



## OAKVILLE PUBLIC LIBRARY BOARD

### MINUTES

**THURSDAY, FEBRUARY 28, 2019**

**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, February 28, 2019, in the Trafalgar Room of the Oakville Municipal Building, commencing at 7:05 p.m.

**Present:** Councillor Jeff Knoll, Chair  
Steven Bright, Vice-Chair  
Councillor Janet Haslett-Theall  
Andrew Cashman  
Susan Fanelli  
Paul McIntyre Royston  
Pankaj Sardana  
Preet Sekhon  
Bill Smith

**OPL Staff:** Tara Wong, Chief Executive Officer  
Florence De Dominicis, Director of Community Engagement  
Simona Dinu, Director of Customer Experience  
Tricia Agnew, Manager of Human Resources

**Town Staff:** Colleen Bell, Commissioner of Community Services  
Jessica Warren, Council and Committee Coordinator

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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 7:05 p.m.

**Regrets**

There were no regrets.

**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, **JANUARY 24, 2019**

Moved by Councillor Haslett-Theall                      Seconded by Paul McIntyre Royston

**That the minutes of the regular meeting of the Oakville Public Library Board, dated January 24, 2019, be approved.**

CARRIED

**Consent Item(s)**

**1.     Status of Outstanding Board Reports**

- Report from Library CEO, February 19, 2019

A member inquired about the status of the Investment Policy, as it has been on the list since December 2016. Tara Wong, CEO advised that an update on this matter will be provided at the next Board meeting.

**2.     OPL Agenda Items**

- Report from Library CEO, February 19, 2019

**3.     Health and Safety Report - January 2019**

- Report from Library Manager HR, February 20, 2019

Moved by Preet Sekhon

Seconded by Bill Smith

**That the consent items be received.**

CARRIED

## Discussion Item(s)

### 4. **Year End Comprehensive Financial Report December 31st**

- Report from Finance Department, February 20, 2019

Catharine Hewitson, Senior Manager of Financial Planning presented the 2018 year end financial reports.

Responding to questions from the committee the following was noted:

- Consulting fees will not occur annually, but only when specific studies are conducted. 2018 saw several studies completed including the development strategy, branding strategy and compensation strategy. These studies are not conducted regularly and it would be a while before further studies are undertaken.
- The Board noted that the 2018 gross investment earnings are \$4,100 and investment management fees \$3,800 and inquired as to why the fees are so high compared to earnings. Ms. Hewitson advised that there are rules about how investments can be handled, and Tara Wong, CEO advised that this can be reviewed and more information will be brought back to the Board. Another Board member noted that the rates of return at the end of 2018 were not good anywhere. The Board would like this matter looked into, to see what can be done, even if the market isn't strong.

Moved by Steven Bright

Seconded by Andrew Cashman

**That the Year-end Comprehensive Financial Report of December 31st be received.**

CARRIED

### 5. **2018 Data Statistics and Performance Measures**

- Report from Oakville Public Library, February 28, 2019

Simona Dinu, Director of Customer Experience presented the 2018 Data Statistics and Performance Measures.

The Board inquired as to how the statistic that 44.8% of cardholders used the library over a 6 month span compares to other libraries. Staff advised that they are not sure if that information would be available. It was noted that the total website sessions are up.

A member noted that the way the data is presented should be clarified as some of the 2018 comparison is to 2016 and some is to 2017.

Staff explained that the way data was being tracked has changed over the last few years. The current data collection process has been working accurately for 2017 and 2018, 2019 will be the third year of accurate data collection.

The Board commented that the Glen Abbey branch brings in a significant amount of visits, and a significant decrease in overall visits should be expected when it closes for renovations this spring.

Ms. Dinu advised the Board that annually in November measures need to be reported, province wide, and that stats need to be collected throughout the library.

A Board member noticed that Clearview experienced significantly less visits in 2017 and 2018. Staff explained that there used to be an overly sensitive manual counter at front doors that would pick up a count even if someone was outside the door, resulting in an extremely inaccurate count. It was noted there was a similar issue at White Oaks, as prior to 2016 there was no counter on the school doors. These issues resulted in inaccurate data for 2016.

The Board requested stats in the future regarding the number of hours a branch operates vs. number of visits and usage.

The Board noted that the 2018 numbers for White Oaks don't look accurate, as it was closed an extended period of time. Staff advised that there were gate count issues when White Oaks reopened. The Board also discussed how to achieve more reliable data, and finding accurate ways to quantify service delivery. Information Solutions has replaced the touchy door counters with laser counters and the Board suggests that both need to be implemented for double fail safe, resulting in better metrics.

Staff advised if a gate fails it can take time to get a technician out to repair, therefore there would be missing data, but an automatic email goes out to library staff notifying them of the problem. Application support staff check the gates regularly, but it may be a day or two before they are caught.

The Board inquired as to the possibility of a real time analysis, to provide current counts with how many people are in the library at any given time.

Clarification was provided regarding the counting of online sessions, and that a session constitutes a group of interactions one user makes within a 30 minute period on the website.

Moved by Paul McIntyre Royston

Seconded by Pankaj Sardana

**That the 2018 Data Statistics and Performance Measures Report, be received.**

CARRIED

**6. CEO Update (*Not previously listed.*)**

- Report from Library CEO, February 28, 2019

Tara Wong, CEO, provided the following updates:

- Sixteen Mile branch opening is on target.
- The Glen Abbey renovation design has been finalized, incorporating the Boards comments from the January 2019 Board meeting. Renovations will commence at the end of May and will last for six months. The Board had questions regarding the space that will be available for telecommuting. Staff responded that a smart board will be purchased that could be used for meetings in the space, and the room will be fully equipped with computer and phone outlets. Ms. Dinu noted that added insulation will be provided to ensure sound doesn't travel from one space to the other, and that regarding booking of the new room spaces it has yet to be decided if it will be a rental (fee based) or free to use to those who reserve the space. The Board inquired as to the possibility of new external signage added during the Glen Abbey renovation. Ms. Wong advised that the marketing department is currently working on a sign review for all branches. The Board requested information regarding public notification that Glen Abbey will be closing for renovations and how the public will be encouraged to donate to the library. Staff advised that the spring campaign will focus on the Glen Abbey renovation, and regarding notification of the closure, there were previously two community open houses. Ms. Wong advised that once the final date for the closure has been determined the marketing department will circulate notification and also notify the local schools. Ms. Wong noted that this will be discussed with the school board during an upcoming meeting. Responding to further questions regarding the Glen Abbey renovation, staff noted that two different colours will be used to identify staff and public spaces.
- The Memorandum of Understanding between the library and the town was ratified at town Council on February 25, 2019. Gord Lalonde, Commissioner of Corporate Services was given the ability to finalize the document on behalf of the town.

- The event *Seedy Sunday* held in February was very successful with 18 exhibitors and over 240 attendees.
- Light Therapy Lamps were introduced at select branches, and have been well received so far.
- Fine-Free for Children was introduced and customers have been thrilled with the program, including many users expressing gratitude for not having to bear the burden of paying library fees for their children's print materials.
- Automatic renewals have started for books when the due date approaches and there is nobody waiting for the book. The Board informed staff that they are hearing positive feedback regarding this program.
- There are no special events in March 2019, however in April 2019 has many events scheduled.
- The Board inquired as to if OPL has ever had an event based around promoting Oakville authors. Staff noted that this was last done in 2015, and that it may be time to plan another event to promote local authors.

Moved by Andrew Cashman

Seconded by Steven Bright

**That the CEO Update, be received.**

CARRIED

### **CLOSED SESSION**

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

That the Oakville Public Library Board resolve into a closed meeting session for the purpose of dealing with labour relations or employee negotiations, and personal matters about an identifiable individual including municipal or local board employees with respect to Item C-1 – Restructure Proposal.

CARRIED

*The Board resolved into closed session at 8:30 p.m.*

*The Board resolved back into open session at 8:58 p.m.*

**Confidential Discussion Item(s)**

**C-1. Restructure Proposal**

- Confidential Report from Library CEO, February 19, 2019

Moved by Bill Smith

Seconded by Susan Fanelli

**That the Restructure Proposal report, from Library CEO, dated February 19, 2019, be approved.**

CARRIED

**New Business**

**Confirmation of Vice-Chair**

Moved by Councillor Haslett-Theall

Seconded by Preet Sekhon

**That Steven Bright be confirmed as Vice-Chair, effective for the 2018-2022 Board term.**

CARRIED

**Date and Time of Next Meeting**

Thursday, March 28, 2019  
Oakville Municipal Building  
Trafalgar Room - 7:00 p.m.

**Adjournment**

Moved by Pankaj Sardana

Seconded by Councillor Haslett-Theall

**That this meeting be adjourned.**

CARRIED

The meeting adjourned at 9:00 p.m.