



Minutes

Ottawa Public Library Board

September 12, 2011

A regular meeting of the Ottawa Public Library Board was held on Monday September 12, 2011 at 18:30 hours at the City of Ottawa Central Archives and OPL Materials Distribution Centre (Room 115), 100 Tallwood Drive, Ottawa, ON.

Present: Chair
Vice-Chair Member

Jan Harder
Jim Bennett
Amelita Armit
André Bergeron
Keith Egli
David Gourlay
Christine Langlois
Danielle Lussier-Meek
Doug Thompson
Tim Tierney
Marianne Wilkinson
Rose Zeidan

Regrets:

Patrick Gauch
Shad Qadri

Also Present: City Librarian and CEO
Div. Mgr. System Wide Services and Innovation
Div. Mgr. Service Excellence
Div. Mgr. Facilities and Business Services
Manager, Financial Services Unit

Barbara Clubb
Elaine Condos
Monique Désormeaux
Danielle McDonald
Brenda Gorton

Recorder

Marc Pellerin

1. Call to Order

The meeting was called to order at 18:30.

2. Excused Absences

Regrets were received from Trustee Gauch and Trustee Qadri.

3. Declarations of Conflict of Interest

None declared.

4. Approval of Agenda

MOTION: 052-11

Moved by Trustee Thompson, seconded by Trustee Tierney to approve the agenda as presented.

-CARRIED.

5. Recognition Awards

Chair Harder presented a certificate of recognition on behalf of the OPL Board to Paul Lanctot, Bookmobile Public Service Assistant and Steven Rogers, Driver/Circulation Assistant. Paul and Steven took it upon themselves to reach out to a person in need on the evening of July 14th when they were the first on the scene of a vehicular accident in Navan. As the first responders, they pulled the driver out of the car, administered first aid, and called 911. Chair Harder congratulated both Paul and Steve for their heroic efforts.

6. Chair's Remarks

Chair Harder gave her verbal report.

Tri Board Meeting: The 2nd Annual Tri-Board meeting, held just prior to this meeting, provided a wonderful opportunity to exchange information and experiences amongst all three Boards. The meeting proved to be an excellent opportunity to discuss Library Advocacy, among other subjects.

Re-opening of Ruth E. Dickinson: The grand re-opening of the Ruth E. Dickinson Branch was held on August 26. The Branch had been closed to allow for accessibility and layout improvements, thanks to \$550,000 from the federal, provincial and municipal Infrastructure Stimulus Fund. The public is enjoying the new changes and continue to provide many compliments. The Branch now features:

- o A Borrower Services counter on the ground floor
- o A 24-hour exterior book drop
- o A new program area
- o Upgraded accessible washrooms

Jan Harder Golf Tournament: The golf tournament was held on June 21st and raised almost \$45,000 for the Foundation's new central library fund. Almost \$100,000 has been raised all together in two tournaments (2010 and 2011).

Upcoming Events: October is Library Month and many events are being planned. This includes:

- o Teen Author Fest Event at various branches
- o Small Business Week, October 17-22
- o Kids Lit Gala, October 18
- o Hazeldean Branch 30th Anniversary Celebration, October 22

Other upcoming events include:

- o Raise a Reader, September 28
- o North Gower 120th Celebration, November 14

Order of Friendship: Chair Harder reminded Trustees about the upcoming Order of Friendship Awards. Trustees may submit any nominations to the Order of Friendship Committee. The committee will be meeting in October. The Order of Friendship Award serves to recognize outstanding volunteer contributions made to the Ottawa Public Library by individuals, groups and/or institutions.

North Gower: A new library support group in North Gower set up a booth at the North Gower Farmers' Market on Saturday September 10 to raise awareness and money for a new branch facility. The City Librarian visited the booth.

7. Approval of Consent Items

MOTION: 053-11

Moved by Trustee Egli, seconded by Trustee Tierney to approve the following on consent:

- Doc #1: September 12/11: Minutes of June 13/11, June 30/11, August 18/11
- Doc #2: September 12/11: Conference of the Library and Information Community of Quebec / Congrès des milieux documentaires du Québec (Trustee Attendance : Trustee Langlois)

-CARRIED.

And to receive the following reports:

- Doc #5: September 12/11: Monthly Report (Special Summer Release)
- Doc #6: September 12/11: Monthly Report (September)
- Doc #7: September 12/11: 2011 OPL Board Work Plan Mid-Year Review
- Doc #9: September 12/11: Q2 Financial Report
- Doc #10: September 12/11: Q2 Report on Capital Facilities Projects
- Doc #11: September 12/11: Children's French Outreach Strategy
- Doc #12: September 12/11: 2010 Audited Financial Statements
- Doc #13: September 12/11: 2012 Budget Timeline
- Doc #14: September 12/11: Commemorative Naming Proposals – New Central Archives/Ottawa Public Library Materials Distribution Centre
- Doc #15: September 12/11: 2011 Calendar of Reports, Outstanding Inquiries, Motions and Un-scheduled Reports
- Doc #16: September 12/11: Monitoring Report: A.19.1 Fundraising: Acceptance of Donations
- Doc #17: September 12/11: Monitoring Report: A.19.2 Fundraising: Acceptance of Sponsorships
- Doc #18: September 12/11: Monitoring Report: A.19.5 Fundraising: Issuance of Receipts

-RECEIVED.

Chair Harder referred to the additional supplemental documentation provided to the Board and asked Trustees to review the Teen Strategy Report prior to the October Board meeting. Chair Harder noted that the Francophone Needs Assessment Research Report will be presented in detail at the November Board meeting.

8. Governance and Audit Committee Report

Trustee Bergeron referred to Document #4a, Policy B.13 Board Membership on Other Bodies, Section 1 and inquired about the OPL's plan to liaison with school Boards considering the fact that the Library Act no longer requires the appointment of school Trustees to public library Boards. Chair Harder mentioned that liaison opportunities between the OPL and the school Board do exist. Further discussion is needed on the subject. Chair Harder directed the City Librarian and CEO to discuss the matter with staff and that a recommendation be brought back to the Board.

MOTION: 055-11

Doc #4a: Governance and Audit Committee Report

Moved by Trustee Bergeron, seconded by Trustee Lussier-Meek that the Board approve the following revised policies:

- **A.04 Financial Condition**
- **A.06 Asset Protection**
- **B.09 Board Members Code of Conduct**
- **B.11 Board Relations with the OPL Foundation**
- **B.13 Board Membership on Other Bodies**
- **B.15 Board Self Evaluation**

-CARRIED.

9. Q2 Performance Measurement Report

Donna Clark, Manager of Strategic Coordination referred to Document #8, Q2 Performance Measurement Report and explained that the Ruth E. Dickinson performed well considering the fact that services were modified (i.e. reduced service) in Q2. The branch saw an increase of 3.2% in overall circulation.

Trustee Bennett referred to the following sections in the Q2 Performance Measurement Report:

- Table 1: The New Greely branch was completed on March 1st. The branch saw an increase in 5,359 items from Q2 2010 to Q2 2011. With the new modern library facility, patron visitation and circulation numbers have increased significantly.
- Table 3: French circulation saw an increase from 201 in Q2 2010 to 636 in Q2 2011.
- Table 1: The number of digital downloads is pegged at 60,709; 3% higher than first time circulation. The number of digital downloads is increasing each quarter.

Trustee Bennett inquired as to whether or not the OPL is purchasing the Freegal service. D. Clark advised that the OPL has unlimited access to Freegal, allowing individual patrons access to three downloadable items per week.

Trustee Langlois noted the increase of 16.3% in French circulation, suggesting an increase in demand for French materials. Trustee Langlois explained that the demand for French materials is considered a strength and should be reflected as such in the OPL's strategic plan.

Chair Harder referred to Section 5.4, Wireless Internet Sessions, and inquired about the increase of 27.4% from Q2 2010 and 110% from Q2 2009. Jennifer Stirling, Manager Digital Services explained that the introduction of new wireless devices is prompting patrons to utilize the library's wireless system. The amount of 100 megabytes is purchased through the City. In April 2011, 120 megabytes per second was being used. Decisions will have to be made in the future as to how to address the need to accommodate the bandwidth usage for personal computers and wireless devices. In 2010, there were nearly one million sessions on OPL's public PCs. Digital Services is currently involved in a project aimed at modernizing the ability of OPL's public PCs to offer similar access features when compared to personal wireless devices. Public PC terminals have been added at the Main branch. The latest figures indicate that the terminals are at a 90% usage rate. OPL will continue to add public PCs to complement the wireless access.

Chair Harder inquired about the pressures on electrical requirements and the capacity to accommodate new terminals. J. Stirling mentioned that pressures on electrical requirements will continue to be an issue at the Main branch. Future building initiatives will aim to support the electrical capacity. Barbara Clubb, City Librarian and CEO noted that there were not enough plugs in some areas. Issues have surfaced in cases where power cords were plugged and stretched out in unsuitable areas, resulting in health and safety hazards.

MOTION: 056-11

Doc #8 Q2 Performance Measurement Report

Be it resolved that the OPL Board receive the Q2 Performance Measurement Report.

-RECEIVED.

10. Main Library Building Condition Assessment

Elaine Condos, Div. Mgr. System Wide Services and Innovation referred to Document #3 and summarized the contents of the report. The Main Library branch first opened in January 1974. At 88,000 square feet, it is the both the largest and busiest branch in the OPL system. The Main Library facility has not undergone a comprehensive renovation since it opened in 1974, and the last building condition assessment was undertaken in 2004 by the City of Ottawa Public Works department. In 2008, there was an emergency structural issue identified on the 3rd floor of the Main Library with one of the exterior concrete slabs, resulting in completion of an engineering assessment and required repairs; and ongoing precautionary reduced load requirements, where possible, in identified edge bay areas. This has resulted in the Library's inability to have heavy loads, e.g. books, in a number of perimeter areas. Any changes in load deflections in these identified areas, are now assessed by a structural engineer before the Library can proceed. The Main Library is the most heavily used building in the OPL fleet of facilities. With the building coming up to its 40 year anniversary in 2014, it is both timely and prudent to undertake a comprehensive assessment of the facility at this time. In order to develop a short- to mid-term plan for the Main Library branch, it is being recommended that a comprehensive building condition assessment be undertaken. The assessment will look at end of life for the building, expansion potential, and building flexibility as well as structural soundness. The study will identify proposed remedies and recommendations including estimated costs. The building condition assessment study will be a tool for the Library Board in determining how best to proceed with respect to the Main Library. Pending Board approval, a Statement of Work for the structural review will be developed working with City Infrastructure Services and other key departments. E. Condos introduced Alain Gauthier, Manager of Asset Management, Infrastructure Services and Paul Hussar, Program Manager, Design and Construction Architecture.

Trustee Egli inquired about the cost of the assessment and asked as to whether or not the assessment will be contracted out. E. Condos advised that the cost of the assessment is pegged at approximately \$125,000. A firmer number will be available once the statement of work has been developed and proposals are received from potential firms. The assessment will be contracted out using the City's Standing Offer list.

Trustee Egli asked as to where the \$125,000 would come from. E. Condos explained that the matter is still under discussion. A cost sharing option between the OPL and Infrastructure Services is possible. The Main Library facility remains a jointly-owned facility between the OPL and the City of Ottawa. It is the responsibility of the OPL and the City to ensure that the required assessments are being undertaken. A contingency fund does exist in the City to help fund the study.

Trustee Egli further asked as to whether or not the assessment will be approved by the Board once the cost is known. Chair Harder explained that the Board is responsible for approving expenditures in excess of \$100,000 and the cost of the assessment may be considerably less than \$100,000 considering the fact that the cost could possibly be shared with City of Ottawa Infrastructure Services. The Board will receive updates as information becomes available. E. Condos mentioned that the external vendor would be engaged in Q4 and the assessment would be completed six to eight months after the work begins.

Trustee Lussier-Meek inquired about the structural soundness of the facility and expressed concerns about the emergency structural issue that was identified in 2007. E. Condos advised that the facility is safe. On a go forward basis, it was recommended that load deflections in identified areas be assessed by a structural engineer before the Library can proceed. As part of the planning process, a plan would be reviewed by a structural engineer for the deflection of heavy loads only.

Trustee Langlois asked as to whether or not the study would review accessibility requirements considering the need to comply with new legislation pertaining to accessibility. E. Condos confirmed that an accessibility component formed part of the Scope of Work.

MOTION: 054-11

Doc #3: Main Library Building Condition Assessment

Moved by Trustee Gourlay, seconded by Trustee Armit that

WHEREAS the Main Library has not undergone a comprehensive renovation since the facility opened in 1974; and

WHEREAS the last building condition assessment was undertaken in 2004; and

WHEREAS in 2007, there was an emergency structural issue identified on the 3rd floor of the Main Library with one of the exterior concrete slabs, resulting in completion of an engineering assessment and required repairs; and continued precautionary reduced load requirements in identified edge bay areas;

THEREFORE BE IT RESOLVED that, working with the City of Ottawa Infrastructure Services and other departments, the Ottawa Public Library undertake an external building condition assessment of the Main Library building that will examine expansion potential, building flexibility, end of life, and structural soundness; and, that will identify proposed remedies and recommendations including estimated costs.

-CARRIED.

11. Adjournment

**TOPIC: ADJOURNMENT
MOTION: 057-11**

Moved by Trustee Thompson to adjourn the meeting at 19:10.

-CARRIED.

Minutes approved by:

Chair

Secretary

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