



## OAKVILLE PUBLIC LIBRARY BOARD

### MINUTES

THURSDAY, MAY 23, 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, May 23, 2019, in the Oakville and Trafalgar Rooms of the Oakville Municipal Building, commencing at 7:07 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  
Joseph Monacada, Director of Innovation and Integration  
Tricia Agnew, Manager of Human Resources  
Krystyna Ransome, Executive Administrator

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

**Also Present:** Wendy Rinella, Chief Executive Officer of Oakville Community Foundation  
Alison Moeller, Chief Financial Officer of Oakville Community Foundation  
Mike Miller, Investment Committee Chair, Board of Directors for Oakville Community Foundation

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

**Call to Order**

Councillor Knoll, Chair, called the meeting to order at 7:07 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, **APRIL 25, 2019**

Moved by Councillor Haslett-Theall      Seconded by Andrew Cashman

**That the minutes of the regular meeting of the Oakville Public Library Board, dated April 25, 2019, be approved, as revised, as follows:**

On Page 4 of the minutes dated April 23, 2019, the sentence,

Discussion ensued regarding the OPL's participation in Emergency Operation Centre training which was confirmed as the OPL's do assist during emergency situations.

Be revised to read:

Discussion ensued regarding the OPL's participation in Emergency Operation Centre training which was confirmed as the OPL does assist during emergency situations.

CARRIED

Confidential Minutes of the Closed Session of the Board, **APRIL 25, 2019**

Moved by Councillor Haslett-Theall      Seconded by Andrew Cashman

**That the confidential minutes of the regular meeting of the Oakville Public Library Board, dated April 25, 2019, be approved.**

CARRIED

**Consent Item(s)**

**1. Status of Outstanding Board Reports**

- Report from CEO of the Oakville Public Library, May 8, 2019

**2. OPL Agenda Items**

- Report from CEO of the Oakville Public Library, May 8, 2019

**3. April 2019 YTD Financial Status Indicators**

- Report from Finance Department, May 9, 2019

**4. Health & Safety Report**

- Report from Human Resources Manager, May 15, 2019

**5. Performance and Measures Report - 2019 Quarter 1**

- Report from Director of Customer Experience, May 15, 2019

Moved by Susan Fanelli

Seconded by Preet Sekhon

**That the consent items be received.**

CARRIED

**Discussion Item(s)**

**6. Investment Policy Follow-up**

- Report from CEO of the Oakville Public Library, May 16, 2019

Wendy Rinella, Alison Moeller and Mike Miller from the Oakville Community Foundation (OCF) provided a presentation including the following information:

- OCF is the 10<sup>th</sup> largest community foundation in Canada with over \$100 million dollars in investments.
- In 2018 OCF had 204 fundholders with 263 funds.
- The OCF Strategic Plan for 2019-2021 was reviewed.
- The Oakville Public Library has been a partner with OCF for 20 years.
- OCF staff reviewed their investment policy, and the role of the investment committee, and provided a brief overview of current and historical returns.
- OCF staff also reviewed the administrative cost recovery model.
- Impact investments and impact on disbursements/fund holders was discussed.

The Board had questions regarding the presentation from OCF, and the following points were discussed:

- All funds invested with OCF have monthly liquidity, a million dollars can be withdrawn with about a weeks' notice.
- There are no currency overlays with the investments.
- OCF works with Fiera Capital as their investment manager, they excel with regards to risk exposure analysis. Fiera's fee is 0.6%.
- Investments have been 2.6% better with Fiera, and they meet with OCF quarterly.
- A Board member inquired about the long term vision for OCF. Wendy Rinella, CEO, OCF advised that long term the OCF would still like to be the highest per capita community foundation in Canada, and to be Oakville's leading provider of philanthropic solutions. The OCF would also like to offer community wide programming that can be offered to all members of the Oakville community.
- Three large projects have been recently funded through OCF, and include, Oakville Ready, Margaret Gardens Development and a paper on Affordable Housing in Halton.
- Funds are distributed through a RFP (request for proposal) model, up to \$200,000, and funding is applied based on criteria met.
- The Edge Program for entrepreneurship through Sheridan College, will host an event on October 3, 2019 where students get to pitch their ideas for funding.

Paula Adamson, Manager of Development Financing and Investments, provided a presentation regarding the towns investment program noting the following:

- Governance for investments are provided within guidelines of the *Municipal Act, 2001*, as well as the town's investment policy and procedure.
- Eligible investments were reviewed.
- The following objectives were noted:
  - Adherence to statutory requirements
  - Preservation of principal
  - Diversification of the investment portfolio
  - Maintaining liquidity; and
  - Earning a competitive rate of return
- Ms. Adamson also presented portfolio composition, program statistics, year over year curves and 2019 directions for the towns investments.

The Board had questions regarding the presentation from Ms. Adamson, and the following points were discussed:

- Legislatively we cannot invest in an equity, at this point, and this has no impact on the money put into the OCF.
- A Board member advised that typically the money that OPL puts into the OCF is money that comes in through philanthropy.

Discussion occurred with Tara Wong, CEO, and it was advised that any funds currently held with the town would fall under the town's investment policy. Ms. Wong noted that either the funds can remain with the town or they can be pulled and put in an alternative account elsewhere. Ms. Wong advised that the town's investment policy will be brought

to the next board meeting, in addition, the Board will need to decide how much of their funds should be held with either the town or OCF. Currently, as donations are made the donor has an option for the funds to be held within the town's development fund or OCF. Ms. Wong sought input from the Board in terms of where the philanthropic donations should go, as many times donors do not specify where they want their funds to be used.

A Board member suggested that OCF is extremely reliable and have excellent returns. Another member suggested that all donor and fundraised dollars should go to OCF for investment.

A Board member suggested that donations coming in be encouraged to go to where there is a higher investment return, but added that people should still have a choice as to where their money goes. Another member added that there should be minimal choice for donors to simplify the donation process, and also that the Board should decide where philanthropic donations go, not leaving it up to the donor. Ms. Wong noted that when someone makes a donation they are generally consulted as to what they would like to see the money spent on, whether it be new books, a new library or technology etc... It was requested by a member that when this item comes back for discussion that it needs to be clearly outlined which money will go to which fund.

A member noted that they would like to see more information about fees from OCF, and that OCF has ranked very highly for returns across a variety of community foundations in Canada.

Moved by Bill Smith

Seconded by Councillor Haslett-Theall

1. That the Oakville Community Foundation presentation be received.
2. That the Town of Oakville Investment presentation be received.
3. That staff prepare a financial services agreement with options to reflect investment allocation options with the Town of Oakville and with Oakville Community Foundation (OCF).

CARRIED

## **7. Human Resources Metrics**

- Report from Human Resources Manager, May 14, 2019

Tricia Agnew, Manager of Human Resources provided a presentation that included the following points:

- Increased turnover rates have been seen across the library sector over the past few years, due to large scale retirements.
- Last year there were 20 CEO vacancies within Ontario, due to retirements.
- OPL has a retention rate of 82%.

- Ms. Agnew advised that going forward quarterly HR metrics reports will be provided to the Board.
- Ms. Agnew reported the metrics are based on a variety of standards.
- Responding to questions from the Board, Tara Wong, CEO, advised that characteristically the library doesn't hire many students, with the exception of summer students. It was noted that there are very minimal student shelvers on staff. Ms. Wong advised that the reason why there are not many students on staff is that their schedules do not typically line up with the library's needs.
- A Board member inquired about industry standards regarding retention rates, and Ms. Agnew advised that those statistics are not currently available, but that she has been looking into this information.
- The Board would like it added to the quarterly updates any information pertaining to staff whose employment has been terminated.
- Ms. Agnew advised that the calculations for turnover rates are based on industry standard calculations, and a Board member requested that the stats be provided on a rolling 12 month basis.
- The Board would also like the number of FTE and PTE positions displayed in the metrics report.
- Responding to questions from the Board Ms. Agnew advised that typically staff engagement surveys have been done in correlation with the town. Colleen Bell, Commissioner of Community Services advised the Board that the towns "You Matter" survey is currently under review and is being reframed, and, that going forward the concept of managing change will be a key part of this initiative.
- Ms. Wong advised that in June 2019 a CEO goals report will come forward, including a section on measuring staff engagement.
- Ms. Agnew added that exit interviews are done for employees that leave, and this has been done for the past 1.5 years.
- The Board suggested that perhaps OPL should be doing its own staff engagement survey in house, separate from the town.

Moved by Councillor Haslett-Theall

Seconded by Pankaj Sardana

1. That the Human Resources metrics review be received, and
2. That the CEO and HR Manager bring forward a staff satisfaction strategy to the June 2019 meeting

CARRIED

## 8. Interlibrary Loan Continuation Plan

- Report from CEO of the Oakville Public Library, May 9, 2019

Ms. Wong provided information regarding the Interlibrary Loan Continuation Plan. Advising that as of June 1, 2019 this program will be re-instated, applicable to books only, and only from libraries outside of Halton Region. Halton libraries are meeting the

week of May 27<sup>th</sup> and will be discussing this program then. The cost of reinstating this program with OPL will be roughly \$2,500.

The Board inquired as to if users have been frustrated with lack of interlibrary loans, and Ms. Wong advised that this program is particularly useful to book clubs, who are an advocate of the interlibrary loan program. It was noted that \$2,500 does adequately fund the program, considering it does not include audio or visual materials. Ms. Wong advised that this program may be able to expand, but that will be dependent on how this industry grows amongst all of Ontario libraries. It was added that customers can create their own account in the BDX software, allowing them to see what's available for interlibrary loan.

Moved by Paul McIntyre Royston

Seconded by Steven Bright

That the Interlibrary Loan Continuation Plan be received.

CARRIED

## 9. CEO Update

- Report from CEO of the Oakville Public Library

Tara Wong, CEO, provided the following updates to the Board:

- There has been flooding at the Central Branch due to the high amount of rain. The Parking lot remains accessible through an alternative entrance and Water St. is closed to the north of Lakeshore bridge. The status of this issue is being monitored in conjunction with the Road and Works department.
- Ms. Wong provided an update on the Canadian Urban Library Council meeting.
- One Read Canada runs June 3 – 30, 2019 and this year's book is Glass Beads by Dawn Durmont.
- An update was provided regarding advocacy efforts and communication with the ministry regarding funding.
- OPL is looking to develop a fundraising committee.
- The 2020 development strategy is currently being put together.
- Ms. Wong provided an update on the Tech under 20 – App Development initiative.
- Staff Development Day is being held on Friday, June 14, 2019 at Sheridan Conference Center, all Board members are encouraged to attend if they are able.
- The development of the new website is delayed based on the Kenito contract and the complexity of federated searching requirements as well as issues with access to 3<sup>rd</sup> party API's. The website is projected to launch in Fall 2019.

Moved by Susan Fanelli

Seconded by Pankaj Sardana

That the CEO Update, be received.

CARRIED

**CLOSED SESSION**

Moved by Preet Sekhon

Seconded by Andrew Cashman

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 Item C-1 - Personal Matters Regarding an Identifiable Individual.

CARRIED

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

*The Board resolved into closed session at 9:05 p.m.*

*The Board resolved back into open session at 9:11 p.m.*

**Confidential Discussion Item(s)**

**C-1. Personal Matters Regarding an Identifiable Individual**

- Confidential Verbal Report from Commissioner of Community Services

Moved by Susan Fanelli

Seconded by Pankaj Sardana

**That the confidential verbal report from the Commissioner of Community Services, be received.**

CARRIED

**New Business**

There was no new business.

**Date and Time of Next Meeting**

Thursday, June 27, 2019  
Oakville Municipal Building  
Oakville and Trafalgar Rooms - 7:00 p.m.

**Adjournment**

Moved by Pankaj Sardana

Seconded by Preet Sekhon

**That this meeting be adjourned.**

CARRIED

The meeting adjourned at 9:12 p.m.