



OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, AUGUST 27, 2020

**VIRTUAL MEETING
OAKVILLE MUNICIPAL BUILDING
1225 TRAFALGAR ROAD, OAKVILLE**

A meeting of the Oakville Public Library Board was held on Thursday, August 27, 2020, in the Council Chamber of the Oakville Municipal Building, 1225 Trafalgar Road, commencing at 7:00 p.m.

Present (in person): Councillor Jeff Knoll, Chair

Present (via Videoconference):

Steven Bright, Vice Chair
Councillor Janet Haslett-Theall
Andrew Cashman
Susan Fanelli
Pankaj Sardana

Regrets: Bill Smith

OPL Staff (in person): Tara Wong, Chief Executive Officer
Joseph Moncada, Director of Innovation and Integration
Tricia Agnew, Manager of Human Resources

Town Staff (via Videoconference):

Colleen Bell, Commissioner of Community Services
Andy Will, Manager of Projects and Development
Catharine Hewitson, Manager of Financial Planning and Policy
Belinda Wiersma, Senior Financial and Policy Analyst
Denise Durie, Manager of Purchasing and Risk Management

Town Staff (in person): 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, **JUNE 04, 2020**

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

That the minutes of the regular meeting of the Oakville Public Library Board, dated June 04, 2020, be approved, as amended to include the following point under Item 5 – Respectful Conduct Policy:

“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.”

CARRIED

Consent Item(s)

1. Status of Outstanding Board Reports

- Report from CEO's Office, August 19, 2020

Moved by Steven Bright

Seconded by Susan Fanelli

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

CARRIED

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

- Report from CEO's Office, August 19, 2020

Moved by Steven Bright

Seconded by Susan Fanelli

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

CARRIED

3. Health & Safety Report

- Report from CEO's Office, August 19, 2020

Moved by Steven Bright

Seconded by Susan Fanelli

That the Health and Safety report be received for information.

CARRIED

4. Q2 2020 Performance and Measures

- Report from Customer Experience Department, August 19, 2020

Moved by Steven Bright

Seconded by Susan Fanelli

That the Q2 2020 Performance and Measures report be received.

CARRIED

5. COVID-19 Update

- Report from CEO's Office, August 19, 2020

Moved by Steven Bright

Seconded by Susan Fanelli

That the OPL's Response to COVID-19 (updated) report be received for information.

CARRIED

CLOSED SESSION

Moved by Councillor Haslett-Theall

Seconded by Andrew Cashman

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 C1 – Website Update.

CARRIED

The Board resolved into closed session at 7:03 p.m.

The Board resolved back into open session at 8:06 p.m.

C-1. Website Update

Moved by Pankaj Sardana

Seconded by Susan Fanelli

That the Website Update report be received for information.

CARRIED

6. Comprehensive Financial Progress Report as of June 30, 2020

- Report from Finance Department, August 19, 2020

It was noted that any surplus from the OPL budget at year end is returned to the town for the tax reserve, or is used to offset any deficit that that town may have at year end.

Action Items: None.

Moved by Councillor Haslett-Theall

Seconded by Pankaj Sardana

That the Comprehensive Financial Progress Report as of June 30, 2020, be received.

CARRIED

7. 2021 Budget Drivers Report

- Report from CEO's Office, August 19, 2020

It was clarified that the newly allotted funds for cleaning are for professional cleaners to come into the library, and that cleaning products and personal protective equipment (PPE) are sourced from the town stores. Colleen Bell, Commissioner of Community Services indicated that the town has a good supply of PPE and that sourcing of equipment is occurring on a local level as well as from broader regions. Ms. Bell indicated that staff work with a variety of suppliers from a wide range of regions in case one supplier is unable to provide materials the town will still have options to acquire PPE.

In regards to the 2021 budget the Board suggested that non-essential projects be put on hold, including new signs for the branches.

Action Items: Remove all non-essential projects from 2021 budget.

Moved by Councillor Haslett-Theall Seconded by Susan Fanelli

- 1. That the 2021 Budget Drivers report be received; and**
- 2. That the draft 2021 Operating Budget be brought forward to the October 22, 2020 Board Meeting for approval.**

CARRIED

8. Fines Free Recommendation

- Report from CEO's Office, August 19, 2020

The Board discussed the option of eliminating fines and the following points were raised:

- Eliminating children's fines was well received by the public.
- Some Board members are concerned with the optics of removing fees while municipalities are all operating at a deficit due to COVID-19 shut downs.
- Other Board members suggest that the elimination of fines will help the public during these uncertain times.
- Currently there is fine relief until December 31, 2020.

Councillor Knoll transferred the Chair to Steven Bright.

- A Board member suggested that the elimination of fines shows a commitment to literacy and providing social services to the community.
- The Board discussed a variety of fine free options for the library.
- Staff informed the Board that many libraries in Canada are pursuing the fine free route, and that revenue from library fines goes down yearly and does not account for a large portion of the operating budget.

Action Items: None.

Moved by Councillor Jeff Knoll

Seconded by Susan Fanelli

1. **That the Fines Free Recommendation report be received and;**
2. **That the OPL Board approve a fine free model for the Oakville Public Library to take effect January 1, 2021.**
3. **That staff are instructed in Q4 2021 to bring to the Library Board a report on the impact of this community initiative related to materials lost, overdue, new members and stories from members using the library for the first time or returning to the library after more than two years.**

CARRIED

Councillor Knoll resumed the Chair.

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

- Report from Customer Experience Department, August 19, 2020

Tara Wong, CEO OPL, provided the Board with an update on the elimination of fines for children's print materials.

The Board requested that next time a customer satisfaction survey is done that it include questions regarding people taking out more materials and returning to the library more frequently because of the elimination of fines. Ms. Wong advised that a customer survey will be done as part of the strategic planning process.

Action Items: Include questions regarding increased usage and visit frequency in the next customer satisfaction survey.

Moved by Andrew Cashman

Seconded by Pankaj Sardana

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

CARRIED

10. Intellectual Freedom Policy

- Report from Customer Experience Department, August 19, 2020

Ms. Wong advised that this policy has been adjusted as per the comments from the June 4, 2020 Board meeting.

A Board member inquired about finding the right balance between the rights of library users to enjoy freedom of expression, while understanding that there are going to be instances where people's actions do not create a safe space for those around them.

Staff noted that this is an overarching policy and the scope gets narrowed down in the room booking and Internet Access and Acceptable Use policies.

The Board is concerned about creating a safe and welcoming environment and users who may display graphic images on computer screens, resulting in creating a non-safe space for others while maintaining their rights for freedom of expression.

Staff noted that there are always going to be books or materials that may be more controversial, and it is important to review what are people legally allowed to do as opposed to what the library wants them to do. The library uses ways to mitigate what people may view on their computer screens by having protection screens on the computers so viewers sitting beside them can't see their screen. Staff do their best not to restrict access, but to ensure it is managed.

Action Items: Include questions regarding increased usage and visit frequency in the next customer satisfaction survey.

Moved by Steven Bright

Seconded by Andrew Cashman

That the GOV-011 Intellectual Freedom Policy (Appendix A) be approved.

CARRIED

11. Respectful Conduct Policy

- Report from CEO's Office, August 19, 2020

A Board member suggested that this policy needs to be more robust and suggested that this policy reflect a greater commitment to library employees. It was also suggested that the purpose statement be broader, and that the amount of detail around what expectations is important. It was added that the policy should reflect what the Board expects and that this is an important issue that needs to clarify what people don't have to tolerate and what will be done if the policy is breached. This should reflect the procedure that will support employees to make sure they work in a discrimination and harassment free workplace.

Another Board member added that they were concerned about the mechanics of the procedural issues, as they are covered under other legislation and that the *Occupational Health and Safety Act* and *Ontario Human Rights Code* are very descriptive.

The Board suggests that staff take more time to ensure this policy is written right. It was suggested that Board members provide suggestions/thoughts to staff for a re-write or even share some examples.

Staff advised that members of the public have been very respectful about the requirement of mask wearing.

Action Items: Board members to send staff and each other any thoughts or examples that may help with this policy by September 10th.

Moved by Councillor Haslett-Theall

Seconded by Pankaj Sardana

That the HR-006 Respectful Conduct Policy be referred back to staff for further review.

CARRIED

12. Mandatory Use of Non-Medical Masks/Face Coverings Policy

- Report from CEO's Office, August 19, 2020

Responding to questions from the Board staff indicating that OPL administrative offices and staff rooms all have regulations in terms of social distancing and capacities.

A Board member inquired about the specification of non-medical face masks, and staff advised that they are not encouraging anyone to wear medical grade face masks in order to ensure the healthcare system does not face a shortage of medical face coverings.

It was also noted that any employee who has an exemption to not wear a mask for medical reasons, would not deal with a member of the public who also has an exemption.

Ms. Wong noted that face shields were provided to all front line staff to wear in addition to their masks should they choose. It was clarified that masks are mandatory and face shields are optional.

Action Items: None.

Moved by Andrew Cashman

Seconded by Councillor Haslett-Theall

That the decision to approve the Mandatory Use of Non-Medical Masks/Face Coverings Policy by the Executive Committee be approved by the Oakville Public Library (OPL) Board as per OPL Board Procedural By-law 4.4.

CARRIED

13. Employee Retention and Turnover Metrics

- Report from CEO's Office, August 19, 2020

Action Items: None.

Moved by Susan Fanelli

Seconded by Pankaj Sardana

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

CARRIED

14. CEO Update

- Report from CEO's Office, August 19, 2020

Ms. Wong noted the following during her presentation:

- OPL entered stage 3, and it has been going well.
- The Canadian Employee Wage Subsidy has been granted to some libraries. Staff are working with the Finance Department to see if OPL would be eligible. Ms. Wong noted that libraries receiving this subsidy seem to be receiving more than what they have lost in revenue. Receiving the subsidy would require some work in terms of the financial link between the town and the library.
- Regarding the possibility of being found ineligible, this has come forward from conversations with the Finance department and other libraries. It was added that some libraries have contacted the CRA and are being given conflicting feedback. Staff are taking the application process slowly to ensure we receive the money with the proper channels. This subsidy wouldn't include anyone who was on emergency leave or CERB. OPL would be applying for the period between the closure dates (mid-March) to August.
- The strategic planning process is still part of the 2020 capital budget for Q4, this will be further discussed in September.
- The town put out an employee engagement pulse survey, which OPL participated in. OPL had an 87% response rate, 79% are engaged this year while 83% are engaged with OPL overall.
- Ms. Wong provided the Board with an update on virtual events and activities.

- The Board advised that they like the CEO updates that Ms. Wong has been sending out every Monday. The Board requested that the updates include more health and wellness information in terms of OPL employees and more anecdotal information from customers and how they are receiving the library with all the changes.

Moved by Susan Fanelli

Seconded by Pankaj Sardana

That CEO Update report be received for information.

CARRIED

Date and Time of Next Meeting

Thursday, September 24, 2020
Virtual Meeting – 7:00 p.m.

Adjournment

Moved by Councillor Haslett-Theall

Seconded by Pankaj Sardana

That this meeting be adjourned.

CARRIED

The meeting adjourned at 10:00 pm