



OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, JUNE 4, 2020

VIRTUAL MEETING
OAKVILLE MUNICIPAL BUILDING
1225 TRAFALGAR ROAD, OAKVILLE

A special meeting of the Oakville Public Library Board was held on Thursday, June 4 2020, via videoconference, commencing at 7:00 p.m.

- Present:** Councillor Jeff Knoll, Chair
Steven Bright, Vice Chair
Councillor Janet Haslett-Theall
Andrew Cashman
Susan Fanelli (*Arrived at 7:06 p.m.*)
Bill Smith
Pankaj Sardana
- OPL Staff:** Tara Wong, Chief Executive Officer
Marcus Logan, Manager of Community Development and Engagement
Simona Dinu, Director of Customer Experience
Tricia Agnew, Manager of Human Resources
- Town Staff:** Colleen Bell, Commissioner of Community Services
Jessica Warren, Council and Committee Services Coordinator
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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

There were no regrets.

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, **FEBRUARY 20, 2020**

Minutes of the Special Meeting of the Board, **APRIL 7, 2020**

Confidential Minutes of the Closed Special Session of the Board,
APRIL 7, 2020

Minutes of the Special Meeting of the Board, **APRIL 29, 2020**

Confidential Minutes of the Closed Special Session of the Board,
APRIL 29, 2020

Moved by Pankaj Sardana Seconded by Bill Smith

1. That the minutes of the regular meeting of the Oakville Public Library Board, dated February 20, 2020, be approved.
2. That the minutes of the special meetings of the Oakville Public Library Board dated April 7, 2020 and April 29, 2020, be approved.

CARRIED

Moved by Bill Smith Seconded by Councillor Haslett-Theall

That the minutes of the closed sessions of the Oakville Public Library Board dated April 7, 2020 and April 29, 2020, be approved.

CARRIED

Consent Item(s)

1. Status of Outstanding Board Reports

- Report from CEO's Office, May 27, 2020

Moved by Steven Bright Seconded by Pankaj Sardana

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

CARRIED

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

- Report from Library CEO, May 27, 2020

Moved by Steven Bright

Seconded by Pankaj Sardana

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

CARRIED

3. Health & Safety Report

- Report from CEO's Office, May 27, 2020

Moved by Steven Bright

Seconded by Pankaj Sardana

That the Health and Safety report be received for information.

CARRIED

4. FINAL - GOV-011 Intellectual Freedom Policy

- Report from Customer Experience Department, May 27, 2020

A member noted that compared to the OPL internet policy, this policy is not consistent in outlining the restrictions in terms of what is not permitted. Ms. Wong, CEO OPL, advised that this policy is adopted from the Canadian Federation of Library Associations, and the Criminal Code of Canada also covers many of the issues, and as such they don't need to be listed in the policy. It was also noted that the library must provide certain materials that may be considered controversial to some, but are important pieces of literature in society.

Staff advised that they will review this policy for an opportunity to add more detail, as well as check with the Canadian Federation of Library Associations as to why their policy doesn't include more detail.

Follow-up Required: Staff to check with Canadian Federation of Library Associations for more information on their policy.

Moved by Councillor Haslett-Theall

Seconded by Bill Smith

That the GOV-011 Intellectual Freedom Policy (Appendix A) be sent back to staff for further review, and deferred to the next Board meeting.

CARRIED

5. FINAL - HR-006 Respectful Conduct Policy

- Report from CEO's Office, May 27, 2020

A Board member suggested that the *Human Rights Code* be put added to the policy. Also, that the policy should indicate that there is an accompanying procedure, but doesn't include any specifications. Staff advised that this policy is the same as the town's policy, and that procedures are not brought to the Board for review.

Another member wants to ensure legislation isn't paraphrased, running risk of misinterpretation and suggested that referring people to the original text is always best.

A Board member suggested that this policy be referred back to staff for further review.

The Board suggested that if possible, instead of changing each policy to include wording from the legislation that one overarching policy be written that indicates that OPL fully supports and endorses the legislation and expects all staff and members of the public to adhere to it.

A Board member indicated that the content of the policy be more comprehensive in its description, including further elaboration of the library's intent and obligation to employees, and that the policy be more reflective of this relationship.

Follow-up Required: This policy was sent back to staff for further review.

Moved by Councillor Haslett-Theall Seconded by Andrew Cashman

That the HR-006 Respectful Conduct Policy (Appendix A) be sent back to staff for further review, and deferred to the next Board meeting.

CARRIED

6. FINAL - HR-007 Occupational Health, Safety and Workplace Violence Policy

- Report from CEO's Office, May 27, 2020

Moved by Steven Bright Seconded by Pankaj Sardana

That the HR-007 Occupational Health, Safety and Workplace Violence Policy (Appendix A) be received for approval.

CARRIED

7. FINAL - PS-002 Internet Access and Accessible Use

- Report from Innovation and Integration Department, May 27, 2020

A Board member suggested that this policy should be consistent with the Intellectual Freedom Policy.

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

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

CARRIED

8. 2019 Oakville Public Library (OPL) Financial Statements and Audit Findings Report

- Report from Finance Department, May 27, 2020

Jonathan van der Heiden, Deputy Treasurer- Manager of Accounting for the Town of Oakville presented the 2019 draft financial statements. Lois Ouellette and Matthew Ciardelli from KPMG presented the Audit Findings Report.

Responding to questions from the Board, Mr. van der Heiden advised that derivatives were not considered as part of the 2019 financials, and will not be considered until 2021 year end.

Moved by Pankaj Sardana

Seconded by Bill Smith

- 1. That the draft financial statements of the OPL for the year end December 31, 2019 be approved; and**
- 2. That the KPMG Audit Findings Report for the year-ended December 31, 2019 be received for information.**

CARRIED

9. April 2020 YTD Financial Status Indicators

- Report from CEO's Office, May 27, 2020

Ms. Wong presented the April 2020 YTD Financial Status Indicators to the Board. It was advised that impacts from COVID-19 will not be seen until the next report, as this one only includes April.

Responding to questions from the Board it was noted that an issue with a vendor who was not submitting invoices on time has been resolved.

Moved by Pankaj Sardana

Seconded by Bill Smith

That the April 2020 YTD Status Indicators report be received.

CARRIED

10. Q1 2020 Performance and Measures Report

- Report from Customer Experience Department, May 27, 2020

Simona Dinu, Director of Customer Experience presented the report and advised the Board that branch closures due to COVID-19 have impacted the performance measures significantly.

The Board noted that the Clearview branch has low circulation, and would like to review this as part of the 2020 Strategic Plan.

Follow-up Required: Consider circulation at Clearview branch as part of 2020 Strategic Plan.

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

That the Q1 2020 Performance and Measures report be received.

CARRIED

11. Special Activity Report (March 14 to May 10, 2020)

- Report from Customer Experience Department, May 27, 2020

Simona Dinu, Director of Customer Experience provided the Board with an overview regarding services that have been provided to the community during the COVID-19 pandemic.

The Board thanked all OPL staff for their hard work to be able to provide new and innovative services during the pandemic.

Moved by Bill Smith

Seconded by Andrew Cashman

That the Special Activity report (March 14 to May 10, 2020) be received for information.

CARRIED

12. Oakville Public Library (OPL) Recovery Strategy

- Report from CEO's Office, May 27, 2020

Tara Wong, CEO OPL, presented the recovery strategy in relations to the COVID-19 pandemic. Discussion with the Board ensued and the following points were noted:

- A board member suggested selling OPL face masks as a fundraiser
- Responding to questions about sanitizing surfaces, staff advised that currently the plan for “library take out” will be that staff wipe down the tables every 30 minutes between pick up time slots, and that book sorters are wiped down daily.
- Regarding promoting the “library take out” program, staff advised that other libraries in Ontario who heavily advertised this program before it started received overwhelming uptake and it was difficult for staff to keep up. Staff noted that there will be more advertising once the program is up and running. Hold emails will go out, the website will be updated and newsletters will go out as well to promote this new option.
- The Board would like the OPL staff to explore how they can reintroduce the discovery component of the library, without having the public physically in branches.
- The Board would like to see Central branch utilized in the libraries re-opening plan, as it will help to bring people to the downtown area. Staff responded that the branches chosen to start the program were chosen due to appropriate spacing/ room for physical distancing. Glen Abbey, Woodside and Iroquois Ride were easiest to adapt to the new book return and pick up options being offered. Once staff have an idea of how things

are running, more branches including Central will be opened for drop off and pick up offerings.

- The Board requested that staff practice physical distancing as much as possible and that masks and sanitizer be made available. Staff responded that the library has access to personal protective equipment (PPE) through the town's stores and these items will be provided in accordance with the town's human resources policies.
- Regarding masks, the Board would like all staff to be provided with masks, and think it's important that public facing staff wear a mask.
- Staff advised that OPL staff are able to bring a mask from home and wear it if they so choose, or if they cannot maintain the 2 metre distance from other staff. Colleen Bell, Commissioner of Community Development advised that there is an availability issue with masks, and as more businesses re-open there is going to be challenges regarding supply. Ms. Bell advised that the town's executive management team can review this issue.
- In the meantime staff advised they will have a small supply of masks for OPL staff, should the need arise, or someone does not have one from home they can bring.
- The Board suggested that it is important to encourage people to get cloth masks that they can wash and re-use.
- Ms. Wong advised she will request that all staff acquire cloth masks that they can use for work.
- Ms. Bell noted that the town's Playbook design will offer a series of guidelines, and that this will be shared with OPL and their staff.

Follow-up Required: The Board would like staff to explore how to reintroduce the discovery component to the library, and, how feasible it would be to offer face masks to staff. Library staff to be encouraged to bring face masks from home to use at work.

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

That OPL Recovery Strategy be approved in principle.

CARRIED

13. Website Update

- Report from Oakville Public Library, May 27, 2020

Moved by Pankaj Sardana

Seconded by Steven Bright

That the Website Update report be received for information.

CARRIED

14. Elimination of Overdue Fines for 2020

- Report from CEO's Office, May 27, 2020

Ms. Wong reviewed the elimination of overdue fines report with the Board. It was noted that once branches closed in March overdue fines were not accruing on any materials because all due date deadlines were pushed out.

Staff advised that currently there is a \$25 threshold, and that anyone who has fines totaling \$25 or more has their access to material blocked until the balance is paid below \$25. It was noted that even if fines were to be waived permanently, due dates would still be enforced. Staff also noted that fine revenue has dropped on average 5% per year. A Board member suggested that they would like more information, and a summary of how OPL has done since the abolishment of fines from children's materials.

Follow-up Required: Staff to complete a summary of how OPL has done with the abolishment of fines on children's print materials.

Moved by Pankaj Sardana

Seconded by Steven Bright

1. **That fines for overdue materials be waived for the remainder of 2020 and the projected \$37,000 loss be supported through the development fund.**
2. **That staff look at options for the permanent elimination of overdue fines as part of the 2021 budget process.**

CARRIED

15. Meeting Attendance

- Report from CEO's Office, May 27, 2020

The Board would like to ensure that someone with similar experience is recruited to fill this opening.

Follow-up Required: Recruitment to resume at a later date, post COVID-19.

Moved by Councillor Haslett-Theall

Seconded by Bill Smith

That the resignation of Board member Paul McIntyre Royston be received.

CARRIED

16. CEO Update

- Report from CEO's Office, May 27, 2020

Moved by Susan Fanelli

Seconded by Councillor Haslett-Theall

- 1. That CEO Update report be received for information.**
- 2. That the Oakville Public Library Board fully endorse the Canadian Urban Library Council Statement on Race and Social Equity.**

CARRIED

Date and Time of Next Meeting

Thursday, July 23, 2020
Virtual Meeting – 7:00 p.m.

Adjournment

Moved by Bill Smith

Seconded by Steven Bright

That this meeting be adjourned.

CARRIED

The meeting adjourned at 9:25 p.m.