



OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, OCTOBER 17, 2019

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

A meeting of the Oakville Public Library Board was held on Thursday, October 17, 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
Bill Smith

Regrets: Pankaj Sardana

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
Nancy Sully, Acting Commissioner of Corporate Services and Treasurer
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 7:00 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, **September 26, 2019**

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

That the minutes of the regular meeting of the Oakville Public Library Board, dated September 26, 2019, be approved, as amended:

On page 3, in the second paragraph, the fourth bullet be revised to read, "Staff advised that all departments town wide are being requested to present budgets with no higher than a 2% increase."

In the same paragraph the following sentence be added, "Staff noted that collections will not be impacted by the budget."

On page 4, in the top paragraph, second line, the word "fines" be changed to "fees".

CARRIED

Consent Item(s)

1. Status of Outstanding Board Reports

- Report from CEO of the Oakville Public Library, October 7, 2019

2. OPL Agenda Items

- Report from CEO of the Oakville Public Library, October 7, 2019

3. Performance and Measures Report - 2019 Quarter 2

- Report from Director of Customer Experience, October 9, 2019

The Board requested that staff report back on how new cardholders correlate with the increase to Oakville's population.

The Board reviewed the children's program attendance statistics and would like for the number of actual children to be included, not just all attendees including parents or guardians.

Moved by Andrew Cashman

Seconded by Steven Bright

That the consent items be received.

CARRIED

Discussion Item(s)

4. 2020 Capital Budget

- Report from CEO of the Oakville Public Library, October 7, 2019

Tara Wong, CEO, Oakville Public Library reviewed the 2020 Capital Budget and projects.

Responding to questions from the Board, staff advised that the acquisition of an OPL vehicle would be purchased through the town's procurement process, and managed through the town's fleet. The purchase of an OPL vehicle could produce savings up to \$34,000 from the operating budget related to the reduction in courier fees and staff mileage.

A Board member suggested that staff look into the possibility of a vehicle being donated. Colleen Bell, Commissioner of Community Services advised that staff could discuss the specifications and details of this option with the town's fleet manager.

CLOSED SESSION

Moved by Councillor Haslett-Theall

Seconded by Paul McIntyre-Royston

That the Oakville Public Library Board resolve into a closed meeting session for the purpose of dealing with litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board; with respect to Item 4 – 2020 Capital Budget.

CARRIED

The Board resolved into closed session at 7:19 p.m.

The Board resolved back into open session at 7:39 p.m.

Responding to questions regarding the \$80,000 budgeted for the Library Strategic Plan, staff advised that this includes bringing in a third party consultant and a new methodology. Staff advised that this process is comparable to what the town does for their strategic plan.

Moved by Susan Fanelli

Seconded by Paul McIntyre-Royston

That the Oakville Public Library 2020 Capital Budget be approved and submitted to Town Council for consideration, with exception of the \$250,000 for the Website Redesign Project.

CARRIED

5. Impact of the Elimination of Overdue Charges on Children's Print Materials

- Report from Director of Customer Experience, October 9, 2019

Simona Dinu, Director of Customer Experience presented information regarding the Impact of the Elimination of Overdue Charges on Children's Print Materials.

Discussion ensued and the following points were noted:

- Out of seven months reviewed, Glen Abbey was closed for 3 months, and they circulate the largest amount of physical materials.
- Overall circulation of materials has increased by 40%, and fine revenue has decreased 40%.
- There has been no change in membership registrations since this initiative began.
- A Board member suggested that Glen Abbey should not be removed from the data collected, and would like transactions to be measured per check out.
- Staff advised that due to the Glen Abbey closure it was difficult to identify changes.
- A Board member suggested that to increase child/youth library users, that OPL work with the school board to provide all students a library login. Staff responded that they would connect with Burlington and Milton libraries to discuss this initiative Halton wide. It was noted that Calgary has implemented a model like this, and may have suggestions for best practices.
- Staff noted that the limit on borrowing print materials is 50 items/ per cardholder.

Moved by Andrew Cashman

Seconded by Paul McIntyre-Royston

That the *Impact of the Elimination of Overdue Charges on Children's Print Materials* Report be received for information.

CARRIED

6. Health & Safety Report

- Report from Human Resources Manager, October 3, 2019

Tara Wong reviewed the Health & Safety report, noting there were three new incidents, and, that none of the injuries or incidents follow a pattern.

The Board suggested that length of service for those involved in incidents be reviewed, as their training may need updating.

Moved by Councillor Haslett-Theall

Seconded by Bill Smith

That the *Health & Safety Report* be received for informational purposes.

CARRIED

7. Meeting Attendance

Tara Wong advised that Board member Preet Sekhon has resigned, effective immediately.

Responding to questions, Ms. Wong noted that there is a skills matrix for Board member recruitment.

Moved by Susan Fanelli

Seconded by Councillor Haslett-Theall

That the resignation of Board member Preet Sekon be received.

CARRIED

8. CEO Update

- Report from CEO of the Oakville Public Library

Tara Wong presented the CEO Update, which included the following matters:

- The reopening of Glen Abbey has been moved to January 2020 due to a delay in the arrival of new lighting, which is on back order. Ms. Wong will connect with the Ward 4 Councillors regarding estimated re-opening dates.
- The special event "*The Haunting of 120 Navy Street*" scheduled for October 17, 2019, has sold over 206 tickets. Staff will report back on the success of this event at the November Board meeting.

Ms. Wong provided an update regarding eContent publisher changes noting that there are issues with both high pricing and access with the new models that many publishers have adopted. Discussion with the Board ensued and the following was noted:

- Responding to questions from the Board staff noted that an example of ebook costing is one digital copy of a book is \$87 for a two-year license, while a physical copy is \$21. Staff also advised that hard copies will last longer than two years.
- As a result of the increase in costs for digital copies, the library may need to pursue more hard copies going forward.
- A Board member inquired about the possibility of a “share your eBook program”, and wondered if members of the public can donate/ share their digital copy with the library.
- Staff responded that OPL shares their digital copies with 25 other library organizations through cloudLibrary. The systems that are used to distribute eContent material are restrictive in terms of their agreements with publishers and that purchases need to be made through the system.
- Staff advised that the challenge with a member of the public donating eContent to a library is that a proprietary license is built into the eBook and that they have a user license agreement preventing the donation of eContent.
- Hamilton Public Library is looking to create their own digital collection. They are the first library in Canada to pursue this option.
- Staff advised that libraries represent 10% of publisher income in Canada.
- Staff advised that this is a problem across North America, and that libraries are a leading source for audiobooks.
- Libraries and customers need to advocate for more affordable pricing from the publishers, as libraries grow readers from a young age, therefore making customers for the publishers.

Ms. Wong advised that staff have been working with a strategic communications consultant to improve effectiveness of communications with the Board, and that a survey will be going out to the Board requesting feedback.

Ms. Wong advised that as part of the by-laws a member of the OPL Board sits on the Southern Ontario Library Service Trustee Council (SOLS). This group meets twice per year in November and April. Ms. Wong requested a volunteer from the Board to attend, and that she will follow up with dates to gauge interest.

Ms. Wong advised that recent / upcoming library events include the following:

- Canadian Urban Library Council Meeting was held in London
- Ontario Public Library Week is the week of October 20th.
- Many great library events for the public are coming up over October and November.

The Board enquired about the “Tea with Tara” initiative, which provides Ms. Wong opportunities to visit branches and connect with OPL staff and the public. Ms. Wong noted that she is continuing to visit branches and have conversations with staff, and that this initiative is going well.

Moved by Steven Bright

Seconded by Susan Fanelli

That the *CEO Update*, be received.

CARRIED

Date and Time of Next Meeting

Thursday, November 21, 2019
Oakville Town Hall
Trafalgar and Oakville Rooms - 7:00 p.m.

Adjournment

Moved by Councillor Haslett-Theall

Seconded by Andrew Cashman

That this meeting be adjourned.

CARRIED

The meeting adjourned at 8:39 p.m.