



OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, OCTOBER 22, 2020

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

A meeting of the Oakville Public Library Board was held on Thursday, October 22, 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 (*Arrived at 7:10*)
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

Town Staff (via Videoconference):

Colleen Bell, Commissioner of Community Services
(*Arrived 7:08 pm*)
Catharine Hewitson, Manager of Financial Planning and Policy
Belinda Wiersma, Senior Financial and Policy Analyst

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, **SEPTEMBER 24, 2020**

Moved by Councillor Haslett-Theall

Seconded by Bill Smith

That the minutes of the regular meeting of the Oakville Public Library Board, dated September 24, 2020, be approved, as amended to add the following point under Item 4 Membership Policy as follows:

“The Board requested that under acceptable forms of identification the wording be changed to read as “indigenous status card” and not “Indian status card”.

CARRIED

Consent Item(s)

1. Status of Outstanding Board Reports

- Report from CEO's Office, October 14, 2020

Moved by Susan Fanelli

Seconded by Steven Bright

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, October 14, 2020

Moved by Susan Fanelli

Seconded by Steven Bright

That the 2019/2020 OPL Board Key Agenda Items report be received for information.

CARRIED

3. Health & Safety Report

- Report from CEO's Office, October 14, 2020

Moved by Susan Fanelli

Seconded by Steven Bright

That the Health and Safety report be received for information.

CARRIED

4. Q3 2020 Performance and Measures

- Report from Customer Experience Department, October 14, 2020

Moved by Susan Fanelli

Seconded by Steven Bright

That the Q3 2020 Performance and Measures report be received.

CARRIED

5. Employee Retention and Turnover Metrics

- Report from CEO's Office, October 14, 2020

Tara Wong CEO OPL, presented the Employee Retention and Turnover Metrics.

The Board is happy with the initiative to introduce a virtual recognition program, as well as the recognition of long service.

Under reasons for leaving is a section referred to as “personal reasons” and the Board would like this to be narrowed down further, as “personal reasons” is a broad answer. Ms. Wong advised that this can be reviewed to narrow down reasons, although consideration must be given to ensure staff are not able to be personally identified by the reasons. It was noted that OPL does exit interviews whenever staff leaves. The data is analyzed, reviewed and then management act on anything that’s necessary.

Action Items: Management to narrow down personal reasons for staff leaving where possible, not identifying anyone.

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

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

CARRIED

6. Membership Policy

- Report from Customer Experience Department, October 14, 2020

Simona Dinu, Director of Customer Experience presented the finalized Membership Policy.

Action Items: None.

Moved by Susan Fanelli

Seconded by Steven Bright

That the PS-004 Membership Policy (Appendix A) be approved.

CARRIED

7. 2021 Oakville Public Library (OPL) Operating Budget

- Report from CEO's Office, October 14, 2020

Tara Wong, CEO OPL and Catharine Hewitson, Manager of Financial Planning and Policy presented the 2021 OPL Operating Budget.

Discussion ensued and the following points were noted:

- Regarding savings from 2020, everything will go back to the town. The libraries budget is part of the overall town budget. As a result any surplus goes back to the town's tax stabilization reserve.
- Regarding any reduction in funds for skill development it was noted that the town learning management system is done in house and that modules are offered for staff to complete. The library continues to send staff for any training they need. Many in person classes are not happening, which allows for more people to be put in online classes. The reduction in budget shouldn't negatively impact staff.
- Regarding vacant positions it was noted that the Graphic Designer and Database Coordinator have been vacant for almost a year.
- Staff noted that all changes to the budget have been made in line with the town.

- The current operating hours at Clearview branch need to continue for several months. Staff noted there is a possibility to shift the hours, but limited options to increase the hours.
- Colleen Bell, Commissioner of Community Development noted that locations connected to schools need to be watched in case the attached school has a COVID outbreak the library would also be affected by any closures.
- It was clarified that the Non-resident fee for a library card is \$55.
- Room rentals have not been offered due to COVID. However, come mid 2021 staff will be looking to consult with groups who have rented regularly in the past.
 - o The Board suggested that with circumstances surrounding the pandemic being unknown perhaps the amount of revenue expected for 2021 room rentals be adjusted to 25%, therefore increasing the operating budget increase to 1.7%.

Action Items: The budget be amended to reflect 25% of room rental revenue and a budget increase of 1.7%.

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

That the 2021 OPL Operating Budget be approved, and submitted to the Town Council for consideration.

CARRIED

8. 2021 Oakville Public Library (OPL) Capital Budget

- Report from CEO's Office, October 14, 2020

Tara Wong, CEO OPL and Catharine Hewitson, Manager of Financial Planning and Policy presented the 2021 OPL Capital Budget.

Responding to questions from the Board regarding growth targets, Ms. Hewitson advised that the non-growth portion is funded from town reserves and town sources and the growth portion funded from development charges.

Regarding the vehicle for materials and handling there is a \$30,000 operating efficiency realization upon acquiring the vehicle. It was noted that the full realization will be 2022, and that this vehicle is essential for non-branch services. The Board inquired about the possibility of the vehicle being "green" and Ms. Wong responded that the town fleet made this recommendation based on what it was going to be used for. Colleen Bell, Commissioner of Community Development advised that the town is looking at a greener fleet more long term and that she would speak with the Director of Roads and Works about this option.

The Board discussed that the \$321,000 for Glen Abbey is not calculated in the non-growth target, as it was previously allocated. The Board is concerned about optics as it would look like the non-growth target is being exceeded. Staff will distribute a memo as soon as possible noting this adjustment. This memo to also include adjustments under key facts.

Action Items: Staff to distribute memo regarding clarification of funds for Glen Abbey and Ms. Bell to discuss a green vehicle with the town's Director of Roads and Works.

Moved by Bill Smith

Seconded by Andrew Cashman

That the 2021 OPL Capital Budget be approved and submitted to Town Council for consideration.

CARRIED

9. August 2020 YTD Financial Status Indicators

- Report from Finance Department , October 14, 2020

Moved by Pankaj Sardana

Seconded by Susan Fanelli

That the August 2020 YTD Financial Status Indicators report be received.

CARRIED

10. Operational Hours

- Report from CEO's Office, October 14, 2020

Tara Wong discussed the Operational Hours report. Ms. Wong advised that while the library cannot resume pre-COVID operating hours with the new budget, they can still increase from where it is currently.

Ms. Wong noted that it is too soon to see any changes in branch traffic with the COVID second wave in Ontario, and that there will be a better gauge of this in the coming months.

Action Items: None.

Moved by Susan Fanelli

Seconded by Pankaj Sardana

That the Operating Hours report be received for information.

CARRIED

11. Respectful Conduct Policy

- Report from CEO's Office, October 14, 2020

Ms. Wong reviewed the revised Respectful Conduct Policy with the Board.

The Board would like to defer this matter back to staff for one more review in order to provide further clarity as to what is considered respectful behavior, as well as explaining fall back procedures if respectful behavior is not occurring. In looking at other examples the Board noted that the language needs to be more detailed, and the policy requires wordsmithing and clarification.

A Board member suggested that they want to ensure this policy is written in a manner that encourages people to speak up without fear when there is an issue.

Action Items: Staff to take Board feedback to revise policy.

Moved by Councillor Haslett-Theall

Seconded by Bill Smith

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

CARRIED

12. Halton Information Providers (HIP) Update

- Report from Innovation and Integration Department , October 14, 2020

Marcus Logan, Manager of Community Development and Engagement presented the HIP Update.

Action Items: None.

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

That the HIP update be received.

CARRIED

13. Website Update

- Report from Innovation and Integration Department , October 14, 2020

Joseph Moncada, Director of Innovation and Integration presented the Website Update.

The Board requested that if anything comes up regarding this matter that the Board be notified and that a memo be sent out with any pertinent information.

Action Items: Keep the Board informed regarding any pressing updates.

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

That the Website Update report be received for information.

CARRIED

14. CEO Update

- Report from CEO's Office, October 14, 2020

Tara Wong, CEO OPL presented the CEO Update.

Responding to questions staff advised that the annual event where staff review favorite books is virtually being held today, October 22, 2020, this will be recorded and the link sent to the Board.

The board was happy to see the projects staff have been working on with the LEAN certification.

The board is happy with the strategic planning process so far.

Action Items: Send the Board the link for the event occurring regarding staffs' favourite books.

Moved by Steven Bright

Seconded by Susan Fanelli

That CEO Update report be received for information.

CARRIED

Date and Time of Next Meeting

Thursday, November 26, 2020
Virtual Meeting – 7:00 p.m.

Adjournment

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

That this meeting be adjourned.

CARRIED

The meeting adjourned at 8:55 p.m.