



OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, FEBRUARY 20, 2020

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

A meeting of the Oakville Public Library Board was held on Thursday, February 20, 2020, 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
Andrew Cashman
Susan Fanelli
Paul McIntyre Royston
Bill Smith (*Left at 8:54pm*)
Pankaj Sardana

Regrets: Councillor Janet Haslett-Theall

OPL Staff: Tara Wong, Chief Executive Officer
Marcus Logan, Manager of Community Development and Engagement
Simona Dinu, Director of Customer Experience
Krystyna Ransome, Executive Administrator

Town Staff: Colleen Bell, Commissioner of Community Services (*Left at 8:54pm*)
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 7:05 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, **JANUARY 23, 2020**

Moved by Pankaj Sardana

Seconded by Susan Fanelli

That the minutes of the regular meeting of the Oakville Public Library Board, dated January 23, 2020, be approved.

CARRIED

Consent Item(s)

1. Status of Outstanding Board Reports

- Report from Library CEO, February 12, 2020

Moved by Steven Bright

Seconded by Paul McIntyre-Royston

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

CARRIED

2. Health and Safety Report

- Report from Human Resources Manager, February 12, 2020

Moved by Steven Bright

Seconded by Paul McIntyre-Royston

That the *Health and Safety report* be received for information.

CARRIED

3. 2019/20 Board Key Agenda Items

- Report from Library CEO, February 12, 2020

Moved by Steven Bright

Seconded by Paul McIntyre-Royston

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

CARRIED

4. FINAL - Media Relations Policy

- Report from Director of Innovation and Integration,
February 12, 2020

The Board requested that minor edits be made to the second last paragraph.

Follow-up Required: Staff will change the wording on the second line of the second last paragraph to read, “are identified by a media outlet”.

Moved by Andrew Cashman

Seconded by Pankaj Sardana

That the OP-005 Media Relations Policy (Appendix A) be approved, as amended.

CARRIED

5. FINAL - Policy Development Policy

- Report from Director of Customer Experience, February 12, 2020

The Board requested that minor edits be made to section five.

Follow-up Required: Staff will change the wording under section five to read, “or the proposed revision or rescission”.

Moved by Andrew Cashman

Seconded by Bill Smith

That the GOV-010 Policy Development Policy (Appendix A) be approved, as amended.

CARRIED

6. FINAL - Volunteer Policy

- Report from Director of Customer Experience, February 12, 2020

Moved by Steven Bright

Seconded by Paul McIntyre- Royston

That the OP-004 Volunteer Policy (Appendix A) be approved.

CARRIED

18. SOLS Trustee Council Update

- Report from Bill Smith, Board Member, February 12, 2020

Bill Smith, Board Member, presented a review of the meeting for the Southern Ontario Library Service (SOLS) meeting he attended in Fall 2019. Mr. Smith indicated the main issues discussed at the meeting included the following:

- Many Boards struggle to connect to their local Council.
- Boards across Ontario are struggling with budget reductions.
- Some Boards are struggling with controversial books.
- The Hamilton Public Library is offering a program where students educate seniors on computer skills.
- The Burlington Public Library now has partnerships in the community where library cards can gain users admission to other places within the community.
- Many Boards do not have Councillors as members.
- The next SOLS meeting is April 25, 2020 in Niagara on the Lake.

Follow-up Required: The Board would like to inform SOLS that Oakville would be a willing host for any of the upcoming meetings.

Moved by Steven Bright

Seconded by Paul McIntyre-Royston

That the *SOLS Trustee Council Update* be received for information.

CARRIED

7. Year-End Comprehensive Financial Report of December 31, 2019

- Report from Finance Department, February 12, 2020
- Revised chart re: Unaudited Balance of Library Development Reserve Fund, February 20, 2020 (Distributed at the meeting)

Staff reviewed a revised chart to replace page 51 of the agenda, the chart that included the Unaudited Balance of the Library Development Reserve Fund. The Board inquired as to why two different numbers, \$385,000 and \$385,500 were indicated, when the number should be the same. Staff indicated that this matter would be reviewed.

Follow-up Required: Staff to review the number discrepancy and advise the Board of the outcome.

Moved by Paul McIntyre-Royston

Seconded by Steven Bright

1. That the *Year-End Comprehensive Financial Report of December 31, 2019* be received, as revised, for information; and

2. That the transfer of \$115,000 from the Development Reserve Fund to the Oakville Community Foundation (OCF) be approved.

CARRIED

8. 2019 Performance and Measures Report

- Report from Director of Customer Experience, February 12, 2020

Simona Dinu, Director of Customer Experience, presented the 2019 Performance and Measures Report. Ms. Dinu noted that wireless usage numbers have been included in the report, and that 2018-2019 numbers are accurate while 2017 numbers may not be precise. Also, Clearview Library wireless usage numbers will not be available until they receive a technology upgrade in 2020.

Responding to questions from the Board staff advised the difference between the 2018 and 2019 number is occurring because the calculations were done between 2017 and 2019. The percentage change showed is between year 1 (2017) and year 3 (2019). In regards to wireless sessions that were initiated in a joint building (i.e.- Glen Abbey community centre), this reporting system only captures usage of the library routers. In regards to total cardholders being down 5%, staff advised that this is due to purged accounts, and that in 2018 any accounts that had been inactive for seven years were purged. Staff noted that active cardholders are users who have used their cards in the last two years. In terms of how Oakville compares to other libraries, staff advised that based on ten comparison libraries OPL is striving for a 33-35% user rate in the municipality. Staff advised that this stat can be measured again later in 2020. Tara Wong, CEO, advised that a goal is to get these numbers higher, and increase retention amongst users. A Board member suggested that the rates have not been calculated correctly, and that they would be happy to work with staff on how to adjust the calculation for accuracy. Staff advised that under the Program and Events section, in the last chart, the number of sessions for events has changed.

A Board member inquired as to if the 43% of people using cards in the last six months is continuing and inquired as to how it is measured. Staff advised that reports are generated monthly. In regards to wireless connections, the Board requested how many activations are unique users. Ms. Wong advised that the Information Systems Department is working on better reporting for this matter and, as right now only sessions, not specific users are measured. The Board requested that regarding reporting on popular book titles, that local Oakville or Canadian authors be reported on as part of future reports.

Responding to questions from the Board in regards to the uptake at White Oaks, staff advised that there was changes to how the counter gates were installed, and that for five months in 2018 White Oaks was closed, thus prompting a significant uptake in 2019. The Board requested that data be shown for the school entrance separate from the public entrance. In response to a Board question regarding Halton Information Providers (HIP) and usage levels in

Oakville, staff responded that they are working on extracting more accurate data and looking at other municipalities' levels.

Follow-up Required: Staff to adjust compound rates for annual change and re-send report with updated numbers. Staff to include local authors in report on which books are circulating the most. Staff to show White Oaks entrance data separately for Q1 2020.

Moved by Andrew Cashman

Seconded by Pankaj Sardana

That the *2019 Performance and Measures report* be received.

CARRIED

9. Overview of Fines and Fees

- Report from Director of Customer Experience, February 12, 2020

The Board inquired as to if OPL's revenue for lost books is considered high, as an industry standard. Staff advised they do not know the rates for lost books at other libraries. Ms. Dinu advised that there are programs in place to help people remember to return and renew their books. Ms. Dinu advised that this category isn't considered revenue, and is more so paying to replace lost materials. It was also clarified that the library pays \$12.80 to collection agencies and charges the customer \$20. However this is not turning a profit as a lot of staff time goes into recovering lost materials. Staff noted that the collection agency that the library uses doesn't report to the credit agency, and they primarily work with libraries. Ms. Wong advised that this technique is something that will be under review going forward.

Moved by Pankaj Sardana

Seconded by Paul McIntyre-Royston

That the *Overview of Fines and Fees report* be received for information.

CARRIED

10. Employee Retention and Turnover Metrics

- Report from Human Resources Manager, February 12, 2020

Tara Wong, CEO OPL, presented the Employee Retention and Turnover Metrics. Ms. Wong advised that the turnover rate for 2019 was 23% and Burlington's was 9%. Regarding involuntary turnover there was none in 2017 or 2018.

Moved by Steven Bright

Seconded by Paul McIntyre-Royston

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

CARRIED

11. 2019 CEO Goals - Final

- Report from Library CEO, February 12, 2020

Ms. Wong advised that one goal from 2019 will likely re-appear in 2020 in regards to customer retention rates. Ms. Wong advised that the library is working with the town's Human Resources department on a staff engagement measurement tool.

Follow-up Required: The Board would like Tara to forward access to the CEO Vlog.

Moved by Bill Smith

Seconded by Susan Fanelli

That the *2019 CEO Goals – Final report* be received for information.

CARRIED

12. DRAFT - Internet Access and Accessible Use Policy

- Report from Director of Innovation and Integration, February 12, 2020

Responding to questions from the Board, Ms. Wong advised that all internet access is filtered, both for public and staff computers. It was also noted that users need to log in and agree to user terms before accessing the internet. Staff don't actively monitor what the public looks at, and only get involved if an issue arises. Ms. Wong noted that the town Legal Department requires sign off on the rules before usage. A Board member suggested that maybe a general sign posted or a desktop background advertising the rules could be implemented as a reminder. It was clarified that while the internet usage policy doesn't apply to people using hot spots on phones, the customer code of conduct would be applicable to those users.

A Board member suggested that some filters may actually disable someone looking for help regarding suicide or sexual health information. Ms. Wong advised that if something is blocked that should be accessible staff would have to go through IS department to allow access and green light that website.

Moved by Susan Fanelli

Seconded by Bill Smith

That the PS-002 Internet Access and Acceptable Use Policy (Appendix A) be received for information and comment.

CARRIED

13. DRAFT - Intellectual Freedom Policy

- Report from Director of Customer Experience, February 12, 2020

Responding to questions from the Board the following points were noted:

- This policy is foundational and helps to guide staff in making decisions regarding any contentious issues related to materials or spaces. The authority of these decisions fall to the CEO, with Board input.
- Technically OPL has the right to refuse room bookings, but someone could challenge a refusal in court.
- It was discussed that the Wi-Fi policy being filtered somewhat conflicts with the intellectual freedom policy.
 - o The Library filters as minimal as possible and does their best to ensure people have access.
- Regarding the possibility of risqué materials in the branches, Ms. Wong advised that there is a collections policy in place to determine how materials are chosen for the library. Books must meet criteria on how they are selected, and that sometimes books may need to be moved from a child collection to a teen collection or a teen collection to an adult collection.

Moved by Steven Bright

Seconded by Pankaj Sardana

That the GOV-011 Intellectual Freedom Policy (Appendix A) be received for information and comment.

CARRIED

14. DRAFT - Occupational Health, Safety and Workplace Violence Policy

- Report from Human Resources Manager, February 12, 2020

Moved by Andrew Cashman

Seconded by Paul McIntyre-Royston

That the HR-007 Occupational Health, Safety and Workplace Violence Policy be received for information and comment.

CARRIED

15. DRAFT - Respectful Conduct Policy

- Report from Human Resources Manager, February 12, 2020

Moved by Paul McIntyre-Royston

Seconded by Steven Bright

That the HR-006 Respectful Conduct Policy be received for information and comment.

CARRIED

16. 2020 Staff Development Day

- Report from Library CEO, February 12, 2020

Moved by Andrew Cashman

Seconded by Pankaj Sardana

1. That the 2020 Staff Development Day report be received for information; and
2. That the request to close all library branches and cancel all off-site programs on June 12, 2020 to support a Library Staff Development Day be approved.

CARRIED

17. 2020 Development Plan Update

- Report from Director of Innovation and Integration, February 12, 2020

Marcus Logan, Manager of Community Development and Engagement provided a recap of development from 2019 and reviewed the 2020 Development Plan. Mr. Logan provided an example template for corporate partnerships.

Moved by Susan Fanelli

Seconded by Steven Bright

That the *2020 Development Plan Update report* and presentation be received for comment and information.

CARRIED

19. CEO Update

- Report from Library CEO, February 12, 2020

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

- The website redesign project is now on target. Staff met with Thrillworks at the end of January.
- Glen Abbey re-opened on January 28, 2020, after a 7 month closure for renovations.
- The Southern Ontario Library Service Board (SOLS) and the Northern Ontario Library Service (OLS-N) Board will be amalgamating.
- The CEO report will now be a more fulsome report included in the agenda and not just a presentation at the meeting. As part of tracking Board feedback and requests there will be a new section in the minutes for each item regarding follow-up required.
- Requesting Board feedback on the approach to be taken for strategic planning, the Board indicated they would prefer a method that is more flexible in terms of bringing in experts where needed, but facilitating in house where staff expertise permits. Ms. Wong indicated support for this option, and that strategic planning may be underway as early as April 1, 2020. The Board provided feedback regarding the design at the Glen Abbey branch children's section. It was requested that staff explore options for the area to make the space more fun and provide stimulation for patrons.

Follow-up Required: Staff to explore options for "play" at the children's section in the Glen Abbey branch, and to seek feedback from the community on the space to discover what the community would like to see.

Moved by Susan Fanelli

Seconded by Pankaj Sardana

That *CEO Update report* be received for information.

CARRIED

Date and Time of Next Meeting

Thursday, March 26, 2020
Oakville Municipal Building
Oakville and Trafalgar Rooms - 7:00 p.m.

Adjournment

Moved by Steven Bright

Seconded by Paul McIntyre-Royston

That this meeting be adjourned.

CARRIED

The meeting adjourned at 9:31 p.m.