



OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, JANUARY 23, 2020

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

A meeting of the Oakville Public Library Board was held on Thursday, January 23, 2020, in the Oakville and Trafalgar Rooms of the Oakville Municipal Building, commencing at 7:00 p.m.

Present: Councillor Jeff Knoll, Chair
Councillor Janet Haslett-Theall
Andrew Cashman
Susan Fanelli
Paul McIntyre Royston
Bill Smith

Regrets: Steven Bright
Pankaj Sardana

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

Town Staff: Colleen Bell, Commissioner of Community Services
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, **NOVEMBER 21, 2019**

Moved by Andrew Cashman

Seconded by Councillor Haslett-Theall

That the minutes of the regular meeting of the Oakville Public Library Board, dated November 21, 2019, be approved.

CARRIED

Confidential Minutes of the Closed Session of the Board, **NOVEMBER 21, 2019**

Moved by Andrew Cashman

Seconded by Councillor Haslett-Theall

That the confidential minutes of the regular meeting of the Oakville Public Library Board, dated November 21, 2019, be approved.

CARRIED

Consent Item(s)

1. Status of Outstanding Board Reports

- Report from CEO of the Oakville Public Library, January 15, 2020

A member enquired as to the status of the auditor for the library, and staff advised this will be determined once the town makes a decision regarding an internal auditor, as the library uses the towns' auditor.

Follow-up Required:

Staff will report back to the Board in February or March of 2020 regarding an update on this matter.

Moved by Councillor Haslett-Theall

Seconded by Paul McIntyre-Royston

That the Status of Outstanding Board Reports be received for information.

CARRIED

2. Oakville Public Library (OPL) Board Key Agenda Items

- Report from CEO of the Oakville Public Library, January 15, 2020

The Board requested regular monthly updates/report on the progress of the new website. Staff advised that this can be included in the monthly technology update as part of the CEO update.

Follow-up Required:

Staff to include website updates monthly in technology report.

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

That the OPL Board Key Agenda Items Report be received for information.

CARRIED

3. Health and Safety Report

- Report from Human Resources Manager, January 15, 2020

Responding to questions from the Board, staff advised that time loss due to injuries has been minimal and has been no more than 1-3 days depending on the injury.

Staff advised that the reporting on injuries may be different due to increased training on reporting as well as new supervisors.

Moved by Andrew Cashman

Seconded by Bill Smith

That the Health and Safety Report be received for information.

CARRIED

4. Interlibrary Loan Status

- Report from CEO of the Oakville Public Library, January 15, 2020

Moved by Paul McIntyre-Royston

Seconded by Susan Fanelli

That the Interlibrary Loan (ILLO) Status report be received for information.

CARRIED

5. Employee Retention and Turnover Metrics

- Report from Human Resources Manager, January 15, 2020

The Board requested information on turnover rates at each branch. A member indicated that turnover rates seemed lower than average.

Follow-up Required:

Staff to provide turnover statistics for each branch.

Moved by Paul McIntyre-Royston

Seconded by Councillor Haslett-Theall

That the Employee Retention and Turnover Metrics report be received for information.

CARRIED

6. Staff Engagement

- Report from CEO of the Oakville Public Library, January 15, 2020

Staff advised that focus groups were held in September and that a consultant worked with each group. The feedback that was provided by the focus groups was helpful for management and helped provide a guideline to overall status of employee engagement.

Management identified short, medium and long term initiatives based on the feedback from the focus groups. The following are a sampling of initiatives in development:

- Communication, especially between multiple branches
- Recognition, how can it be done and what does it mean to staff
- Relationship building from a leadership perspective
- Management team leadership focused book club
- Coaching goals for the leadership team
- Staffing model review
- Increasing clarity to positions

Tara Wong, CEO of Oakville Public Library advised that the library is hoping to incorporate their staff engagement measurement tool with the town's staff engagement process. Ms. Wong noted that the library has had conversations with the town's Human Resources department regarding how staff engagement for the town and library could complement each other.

Colleen Bell, Commissioner of Community Services advised that the town is looking to change the focus of staff engagement from a stronger focus on the corporation as a whole to narrow the scope to focus more on connection between staff and their immediate supervisor.

Responding to questions Ms. Wong advised that she would like to see the engagement ratings higher as they are currently 7.2 - 7.5 out of 10.

Ms. Wong advised that the library has undergone significant changes in terms of leadership as well as recently becoming unionized, and that going forward the leadership team will be looking at SMART goals to help increase staff engagement levels. Ms. Wong noted that there will be follow up in March regarding staff engagement.

The Board discussed whether the library should be separate from the towns' staff engagement process and indicated the library will need an engagement process that is unique to its offerings. A member suggested that if working off of the towns' engagement process there will need to be a level of customization available to the library.

Follow-up Required:

Staff to look at engagement survey being broken down by branch, and ensuring that the strategy that's chosen is library specific. SMART goals for the listed short term initiatives will be provided in a report to the Board in March.

Moved by Susan Fanelli

Seconded by Bill Smith

That Staff Engagement report be received for information and comment.

CARRIED

7. Naming Opportunity at OPL's Glen Abbey Branch

- Report from CEO of the Oakville Public Library, January 15, 2020

Staff presented the details regarding the naming opportunity and advised that \$50,000 for a five year term seems reasonable. The Board advised that this is a very good starting point, as this is the first time the library will be participating in a naming opportunity.

The Board wanted to ensure there is wording in the contract with the family that allows the library to rename the room with their consultation if needed. The Board would also like to ensure the public knows there is an opportunity for naming rights partnerships with the library. Staff responded that it is advertised at branches and that hopefully the success of this naming will set the tone for future naming options.

Moved by Bill Smith

Seconded by Andrew Cashman

- 1. That the Naming Opportunity at OPL's Glen Abbey Branch report be received; and**

2. **That the naming of the Glen Abbey Program Room 1 (The Hassan Family Program Room) for a five-year term, be approved.**

CARRIED

8. Policy Development Policy Report

- Report from Director of Customer Experience, January 15, 2020

Staff advised that this policy was last updated in 2013, and there are minimal changes to the content and more changes to the structure of the policy.

A member inquired about public access to policies that the Board considers and staff noted that the Board agenda and package is available to the public on *opl.on.ca* the week before the meeting.

Staff explained that they will not be seeking final approval on this policy until next month's meeting, and that it is only before the Board tonight for questions and comments.

Follow-up Required:

Staff to review the policy for typos.

Staff to make the process of approval clear in the policies themselves. The wording should include that there is a two-step approval process.

Moved by Bill Smith

Seconded by Paul McIntyre-Royston

That the GOV-010 Policy Development Policy (Appendix A) be received for information and comment.

CARRIED

9. Volunteer Policy Report

- Report from Director of Customer Experience, January 15, 2020

Staff advised that this policy was last reviewed in 2014, and amongst discussion with the Board the following points were raised for consideration:

- There is criteria for volunteer expectations.
- There are job descriptions for all volunteer positions.
- OPL recently launched a webpage on volunteer resources.
- The Board would like to ensure that there is a clear set of expectations for volunteers.
- The Board suggested that staff review the language of the policy in terms of "dismissal" of volunteers.
- It was made clear the volunteers represent OPL, and a dismissal option needs to be available to staff.

- It was clarified that ad-hoc committees of the Board would fall under the “OPL Board and its committee” title.
- The Board suggested a section regarding philanthropy be added into bullet five in the policy.
- It was discussed that the language used in the policy is important, and holds volunteers accountable.
- The Board suggested that an end-date for all volunteers be considered.
- Staff noted that volunteers are covered under third party liability insurance, but are not covered by WSIB.
- Staff confirmed that volunteers would never do the job of paid staff.

Follow-up Required:

Staff to consider the Board feedback as noted above, and report back with revisions next month.

Moved by Andrew Cashman

Seconded by Susan Fanelli

That the OP-004 Volunteer Policy (Appendix A) be received for information and comment.

CARRIED

10. Media Relations Policy Report

- Report from Director of Innovation and Integration, January 15, 2020

Staff confirmed that this policy has been reviewed with the town to ensure consistency with their policies.

Moved by Paul McIntyre-Royston

Seconded by Andrew Cashman

That the PS-030 Media Relations Policy (Appendix A) be received for information and comment.

CARRIED

11. Halton Information Providers (HIP) and Information Oakville Strategic Partnership Update

- Report from Manager, Community Development & Engagement, January 15, 2020

Marcus Logan, Manager, Community Development & Engagement presented and the following points were noted:

- The HIP widget went live in November 2019 and has since been included on five websites.

- The Board suggested that the Region of Halton and town be contacted about the possibility of placing the widget on their websites.
- The Halton Newcomer Info Pod Project has received \$1.3 million in funding. This projects helps to create newcomer consultations and understand what newcomers want and need from community services. The fund holder for this initiative is HIP and OPL.
- The LHIN negotiations are settled, and the old service contract with Halton needs updating to increase funding.
- Mr. Logan provided the Board with an update regarding community engagement and community outreach.

Moved by Susan Fanelli

Seconded by Bill Smith

That the HIP and Information Oakville Strategic Partnership Update report and presentation be received for information.

CARRIED

12. CEO Update

- Report from CEO of the Oakville Public Library

Tara Wong, CEO of Oakville Public Library presented the following update to the Board:

- The Glen Abbey branch will be having a grand opening on January 28, 2020 at 11:00 a.m. The Board requested that going forward any branch closures for renovations be reviewed to see how things can be done quicker and minimize impact on the community. Colleen Bell, Commissioner of Community Services advised that there are changes within the construction industry that may create unavoidable delay to certain projects.
- Ms. Wong advised that there will be an update on the website at the February 20, 2020 Board meeting and that as the project progresses the Board will be included in user testing.
- There are changes to the *Public Libraries Act* that now permit Boards to have seven meetings per year, as it was previously ten meetings yearly. It was also changed to permit that both Canadian citizens or permanent residents may serve on a public library Board. OPL will need to update their by-laws according to these changes.
- Ms. Wong informed the Board that going forward there will be changes to the monthly CEO Update, which will move from a presentation to a report.
- 2020 is a strategic planning year for the Board. Ms. Wong noted that a work plan for the Board needs to be developed regarding strategic planning.
- Cloud Library was implemented and people are slowly adjusting.
- Board member Bill Smith will report back next month regarding the Trustee Council Meeting he attended.
- Board member Andrew Cashman participated in a workshop on diversity and inclusion and updated the Board that the session was held in a very

- welcoming space and provided information regarding “how we engage, who do we see and who are we missing.”
- Ms. Wong noted that there was an excellent turn out regarding events during Ontario Public Library Week.
 - The “Library After Dark” event had excellent turn out (199 people) and great feedback. The event raised over \$5,000 after expenses. Things to consider next year may be a family friendly version during the daytime.
 - Ms. Wong provided an update regarding a presentation she gave to the Canadian Federation of University Women – Oakville Chapter. The Board requested to see the presentation.
 - Upcoming library events were presented.

The Board had a chance to review a test version of the new website and following feedback was noted:

- The donate button should be bigger.
- The search bar is esthetically pleasing but hard to find.
- Ensure team is aligned on the deliverables of what they want to see in the website and that there is a clear vision.
- Communication to site designer should flow through only one person.
- The Board discussed the option of not including links to social media, as it is advertising for those sites.
- A member suggested that branding for HIP be on the front page of the website.
- The Board inquired as to what would happen if someone searched something that wasn't a specific program or piece of literature, and staff advised that if anyone searches terms associated with mental health the website should provide info through HIP that connects them to support.

Follow-up Required:

The Board requested that the presentations be uploaded to Diligent.

Moved by Susan Fanelli

Seconded by Andrew Cashman

That the CEO Update, be received.

CARRIED

New Business

Councillor Haslett-Theall requested that staff report back by March 2020, regarding a review that evaluates the operational performance of the RFID equipment (uptime/downtime etc.) as well as how the public / staff have responded to the implementation three years in.

Date and Time of Next Meeting

Thursday, February 20, 2020
Oakville Municipal Building
Oakville and Trafalgar Rooms - 7:00 p.m.

Adjournment

Moved by Bill Smith

Seconded by Councillor Haslett-Theall

That this meeting be adjourned.

CARRIED

The meeting adjourned at 9:28 p.m.