



## OAKVILLE PUBLIC LIBRARY BOARD

### MINUTES

THURSDAY, APRIL 25, 2019

OAKVILLE AND TRAFALGAR ROOMS  
OAKVILLE MUNICIPAL BUILDING  
1225 TRAFALGAR ROAD, OAKVILLE

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A meeting of the Oakville Public Library Board was held on Thursday, April 25, 2019, in the Oakville and Trafalgar 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  
Andrew Cashman  
Susan Fanelli  
Paul McIntyre Royston  
Pankaj Sardana  
Bill Smith  
Preet Sekhon
- OPL Staff:** Tara Wong, Chief Executive Officer  
Simona Dinu, Director of Customer Experience  
Tricia Agnew, Manager of Human Resources  
Krystyna Ransome, Executive Administrator
- Town Staff:** Colleen Bell, Commissioner of Community Services  
Jonathan van der Heiden, Deputy Treasurer and Manager of  
Accounting and Financial Operations  
Belinda Wiersma, Senior Financial Analyst  
Nancy Fiorentino, Council and Committee Services 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 7:01 p.m.

**Regrets**

None.

**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, **MARCH 28, 2019**

Moved by Councillor Haslett-Theall      Seconded by Pankaj Sardana

**That the minutes of the regular meeting of the Oakville Public Library Board, dated March 28, 2019, be approved.**

CARRIED

Confidential Minutes of the Closed Session of the Board, **MARCH 28, 2019**

Moved by Councillor Haslett-Theall      Seconded by Pankaj Sardana

**That the confidential minutes of the regular meeting of the Oakville Public Library Board, dated March 28, 2019, be approved.**

CARRIED

**Consent Item(s)**

**1. Status of Outstanding Board Reports**

- Report from Library CEO, April 15, 2019

**2. Health & Safety Report**

- Report from Library Manager HR, April 15, 2019

**3. OPL Agenda Items**

- Report from Library CEO, April 15, 2019

Moved by Paul McIntyre Royston

Seconded by Bill Smith

**That the consent items be received.**

CARRIED

### Discussion Item(s)

#### 4. Partnership Policy

- Report from Library CEO, April 15, 2019

Tara Wong, CEO, noted that at the prior month's Board meeting, the Board had expressed some concern with ensuring that some aspect in the policy speaks to fiduciary responsibility and as a result that addition has now been made.

Moved by Councillor Haslett-Theall

Seconded by Pankaj Sardana

**That the Partnership Policy be approved.**

CARRIED

#### 5. Health & Safety Review

- Report from Library Manager HR, April 16, 2019

Tricia Agnew, Manager of Human Resources, provided an update regarding the health and safety review noting the following:

- the Oakville Public Library has worked with the Public Services Health Safety Association to review its health and safety program. A continuous improvement audit action plan for the health and safety program was developed as a result. The OPL has been updating its health and safety program based on that audit and standardizing the program with that of the town.
- continuous improvements currently underway include:
  - training all staff on updated health and safety and WHIMIS;
  - updating the health and safety manual;
  - updating the fire safety plan;
  - updating the joint health and safety committee documentation and retraining related to inspections and hazard identification;
  - risk assessments have been updated to the town standards with a joint (town and OPL) risk assessment being completed for the new Sixteen Mile branch.

- automation of paper/incident reporting, similar to the town's, for improved tracking and reporting. The new incident reporting system is to be completed by summer 2019.
- training for 'difficult customers and de-escalation' continues with two staff members attending the crisis intervention institute to become in-house trainers for more readily available training.

Discussion ensued regarding the OPL's participation in Emergency Operation Centre training which was confirmed as the OPL's do assist during emergency situations. Clarification was sought regarding which OPL branches are equipped with generators. Staff noted that they will report back to the Board with this information.

Moved by Steven Bright  
Theall

Seconded by Councillor Haslett-

**That the Health & Safety Review be received.**

CARRIED

## **6. 2018 Oakville Public Library Financial Statements and Audit Findings Report**

- Report from Library CEO and Finance Department, April 17, 2019

Jonathan van der Heiden, Deputy Treasurer and Manager of Accounting and Financial Operations, provided a verbal presentation noting that KPMG is prepared to issue an unqualified (or "clean") opinion on the 2018 financial statements. Once the Board has approved the financial statements, KPMG will be able to issue this opinion as this is the final procedure required to be completed by KPMG. Mr. van der Heiden also noted that the OPL recognized an operating surplus in 2018; however, the financial statements reflect a deficit this year due to accounting adjustments required for the audited financial statements. This operating surplus will be returned to the town.

Matt Ciardelli, KPMG, provided a presentation respecting the Oakville Public Library Board's financial statements and audit findings report and noted that KPMG is prepared to issue an unqualified (or "clean") opinion and there are no concerns.

Moved by Pankaj Sardana

Seconded by Preet Sekhon

- 1. That the draft financial statements of the Oakville Public Library for the year end December 31, 2018 be approved; and**
- 2. That the KPMG Audit Findings Report for the year ended December 31, 2018 be received.**

CARRIED

## 7. Quarterly Financial Reports as of March 31, 2019

- Report from Library CEO and Finance Department, April 17, 2019

Belinda Wiersma, Senior Financial Analyst, provided an update with respect to the quarterly financial reports as of March 31, 2019 noting that as at March 31, 2019, the Oakville Public Library is projecting an operating surplus of approximately \$111,800 due to job vacancies/gapping.

Moved by Pankaj Sardana

Seconded by Bill Smith

1. **That the Quarterly Financial Progress report, be received.**
2. **That staff work with board volunteers to develop a fundraising committee and a fundraising strategy.**

CARRIED

## 9. Additional Item – Provincial Budget Cut Impacts

- Report from Library CEO, April 23, 2019

Tara Wong, Chief Executive Officer, provided an update regarding provincial budget cut impacts and noted that:

- as of April 26, 2019 the Southern Ontario Library Service will eliminate their courier delivery service that supports the OPL interlibrary loan service (ILLO) as well as delivering purchased items from LibraryBound, one of the collection vendors;
- the VDX software used by libraries to manage interlibrary loans is temporarily suspended in order to not add to the volume SOLS drivers have to handle as they cease delivery options. SOLS is continuing to assess how they can continue to support the offering of interlibrary loan services.

Ms. Wong, continued to provide an overview regarding the interlibrary loan system noting:

- interlibrary loan is a system of borrowing and lending of material between library systems across Canada;
- the Southern Ontario Library Service has provided OPL with free transportation of ILLO materials throughout Ontario since its inception in 1989;
- OPL offers both staff assisted and customer self-service for ILLO requests and has 1 full time staff member dedicated to ILLO;
- statistics collected indicate that the OPL received items from 175 other institutions in 2018 with OPL's largest loaner being Guelph Public Library at 391 items and the largest requester is Burlington Public Library at 338. Other Halton

Libraries make up 22% (759) of the total requests and 12% (540) of the total loans in 2018.

- some next steps for the interlibrary loan program are to wait for SOLS to complete their changes, coordinate with other Ontario libraries to determine best practices for moving forward, and to determine future costing estimates based on different factors such as Canada Post book rate, limits to formats or amounts, and cost recovery options.

Discussion ensued regarding the importance of advocacy and the need to advocate in support of libraries and their programming and the services that they offer. Suggestions included providing an information card to patrons on the matter, that is non-partisan and non-controversial with a line perhaps that says 'If you love your libraries, contact your MPP', another suggestion was to utilize social media as an education and information tool for libraries and the effects of these cuts on them.

Tara Wong, Library CEO, was asked how she is able to assist with this matter, and she advised that she will review options with the marketing team respecting advocacy for Oakville Public Library. The Board also noted that statistical and factual talking points that can be shared with the public would be of value while advocating in support of the library and requested that Ms. Wong provide the information to which she agreed.

Moved by Preet Sekhon

Seconded by Pankaj Sardana

- 1. That the report regarding Provincial Budget Cut Impacts, be received.**
- 2. That the Board appoint the Vice Chair to work with staff in the development and execution of an advocacy communication campaign to demonstrate the importance and relevance of our library system to the provincial government.**

CARRIED

## **8. CEO Update**

- Verbal Report from Library CEO, April 15, 2019

Tara Wong, Library CEO, provided a verbal report and noted:

- the opening of Sixteen Mile branch on May 1, 2019 at noon with the official grand opening event taking place on June 8, 2019 at 10 am;

- Glen Abbey library renovations will be underway with the branch closing end of day on June 2, 2019. The depot opening is Tuesday, June 4, 2019 in Community Room B and will offer holds pick up, browsing collection, printer/photocopier, and fine and fee payment. The estimated construction completion date is mid-November;
- bi-weekly sprint planning meetings and retrospectives are ongoing with Thrillworks;
- there is a delay in signing the Kentico contract to build OPL environment which may lead to a shift in the launch date;
- pleased to report that OPL staff were chosen as nominees for the CAO Awards;
- OPL has received a \$50,000 bequest from the Estate of Brigitte Hassan and staff are working with the family to determine the area of focus they wish the funds to go to;
- the 2<sup>nd</sup> annual gaming expo took place in partnership with the OPL and Sheridan College to have 13 fourth year teams present their final projects for the Game Design program;
- upcoming events include the Galleries, Library, Archives and Museum conference in Montreal on May 13, the Canadian Urban Library Council semi-annual meeting in Montreal on May 14<sup>th</sup>/15<sup>th</sup>, the hosting of Battle of the Books – a regional battle on May 14<sup>th</sup>, and a citizenship ceremony on June 20<sup>th</sup>.

The Board requested quarterly information on staff turnover from a Human Resource perspective as the data is a key metric and asked that if it is tracked, if the information can be provided. Ms. Wong advised that she will provide the information in the future.

Moved by Steven Bright

Seconded by Andrew Cashman

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

CARRIED

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**CLOSED SESSION**

Moved by Councillor Haslett-Theall    Seconded by Pankaj Sardana

That the Oakville Public Library Board resolve into a closed meeting session for the purpose of dealing with personal matters about an identifiable individual including municipal or local board employees with respect to Items C-1 – Staff Update and C-2 - Personal Matters About an Identifiable Individual, and for the purpose of receiving information regarding labour relations or employee negotiations with respect to Item C-3 – Union Update.

CARRIED

*Prior to resolving into closed session, the Board took a 5 minute recess.*

*The Board resolved into closed session at 8:19 p.m.*

*The Board resolved back into open session at 8:32 p.m.*

**Confidential Discussion Item(s)**

**C-1. Staffing Update**

- **Confidential Verbal Report from Manager of Human Resources**  
*(Presentation at meeting.)*

*Staff direction was provided in closed session.*

**C-2. Personal Matters About an Identifiable Individual**

- Confidential Verbal Report from Commissioner of Community Services

**C-3. Union Update**

- Confidential Verbal Report from Library CEO

Moved by Councillor Haslett-Theall                      Seconded by Andrew Cashman

**That the confidential verbal report from the Commissioner of Community Services regarding Item C-2 – Personal Matters About an Identifiable Individual from Commissioner of Community Services, and the confidential verbal report from the Library CEO regarding Item C-3 - Union Update, be received.**

CARRIED

**New Business**

There was no new business.

**Date and Time of Next Meeting**

Thursday, May 23, 2019  
Oakville Municipal Building  
Trafalgar Room - 7:00 p.m.

**Adjournment**

Moved by Bill Smith

Seconded by Steven Bright

**That this meeting be adjourned.**

CARRIED

The meeting adjourned at 8:33 p.m.