



OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, SEPTEMBER 26, 2019

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

A meeting of the Oakville Public Library Board was held on Thursday, September 26, 2019, in the Oakville and Trafalgar Rooms of the Oakville Municipal Building, commencing at 7:03 p.m.

Present: Councillor Jeff Knoll, Chair
Steven Bright, Vice-Chair
Councillor Janet Haslett-Theall
Andrew Cashman
Paul McIntrye Royston
Pankaj Sardana

Regrets: Susan Fanelli
Bill Smith
Preet Sekhon

OPL Staff: Tara Wong, Chief Executive Officer
Joseph Moncada, Director of Innovation and Integration
Simona Dinu, Director of Customer Experience
Krystyna Ransome, Executive Administrator

Town Staff: Colleen Bell, Commissioner of Community Services
Catharine Hewitson, Manager of Financial Planning & Policy
Jessica Warren, Council and Committee Services Coordinator

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

Call to Order

Councillor Knoll, Chair, called the meeting to order at 7:03 p.m.

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, **July 25, 2019**

Moved by Councillor Haslett-Theall

Seconded by Steven Bright

That the minutes of the regular meeting of the Oakville Public Library Board, dated July 25, 2019, be approved, as amended:

On Page 6 of the minutes dated July 25, 2019, the sentence “It was requested that the changes taking place at the library with respect to the relocation of the creation zone/children’s library, get support from the public prior to it taking place,” be inserted to the section regarding the “creation zone.”

CARRIED

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

Moved by Councillor Haslett-Theall

Seconded by Steven Bright

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

CARRIED

Consent Item(s)

1. OPL Agenda Items

- Report from CEO of the Oakville Public Library, September 13, 2019

2. Status of Outstanding Board Reports

- Report from CEO of the Oakville Public Library, September 13, 2019

3. August 2019 YTD Financial Status Indicators

- Report from Finance Department, September 16, 2019

Moved by Steven Bright

Seconded by Bill Smith

That the consent items be received.

CARRIED

Discussion Item(s)

4. 2020 Operating Budget

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

Catharine Hewitson, Manager of Financial Planning and Policy presented the 2020 Budget Guidelines. The presentation noted the following:

- Property taxes are to be kept in line with inflation.
- The towns target for a 2020 increase is 2.0%.
- The town gets 41% of the taxes collected from residents, the remainder goes to the Halton Region and education.
- Savings are to be found through increasing revenues as well as each department finding efficiencies.
- In July, the 2020 preliminary budget saw an overall increase of \$8.9 million.
- Pressures on the capital budget include Bill 108, construction prices and a delay in the housing market.
- Next steps in the budget process will be an Executive Management Team review and sign off, which will occur in October.

Discussion with the Board ensued and the following points were raised:

- A Board member clarified that taxes from new developments and properties do not create additional funds for the town, it only shares the existing tax burden amongst more people.
- New subdivisions put pressure on existing resources and create new expenses in terms of roads, parks etc...
- Responding to questions from the Board staff noted that the province has not completed their budget yet, and any potential increase to the education portion of the tax bill is currently unknown.
- A Board member advised that all departments town wide are being requested to present budgets with no higher than a 2% increase.
- Colleen Bell, Commissioner of Community Services advised that all departments have found efficiencies wherever they can.

Tara Wong, CEO Oakville Public Library advised the Board that the library team has done a line by line review of the 2020 operating budget and is recommending an operating budget of 2.92% which allows the library to maintain current service levels. Ms. Wong advised that to achieve a 2.0% budget

increase the library would have to hold vacant positions. Discussion occurred regarding increase of fines to generate further revenue, and staff advised that this option would not be recommended as it would create barriers for the public and potentially decrease library usage, therefore decreasing accessibility. It was noted that library rates and fees are developed in partnership with the finance department.

The Board noted the following points and requested the following regarding the 2020 Operating Budget:

- Further justification about how rates and fees are decided.
- A comparative analysis of how library rates and fees compare to rates and fees in the Recreation and Culture Department.
- Requested a chart showing the revenue line by line, to be provided for review as soon as possible.
- Suggested it be more visible on the website as to where the library spends money.

Staff noted that the new online room booking system will show better analytics regarding who is renting the rooms (non-profit vs. profit organizations) and that when a room is not booked, it is open to the public. Staff also noted that fundraising efforts are currently focused around the Glen Abbey branch. Staff advised that with regards to finding efficiencies in the 2020 operating budget, the collections budget is not being impacted.

Moved by Councillor Haslett-Theall

Seconded by Pankaj Sardana

That Option 2, the Oakville Public Library moves forward with an operating budget increase of 2.0%, be approved, and submitted to Town Council for consideration.

CARRIED

5. Glen Abbey Branch Closure Savings Report

- Report from Director of Customer Experience, September 18, 2019

Simona Dinu, Director of Customer Experience provided an update on the Glen Abbey branch closure and noted that savings to date are \$47,092. Ms. Dinu also added that the uptake at St. Luke's has been going well and the feedback has been positive.

Moved by Andrew Cashman

Seconded by Councillor Haslett-Theall

That the Glen Abbey Branch Closure Savings Report be received for information purposes.

CARRIED

6. Health & Safety Report

- Report from Human Resources Manager, September 18, 2019

Tara Wong, CEO of Oakville Public Library presented the Health and Safety update advising that staff are being provided more training in regards to Health and Safety and although workplace injuries have increased they are not attributed to any one factor.

Moved by Steven Bright

Seconded by Paul McIntyre-Royston

That the Health & Safety report be received for informational purposes.

CARRIED

7. Employee Retention and Turnover

- Report from Human Resources Manager, September 18, 2019

Tara Wong, CEO of Oakville Public Library presented the Employee Retention and Turnover update. Ms. Wong advised the Board that there is a lot of movement in libraries right now due to many retirements across Ontario. The retention rate in Oakville is 76% and once the report on the staff focus groups is complete, areas to improve retention will be identified. Responding to questions from the Board, Ms. Wong advised that many libraries in Ontario do not track their retention rates, but hopefully they will start. Ms. Wong also noted there will be seven retirements within OPL this year, and several retirements expected next year which is expected to be similar to 2019. The Board requested that chart three in the staff report be provided with absolute numbers instead of percentages.

Moved by Andrew Cashman

Seconded by Pankaj Sardana

That the employee retention and turnover metrics be received.

CARRIED

8. Library Materials Donation

- Report from Director of Innovation and Integration and Manager of Collection Operations, September 17, 2019

Joseph Moncada, Director of Innovation and Integration presented on Library Material Donations. Responding to questions from the Board the following was noted:

- The library does not accept magazines as donations.

- Scholastic books are only accepted for the book nook, and are not permitted to be in circulation.
- The website lists what the library does and does not accept as donations.
- Staff advised that recent fiction released within the last 2 years is preferred.

The Board had the following comments:

- they would like to know if the website can specifically list what books are in demand, and
- they would like to ensure there isn't an overabundance of staff time being spent sorting donations that are not able to be put to use.

Moved by Paul McIntyre-Royston

Seconded by Steven Bright

That the Oakville Public Library Board receive the Library Material Donations Report.

CARRIED

9. 2019 CEO Goals - Quarterly Update

- Report from CEO of the Oakville Public Library, August 26, 2019

Tara Wong, CEO of Oakville Public Library provided an update indicating that five out of six goals are on track. The only goal that is not currently on track is related to the delay of the new OPL website.

Moved by Councillor Haslett-Theall

Seconded by Andrew Cashman

That the 2019 CEO Goals - Quarterly Update be received.

CARRIED

10. CEO Update

- Report from CEO of the Oakville Public Library, September 12, 2019

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

- The Glen Abbey renovation is on track to have an opening date of mid-December 2020, but this date will be confirmed mid-October.
- Over 50% of the tickets to the fundraiser event, *The Haunting of 120 Navy Street* have been sold. This event is happening October 18th.
- There is a 20% discount code for town staff, library staff and Board members.
- The Board advised that the haze machines for this event will be cleared by the Oakville Fire Department in advance of the event to ensure no fire alarms are accidentally set off. Ms. Wong advised that testing will occur on October 5, 2019.
- Ontario Public Library Week is October 20 – 26, 2019.

- OPL was featured as a “Customer Profile” on the website bibliotheca.com.
- OPL is switching over to cloudLibrary. There is currently a sneak peak available before the catalogue is transferred over in November.
- Recently OPL hosted the launch of the Be Safe App to acknowledge World Suicide Prevention Day.
- On September 16th OPL hosted an event, “Evening for Booklovers”. Over 300 tickets were sold, and 11 books were reviewed. Tickets were \$20 and this was the 14th year this event has run . The Board would like the concept of philanthropy for this event to be explored in the future.
- August and September special events and initiatives were reviewed.
- Tea with Tara ran successfully and it was identified that the CEO being accessible in all the branches to the community is an important initiative to continue.

Moved by Pankaj Sardana

Seconded by Councillor Haslett-Theall

That the CEO Update, be received.

CARRIED

New Business

The Board requested an update regarding the potential renovation to Central branch. Staff noted that this will be reallocated to the 2021 budget.

The Board also requested an update on the performance measures report, and staff indicated it will be brought to the October Board meeting.

Date and Time of Next Meeting

Thursday, October 17, 2019
Oakville Town Hall
Trafalgar and Oakville Rooms - 7:00 p.m.

Adjournment

Moved by Councillor Haslett-Theall

Seconded by Pankaj Sardana

That this meeting be adjourned.

CARRIED

The meeting adjourned at 8:46 p.m.