



OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, SEPTEMBER 24, 2020

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

A meeting of the Oakville Public Library Board was held on Thursday, September 24, 2020, in the Council Chamber of the Oakville Municipal Building, 1225 Trafalgar Road, commencing at 7:01 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
Bill Smith

OPL Staff (in person): Tara Wong, Chief Executive Officer
Joseph Moncada, Director of Innovation and Integration
Simona Dinu, Director of Customer Experience

OPL Staff (via Videoconference):

Marcus Logan, Manager of Community Development and Engagement
Danika Bernard, Manager of Program Development

Town Staff (via Videoconference):

Colleen Bell, Commissioner of Community Services

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 7:01 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, **AUGUST 27, 2020**

Moved by Andrew Cashman

Seconded by Susan Fanelli

1. That the minutes of the regular meeting of the Oakville Public Library Board, dated August 27, 2020, be approved, as amended to revise the first sentence under Item 9 – Impact of the Elimination of Overdue Charges on Children's Print Materials:

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

2. That the confidential minutes of the regular meeting of the Oakville Public Library Board, dated August 27, 2020, be approved

CARRIED

Consent Item(s)

1. Status of Outstanding Board Reports

- Report from CEO's Office, September 16, 2020

Moved by Councillor Haslett-Theall

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 CEO's Office, September 16, 2020

Moved by Councillor Haslett-Theall

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, September 16, 2020

Moved by Councillor Haslett-Theall

Seconded by Pankaj Sardana

That the Health and Safety report be received for information.

CARRIED

4. Membership Policy

- Report from Customer Experience Department, September 16, 2020

Simona Dinu, Director of Customer Experience answered questions from the Board regarding the membership policy and the following points were discussed:

- A non-resident fee for a library card is standard across the library industry. Residents pay for library services with their taxes, requiring anyone who is not an Oakville resident and wants a library card to be subject to a non-resident fee. Research shows that non-resident fees range from \$45-\$90. Staff will be conducting research to come up with an appropriate figure for Oakville.
- The Board expressed concern regarding use of a health card as a form of ID when signing up as a new member. Ms. Dinu advised that staff wouldn't document the health card number, they would just view it to ensure accuracy of address and name. Another Board member noted that not allowing residents to show their health card may be a barrier to them utilizing library services, and for some people that will be the only form of ID they have. Ms. Dinu noted that the town's Legal Department will be consulted. It was further advised that staff would never ask for a health card as a preferred piece of identification, it would be used as a last resort, and that no numbers or information from the health card would be recorded.
- The Board requested that all forms pertaining to membership include a statement from MFIPPA (Municipal Freedom of Information and Protection of Privacy Act) regarding privacy. Staff responded that whenever the library

- collects personal information they have to be very clear what it is being used for.
- Staff advised that they do ask customers to fill out paper forms regularly, and that the process for obtaining a library card is simplified in that staff conduct the application verbally collecting personal contact information and then check identification prior to issuing a card. Staff have a list of acceptable identification that they use to guide the conversation with the person applying for the library card.
 - The Board requested that under acceptable forms of identification the wording be changed to read as “indigenous status card” and not “Indian status card”.
 - The Board would like to ensure the public knows providing a Health Card as identification would be completely voluntary.
 - Staff advised that should someone not be able to provide any identification they will be issued a “limited privileges” card.
 - Colleen Bell, Commissioner of Community Services noted that the library works with many disadvantaged youth, who often lack proper identification, allowing them to show a health card ensures they have access to library services.

Action Items: Staff will ensure a statement goes in the policy that identifies they are not recording personal information from the provided identification e.g. . Staff will bring a copy of the registration form to the Board for review. The chart will be adjusted regarding Indigenous status.

Moved by Andrew Cashman

Seconded by Councillor Haslett-Theall

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

CARRIED

5. RFID Review

- Report from Customer Experience Department, September 16, 2020

Action Items: None.

Moved by Bill Smith

Seconded by Pankaj Sardana

That the RFID Review report be received for information.

CARRIED

6. Ontario Public Library Week Plan

- Report from Innovation and Integration Department, September 16, 2020
- The Board requested information regarding the uptake and usage of summer digital programs, staff advised that they can bring the results from the virtual programming and summer reading programs to next meeting.
- The Board suggests that the website teaser be removed from the Library Week Plan.
- It was suggested that there needs to be stronger themes, regarding OPL's messaging to the public.
- Staff advised that this plan was put together while keeping in mind how to connect with people digitally. OPL is looking to introduce people to new initiatives, as well as promoting the permanent reduction of fines.
- The Board would like the plan to narrow in on the resourcefulness of customers during the COVID-19 pandemic, and have clearer key themes.
- The Board suggested staff focus on what OPL has delivered and what they can deliver, and that sometimes less is more.
- The Board is excited about the theme of "one card, one million possibilities".

Action Items: Remove website teaser, narrow themes down, focus on resourcefulness of community during pandemic. Bring back information regarding usage of summer programs.

Moved by Steven Bright

Seconded by Andrew Cashman

That the Ontario Public Library Week Plan be received for information.

CARRIED

7. Diversity and Inclusion Report

- Report from CEO's Office, September 16, 2020

Marcus Logan, Manager of Community Development and Engagement and Danika Bernard, Manager of Program Development presented the Diversity and Inclusion Report to the Board.

Discussion with the Board ensued and the following points were noted:

- Materials are catalogued using an older standard that still needs significant work to modernize. Staff clarified the appropriate acronym for gender identity and sexuality is 2SLGBTQ+.
- Staff were asked how they choose a focus with such a broad spectrum of partnerships and services. Mr. Logan advised that a heavy focus is placed on community partners and community gaps regarding 2SLGBTQ+ as well as people of colour and how to ensure full community inclusion.

- Tara Wong, OPL CEO advised that this presentation will be considered as part of the Boards strategic planning, and the Boards role will be to help identify priorities is regards to community outreach initiatives.
- The Board suggested that staff look to identify gaps with those who do not feel included.
- Ms. Bernard advised that staff are working on documents to discover who is in the neighbourhoods OPL services and collecting their stories.
- Ms. Wong noted that having staff as members of different community groups helps to bring in the information in terms of service gaps and needs within the community served.
- A Board member suggested that more diverse voices need to be at the table for discussions and that staff come back to the Board with specific neighbourhood needs, as this will give both staff and the Board a more specific idea of what customers in different communities need.
- It was noted that the books received from the Asian community have been catalogued and the titles are being sent in different branches.

Action Items: Staff to continue to identify service gaps and report back to the Board regarding how neighbourhoods have been targeted for inclusion.

Moved by Councillor Haslett-Theall

Seconded by Steven Bright

That Diversity and Inclusion report be received for information.

CARRIED

The Chair recessed the meeting at 8:13 p.m.

The Chair resumed the meeting at 8:30 p.m.

8. CEO Update

- Report from CEO's Office, September 16, 2020

Tara Wong, CEO OPL, provided an update regarding OPL and its branches and the following was discussed:

- COVID-19 update for branch operations.
- Stage 3 hours and service adjustments.
- Central One Desk Conversion (the branch will not need to close for this), there will be signs up advising the public.
- A website update was provided, noting the RFP will be issued this week. A broader update will come to the Board in October.
- OPL will be launching 1,000 Books Before Kindergarten Beanstack Challenge.
- The food shelf at Central is now open.
- OPL's learning resources for back to school is available online.

- Novel branches will be located at St. Luke's Community Centre and QEPCCC.
- OPL is hosting some sessions as part of Inform Canada's annual conference (now virtual).
- Strategic Planning will be October 15th 4-6:30 p.m. and November 5th 4-6:30 p.m.. The planning sessions will be guided by a facilitator, these sessions will focus on different exercises to help the Board decide on areas of development they want to focus on. The sessions will be interactive. There will not be significant pre-reading or advance preparation for the Board to complete in advance of the sessions.

Action Items: Send the Board meeting requests for the strategic planning sessions.

Moved by Steven Bright

Seconded by Bill Smith

That CEO Update report be received for information.

CARRIED

Date and Time of Next Meeting

Thursday, October 22, 2020
Virtual Meeting – 7:00 p.m.

Adjournment

Moved by Susan Fanelli

Seconded by Councillor Haslett-Theall

That this meeting be adjourned.

CARRIED

The meeting adjourned at 8:45 p.m.