

## OAKVILLE PUBLIC LIBRARY BOARD

### MINUTES

THURSDAY, APRIL 26, 2018

TRAFALGAR ROOM  
OAKVILLE MUNICIPAL BUILDING  
1225 TRAFALGAR ROAD, OAKVILLE

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A meeting of the Oakville Public Library Board was held on Thursday, April 26, 2018, in the Trafalgar Room of the Oakville Municipal Building, commencing at 6:00 p.m.

**Present:** Councillor Jeff Knoll, Chair  
Councillor Marc Grant  
Mark Bettiol (*Arrived at 6:38 p.m.*)  
Pankaj Sardana  
Preet Sekhon  
Bill Smith

**Regrets:** Steven Bright, Vice-Chair  
Joan Sweeney Marsh (Special Advisor)

**OPL Staff:** Lynn Horlor, Chief Executive Officer  
Florence De Dominicis, Director of Community Engagement  
Simona Dinu, Director of Customer Experience  
Tara Wong, Director of Innovation and Integration  
Tricia Agnew, Manager of Human Resources  
Lisa Williams, Manager of Collections Operations

**Town Staff:** Colleen Bell, Commissioner of Community Services  
Jonathan van der Heiden, Interim Director of Financial Operations  
Catharine Hewitson, Acting Senior Manager of Financial Planning  
Belinda Wiersma, Senior Financial Analyst  
Jill Marcovecchio, Council and Committee Coordinator

**Also Present:** Emily Schoppmann, Audit Manager, KPMG LLP (Auditor)  
Alex Bell, Mercer (Consultant)

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

**Call to Order**

Councillor Knoll, Chair, called the meeting to order at 6:02 p.m.

**Regrets**

As noted above.

**Declarations of Pecuniary Interest**

There were no declarations of pecuniary interest.

**Confirmation of Minutes of the Previous Regular Meeting of the Board**

Minutes of the Regular Meeting of the Board, **FEBRUARY 22, 2018**  
*(Minutes deferred from March 22, 2018 meeting.)*

Minutes of the Regular Meeting of the Board, **MARCH 22, 2018**

Moved by Councillor Grant

Seconded by Pankaj Sardana

**That the minutes of the regular meetings of the Oakville Public Library Board, dated February 22, 2018 and March 22, 2018, be approved.**

CARRIED

**CONSENT ITEM(S)**

1. **Status of Outstanding Board Reports**
  - **Report from CEO of the Oakville Public Library, March 22, 2018**  
*(Item deferred from March 22, 2018 meeting.)*
  
2. **Monthly Health and Safety Report for February 2018**
  - **Report from Manager of Human Resources, March 13, 2018**  
*(Item deferred from March 22, 2018 meeting.)*

3. **Monthly Health and Safety Report for March 2018**  
- **Report from Manager of Human Resources,  
April 16, 2018**

4. **2018 Board Key Agenda Items**  
- **Report from CEO of the Oakville Public Library,  
March 22, 2018**  
*(Item deferred from March 22, 2018 meeting.)*

Moved by Pankaj Sardana

Seconded by Councillor Grant

**That the consent items be received.**

CARRIED

**DISCUSSION ITEM(S)**

5. **2017 Oakville Public Library Financial Statements and Audit Findings Report**  
- **Report from Interim Director of Financial Operations,  
April 15, 2018**

Jonathan van der Heiden, Interim Director of Financial Operations, reported on the draft financial statements of the Oakville Public Library for the year end December 31, 2017. Mr. van der Heiden advised that the audit was in compliance, and highlighted key aspects of the financial statements.

Jonathan van der Heiden responded to questions, advising that nothing further was required for the differences from last year for the line items regarding “accounts receivable” and “due from the Town of Oakville” on the statement of financial position in terms of disclosure under the accounting standards. Mr. van der Heiden explained there was an increase for the line item regarding “investments held with the Town of Oakville” on the statement of cash flows in terms of putting money into investments.

Emily Schoppmann, Audit Manager, KPMG LLP, reported on the Oakville Public Library Board Audit Findings Report for the year ended December 31, 2017. Ms. Schoppmann highlighted key areas of focus in the audit findings report. Ms. Schoppmann advised that there were no significant changes from the audit plan that was presented to the board in December 2017, no adjustments either corrected or uncorrected were found, and there were no significant findings as a result of their audit work. Ms. Schoppmann further advised that the last step of

the audit was to obtain the management representation letter following board approval of the financial statements.

Emily Schoppmann responded to a question, confirming that the discount rate used by the actuary for the evaluation of the post-employment liability benefit in the last fiscal year had changed slightly as the interest rate had decreased, and the rate was reasonable.

Moved by Pankaj Sardana

Seconded by Bill Smith

1. **That the 2017 draft financial statements of the Oakville Public Library for the year end December 31, 2017, be approved; and**
2. **That the Audit Findings report for the year ended December 31, 2017, prepared by KPMG, dated April 26, 2018, be received.**

CARRIED

6. **Unveiling of Donated Painting for Iroquois Ridge Library Branch**

- **Report from Manager of Community Information and CEO of the Oakville Public Library, March 12, 2018**  
*(Presentation made and item deferred from March 22, 2018 meeting.)*

Jill Marcovecchio, Council and Committee Coordinator, advised that the donated painting for Iroquois Ridge Library branch was unveiled at the March 22, 2018 board meeting that was non quorum, and the item was brought forward to this meeting for disposition.

Moved by Councillor Grant

Seconded by Pankaj Sardana

**That the Oakville Public Library Board gratefully accept the artwork donated by ASD Artist Aiden Lee.**

CARRIED

7. **Financial Reports - February 28, 2018**

- **Report from CEO of the Oakville Public Library, February 28, 2018**  
*(Item deferred from March 22, 2018 meeting.)*

Lynn Horlor, CEO, reported on the financial reports for the library for February 28, 2018 as provided in the PowerPoint presentation. The CEO advised that the detailed quarterly report for March 31, 2018 will be included in the comprehensive financial report for the May 24, 2018 board meeting. The CEO further advised that the library budget is on target of annual budget, expenditures on the variance watch list are being monitored, and capital projects that have been closed and approved were removed and included in the capital variance report respectively.

Moved by Pankaj Sardana

Seconded by Bill Smith

**That the Financial Reports dated February 28, 2018, be received.**

CARRIED

8. **Collection and Content Strategy Update**

- **Report from Manager of Collections Operations and Director of Innovation and Integration, March 12, 2018**  
*(Item deferred from March 22, 2018 meeting.)*

Lisa Williams, Manager of Collections Operations, reported on the Collection and Content strategy update for physical and digital library collections as provided in the PowerPoint presentation. Ms. Williams conveyed the results of the collection and content survey for the library, which was online from November 20, 2017 to February 1, 2018 and available in paper copies at library branches. Ms. Williams reviewed the strategic goals and objectives of the strategy at a high level and explained why these goals matter for the library.

Lisa Williams responded to questions, advising that the majority of the survey responses were thru the library website and 10% paper, and clarifying the survey numbers in terms of what the percentage of respondents typically do when they visit the library. Ms. Williams advised that the survey ranked how satisfied customers are with library collections and most people are satisfied with help from library staff finding or using materials. She indicated that some of the issues for customers include shelves too crowded looking for a book, locations and materials described in the library catalogue can be confusing, and easily finding materials that they are looking for is meaningful to the customer experience. Ms. Williams further advised that staff monitor the circulation in terms of what works well for customers, and match the collection within the

materials that are available to libraries. Staff will include a question regarding eMagazines on the next library survey.

Lisa Williams responded to further questions, advising that the library website is not open to other search engines such as Google searching for a book, and linked data to make the library online catalogue searchable. Ms. Williams advised that vendors have been going with old models for subscriptions and are not putting out what customers are looking for today. Staff will be looking at the platforms used, monitoring taking out audio books, and watching what and how is being used for borrowing.

Tara Wong, Director of Innovation and Integration, responded to questions, advising that staff were pleased with the library survey as it was a good response. Ms. Wong indicated that a customer may be frustrated pulling out children's books with a thin spine on shelves too crowded, and there are four categories of picture books in different sizes and number of words on a page. Ms. Wong advised that there will be a search function which will bring up the catalogue database when the library website is redeveloped (only the catalogue can be searched at this time), and Google knows where the customer is located for visits to the library website and gives the Internet Protocol (IP) address for tracking searches. Staff are working with vendors and moving from one catalogue to another, and are reviewing hard data and age group demographics where possible for statistics/performance measures. The request for proposal for the website redesign will go out the week of April 30, 2018.

Lynn Horlor, CEO, responded to questions, advising that there are some customers who visit the library in person once a year for special events such as Books and Beer, and Daisy discs/talking books are materials provided by the CNIB.

Colleen Bell, Commissioner of Community Services, advised that the town citizen survey is undertaken by Environics.

The board provided the following comments:

- there may be an opportunity to learn from other municipalities regarding search capability and catalogue databases in making improvements to redesign the library website;
- the physical attendance of customers visiting the library and the likelihood of them using digital services, and whether the demographic in an older age group understands the types of library materials as part of the survey results;
- the amount of time that is required to undertake research and use the information to obtain results;

- the need for a scientific study of awareness including digital needs to allow decision making based on real science and findings, identify customer expectations and needs for library services, and benchmarking sources for libraries; and
- whether the library survey results reflect what respondents meant, and respondents who are already existing users of the library.

The board asked that staff:

- consider asking customers for a nominal donation \$0.25 to \$1.00 to restock seeds for the Seed Library;
- offer more to customers for digital collections and content (a strategy objective);
- check who are the municipal survey companies that were used for comparable municipalities/libraries; and
- follow up on the potential to tie into the town citizen survey to include library services at a higher level.

Moved by Pankaj Sardana

Seconded by Preet Sekhon

1. **That the Collection and Content Strategy Update report from the Manager of Collections Operations and Director of Innovation and Integration, be received.**
2. **That staff be directed to investigate options to conduct a scientific survey of awareness including digital needs, and what users and nonusers expectations and needs are for library services, as well as potential benchmarking from Ontario Library Association (OLA) and other sources.**

CARRIED

9. **CEO Update**

- **Report from CEO of the Oakville Public Library**
- **2017 Report to the Community** (*Distributed electronically and at meeting.*)  
(*Item deferred from March 22, 2018 meeting.*)

Lynn Horlor, CEO, provided an update on library matters and what's happening at the library with respect to implementation of agenda board management using Diligent Boards, Report to the Community for 2017, Branding strategy, website redesign, staffing update, development funded activities, events/special events, new initiatives, facility updates, and library advocacy as provided in the PowerPoint presentation.

The CEO will send out invites to the board members to attend the VIP reception to be held prior to the library's first annual fundraiser on May 10, 2018 featuring Sean McCann, and OPL Employee Recognition to be held on June 8, 2018. The CEO asked for board support and provided details regarding the fundraising event, and will follow up with the members on ticket sales.

The CEO congratulated Tara Wong, Director of Innovation and Integration, who completed the Public Library Leaders (PLLeaders) program, for library managers on the future of public libraries and the changing communities they serve.

The CEO responded to questions, advising that *the 2018/2019 School Curriculum Companion*, a teacher's resource for town programs and activities, is available in the Parks and Recreation department and on the town website (see School Curriculum Teacher Resources page). The CEO advised that staff will track feedback from customers on the temporary book depot to be located at the town hall during the closure of White Oaks Library branch for renovations.

Simona Dinu, Director of Customer Experience, responded to a question, advising of the staffing and costs that are required to install a permanent book depot.

Tara Wong, Director of Innovation and Integration, responded to a question, advising that staff will follow up on tracking information from customers on the temporary book depot to be located at the town hall.

The board provided the following comments:

the book depot will provide expanded customer experience for the library, and ways to bring people into the town hall.

The board asked that staff:

- invite the successful firm for the Branding strategy to make a presentation at a future board meeting; and
- look into making the book depot permanent, including other options such as a kiosk, at the ServiceOakville area at the town hall during the closure of White Oaks Library branch for renovations.

Moved by Mark Bettiol

Seconded by Preet Sekhon

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

CARRIED

**CLOSED SESSION**

Moved by Bill Smith

Seconded by Pankaj Sardana

That the Oakville Public Library Board resolve into a closed meeting session for the purpose of dealing with labour relations or employee negotiations, with respect to Item C-1 – Union Negotiations and Item C-2 – Compensation Strategy.

CARRIED

*The Board resolved into closed session at 6:18 p.m.*

*The Board resolved back into open session at 7:13 p.m.*

**CONFIDENTIAL DISCUSSION ITEM(S)**

**C-1. Union Negotiations**

- **Confidential Verbal Report from Manager of Human Resources**  
*(Item deferred from March 22, 2018 meeting)*

Moved by Mark Bettiol

Seconded by Preet Sekhon

**That the confidential verbal report from the CEO of the Oakville Public Library and Manager of Human Resources, be received.**

CARRIED

**C-2. Compensation Strategy**

- **Confidential Verbal Report from Mercer and Manager of Human Resources**

*Staff direction was provided in closed session.*

**RECESS**

*The meeting recessed at 7:14 p.m. and reconvened at 7:18 p.m. for the continuation of the Discussion Items.*

**NEW BUSINESS**

There was no new business.

**DATE AND TIME OF NEXT MEETING**

Thursday, May 24, 2018  
Oakville Municipal Building  
Trafalgar Room - 7:00 p.m.

**ADJOURNMENT**

Moved by Mark Bettiol

Seconded by Bill Smith

**That this meeting be adjourned.**

CARRIED

The meeting adjourned at 8:57 p.m.