable in the north as it is in an open area, such as a solar array with battery storage to store and control power partnering with Oakville Hydro, and to showcase the building;
- install bike racks for the proposed library portable in the north;
- build a temporary library structure that does not look temporary and will last, and include a warranty provision for a portable structure in North Park; and
- the need to provide services and centres for the youth in the north, creating a small space and calling it a youth centre is a bit of nomenclature and a concern, and even if the space is split up kids will not go.

RECESS

The meeting recessed at 9:00 p.m. and reconvened at 9:10 p.m.

Moved by Mark Bettiol

Seconded by Pankaj Sardana

1. **That Oakville Public Library Board supports the library capital budget for the Temporary North Library Branch;**
2. **That Oakville Public Library Board supports the investigation of a Temporary North Library Branch in partnership with the Recreation and Culture Department;**
3. **That the 2018/2019 funding for Glen Abbey Creation Zone be shifted to 2018 to allow for a January 2019 closure and construction timeframe; and**
4. **That the Oakville Public Library Board 2018-2027 Capital Forecast be approved and submitted to Budget Committee for Council approval.**

CARRIED

7. **2018 Operating Budget and 2018 Service and Program Considerations**

- **Report from CEO of the Oakville Public Library, August 29, 2017**

Lynn Horlor, CEO, reported on the 2018 operating budget by service for the library as provided in the PowerPoint presentation.

Staff replied to questions regarding library fine revenue, advising of dealing with customers, the time it takes to manage fines, and only a portion of the fine revenue is collected. Staff also responded to questions regarding footfall traffic and shifting hours for library branches.

The Chair asked that staff look into why the Vancouver Public Library has eliminated late fine revenue.

Lisa Williams, Manager of Collection Operations, reported on the collection strategy, collections budget, and usage as provided in the PowerPoint presentation.

The CEO responded to a question regarding the donation of library materials, advising that staff will be looking at models and donations.

Lisa Williams responded to a question regarding the supply and cost of DVDs, advising that staff are working with vendors to source materials.

Belinda Wiersma, Senior Financial Analyst, responded to a question regarding the presentation of the budget which created some confusion as it relates to percentage increase and decrease in revenues. The CEO advised that the numbers in the budget are correct and add up. Staff also responded to questions regarding budget approval for FTEs, advising of the budget process, financial controls, and audit process. The CEO advised that staff would follow up on the budget approval that is required by Council for FTEs.

The CEO suggested that the demo of footfall statistics be viewed at a future board meeting due to the hour.

Discussion ensued regarding the 2018 operating budget, and service and program considerations. Discussion also ensued regarding library revenue and fines.

The board provided the following comments regarding the operating budget, and service and program considerations:

- review fine revenue and provide a business case for the continuation of library fines;
- the increase in revenue from room bookings at the Iroquois Ridge Library branch (staff will report back as the library branch has just reopened);
- increase public awareness for the donation of appropriate library materials; and
- the high demand for DVDs and music CDs, and the costs of providing these library materials in the collection.

Moved by Steven Bright

Seconded by Pankaj Sardana

- 1. That the Oakville Public Library 2018 Service and Program Considerations, be received;**
- 2. That staff report back on a business case for the continuation of library fines prior to the preparation of the 2019 budget;**
- 3. That the 2018 Rates and Fees be approved;**
- 4. That the conversion of 2.4 PT FTE be shifted to 2 FT FTE and .17 PT FTE, be approved;**

5. That the surplus for 2017 be held for the library to support unknown costs in 2018;
6. That the hours of operations shifts be implemented with no additional financial impact in order to support service needs at Glen Abbey Library Branch and Iroquois Ridge Library Branch;
7. That an incubator library site at Sixteen Mile Sports Complex be considered for the fall of 2017 implementation, with funding to be confirmed;
8. That Option C for the Temporary North Library Branch be recommended to Council for approval with opening in fall 2018;
9. That the plan to minimize the staffing impact of the Temporary North Library Branch opening be approved; and
10. That the 2018 Operating Budget with an increase of 2.8%, be approved and submitted to Budget Committee for Council approval.

CARRIED

8. **CEO Update**
- **Report from CEO of the Oakville Public Library**

Lynn Horlor, CEO, advised that she would send a link to the members to view the Iroquois Ridge Library branch and Creation Zone video due to the hour. The video will also be played at the grand opening event to be held on September 8, 2017, at the library branch.

The CEO provided an update on library matters and what's happening at the library with respect to board recruitment, strategic plan, and status of various projects as provided in the PowerPoint presentation. The CEO reported on programs and events, new partnerships, facility updates, and staffing updates for the library.

The CEO responded to a question regarding Fentanyl, advising of the potential for future training for librarians.

Colleen Bell, Commissioner of Community Services, responded to a question regarding Fentanyl, advising that there was no crisis at this time with the drug.

The board raised concern with Fentanyl, expressing that use of the drug is serious, and its impact in terms of death and overdose.

The CEO responded to questions regarding the union for the library, advising that staff will report back at the next board meeting with a confidential report.

Moved by Steven Bright

Seconded by Mark Bettiol

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

CARRIED

9. **Monthly Technology Update**

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

Tara Wong, Director of Collections and Technologies, reported on the monthly technology update for the library as provided in the PowerPoint presentation. Ms. Wong provided an update regarding Radio Frequency Identification (RFID) installation, Iroquois Ridge (IR) Creation Zone, website refresh, and programming process review.

Tara Wong responded to questions regarding the operation of the sorters (automated materials handling) and check in stations (checkout kiosks), advising that staff are working with the vendor to streamline the process. Ms. Wong responded to another question regarding the timing of the programming process review, advising that it will take place next year.

The Chair indicated that the e-learning platform Lynda.com was difficult to find on the library website, and asked that the website refresh be done along with the review of digital resources.

Tara Wong responded to further questions advising that staff are reviewing databases for third party on-line library services, such as Lynda.com and Bibliocommons, and digital resources on the library app, ensuring that access to the library website is seamless.

Moved by Steven Bright

Seconded by Pankaj Sardana

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

CARRIED

10. **Board Meeting Schedule Review**

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

Lynn Horlor, CEO, advised that the September 28, 2017 board meeting be cancelled due to lack of agenda items, and that the December 14, 2017 board meeting would proceed as scheduled.

Moved by Mark Bettiol

Seconded by Pankaj Sardana

That the regular Oakville Public Library Board meeting scheduled on September 28, 2017 be cancelled.

CARRIED

11. **Confidential Board Membership Listing**

Moved by Steven Bright

Seconded by Mark Bettiol

That the revised confidential board membership listing, be received.

CARRIED

12. **Meeting Attendance**

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

Jill Marcovecchio, Council and Committee Coordinator, advised that a member's absences from board meetings was being brought forward for consideration under the Board's Procedural By-law.

Moved by Steven Bright

Seconded by Pankaj Sardana

That Mark Bettiol's board meeting absences be excused by the Oakville Public Library Board due to extenuating circumstances.

CARRIED

NEW BUSINESS

There was no new business.

DATE AND TIME OF NEXT MEETING

Thursday, October 26, 2017
Oakville Municipal Building
Trafalgar Room - 7:00 p.m.

ADJOURNMENT

Moved by Mark Bettiol

Seconded by Steven Bright

That this meeting be adjourned.

CARRIED

The meeting adjourned at 10:33 p.m.