

OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, DECEMBER 13, 2018

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

A meeting of the Oakville Public Library Board was held on Thursday, December 13, 2018, in the Palermo and Bronte Rooms of the Oakville Municipal Building, commencing at 7:00 p.m.

Present: Councillor Jeff Knoll, Chair
Steven Bright, Vice-Chair
Councillor Janet Haslett-Theall
Pankaj Sardana
Preet Sekhon
Bill Smith

Regrets: Mark Bettiol

OPL Staff: Lynn Horlor, Outgoing Chief Executive Officer
Tara Wong, Chief Executive Officer
Florence De Dominicis, Director of Community Engagement
Simona Dinu, Director of Customer Experience
Marcus Logan, Manager of Community Information

Town Staff: Colleen Bell, Commissioner of Community Services
Catharine Hewitson, Acting Senior Manager of Financial Planning
Belinda Wiersma, Senior Financial Analyst
Jessica Warren, Council and Committee Coordinator

Also Present: Susan Johnston, Business Consultant

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

Call to Order

Jessica Warren, Council and Committee Coordinator called the meeting to order at 7:01pm

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 22, 2018**

Confidential Minutes of the Closed Session of the Board,
NOVEMBER 22, 2018

Moved by Steven Bright

Seconded by Pankaj Sardana

That the minutes of the regular meeting of the Oakville Public Library Board, dated November 22, 2018, and the confidential minutes of the closed meeting of the Oakville Public Library Board, dated November 22, 2018, be approved.

CARRIED

CONSENT ITEM(S)

1. **Status of Outstanding Board Reports**
 - **Report from CEO of the Oakville Public Library, December 13, 2018**

2. **Monthly Health and Safety Report**
 - **Report from Manager of Human Resources, December 4, 2018**

3. **2018/2019 Board Key Agenda Items**
 - **Report from CEO of the Oakville Public Library, December 13, 2018**

Moved by Pankaj Sardana

Seconded by Preet Sekhon

That the consent items be received.

CARRIED

DISCUSSION ITEM(S)

4. Election of Board Chair and Vice-Chair

Moved by Bill Smith

Seconded by Preet Sekhon

- 1. That Councillor Jeff Knoll be appointed as Chair of the Oakville Public Library Board for the 2018-2022 term.**

CARRIED

Moved by Bill Smith

Seconded by Pankaj Sardana

- 2. That Steven Bright be appointed as Vice-Chair of the Oakville Public Library Board until a successor is appointed.**

CARRIED

5. Halton Information Providers (HIP) Strategic Plan Update

- Report from Manager of Community Information, December 5, 2018

Marcus Logan, Manager of Community Information, presented the 2019-2021 strategic plan for Halton Information Providers (HIP). Mr. Logan's presentation included the following information:

- Vision
- Mission
- Recommendations
- Challenges/Risks
- Progress/Opportunities
- Projects
- New Database Initiatives
- Information Oakville Gold Stars

Following the presentation the Board requested further detail on the food shelves that are offered at certain locations with food provided from *Food for Life*. It was noted that the food shelves are just book shelves stocked with non-perishable items in a semi private area of the library. These shelves offer food for families and individuals who may need it, and being located in a semi-private area helps to make people more comfortable should they need to take anything.

These shelves have been made available to help reduce the stigma of accessing food. A food shelf will be going into the Glen Abbey branch shortly. A Board member inquired about the possibility of putting a food shelf at the White Oaks branch as youth poverty in Ward 5 is higher than other regions in Oakville, staff noted that this may be more challenging as students are often looking for more snack like foods and they don't often have control over what type of foods *Food for Life* provides.

The Board inquired as to the possibility of an app for HIP, staff responded that this would have to be developed specifically for Halton. The Board favoured the idea of a widget or a link to connect sites to HIP.

Mr. Logan also noted there is a *Be Safe* App for kids in the works, and that there needs to be an update regarding how agencies update HIP.

A board member noted that different local governments vary in how website listings are provided, and that it should be more standardized across the various municipal sites.

The Board enquired as to how people would know that HIP is a source for local information and staff responded that increased training and marketing is a priority, as well as connecting on social media to increase awareness.

Moved by Councillor Haslett-Theall

Seconded by Preet Sekhon

That the *Halton Information Providers Strategic Plan* update be received.

CARRIED

6. Memorandum of Understanding - Oakville Public Library and Town of Oakville

- Report from CEO of the Oakville Public Library, December 4, 2018

Tara Wong, Chief Executive Officer, presented a brief overview of the memorandum of understand between the library and the town. The memo contains five schedules:

- Financial Services
- Information Solutions
- Facility and Construction Management
- Clerk's
- Legal

The Board discussed the memorandum of understanding, and noted that they would like to have the opportunity to review the department schedules after they have been finalized. Staff added that the schedules should be completed by the next Board meeting at the end of January. The Board agreed on the following changes to be made:

- Page one, second clause, that the wording being revised to read:
“WHEREAS the Town is a municipal corporation and the library is a local board of the municipality pursuant to the provisions of the Municipal Act, 2001, S.O., 2002, c.25 as amended (“Municipal Act”).”
- Page two, section 2.f. be revised to read as follows:
“Town Council appoints members to the Board with a minimum of five members and up to nine members (PLA s.9.1 and Library By-Laws respectively). Council members on the Board must be a minimum of two and up to a majority of the Board less one (Library By-Laws and PLA s.10.2 respectively). Board members serve for the same term as Council (PLA s.10.3).”
- Page three, section 3, be revised to read as follows:
“The Library and the Town hereby acknowledge their roles and responsibilities within the context of the MOU as it relates to the operations of the Library.”
- Page 3, section 3.d.ii., be revised to read as follows:
“Leads the strategic planning process and develops annual action plans reflecting the strategic plan as approved by the Board.”
- Page 4, section 4.a.iv., be revised to read as follows:
“Schedule D – Board services agreement. The Town Clerk will provide support to the Board and CEO in their duty as Board Secretary. Support such as minute taking at Board’s regular meetings, keeping the official corporate record and other procedural tasks as required will be provided.”
- Page 4, section 5.g., be revised to read as follows:
“This agreement shall remain in full force and effect for an unlimited time until terminated. Either party must provide one year’s notice for termination.”
- Schedule A, 2.a., be revised to read as follows:
“The Library CEO is the Treasurer and has accountability for the Library budget as delegated by the Board.”
- Schedule A, 15.l. be revised to read as follows:
“The CEO must have an approved motion from the Board to execute increase for non-union employees.”

The Board had questions for staff regarding service level agreements and performance measures. Ms. Wong explained that many of the services that the town provides to the library are part of the town’s service review, and that for example if technical or financial services were not being provided it would drag down service response times for the town. It was also noted that cheques and invoices issued from the OPL will have the OPL logo, as it is a separate entity from the town, and that the town will take first responsibility for collections from

unpaid invoices. Ms. Wong added that library fines are considered library revenue only after they are paid, they are not a receivable on the financial statements.

Moved by Councillor Haslett-Theall

Seconded by Pankaj Sardana

1. **That the Memorandum of Understanding between the Oakville Public Library and the Town be approved, as revised;**
2. **That the draft appendices for the detailed level of services be received;**
3. **That the CEO has the authority to finalize with the Town; and**
4. **That the CEO has the authority to finalize department schedules, and shall circulate and report at the next OPL Board meeting following finalization.**

CARRIED

7. **Financial Reports as of October 31st, 2018**

- **Report from Senior Financial Analyst of Oakville Public Library, November 14, 2018**

Belinda Wiersma, Senior Financial Analyst conducted a brief overview of the financial reports noting that OPL is on track for a \$75,000 surplus. Ms. Wiersma added that she will be back in March to discuss the final financial reports. The Board did not have any questions.

Moved by Steven Bright

Seconded by Pankaj Sardana

That the October 31st, 2018 Financial Reports be received.

CARRIED

8. **CEO Update**

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

Tara Wong, CEO, provided an update and PowerPoint presentation on library matters and what's happening at the library with respect to website feedback, website timelines, 2016-2019 strategic plan, 2018 achievements, 2019 priorities, Board recruitment/On Boarding, facility updates, union contract update, brand launch and upcoming events.

It was noted that the new website design has been chosen. Ms. Wong addressed that the website needs to appeal to a wide range demographic both

in age and interest, and that the website needs to be easy to use and explore. It was also noted that the website will start assigning different personas based on what you search for and look at. The website should be launched to staff and the Board early June, and public launch will be mid-June. Responding to questions from the Board Ms. Wong identified that there will be user testing. It was also noted that the search options for the new website will be filtered by books, programs, events, and more.

Ms. Wong identified that the HIP link will be built into the new website. Responding to further questions Ms. Wong explained that the inter library loan will have a new interface to ensure a seamless process.

The Board enquired about the possibility of registering for a library card on the website and Ms. Wong advised that this will be an option on the new site, and that it is still to be decided how new member's identity will be verified. The Board expressed concern regarding digital seats being used by possible non-residents who may have signed up online with a false address, and enquired as to if there is a way to verify names and addresses. The Board noted Equifax offers a type of verification program and that it is something to look into in terms of process and administrative costs. Discussion occurred surrounding card expiries, and that renewing membership cards is both verification of address and also helps to encourage people to pay any outstanding fines. It was added that card expiries would only take place if renewal is made to be available online.

Ms. Wong continued with the presentation and reviewed the 2018 achievements based on the 2016-2019 Strategic Plan, including:

- Compensation review and implementation
- Union Negotiations and contract ratification
- Re-structuring for better efficiencies
- Creation of new brand
- Creation of development strategy
- Capital projects (4/ 7 branches renovated)
- Memorandum of Understanding with Town
- HIP Strategy
- Policies and procedures update
- Food bank – Central / Glen Abbey
- In conversation with (expanded)
- Public Consultations
- Expanded QEPCCC Incubator and introduced Sixteen Mile Incubator
- Changed service hours

Ms. Wong proceeded to detail the 2019 priorities, including:

- Brand launch – January
- Continue to update/ review Policies
- OPL Executive Management Team adjustments
- Continue Union Contract implementation

- Staff Development Day (Branches will close for a day, requiring Board approval)
- Materials Handling review
- Marketing Plan
- Website Launch
- Online Room Booking / Program registration software
- Management Training program (Coaching Culture)
- Capital – Sixteen Mile and Glen Abbey
- Complete Central feasibility plan
- Signage inventory and refreshment plan
- Palermo incubator
- Special service review and implementation

Discussion occurred regarding Glen Abbey renovations and it was noted programs will be available elsewhere.

Staff were asked to expand on the Central feasibility study. Ms. Wong identified in order to plan for the future and as a follow up to the Downtown Cultural Hub, KPMB Architects have been brought in for consultation and renovation options for the existing downtown Central branch. Prior work was completed on possible Old Post Office Site.

Ms. Wong also noted that board recruitment and on boarding will be occurring in early 2019, and that that Sixteen Mile Branch is still on target to open May 1, 2019 and design work for the Glen Abbey branch is still to be finalized.

The following timelines were noted for the brand launch:

January 9, 2019 – Branch Launch

January 18, 2019 – Media Launch

(Building signage currently under review)

Ms. Wong briefly updated the Board on upcoming events.

Moved by Pankaj Sardana

Seconded by Steven Bright

That the CEO update be received.

CARRIED

9. **Meeting Attendance**

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

Moved by Pankaj Sardana

Seconded by Bill Smith

1. **That Mark Bettiol's board meeting absences be excused by the Oakville Public Library Board due to extenuating circumstances; and**
2. **That any future absences for Mark Bettiol for the 2014-2018 term be excused.**

CARRIED

DATE AND TIME OF NEXT MEETING

Thursday, January 24, 2019
Oakville Municipal Building
Trafalgar Room - 7:00 p.m.

ADJOURNMENT

Moved by Steven Bright

Seconded by Bill Smith

That this meeting be adjourned.

CARRIED

The meeting adjourned at 8:47 p.m.