



SPECIAL OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

WEDNESDAY, APRIL 29, 2020

VIDEOCONFERENCE

A special meeting of the Oakville Public Library Board was held on Wednesday, April 29, 2020, via videoconference, commencing at 9:30 a.m.

- Present:** Councillor Jeff Knoll, Chair
Steven Bright, Vice-Chair
Councillor Janet Haslett-Theall
Andrew Cashman
Susan Fanelli
Pankaj Sardana
Bill Smith
- Regrets:** Paul McIntyre Royston
- OPL Staff:** Tara Wong, Chief Executive Officer
- Town Staff:** Jane Clohecy, Acting Chief Administrative Officer
Colleen Bell, Commissioner of Community Services
Kathy Patrick, Manager of Council and Committee Services
Jill Marcovecchio, Council and Committee 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 9:32 a.m.

Regrets

As noted above.

Declarations of Pecuniary Interest

No declarations of pecuniary interest were declared.

Discussion Item(s)

1. Oakville Public Library (OPL) response to COVID-19 - updated

- Report from CEO Office, April 27, 2020

Tara Wong, CEO, provided an update on the Oakville Public Library (OPL) response to COVID-19, and what the library has been doing since reporting on services and priorities at the special board meeting held on April 7, 2020. The CEO advised that OPL branches were closed to the public on March 13, 2020, and since then the library has pivoted to virtual and online services to support the Oakville community. The CEO further advised that some changes have been made to the delivery of services based on staffing capacity due to part-time staff on declared emergency leave as of April 20, 2020. Staff have done a full review, and continue to introduce new initiatives especially focused on vulnerable populations, and gaps in the services that are being offered through others. Staff are looking at various options and scenarios for reopening, and are working with the Canadian Urban Library Council (CULC), Halton Public Libraries, and Town of Oakville. The CEO indicated that staff are waiting to receive additional information on guidelines for reopening libraries from the province and ministries. The CEO presented a high-level review of value added services for the library.

The board thanked the library team for what the library has been doing during the closure, and the positive feedback that has been received from customers on digital services.

The CEO responded to questions, advising that staff are tracking data on all virtual statistics for the internet, and will bring back a statistical report at the next board meeting. The CEO indicated that it has been challenging collecting data as some of the systems are setup to report monthly and not weekly.

The CEO advised that staff will provide an overview of the recovery plan at the board meeting to be held in May or early June 2020. The CEO stated that the Canadian Urban Libraries Council (CULC) Think Tank on Recovery and the Reimagined Library Post COVID-19 will be providing recommendations for libraries on May 21, 2020.

The CEO further advised that staff are reviewing options for curbside pickup of library materials although this cannot be done at this time due to the provincial state of emergency declaration order.

The CEO advised that Macmillan Publishers has backtracked on their six week embargo for new releases allowing libraries to purchase only one digital copy, and Penguin has had a drop in costing to purchase more digital copies.

The CEO advised that staff are looking at programming and virtual services, using statistics and building upon this moving forward. Staff are looking at introducing more virtual services, which had been on the work plan and there is the opportunity to make it a higher priority. Staff are also looking at what programming will look like post COVID-19, how people gather together may shift, and a mix of virtual and in person library services may be more appropriate.

The CEO further advised that approximately 300 brand new library cards were issued, and that expired or cancelled library cards for returning customers are recorded separately.

The board provided the following comments:

- look at ways to fill orders, such as a contactless pickup of books (curbside pickup) as customers have read their books and would like to take out more books while libraries remain closed, and not all customers have tablets or other devices to access online resources;
- learning from the library services which have been delivered during COVID-19, and looking at what services especially virtual that can potentially continue to be provided moving forward;
- follow-up on the delivery of virtual services in terms of what services and programs are being used and most liked by library customers;
- there is an opportunity to coordinate and process data; and
- library cards issued by postal codes is useful information for Councillors to know.

The board asked that staff provide the following:

Follow-up Required by Staff:

- reach out to the Boys & Girls Clubs of Canada as part of OPL partnerships, and make the clubs aware of the virtual services which are provided by the library;
- report back on data for all related virtual statistics, including users and attendees, and watching YouTube and Story Time;
- provide information on Personal Protection Equipment (PPE), and sanitizing library branches as part of a recovery (reopening) plan for the library;
- report back on data to assist the board in strategic planning going forward; and

- survey library customers on the delivery of virtual services, and the number of new virtual library cards issued by postal code.

Moved by Steven Bright

Seconded by Pankaj Sardana

That the OPL's response to COVID-19 – updated report be received for information.

CARRIED

CLOSED SESSION

Moved by Susan Fanelli

Seconded by Steven Bright

That the Oakville Public Library Board resolve into a closed meeting session for the purpose of dealing with labour relations or employee negotiations, with respect to Item C-1 – Town Response to COVID-19.

CARRIED

The Board resolved into closed session at 9:50 a.m.

The Board resolved back into open session at 10:20 a.m.

Confidential Discussion Item(s)

C-1. Town Response to COVID-19

- Confidential Verbal Update from the Acting CAO, Town of Oakville

Staff direction was provided in closed session.

Adjournment

Moved by Steven Bright

Seconded by Susan Fanelli

That this meeting be adjourned.

CARRIED

The meeting adjourned at 10:22 a.m.