Oakville Public Library Board

Agenda

Thursday, February 20, 2020
Oakville and Trafalgar Rooms
7:00 p.m.

Wireless devices must be switched to the non-audible function during this meeting.

Assistive listening devices are available for your convenience from the Clerk’s staff.

www.opl.ca

Register as a delegation

Those wishing to address the Oakville Public Library Board regarding an issue on this agenda are encouraged to do so. To appear as a walk-on delegation, please sign the *Delegation Register Sheet* located on the table in the back of the meeting room or notify the Library's Administration Office no later than noon the day of the scheduled Board Meeting.

If calling to register as a delegation wishing to present to the Board, contact the Library's Administration Office at 905-815-2031, oplboard@oakville.ca or by mail at Oakville Public Library Board, c/o Secretary to the Board, Oakville Public Library, 120 Navy Street, Oakville ON, L6J 2Z4 a week prior to the meeting. Those wishing to appear as a delegation are encouraged to review the Library's Delegation to the Library Board Policy which can be found on the Library's public site at opl.on.ca or upon request to the Secretary to the Board.

Oakville Public Library Board Membership

The following Members of Council have been appointed to serve on the Library Board until November 14, 2022:

Councillor Janet Haslett-Theall
Councillor Jeff Knoll

The following Oakville residents have been appointed to serve on the Library Board for the term of Council 2018 – 2022 or until their successors are appointed.

Steven Bright
Pankaj Sardana
Bill Smith
Paul McIntyre Royston
Susan Fanelli
Andrew Cashman

Oakville Public Library Board

Regular Meeting

Agenda

Thursday, February 20, 2020
Oakville and Trafalgar Rooms
7:00 p.m.

Chairperson: Councillor Jeff Knoll

Regrets

Declarations of Pecuniary Interest

Confirmation of Minutes of the Previous Regular Meeting of the Board

Minutes of the Regular Meeting of the Board, **JANUARY 23, 2020** **9-18**

Consent Item(s)

1. Status of Outstanding Board Reports **19-22**

- Report from Library CEO, February 12, 2020

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

2. Health and Safety Report **23-24**

- Report from Human Resources Manager, February 12, 2020

Recommendation:
That the *Health and Safety report* be received for information.

3. 2019/20 Board Key Agenda Items 25-26

- Report from Library CEO, February 12, 2020

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

4. FINAL - Media Relations Policy 27-30

- Report from Director of Innovation and Integration, February 12, 2020

Recommendation:
That the OP-005 Media Relations Policy (Appendix A) be received for approval.

5. FINAL - Policy Development Policy 31-38

- Report from Director of Customer Experience, February 12, 2020

Recommendation:
That the GOV-010 Policy Development Policy (Appendix A) be approved.

6. FINAL - Volunteer Policy 39-46

- Report from Director of Customer Experience, February 12, 2020

Recommendation:
That the OP-004 Volunteer Policy (Appendix A) be approved.

Confidential Consent Item(s)

There are no Confidential Consent Items listed for this agenda.

Discussion Item(s)

7. Year-End Comprehensive Financial Report of December 31, 2019 47-54

- Report from Finance Department, February 12, 2020

Recommendation:

1. That the *Year-End Comprehensive Financial Report of December 31, 2019* be received for information; and

2. That the transfer of $115,000 from the Development Reserve Fund to the Oakville Community Foundation (OCF) be approved.

8. 2019 Performance and Measures Report **55-74**

- Report from Director of Customer Experience, February 12, 2020

Recommendation:
That the *2019 Performance and Measures report* be received.

9. Overview of Fines and Fees **75-80**

- Report from Director of Customer Experience, February 12, 2020

Recommendation:
That the *Overview of Fines and Fees report* be received for information.

10. Employee Retention and Turnover Metrics **81-84**

- Report from Human Resources Manager, February 12, 2020

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

11. 2019 CEO Goals - Final **85-88**

- Report from Library CEO, February 12, 2020

Recommendation:
That the *2019 CEO Goals – Final report* be received for information.

12. DRAFT - Internet Access and Accessible Use Policy **89-94**

- Report from Director of Innovation and Integration, February 12, 2020

Recommendation:
That the PS-002 Internet Access and Acceptable Use Policy (Appendix A) be received for information and comment.

13. DRAFT - Intellectual Freedom Policy **95-102**

- Report from Director of Customer Experience, February 12, 2020

Recommendation:
That the GOV-011 Intellectual Freedom Policy (Appendix A) be received for information and comment.

14. DRAFT - Occupational Health, Safety and Workplace Violence Policy **103-108**

- Report from Human Resources Manager, February 12, 2020

Recommendation:
That the HR-007 Occupational Health, Safety and Workplace Violence Policy be received for information and comment.

15. DRAFT - Respectful Conduct Policy **109-112**

- Report from Human Resources Manager, February 12, 2020

Recommendation:
That the HR-006 Respectful Conduct Policy be received for information and comment.

16. 2020 Staff Development Day **113-114**

- Report from Library CEO, February 12, 2020

Recommendation:

1. That the 2020 Staff Development Day report be received for information; and

2. That the request to close all library branches and cancel all off-site programs on June 12, 2020 to support a Library Staff Development Day be approved.

17. 2020 Development Plan Update **115-128**

- Report from Director of Innovation and Integration, February 12, 2020

Recommendation:
That the *2020 Development Plan Update report* and presentation be received for comment and information.

18. SOLS Trustee Council Update **129-130**

- Report from Bill Smith, Board Member, February 12, 2020

Recommendation:
That the *SOLS Trustee Council Update* be received for information.

19. CEO Update **131-134**

- Report from Library CEO, February 12, 2020

Recommendation:
That *CEO Update report* be received for information.

Confidential Discussion Item(s)

There are no Confidential Discussion Items listed for this agenda.

New Business

Date and Time of Next Meeting

Thursday, March 26, 2020
Oakville Municipal Building
Oakville and Trafalgar Rooms - 7:00 p.m.

Adjournment

OAKVILLE PUBLIC LIBRARY BOARD

MINUTES

THURSDAY, JANUARY 23, 2020

OAKVILLE AND TRAFALGAR ROOMS
OAKVILLE MUNICIPAL BUILDING
1225 TRAFALGAR ROAD, OAKVILLE

A meeting of the Oakville Public Library Board was held on Thursday, January 23, 2020, in the Oakville and Trafalgar Rooms of the Oakville Municipal Building, commencing at 7:00 p.m.

Present:
Councillor Jeff Knoll, Chair
Councillor Janet Haslett-Theall
Andrew Cashman
Susan Fanelli
Paul McIntyre Royston
Bill Smith

Regrets:
Steven Bright
Pankaj Sardana

OPL Staff:
Tara Wong, Chief Executive Officer
Joseph Moncada, Director of Innovation and Integration
Simona Dinu, Director of Customer Experience
Marcus Logan, Manager of Community Integration
Krystyna Ransome, Executive Administrator

Town Staff:
Colleen Bell, Commissioner of Community Services
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, **NOVEMBER 21, 2019**

Moved by Andrew Cashman Seconded by Councillor Haslett-Theall

That the minutes of the regular meeting of the Oakville Public Library Board, dated November 21, 2019, be approved.

CARRIED

Confidential Minutes of the Closed Session of the Board, **NOVEMBER 21, 2019**

Moved by Andrew Cashman Seconded by Councillor Haslett-Theall

That the confidential minutes of the regular meeting of the Oakville Public Library Board, dated November 21, 2019, be approved.

CARRIED

Consent Item(s)

1. Status of Outstanding Board Reports

- Report from CEO of the Oakville Public Library, January 15, 2020

A member enquired as to the status of the auditor for the library, and staff advised this will be determined once the town makes a decision regarding an internal auditor, as the library uses the towns' auditor.

Follow-up Required:
Staff will report back to the Board in February or March of 2020 regarding an update on this matter.

Moved by Councillor Haslett-Theall Seconded by Paul McIntyre-Royston

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

CARRIED

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

- Report from CEO of the Oakville Public Library, January 15, 2020

The Board requested regular monthly updates/report on the progress of the new website. Staff advised that this can be included in the monthly technology update as part of the CEO update.

Follow-up Required:
Staff to include website updates monthly in technology report.

Moved by Councillor Haslett-Theall Seconded by Susan Fanelli

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

CARRIED

3. Health and Safety Report

- Report from Human Resources Manager, January 15, 2020

Responding to questions from the Board, staff advised that time loss due to injuries has been minimal and has been no more than 1-3 days depending on the injury.

Staff advised that the reporting on injuries may be different due to increased training on reporting as well as new supervisors.

Moved by Andrew Cashman Seconded by Bill Smith

That the Health and Safety Report be received for information.

CARRIED

4. Interlibrary Loan Status

- Report from CEO of the Oakville Public Library, January 15, 2020

Moved by Paul McIntyre-Royston Seconded by Susan Fanelli

That the Interlibrary Loan (ILLO) Status report be received for information.

CARRIED

5. Employee Retention and Turnover Metrics

- Report from Human Resources Manager, January 15, 2020

The Board requested information on turnover rates at each branch. A member indicated that turnover rates seemed lower than average.

Follow-up Required:
Staff to provide turnover statistics for each branch.

Moved by Paul McIntyre-Royston Seconded by Councillor Haslett-Theall

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

CARRIED

6. Staff Engagement

- Report from CEO of the Oakville Public Library, January 15, 2020

Staff advised that focus groups were held in September and that a consultant worked with each group. The feedback that was provided by the focus groups was helpful for management and helped provide a guideline to overall status of employee engagement.

Management identified short, medium and long term initiatives based on the feedback from the focus groups. The following are a sampling of initiatives in development:

- Communication, especially between multiple branches
- Recognition, how can it be done and what does it mean to staff
- Relationship building from a leadership perspective
- Management team leadership focused book club
- Coaching goals for the leadership team
- Staffing model review
- Increasing clarity to positions

Tara Wong, CEO of Oakville Public Library advised that the library is hoping to incorporate their staff engagement measurement tool with the town's staff engagement process. Ms. Wong noted that the library has had conversations with the towns Human Resources department regarding how staff engagement for the town and library could complement each other.

Colleen Bell, Commissioner of Community Services advised that the town is looking to change the focus of staff engagement from a stronger focus on the corporation as a whole to narrow the scope to focus more on connection between staff and their immediate supervisor.

Responding to questions Ms. Wong advised that she would like to see the engagement ratings higher as they are currently 7.2 - 7.5 out of 10.

Ms. Wong advised that the library has undergone significant changes in terms of leadership as well as recently becoming unionized, and that going forward the leadership team will be looking at SMART goals to help increase staff engagement levels. Ms. Wong noted that there will be follow up in March regarding staff engagement.

The Board discussed whether the library should be separate from the towns' staff engagement process and indicated the library will need an engagement process that is unique to its offerings. A member suggested that if working off of the towns' engagement process there will need to be a level of customization available to the library.

Follow-up Required:
Staff to look at engagement survey being broken down by branch, and ensuring that the strategy that's chosen is library specific. SMART goals for the listed short term initiatives will be provided in a report to the Board in March.

Moved by Susan Fanelli Seconded by Bill Smith

That Staff Engagement report be received for information and comment.

CARRIED

7. Naming Opportunity at OPL's Glen Abbey Branch

- Report from CEO of the Oakville Public Library, January 15, 2020

Staff presented the details regarding the naming opportunity and advised that $50,000 for a five year term seems reasonable. The Board advised that this is a very good starting point, as this is the first time the library will be participating in a naming opportunity.

The Board wanted to ensure there is wording in the contract with the family that allows the library to rename the room with their consultation if needed. The Board would also like to ensure the public knows there is an opportunity for naming rights partnerships with the library. Staff responded that it is advertised at branches and that hopefully the success of this naming will set the tone for future naming options.

Moved by Bill Smith Seconded by Andrew Cashman

1. **That the Naming Opportunity at OPL's Glen Abbey Branch report be received; and**

2. **That the naming of the Glen Abbey Program Room 1 (The Hassan Family Program Room) for a five-year term, be approved.**

CARRIED

8. Policy Development Policy Report

- Report from Director of Customer Experience, January 15, 2020

Staff advised that this policy was last updated in 2013, and there are minimal changes to the content and more changes to the structure of the policy.

A member inquired about public access to policies that the Board considers and staff noted that the Board agenda and package is available to the public on *opl.on.ca* the week before the meeting.

Staff explained that they will not be seeking final approval on this policy until next month's meeting, and that it is only before the Board tonight for questions and comments.

Follow-up Required:
Staff to review the policy for typos.
Staff to make the process of approval clear in the policies themselves. The wording should include that there is a two-step approval process.

Moved by Bill Smith Seconded by Paul McIntyre-Royston

That the GOV-010 Policy Development Policy (Appendix A) be received for information and comment.

CARRIED

9. Volunteer Policy Report

- Report from Director of Customer Experience, January 15, 2020

Staff advised that this policy was last reviewed in 2014, and amongst discussion with the Board the following points were raised for consideration:

- There is criteria for volunteer expectations.
- There are job descriptions for all volunteer positions.
- OPL recently launched a webpage on volunteer resources.
- The Board would like to ensure that there is a clear set of expectations for volunteers.
- The Board suggested that staff review the language of the policy in terms of "dismissal" of volunteers.
- It was made clear the volunteers represent OPL, and a dismissal option needs to be available to staff.

- It was clarified that ad-hoc committees of the Board would fall under the “OPL Board and its committee” title.
- The Board suggested a section regarding philanthropy be added into bullet five in the policy.
- It was discussed that the language used in the policy is important, and holds volunteers accountable.
- The Board suggested that an end-date for all volunteers be considered.
- Staff noted that volunteers are covered under third party liability insurance, but are not covered by WSIB.
- Staff confirmed that volunteers would never do the job of paid staff.

Follow-up Required:
Staff to consider the Board feedback as noted above, and report back with revisions next month.

Moved by Andrew Cashman Seconded by Susan Fanelli

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

CARRIED

10. Media Relations Policy Report

- Report from Director of Innovation and Integration, January 15, 2020

Staff confirmed that this policy has been reviewed with the town to ensure consistency with their policies.

Moved by Paul McIntyre-Royston Seconded by Andrew Cashman

That the PS-030 Media Relations Policy (Appendix A) be received for information and comment.

CARRIED

11. Halton Information Providers (HIP) and Information Oakville Strategic Partnership Update

- Report from Manager, Community Development & Engagement, January 15, 2020

Marcus Logan, Manager, Community Development & Engagement presented and the following points were noted:

- The HIP widget went live in November 2019 and has since been included on five websites.

- The Board suggested that the Region of Halton and town be contacted about the possibility of placing the widget on their websites.
- The Halton Newcomer Info Pod Project has received $1.3 million in funding. This projects helps to create newcomer consultations and understand what newcomers want and need from community services. The fund holder for this initiative is HIP and OPL.
- The LHIN negotiations are settled, and the old service contract with Halton needs updating to increase funding.
- Mr. Logan provided the Board with an update regarding community engagement and community outreach.

Moved by Susan Fanelli Seconded by Bill Smith

That the HIP and Information Oakville Strategic Partnership Update report and presentation be received for information.

CARRIED

12. CEO Update

- Report from CEO of the Oakville Public Library

Tara Wong, CEO of Oakville Public Library presented the following update to the Board:

- The Glen Abbey branch will be having a grand opening on January 28, 2020 at 11:00 a.m. The Board requested that going forward any branch closures for renovations be reviewed to see how things can be done quicker and minimize impact on the community. Colleen Bell, Commissioner of Community Services advised that there are changes within the construction industry that may create unavoidable delay to certain projects.
- Ms. Wong advised that there will be an update on the website at the February 20, 2020 Board meeting and that as the project progresses the Board will be included in user testing.
- There are changes to the *Public Libraries Act* that now permit Boards to have seven meetings per year, as it was previously ten meetings yearly. It was also changed to permit that both Canadian citizens or permanent residents may serve on a public library Board. OPL will need to update their by-laws according to these changes.
- Ms. Wong informed the Board that going forward there will be changes to the monthly CEO Update, which will move from a presentation to a report.
- 2020 is a strategic planning year for the Board. Ms. Wong noted that a work plan for the Board needs to be developed regarding strategic planning.
- Cloud Library was implemented and people are slowly adjusting.
- Board member Bill Smith will report back next month regarding the Trustee Council Meeting he attended.
- Board member Andrew Cashman participated in a workshop on diversity and inclusion and updated the Board that the session was held in a very

welcoming space and provided information regarding "how we engage, who do we see and who are we missing."

- Ms. Wong noted that there was an excellent turn out regarding events during Ontario Public Library Week.
- The "Library After Dark" event had excellent turn out (199 people) and great feedback. The event raised over $5,000 after expenses. Things to consider next year may be a family friendly version during the daytime.
- Ms. Wong provided an update regarding a presentation she gave to the Canadian Federation of University Women – Oakville Chapter. The Board requested to see the presentation.
- Upcoming library events were presented.

The Board had a chance to review a test version of the new website and following feedback was noted:

- The donate button should be bigger.
- The search bar is esthetically pleasing but hard to find.
- Ensure team is aligned on the deliverables of what they want to see in the website and that there is a clear vision.
- Communication to site designer should flow through only one person.
- The Board discussed the option of not including links to social media, as it is advertising for those sites.
- A member suggested that branding for HIP be on the front page of the website.
- The Board inquired as to what would happen if someone searched something that wasn't a specific program or piece of literature, and staff advised that if anyone searches terms associated with mental health the website should provide info through HIP that connects them to support.

Follow-up Required:
The Board requested that the presentations be uploaded to Diligent.

Moved by Susan Fanelli Seconded by Andrew Cashman

That the CEO Update, be received.

CARRIED

New Business

Councillor Haslett-Theall requested that staff report back by March 2020, regarding a review that evaluates the operational performance of the RFID equipment (uptime/downtime etc.) as well as how the public / staff have responded to the implementation three years in.

Date and Time of Next Meeting

Thursday, February 20, 2020
Oakville Municipal Building
Oakville and Trafalgar Rooms - 7:00 p.m.

Adjournment

Moved by Bill Smith Seconded by Councillor Haslett-Theall

That this meeting be adjourned.

CARRIED

The meeting adjourned at 9:28 p.m.

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Tara Wong, CEO**

Date: February 12, 2020

Subject: **Status of Outstanding Board Reports**

Recommendation

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

Key Facts

The following are key points for consideration with respect to this item:

- The Oakville Public Library (OPL) List of Outstanding Board Reports provides information on reports requested by the board that are outstanding.
- The list is reviewed monthly.

Background

N/A

Comment/Options

N/A

Appendices

Appendix A – OPL List of Outstanding Board Reports

Prepared by: Tara Wong, CEO

Appendix A

Oakville Public Library

Oakville Public Library (OPL) List of Outstanding Board Reports

Updated: February 2020

	Item	Date of Meeting	Staff Responsible	Outstanding Issue	Status/Expected Report Date
1.	**Integrated Risk Management (IRM) Risk Register**	May 29, 2014	CEO	• The board requested that this be tracked at board level.	• *Town reviewing IRM. Internal auditor position currently vacant.* ***Target date: Update will be provided in March 2020***
2.	**Elimination of overdue charges on children's materials – 1 year.**	October 17, 2019	Director, Customer Experience	• The board requested a follow up to the October 17 report on the impact of the elimination of overdue charges on children's materials. • It was requested that staff look at the number of items being borrowed per transaction as part of the report.	• March 2020- after the 1-year anniversary of the implementation. ***Target Date: March 2020***
3.	**Library fees**	September 26, 2019	Director, Customer Experience	• The board requested an overview/ analysis on how room rental fees are developed, including comparison to community centre room rates.	• Include as part of pre-budget reports to board. ***Target date: July 2020.***
4.	**RFID Review**	January 23, 2020	Director, Customer Experience	• The board requested staff report back regarding a review that evaluates the operational performance of the RFID equipment (uptime/downtime etc.) as well as how the public / staff have responded to the implementation three years in.	***Target date: March 2020***

Appendix A

Oakville Public Library (OPL) List of Outstanding Board Reports

Updated: February 2020

5.	**Staff Engagement**	January 23, 2020	CEO	• The board requested the goals be upgraded to SMART goals and brought back to the board.	***Target date: March 2020***

#2.

Oakville
Public
Library

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Tricia Agnew, Human Resources Manager**

Date: February 12, 2020

Subject: **Health and Safety Report**

Recommendation

That the *Health and Safety report* be received for information.

Key Facts

The following are key points for consideration with respect to this item:

- No new incidents for the reporting period of January 1 – 31, 2020.
- Overall, Oakville Public Library (OPL) saw an increase in reported injuries in 2019. This year, OPL is trending as it did in the previous two years.

Background

The reporting period is from January 1 – 31 for each of the years is indicated below.

Staff Injuries			
	2018	**2019**	**2020**
No Time Loss	0	0	0
Time Loss	0	0	0
YTD Total Injuries	**0**	**0**	**0**

Joint Health & Safety Committee

The next Health & Safety meeting will be held on February 26, 2020.

Prepared by: Tricia Agnew
Human Resources Manager

#3.

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Tara Wong, CEO**

Date: February 12, 2020

Subject: **2019/20 Board Key Agenda Items**

Page 1

Recommendation

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

Key Facts

The following are key points for consideration with respect to this item:

- The OPL Board Key Agenda Items list provides an overview of all the annual and regular reports (statistics reports, financial reports etc.) provided to the board and the month they are expected to be brought forward.

Background

N/A

Comment/Options

N/A

Appendices

Appendix A – OPL Board Key Agenda Items 2020

Prepared by: Tara Wong, CEO

Appendix A

OPL BOARD KEY AGENDA ITEMS 2020

Governance: Legislative, Regulatory, Policy Accountability	**Jan 23**	**Feb 20**	**Mar 26**	**Apr 23**	**May 28**	**Jun 25**	**July 23**	**Aug 27**	**Sept 24**	**Oct 22**	**Nov 26**
Annual Agenda/Periodic/Outstanding report timelines											
Appointment of Chair/Vice Chair – Recruitment of new members		A									
Policies and Procedure Reviews (as required)		A		A		A		A			A
Strategic Plan Process (2016-2019) – progress on action plans – included in CEO update and other presentations	T	T	T	T	T	T	T	T	T	T	T
CEO Evaluation and Annual, Strategic Goals			A			A					
Comprehensive Financial Report (quarterly) – Y/E Projections to Budget Operating & Capital, Fundraising, Reserve funds		R-2019		R-2020			R 2020				R 2020
Comprehensive Financial Year-End Report: Pre Audit, Budget to Actual, Fundraising, Reserve Funds, Endowments		R/A									
Annual Financial Statements and Audit Findings – External Auditors in Attendance				R/A							
HIP Updates – Strategic Progress	R								R		
Annual Budget Town Guidelines /Submission Approval						T	T		A		
Fundraising Strategy Updates–Development Funds & Endowment (Development Strategy Update)		R				R		R			
Audit Plan for 2020 – Appointment of Auditors											R
Performance vs Town SLAs		T				T					T
Regular Agenda Items	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sept**	**Oct**	**Nov**
Strategic Report by CEO	R	R	R	R	R	R	R	R	R	R	R
Monthly Health & Safety Report	R	R	R	R	R	R	R	R	R	R	R
Monthly Update on Capital/Technology Projects (CEO Update)		R			R			R			R
Data & Usage Statistics/Trends Report		R - 2019			R					R	
Monthly Financial Variance Reports – Operating and Capital		R 2020	R 2020	R 2020	R 2020	R 2020	R 2020	R 2020	R 2020		R 2020
Legend: A = Approve R = Receive T = Task(updates as required)											

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From:	**Joseph Moncada, Director of Innovation and Integration**
Date:	February 12, 2020
Subject:	**FINAL - Media Relations Policy**

Recommendation

That the OP-005 Media Relations Policy (Appendix A) be received for approval.

Key Facts

The following are key points for consideration with respect to this item:

- The updated Media Relations Policy was presented to the OPL Board on January 23, 2020 for information and comment. No changes were recommended to the policy.
- Oakville Public Library (OPL)'s newly established Marketing and Communication Department will become the central contact point for all requests for information from the media.

Background

The current Media Relations Policy approved on February 6, 2014 is out of date and lacks the control required in today's media landscape. With the newly established Marketing and Communication Department, OPL now possesses the skillset and means to monitor and manage the media landscape on behalf of OPL.

Comment/Options

PS-030 Media Relations Policy (Appendix B) has been prepared after reviewing current practices at OPL, examining policies from other public libraries, and consulting with Town of Oakville staff. The proposed policy provides a framework for how OPL should approach public communication in order to better serve the Oakville community.

Appendices

Appendix A – OP-005 Media Relations Policy
Appendix B - Current PS-030 Media Relations Policy

Prepared by: Joseph Moncada, Director of Innovation and Integration

Appendix A

Media Relations Policy

Policy Number: **OP-005**
Policy Category: Operations
Approved by: OPL Board
Accountability: Chief Executive Officer
Approval Date:
Effective date:
Next Review Date: January 2025
Supersedes: September 25, 2008, June 23/05, May 23, 2002 June 29, 1988
(Motion #: 08.09.83, 05.06.76, 02.05.69, 88.53)

Purpose Statement

The Oakville Public Library (OPL) is committed to keeping its community informed, and ensure its messages to the media are clear, consistent and accurate. The Media Relations Policy provides a clear list of individuals who are permitted to speak to the media on behalf of OPL.

Scope

This policy applies to all OPL stakeholders including, but not limited to, OPL staff, board members, volunteers, partners, and sponsors. In order to speak or write to the media on behalf of OPL, one must obtain written authorization from the Chief Executive Officer (CEO) or their designate.

Policy Statement

The library's Integrated Marketing and Communications department is the central contact point for all requests for information from the media. All such information requests received by staff members, OPL board members, or volunteers shall be forwarded to, and fielded by, the Manager of Integrated Marketing and Communications or designate.

The following designated spokespersons are permitted to speak on behalf of the OPL:
- Chair of the board
- Chief Executive Officer (CEO)
- Director, Innovation & Integration
- Manager, Integrated Marketing & Communications

No one else is authorized to speak or write to the media on behalf of OPL without prior written authorization from the Chief Executive Officer (CEO) or their designate.

The Manager of Integrated Marketing and Communications, will confer with the CEO or designate to determine the appropriate course of action. The Chair of the board will be consulted as required.

On occasion, the CEO, Chair of the board, Director of Innovation and Integration, and/or Manager of Integrated Marketing and Communications, may authorize a board member or a staff member to speak to the media with respect to a specific issue relative to his/her area of expertise. These appointments shall be limited, and for a designated time period.

If, at any time, OPL staff members, board members or volunteers identify themselves to the media, are identified by a media, or identify themselves through a social media platform, it must be indicated that the views expressed are personal views, and not necessarily those of OPL.

The Chair of the board shall be notified immediately when responses are made to the media on behalf of OPL. All board members shall be notified within 24 hours after a statement has been made to the media.

Appendix B

Oakville
Public
Library

Media Relations Policy

Policy Number: **PS-030**
Policy Category: Board Manual, Public Service Manual (Sect. 5.31)
Approved by: OPL Board
Accountability: Chief Executive Officer
Approval Date: February 6, 2014 (Motion #14.02.08)
Effective date:
Next Review Date: February 2017
Supersedes: September 25, 2008, June 23/05, May 23, 2002 June 29, 1988 (Motion #: 08.09.83, 05.06.76, 02.05.69, 88.53)

Policy

The Oakville Public Library (OPL) is committed to keeping its community informed and it is important that messages to the media be clear, consistent and accurate.

The Library's Community Engagement department is the central contact point for all requests for information from the media. All such information requests received by employees, members of the board or volunteers shall be forwarded to, and fielded by, the Director, Community Engagement, or in his/her absence, the Chief Executive Officer.

The following designated spokespersons are permitted to speak on behalf of the Oakville Public Library:

Chair of the Board
Chief Executive Officer
Director, Community Engagement

No one else is authorized to speak or write to the media on behalf of the Oakville Public Library without prior written authorization from the CEO or his/her designate.

The Director, Community Engagement, will confer with the Chief Executive Officer or in his/her absence, the Executive Director in-charge to determine the appropriate course of action. The Chair of the Board will be consulted when required.

From time to time the CEO, Chair of the board, and/or Director, Community Engagement, may authorize a staff member or Board member to speak to the media on a specific issue relating to his/her area of expertise. These appointments shall be of a limited, designated time period.

If at any time OPL staff members, board members or volunteers identify themselves to the media or through a social media platform as such, or are identified by a media outlet as such, it must be indicated that the views expressed are personal views, not necessarily those of the Oakville Public Library.

The Chair of the board shall be notified immediately when responses are made to the media on behalf of the Oakville Public Library. All Board members shall be notified within 24 hours after a statement has been made to the media.

#5.

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Simona Dinu, Director Customer Experience**

Date: February 12, 2020

Subject: **FINAL - Policy Development Policy**

Recommendation

That the GOV-010 Policy Development Policy (Appendix A) be approved.

Key Facts

The following are key points for consideration with respect to this item:

- The current Policy Development Policy (Appendix C) approved on June 27, 2013 is out-of-date.
- A revised policy (Appendix B) was brought to the board for review and comment at the January 23, 2020 meeting.
- Based on feedback received at the January 23, 2020 meeting, section three has been updated to clarify the two step process for policy approval.

Background

The current Policy Development Policy approved on June 27, 2013 is out-of-date, however the content is still relevant as it was modelled on the Trillium Public Library Policy Development Policy (SOLS). A revised policy was brought to the board for review and comment at the January 23, 2020 meeting.

Comment/Options

GOV-010 Policy Development Policy has been prepared after reviewing the 2019 version of the Trillium Public Library Policy Development Policy (SOLS), current practices at OPL and similar policies from other public libraries. The updated policy follows the standard OPL policy template and it clearly outlines the purpose, scope and policy statement. Based on feedback received at the January 23, 2020 meeting, section three has been updated to clarify the two step process for policy approval. Also, section one has been updated to indicate that the types of policies fall into five different areas, not four.

Appendices
Appendix A – GOV-010 Policy Development Policy
Appendix B – GOV-010 Policy Development Policy – January 23, 2020
Appendix C – Current Policy Development Policy

Prepared by: Simona Dinu, Director Customer Experience

Appendix A

Policy Development Policy

Policy Number: **GOV-010**
Policy Category: **Governance**
Approved by: **OPL Board**
Accountability: **CEO or Designate**
Approval Date:
Effective date:
Next Review Date:
Supersedes: Policy Development Policy effective June 27, 2013

Purpose

To specify a formal mechanism to create, revise, rescind, approve and publish library policies.

Scope

In accordance with the *Public Libraries Act, R.S.O. 1990, c. P44, s. 3(3)*, the Oakville Public Library is under the management and control of the board. The board has the sole authority and responsibility for establishing policy. Policies set the framework for the governance and operations of the library and provide direction to board, staff and volunteers. Policies are a tool for achieving the library's vision and advancing the strategic priorities. They help ensure compliance with applicable laws and regulations, promote operational efficiencies and reduce institutional risks. Their broad application provides a basis for consistent decision-making and resource allocation. Board members, staff and volunteers are responsible for knowing, understanding and complying with the policies of the Oakville Public Library.

Policy Statement

Section 1: Types of Policies

The board develops and maintains policies in five areas:

a) Foundation policies which record the board's decisions on vision, mission and values;
b) Board bylaws which establish the organizational structure of the board and how it does business;
c) Governance policies which define the responsibilities and regulate the work of the board;
d) Human resources policies which guide relations with the staff;
e) Operational policies which regulate the services and day-to-day operations of the library.

Section 2: Responsibilities

The board will:

a) Establish an annual schedule to review existing policies and will integrate this schedule into the board agendas;
b) Ensure that policies comply with the *Public Libraries Act*, and any other applicable provincial and federal legislation.

Section 3: Policy Approval

Policy approval is a two step process:

1. Draft policies are provided to the board seven days prior to the next scheduled board meeting. The board provides comments and feedback on the draft policy and any changes are made by staff. The revised policy is presented to the board at a subsequent board meeting.
2. Pending no further changes, the board approves draft policies.

The public is notified of new policies or policy revisions through the posting of the board agenda package on the OPL.ca website.

Section 4: Policy Distribution

All policies should be documented in a standard format; numbered according to policy type and include the date of approval and the date of the next review.

The board will:

a) Ensure that all board members, staff and volunteers have access to the policies;
b) Post policies on the library's website.

Section 5: Considerations

The proposed development of a new policy, or the revision or rescission of an existing policy can come from several sources:

a) The Chief Executive Officer
b) A member of the board
c) The Council
d) Provincial Government
e) A member of the public

Appendix B

Policy Development Policy

Policy Number: **GOV-010**
Policy Category: **Governance**
Approved by: **OPL Board**
Accountability: **CEO or Designate**
Approval Date:
Effective date:
Next Review Date:
Supersedes: Policy Development Policy effective June 27, 2013

Purpose

To specify a formal mechanism to create, revise, rescind, approve and publish library policies.

Scope

In accordance with the *Public Libraries Act, R.S.O. 1990, c. P44, s. 3(3)*, the Oakville Public Library is under the management and control of the board. The board has the sole authority and responsibility for establishing policy. Policies set the framework for the governance and operations of the library and provide direction to board, staff and volunteers. Policies are a tool for achieving the library's vision and advancing the strategic priorities. They help ensure compliance with applicable laws and regulations, promote operational efficiencies and reduce institutional risks. Their broad application provides a basis for consistent decision-making and resource allocation. Board members, staff and volunteers are responsible for knowing, understanding and complying with the policies of the Oakville Public Library.

Policy Statement

Section 1: Types of Policies

The board develops and maintains policies in four areas:

a) Foundation policies which record the board's decisions on vision, mission and values;
b) Board bylaws which establish the organizational structure of the board and how it does business;
c) Governance policies which define the responsibilities and regulate the work of the board;
d) Human resources policies which guide relations with the staff;
e) Operational policies which regulate the services and day-to-day operations of the library.

Section 2: Responsibilities

The board will:

a) Establish an annual schedule to review existing policies and will integrate this schedule into the board agendas;
b) Ensure that policies comply with the *Public Libraries Act*, and any other applicable provincial and federal legislation.

Section 3: Policy Approval

The board will:

a) Receive all policy changes, in draft, seven days prior to the next scheduled board meeting;
b) Introduce a new policy or policy change through a motion at a duly constituted board meeting;
c) Approve all policies at a duly constituted board meeting.

Section 4: Policy Distribution

All policies should be documented in a standard format; numbered according to policy type and include the date of approval and the date of the next review.

The board will:

a) Ensure that all board members, staff and volunteers have access to the policies;
b) Post policies on the library's website.

Section 5: Considerations

The development of a new policy, or the revision or rescission of an existing policy can come from several sources:

a) The Chief Executive Officer
b) A member of the board
c) The Council
d) Provincial Government
e) A member of the public

Appendix C

POLICY DEVELOPMENT

Policy

In accordance with the *Public Libraries Act*, R.S.O. 1990, c. P44, s. 3(3), the Oakville Public Library is under the management and control of the board. The board has the sole authority and responsibility for establishing policy. This policy directs the board to develop and monitor policies. Policies set the framework for the governance and operations of the library and provide direction to board and staff. The policies are the tool for achieving the library's purpose and advancing the mission. Board members and staff are responsible for knowing, understanding and complying with the policies of the Oakville Public Library.

Section 1: Types of Policies

1. The board develops and maintains policies in four areas:
    a. Foundation policies which record the board's decisions on vision, mission, and values
    b. Board bylaws which establish the organizational structure of the board and how it does business
    c. Governance policies which define the responsibilities and regulate the work of the board
    d. Operational policies which regulate the services and day-to-day operations of the library

Section 2: Responsibilities

1. The board will:
    a. establish an annual schedule to review existing policies and will integrate this schedule into the board agendas
    b. review all policies over the course of each term
    c. ensure that policies comply with the Public Libraries Act, and any other applicable provincial and federal legislation

Section 3: Policy Approval

1. The board will:
    a. receive all policy changes, in draft, seven days prior to the next scheduled board meeting
    b. introduce a new policy or policy change through a motion at a duly constituted board meeting
    c. approve all policies at a duly constituted board meeting

Section 4: Policy Distribution

1. All policies should be documented in a standard format; numbered according to policy type and include the date of approval and the date of the next review.

2. The board will:
    a. include approved policies in the Oakville Public Library Policy Manual
    b. ensure that all board members and staff have access to the policy manual
    c. post policies on the library's website

Section 5: Considerations

1. The development of a new policy or the revision of an existing policy can come from several sources:
    a. the Chief Executive Officer
    b. a member of the board
    c. the council
    d. provincial government
    e. a member of the public

Final Approval Date: June 27, 2013

Motion #: 13.06.48

Next Review Date: 2017

Supersedes Policy Dated: New

Motion #: Page 2 of 2

Filed in: Board Manual, Added to website

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Simona Dinu, Director Customer Experience**

Date: February 12, 2020

Subject: **FINAL - Volunteer Policy**

Recommendation

That the OP-004 Volunteer Policy (Appendix A) be approved.

Key Facts

The following are key points for consideration with respect to this item:

- The current Volunteer Policy (Appendix C) approved on May 29, 2014 is out-of-date.
- An updated policy (Appendix B) has been brought to the January 23, 2020 board meeting for information and comment.
- Based on feedback received, the scope section has been expanded to include individuals engaged in philanthropy on behalf of Oakville Public Library (OPL).
- The language in the section related to the discontinuation of a volunteer engagement in the policy statement section has been updated following the discussion.

Background

The current Volunteer Policy approved on May 29, 2014 is out-of-date and lacks detail. OPL has been using volunteers for years to augment services offered by library staff and a written policy is required to support consistent application of practices across the organization and for public awareness purposes. A revised policy was brought to the January 23, 2020 board meeting for information and comment.

Comment/Options

OP-004 Volunteer Policy has been prepared after reviewing current practices at OPL, policies from other public libraries and consultation with Town of Oakville staff. Based. Based on feedback received at the January 23 board meeting, the scope section has been expanded to include individuals engaged in philanthropy on behalf of OPL. The language in the section related to the discontinuation of a volunteer engagement in the policy statement section has been updated following the discussion.

Appendices
Appendix A – OP-004 Volunteer Policy
Appendix B – OP-004 Volunteer Policy – January 23, 2020
Appendix C – Current Volunteer Policy

Prepared by: Simona Dinu, Director Customer Experience

#6.

Appendix A

Volunteer Policy

Policy Number:	**OP-004**
Policy Category:	**Operations**
Approved by:	**Oakville Public Library Board**
Accountability:	CEO or designate
Approval Date:	
Effective Date:	
Next Review Date:	4 Years from Effective Date
Supersedes:	Policy dated May 29, 2014 (Motion # 14.05.52)

Purpose

The Oakville Public Library (OPL) supports a volunteer program that supplements the efforts of paid library employees and enhances services to the public. The volunteer program creates opportunities for community members to actively participate in the operation of the library, welcoming the extended knowledge, talents and skills of volunteers.

Scope

This policy applies to volunteers in all programs and services authorized by and undertaken on behalf of the library, with the exception of the OPL Board and the volunteers and members of the Friends of the Oakville Public Library (FOL).

This policy applies to all individuals performing work for the library without wages, benefits or expectation of compensation of any kind, including but not limited to:

- Students completing community hours requirements/placements/internships;
- Individuals referred by social service agencies/institutions;
- Community members delivering books and other materials to homebound customers;
- Community members assisting in the delivery of programs or events to library customers on a voluntary basis.
- Individuals engaging in philanthropy on behalf of OPL.

Volunteers do not replace or displace library employees. Volunteer tasks are such that they can be performed satisfactorily with reasonable in-house training.

#6.

Policy Statement

- It is the policy of the OPL to support a volunteer program to enhance and enrich the services which it provides to the community. This is done by actively engaging members of the community who wish to support the library's vision, mission and values and contribute to their community through volunteerism.
- Volunteers do not replace paid employees and shall not be considered as library employees.
- Opportunities for volunteer placements are identified by library employees. These placements are not permanent and will be reviewed and revised according to the needs of the library.
- The minimum age for volunteers is 14 years, however some volunteer positions require volunteers to be at least 18 years of age. All volunteers ages 18 and up must obtain a Police Vulnerable Sector Check, for which the fee will be reimbursed by the library.
- All volunteers will be recruited and undergo a formal screening process, including in-person interviews and reference checks. Acceptance into a volunteer position is not automatic.
- Volunteers are guided and bound by the same policies and procedures as library employees. OPL can discontinue the service of volunteers who do not adhere to the policies and procedures of the library or who fail to satisfactorily meet the expectations of their volunteer assignment.
- All library volunteers are covered by the Town of Oakville's insurance policy for third party liability. Volunteers are excluded from WSIB benefits under the Ontario Workplace Safety and Insurance Act.

Volunteer Policy

Policy Number:	**OP-004**
Policy Category:	**Operations**
Approved by:	**Oakville Public Library Board**
Accountability:	CEO or designate
Approval Date:	
Effective Date:	
Next Review Date:	4 Years from Effective Date
Supersedes:	Policy dated May 29, 2014 (Motion # 14.05.52)

Purpose

The Oakville Public Library (OPL) supports a volunteer program that supplements the efforts of paid library employees and enhances services to the public. The volunteer program creates opportunities for community members to actively participate in the operation of the library, welcoming the extended knowledge, talents and skills of volunteers.

Scope

This policy applies to volunteers in all programs and services authorized by and undertaken on behalf of the library, with the exception of the OPL Board and the volunteers and members of the Friends of the Oakville Public Library (FOL).

This policy applies to all individuals performing work for the library without wages, benefits or expectation of compensation of any kind, including but not limited to:

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Volunteers do not replace or displace library employees. Volunteer tasks are such that they can be performed satisfactorily with reasonable in-house training.

Policy Statement

- It is the policy of the OPL to support a volunteer program to enhance and enrich the services which it provides to the community. This is done by actively engaging members of the community who wish to support the library's vision, mission and values and contribute to their community through volunteerism.
- Volunteers do not replace paid employees and shall not be considered as library employees.
- Opportunities for volunteer placements are identified by library employees. These placements are not permanent and will be reviewed and revised according to the needs of the library.
- The minimum age for volunteers is 14 years, however some volunteer positions require volunteers to be at least 18 years of age. All volunteers ages 18 and up must obtain a Police Vulnerable Sector Check, for which the fee will be reimbursed by the library.
- All volunteers will be recruited and undergo a formal screening process, including in-person interviews and reference checks. Acceptance into a volunteer position is not automatic.
- Volunteers are guided and bound by the same policies and procedures as library employees. Volunteers who do not adhere to the policies and procedures of the library or who fail to satisfactorily meet the expectations of their volunteer assignment are subject to dismissal.
- All library volunteers are covered by the Town of Oakville's insurance policy for third party liability. Volunteers are excluded from WSIB benefits under the Ontario Workplace Safety and Insurance Act.

#6.

Appendix C

Volunteer Policy

The library supports a volunteer program that supplements and enhances services to the public through effective use of the talents, skills and expertise of volunteers.

Effective Date: May 29, 2014
Motion #: 14.05.52
Next Review Date: 2018
Supersedes Policy Dated: January 28, 2010, April 27, 2006, June 27, 1996
Motion #: 10.01.05, 06.04.53, 96.43
Filed in: Board Manual, Volunteer Manual, Added to Website

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Finance Department**

Date: February 12, 2020

Subject: **Year-End Comprehensive Financial Report of December 31, 2019**

Recommendation

1. That the *Year-End Comprehensive Financial Report of December 31, 2019* be received for information; and

2. That the transfer of $115,000 from the Development Reserve Fund to the Oakville Community Foundation (OCF) be approved.

Key Facts

The following are key points for consideration with respect to this item:

- The library's unaudited surplus for 2019 is $280,345, and is largely the result of significant vacancy savings during the year.
- The Development Reserve balance at December 31, 2019 is $215,146, and it is recommended that $115,000 be transferred to the OCF.
- The Halton Information Partners (HIP) has a balance of $103,750 at December 31, 2019.

Background

This report is a comprehensive report of all 2019 financial results; operating, capital, reserve, endowment and trust funds. The results are pending the completion of the library audit the week of February 24-29, 2020. The consolidated financial statements for 2019 will be brought forward in April of 2020 along with the 2019 Audit Findings report as presented by the library's external auditors KPMG.

The Oakville Public Library (OPL) ended 2019 with a surplus of $280,345 or 2.8% on a total budget of $9.9 million. The third quarter projection presented to the board in November forecasted a surplus of approximately $321,000. Final expenditures were slightly higher than projected as staff worked diligently to ensure resources were used effectively and work completed before year-end.

Comment/Options

Variance Analysis

The following table illustrates the library's variances to date and projection to year-end by object code:

	2019 Net Approved Budget	2019 Net Expenditures December 31	Funds Remaining	% Remaining
EXPENSES				
PERSONNEL SERVICES & BENEFITS	**8,249,800**	**7,804,233**	**445,567**	**5.4%**
MATERIALS & SUPPLIES	**1,384,400**	**1,431,570**	**(47,170)**	**-3.4%**
CAPITAL OUT OF OPERATIONS	**12,000**	**18,810**	**(6,810)**	**-56.8%**
PURCHASED SERVICES	**864,600**	**767,632**	**96,968**	**11.2%**
PAYMENTS & GRANTS	**15,300**	**15,457**	**(157)**	**-1.0%**
Total EXPENSES	**10,526,100**	**10,037,702**	**488,398**	**4.6%**
REVENUES				
EXTERNAL REVENUES	**(632,000)**	**(512,937)**	**(119,063)**	**18.8%**
NET INTERNAL EXP/RECOV & FUND TRSFS	**(39,000)**	**49,990**	**(88,990)**	**228.2%**
Total REVENUES	**(671,000)**	**(462,947)**	**(208,053)**	**31.0%**
Total Oakville Public Library	**$ 9,855,100**	**$ 9,574,755**	**$ 280,345**	**2.8%**

*Unaudited financial results

Based on final results as shown in the table above, the OPL finished the year in a surplus position of $280,345. The major driver of this surplus was due to vacancies in staff positions, as was the forecast at third quarter.

Materials and supplies expenditures are higher than budgeted due to the costs of rebranding OPL, as well as the costs associated with the new eBook platform. They are offset somewhat by savings in utilities primarily related to the closure of Glen Abbey branch for part of the year.

Purchased Services had savings primarily with respect to repairs and maintenance as minimal repairs were needed to the buildings due to a lot of the capital work that has been undertaken in the last few years. As well, budgeted HIP expenditures were significantly lower due to the fact that revenues were also minimal in 2020.

External revenues were under budget primarily for HIP revenue that did not come in as budgeted, providing a shortfall of $65,718 in budgeted revenues. As well, fine revenue for the year was $45,150 under budget.

The net internal expenses and recoveries are showing under budget primarily due to transfers from the Library Development Reserve being less than budgeted. Lower spending than budgeted for development initiatives is the main reason for the reduced transfer from the development reserve. With the staff reorganization and vacancies in the development section during the year, there was less opportunity to administer the development program. The HIP business unit offset the lower transfers from reserves with less transferred to the HIP Trust than budgeted. Revenues were lower than forecast as staff worked to develop new income sources, and HIP should see higher revenue in 2020.

The following tables illustrates the 2019 OPL variance by program area:

	2019 Annual Budget	2019 December 31 YTD Actuals	2019 Budget Remaining ($)	2019 Budget Remaining
Oakville Public Library				
Administrative Services	$ 654,000	$ 704,047	$ (50,047)	-7.7%
Custome Experience	$ 5,903,100	$ 5,581,375	$ 321,725	5.5%
Innovation and Integration	$ 2,585,600	$ 2,570,388	$ 15,212	0.6%
Community Engagement	$ 712,400	$ 718,945	$ (6,545)	-0.9%
Total Oakville Public Library	**$ 9,855,100**	**$ 9,574,755**	**$ 280,345**	**2.8%**

The following section explains the program variances in more detail:

Administrative Services

The Administrative Services program finished the year over budget by $50,000 due to costs for the Materials Handling Review as well as Executive Leadership training.

Customer Experience

Overall, the Customer Experience program has a favourable variance of $321,700. During 2019 there was significant turnover in staffing at all levels in the branches, from supervisors to front line positions. The opening of Sixteen Mile branch, some retirements and staff moving on to other opportunities have been the main reasons for turnover.

Innovation and Integration

The Innovation and Integration program has a favourable variance of $15,200. Savings in personnel costs due to the vacancy earlier in 2019 of the Collections and Content Librarian offset higher Collections costs due to the new eBook platform and the increased subscription costs of periodicals.

Community Engagement

The Community Engagement program has an unfavourable variance of $6,545. Costs related to the rebranding of OPL are the reason for the budget overage.

Library Development Reserve Fund

Included in the Community Engagement program is the Library Development Fund. For 2019, a budget of $100,000 was designated for development funded programs and initiatives. However, due to the many vacancies in the OPL during the year, there were much fewer development funded initiatives, and the final transfer from the reserve was $46,263. Development funded initiatives undertaken in 2019 included the purchase of light therapy lamps for borrowing, author and book events, and hosting the Citizenship Ceremony for new residents of Oakville. Included in the above net transfer was $13,200 for Fast Lane books, funded from the Jack and Joanne Wood Estate.

Transfers to operating that were budgeted to partially fund the Development Officer position and to offset reduced fine revenue for the elimination of fines on children's print material, totaling $35,200, are not recommended at this point due to the Development Officer vacancy during the year, as well as the anticipated surplus position of the OPL.

A transfer from capital of $200,000 from the Development Reserve was contributed toward the Glen Abbey renovation, which was successfully reopened in January of 2020.

At the June 27, 2019 board meeting, a motion was passed to move $385,000 from the Development Reserve to the OCF, to centralize the management of Library Development Funds. It is recommended at this point that the OPL should maintain a balance of approximately $100,000 with the town, and any balance above $100,000 be transferred to the OCF at year-end. It is thereby recommended that $115,000 be transferred to the OCF.

The Friends of the OPL had a successful year of book sales and were able to raise $24,377 to fund development projects at the library. Donation revenue totaled $97,408 and special event revenue from the Library After Dark fundraiser was $2,454.

#7.

The table below shows the unaudited balance of the Library Development Reserve Fund as of December 31st 2019.

	2019 Budget	2019 Actuals December 31
OPENING BALANCE	**707,159**	**707,159**
EXPENDITURES:		
Project Transfer Details		
Budgeted Transfer to Capital Projects	200,000	200,000
Transfer to OCF		385,000
Total Capital Financing	**200,000**	**585,000**
Transfer to Operating	165,200	46,261
Total Committments to Operating Fund	**165,200**	**46,261**
TOTAL EXPENDITURES from RESERVE	**365,200**	**631,261**
REVENUES:		
Transfer from Friends of the OPL	31,500	24,377
Special Event Revenue		2,454
Donations	97,500	97,408
TOTAL REVENUE to RESERVES	**129,000**	**124,240**
CLOSING BALANCE before interest	**470,959**	**200,137**
Interest	18,000	15,009
CLOSING BALANCE including interest	**488,959**	**215,146**

The library also has endowment funds with the OCF. These funds will be consolidated within the 2019 financial statements, and reported to the library board in April 2019. Net investment earnings of over $101,000 provided for a substantial increase in the value of the funds, which totaled $1,069,900 at December 31, 2019.

Oakville Community Foundation	**2019 $**
Beginning balance	
Oakville Public Library Endowment Fund	$ 319,144.28
Birkett Family Fund	$ 29,125.49
Jack and Joan Wood OPL Fund	$ 235,003.83
Beginning balance	**$ 583,273.60**
Capital Addition	**$ 385,500.00**
Gross Investment Earnings	**$ 114,104.27**
Distributions:	
Foundation Management Costs	$ (8,307.24)
Investment Management Fees	$ (4,640.12)
Total distributions	$ (12,947.36)
Ending Balance	**$ 1,069,930.51**
Ending balance consists of:	
Oakville Public Library Endowment Fund	$ 767,046.98
Birkett Family Fund	$ 33,399.18
Jack and Joan Wood OPL Fund	$ 269,484.35
Total Balance in Endowment Funds	**$ 1,069,930.51**

HIP Trust Fund

OPL is part of the HIP coalition as well as the managing partner of the HIP Trust Fund. Halton Region currently contributes $52,500 per annum for data management of the program. As illustrated in the chart below, the opening balance of the fund was $160,193.

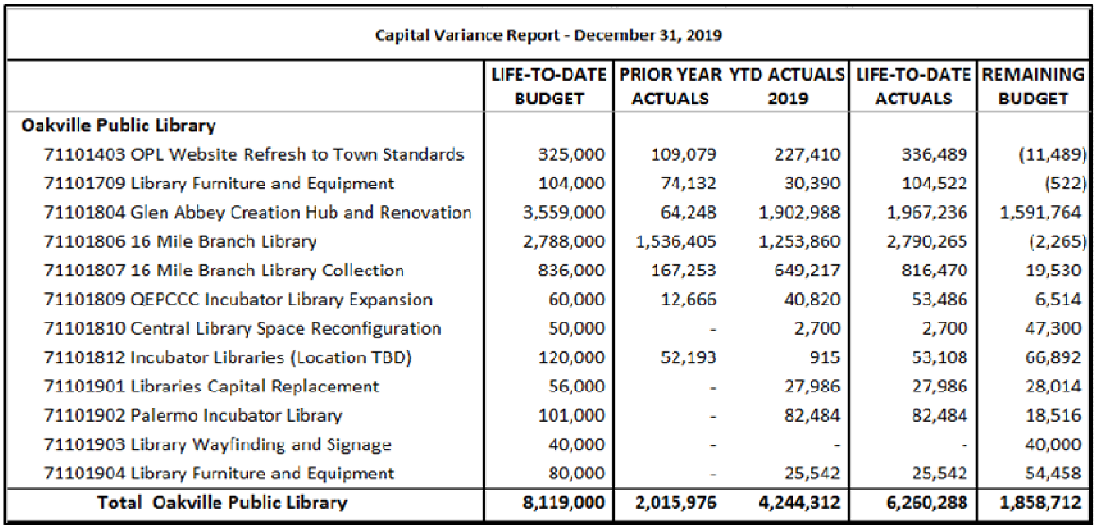
In 2019, total expenditures were $18,726 which included costs for training, consulting and software as a service. Information Oakville staff time of $112,200 for HIP work was paid to the Town of Oakville. No amounts were distributed to partner organizations in 2019 as was agreed due to the reduced balance in the Trust account.

The ending balance in the trust fund is $103,750.

	HIP Library Trust
BALANCE AS AT JAN 1, 2019	**160,193**
Revenues	
Interest transfer	5,001
Service fees	16,982
Recovery from Halton Region	52,500
Total Revenue	**74,483**
Expenditures	
Misc expenses (training, marketing, etc.)	18,726
Transfer to OPL Operations	112,200
Total Expenditures	**130,926**
BALANCE DECEMBER 31, 2019	**103,750**

Capital Budget

The cumulative total capital budget for open projects at December 31st is $8,119,000. During 2019 total expenditures of $4,244,312 have been incurred, bringing the total life to date or cumulative total expenditures, including commitments, to $6,260,288.



Capital Variance Report - December 31, 2019

	LIFE-TO-DATE BUDGET	PRIOR YEAR ACTUALS	YTD ACTUALS 2019	LIFE-TO-DATE ACTUALS	REMAINING BUDGET
Oakville Public Library					
71101403 OPL Website Refresh to Town Standards	325,000	109,079	227,410	336,489	(11,489)
71101709 Library Furniture and Equipment	104,000	74,132	30,390	104,522	(522)
71101804 Glen Abbey Creation Hub and Renovation	3,559,000	64,248	1,902,988	1,967,236	1,591,764
71101806 16 Mile Branch Library	2,788,000	1,536,405	1,253,860	2,790,265	(2,265)
71101807 16 Mile Branch Library Collection	836,000	167,253	649,217	816,470	19,530
71101809 QEPCCC Incubator Library Expansion	60,000	12,666	40,820	53,486	6,514
71101810 Central Library Space Reconfiguration	50,000	-	2,700	2,700	47,300
71101812 Incubator Libraries (Location TBD)	120,000	52,193	915	53,108	66,892
71101901 Libraries Capital Replacement	56,000	-	27,986	27,986	28,014
71101902 Palermo Incubator Library	101,000	-	82,484	82,484	18,516
71101903 Library Wayfinding and Signage	40,000	-	-	-	40,000
71101904 Library Furniture and Equipment	80,000	-	25,542	25,542	54,458
Total Oakville Public Library	**8,119,000**	**2,015,976**	**4,244,312**	**6,260,288**	**1,858,712**

The Glen Abbey Creation Hub and Renovation was a significant capital focus of 2019, and the branch was reopened in January 2020. The renovation successfully maximized space, allowing for additional seating and workspaces, a creation zone as well as refreshed furniture.

The other significant capital project of 2019 has continued to be the expansion of service at the Sixteen Mile branch. In addition, a sorter as well as various other RFID related equipment was purchased which will allow for more efficient use of staff resources.

Prepared by: Belinda Wiersma CPA, CA
Senior Financial Analyst, Financial Planning & Policy

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From:	**Simona Dinu, Director Customer Experience**
Date:	February 12, 2020
Subject:	**2019 Performance and Measures Report**

Recommendation

That the *2019 Performance and Measures* report be received.

Key Facts

The following are key points for consideration with respect to this item:

- This report highlights Oakville Public Library's (OPL) 2019 Annual Performance Measures.
- The information is separated into the following categories:
  - Overview
  - Circulation
  - Branch Visits
  - Interlibrary Loans
  - Use of Technology in Branches
  - Cardholders
  - Programs and Events
  - Cardholders
  - Digital Presence
  - Halton Information Providers
  - Most Popular titles

Background:

This report highlights OPL 2019 Annual Performance Measures. Efforts in 2019 focused on increasing community outreach and expanding programming. OPL further engaged the community through social media, expanded services by opening another OPL Express location at St. Luke's Community Centre, opening the Sixteen Mile Library and renovating the Glen Abbey Library. Please note: the percentage change is impacted by several factors: the renovation of Iroquois Ridge Library in 2017, White Oaks Library in 2018, Glen Abbey Library in 2019 and the opening of Sixteen Mile Library in 2019. These impacts prevent OPL from having a true year over year comparison. No significant closures are planned for 2020.

Comment/Options
N/A

Appendices
Appendix A – 2019 Performance and Measures Report

Prepared by: Simona Dinu,
Director Customer Experience

Appendix A

2019 Performance and Measures Report

Date:	February 12, 2020
To:	Oakville Public Library Board
From:	Simona Dinu, Director – Customer Experience

This report highlights Oakville Public Library's (OPL) 2019 annual performance measures. Efforts in 2019 focused on increasing community outreach and expanding programming, engaging the community through social media, expanding services by opening another OPL Express location at St. Luke's Community Centre, opening the Sixteen Mile Library and renovating the Glen Abbey Library. The percentage change is not a true reflection of activity as several factors are impacting the calculation: the renovation of Iroquois Ridge Library in 2017, White Oaks Library in 2018, Glen Abbey Library in 2019 and the opening of Sixteen Mile Library in 2019.

The information is separated into the following categories:

- Overview
- Circulation
- Branch Visits
- Interlibrary Loans
- Use of Technology in Branches
- Cardholders
- Programs and Events
- Cardholders
- Digital Presence
- Halton Information Providers
- Most Popular titles

A list of accomplishments to complement the statistics included are:

- The opening of Sixteen Mile Library in May 2019 in partnership with the Town of Oakville.
- A Customer Appreciation Day during Ontario Public Library Week (October 21-27, 2019) which included a Fine Amnesty program, refreshments at all branches and week-long programming.
- The implementation of a new program registration / room rental system and re-design of the program guide.
- The launch of cloudLibrary, a new digital ebook and audiobook platform.

Appendix A

Overview

Physical circulation	**8%**
Digital circulation	**56%**
Program attendance	**3%**
Event attendance	**12%**

Highlights and Influencing Factors

- 2019 saw increases in all four major areas over the
- past three years
- Digital circulation is the highest growth area and continued to increase at a similar rate as the previous year.

Measure	**2017**	**2018**	**2019**	**% Change (3 yr)**
Non-Electronic Use				
Physical Circulation	1,455,910	1,513,005	1,576,174	8%
Branch visits	1,292,370	1,228,740	1,236,456	-4%
Program Attendance	53,949	58,820	55,600	3%
Event Attendance	2,197	4,335	2,456	12%
In person Reference*	79,400**	19,350	14,500	-82%
Electronic Use				
Digital Circulation	219,505	272,484	342,169	56%
Website sessions	725,980	1,233,272	930,404	28%
Total Bibliocommons use	1,382,321	1,327,672	1,188,370	-14%
Public Access computer sessions	65,988	79,705	70,470	7%
Wireless sessions	149,370	568,096	351,515	135%
Email enquiries	3,704	3,868	4,036	9%
Items printed	N/A	52,302	51,091	N/A
Phone calls	N/A	33,503	35,113	N/A

*Data collected from Count Week and extrapolated to 50 weeks. Does not include Readers' Advisory or assistance with checkout and return stations which is in line with legislative reporting.

**Data collected from Count Week and extrapolated to 50 weeks. Does not include Readers' Advisory. It includes some assistance with checkout and return stations which results in a high variance.

#8.

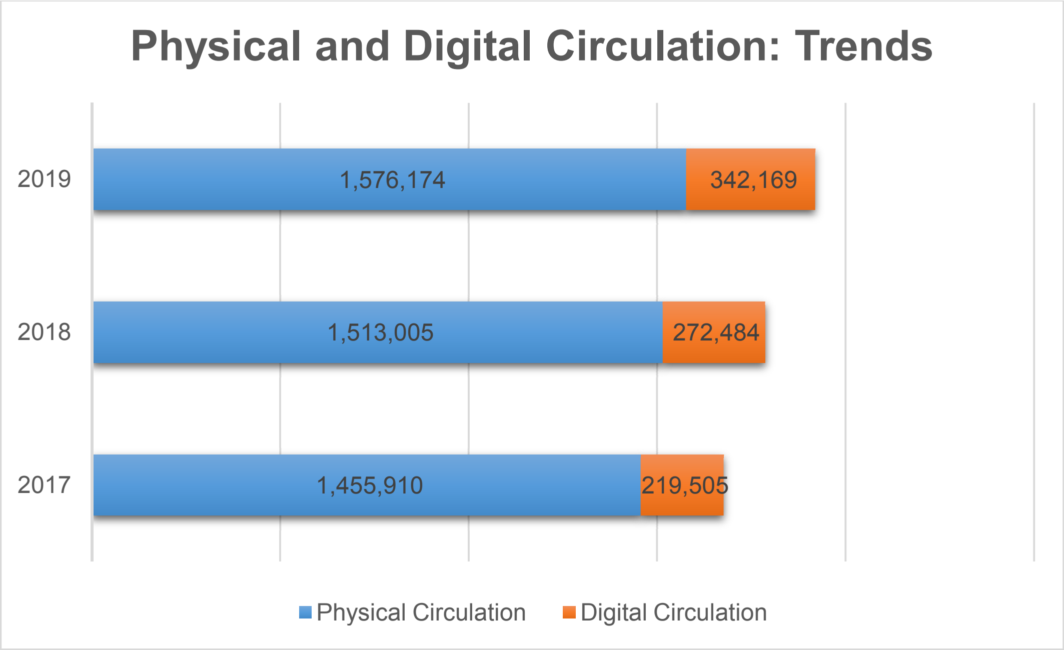
Appendix A

Circulation

% change over 3 years	
Total Circulation: 1,918,343	**14%**
Physical Circulation: 1,576,174	**8%**
Digital Circulation: 342,169	**56%**

Key influencing factors

- Despite the move to a new digital ebook and downloadable audiobook platform (cloudLibrary) in November 2019, digital circulation continued to increase largely with the most significant increase coming from Kanopy and RBDigital.
- Physical circulation has been impacted by branch closures and the opening of Sixteen Mile Library.
- OPL Express locations circulated 11,505 items, almost triple the amount reported in 2018.
- Iroquois Ridge Library circulated the highest number of materials at over 400,000 in 2019.



	2017	2018	2019
Physical Circulation	1,455,910	1,513,005	1,576,174
Digital Circulation	219,505	272,484	342,169
Total Circulation	**1,675,415**	**1,785,489**	**1,918,343**

#8.

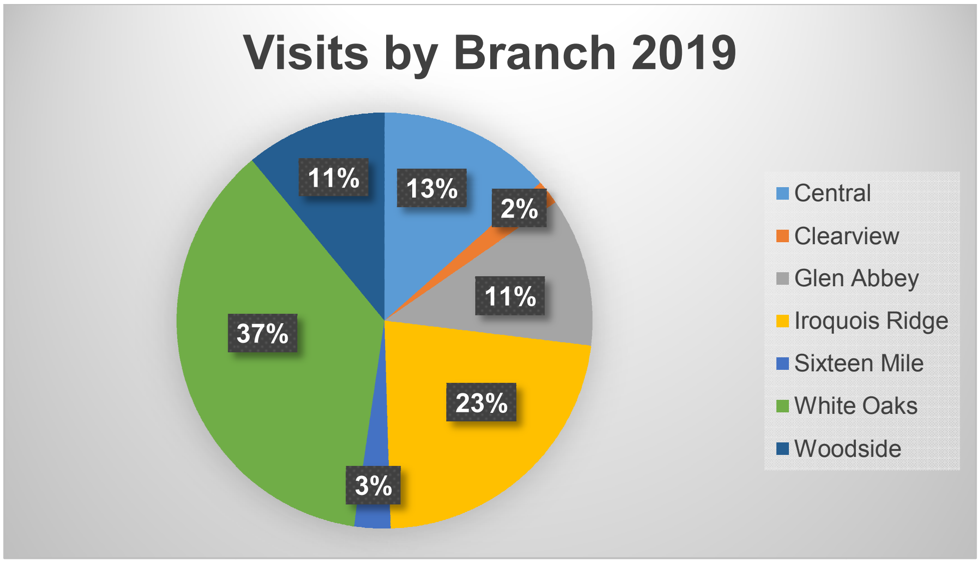
Branch Visits

Branch Visits: **1,236,456**

% change over 3 years: **- 4%**

Key influencing factors

- Annual statistics for branch visits have been re-calculated using branch hours to reflect as accurately as possible.
- The percentage changes listed below are deeply impacted by the closure of White Oaks Library in 2018, the closure of Glen Abbey Library and the opening of Sixteen Mile Library in 2019.



Branch	2017	2018	2019	% Change (3yrs)
Central*	273,420	208,281	166,406	-39%
Clearview	28,200	28,510	23,564	-16%
Glen Abbey**	379,750	362,943	142,904	-62%
Iroquois Ridge**	282,350	288,172	279,621	-1%
Sixteen Mile***	N/A	N/A	34,701	N/A
White Oaks**	181,500	199,854	453,469	150%
Woodside	147,150	140,980	135,791	-8%
Total	**1,292,370**	**1,228,740**	**1,236,456**	**-4%**

2017 data taken from Annual Count week. There are significant variances as footfall collection methods were not very accurate.

Central – 70% of the total for both sets of gates is reported. Gates did not accurately count visitors for April 2018 and that data is the average of January to June (5 months).

**Numbers not fully reflective of as the branch was closed for renovation for part of the year and depot was operating.

***Includes only 8 months as the branch opened May 1, 2019.

Appendix A

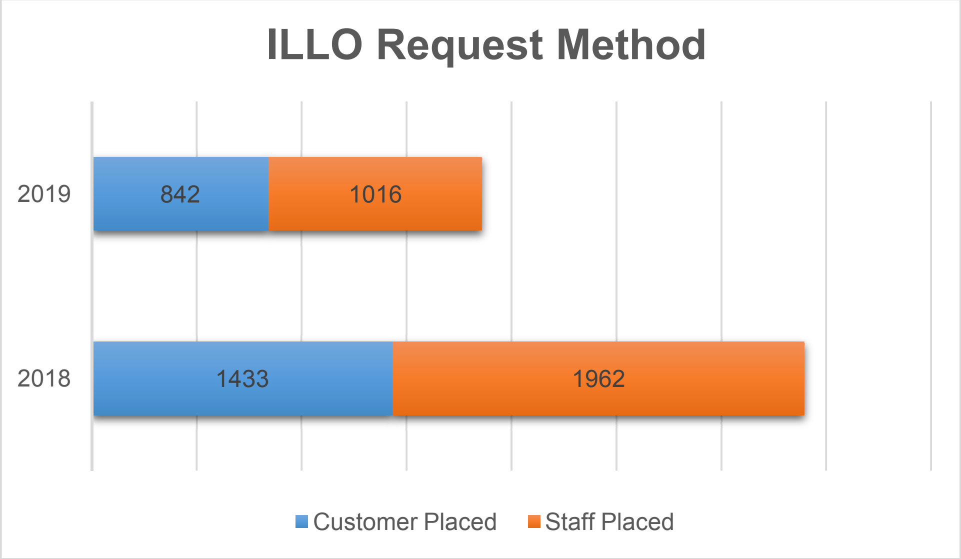
Interlibrary Loans

Total requests placed: 1858

Overall % change: -45%

Key influencing factors

- The impact of the Ontario budget cuts and the resulting changes in ILLO policies such as not lending / borrowing A/V materials and not borrowing / lending to Halton libraries. The service was completely suspended from April 18 to May 31.
- ILLO service was also suspended from March 30 to April 26 due to the volume of materials to be processed for the opening of Sixteen Mile Library.



Requests Received	Requests Received	% Change	Requests Lent	Requests Lent	% Change
2018	2019		2018	2019	
3,379	1,856	-45%	4,188	1,764	-58%

	Customer Placed			Staff Placed		
	2018	2019	% Change	2018	2019	% Change
Q1	378	402	6%	498	489	-2%
Q2	343	153	-55%	469	191	-59%
Q3	353	151	-57%	516	168	-67%
Q4	359	136	-62%	479	168	-65%
Total	**1,433**	**842**	**-41%**	**1,962**	**1016**	**-48%**

#8.

Use of Technology in Branches

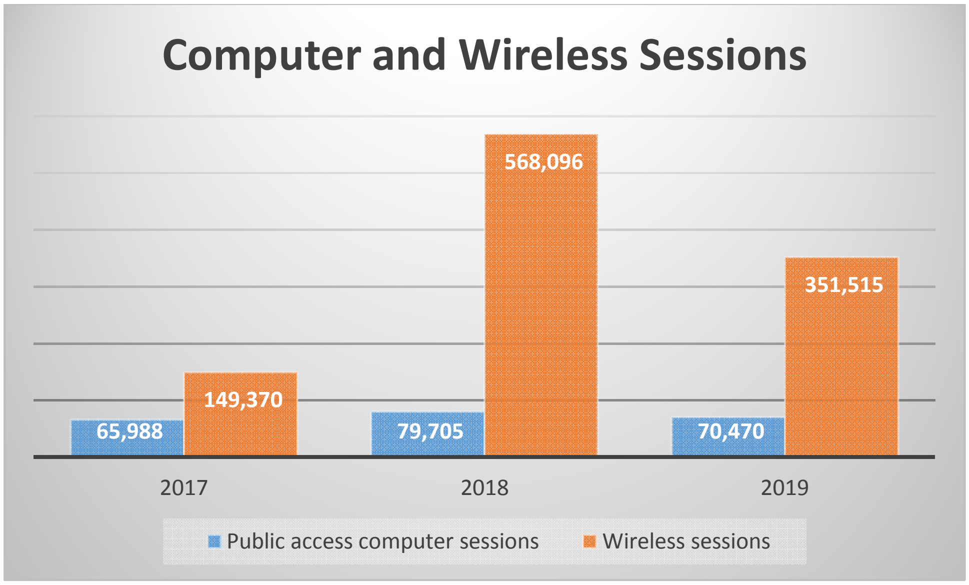
Key influencing factors

- Use of public access computers and wireless sessions are strongly impacted by branch closures as these are not a services offered at the depots.
- Glen Abbey Library was closed for 7 months in 2019 and accounted for 27% of total wireless use in 2018.
- Wireless sessions have not been reported for 2018, but the statistics are now available and have been included below.

Public access computers use

2019: 70,740

% change over 3 years: 7%



	2017	2018	2019	% Change (3yrs)
Public access computer sessions	65,988	79,705	70,470	7%
Wireless sessions*	149,370	568,096	351,515	135%

* wireless sessions in 2017: data reported cannot be validated.
* wireless sessions in 2018: not reported in 2018 annual report.
* does not include Clearview Library as the data in unavailable.

#8.

Appendix A

Cardholders

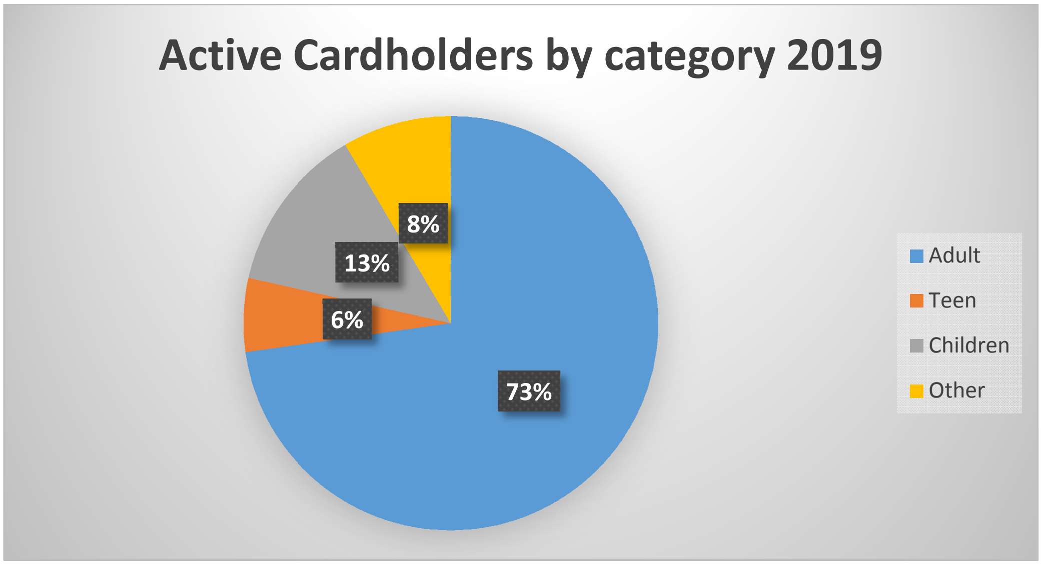
Total Active Cardholders	**63,729**
Population	**211,000**
Active Cardholders per Capita	**0.30**

Highlights:

- Top branches with new cardholders are: Iroquois Ridge, Central and Glen Abbey.

Cardholders in 2019:

- 73% of active cardholders were adults, 13% were children, and 6% were teens. This data excludes profiles such as HDSB joint-facility students, staff, CELA, etc.
- 43% of cardholders have used their card in the last 6 months.



	2017	2018	2019	% Change (3yrs)
New Cardholders	12,644	12,242	12,235	-3%
Total Cardholders	91,723	85,694	87,222	-5%
Active Cardholders	N/A	66,109	63,729	N/A

#8.

Appendix A

Oakville Public Library

Programs and Events

Key influencing factors

- The closure of Glen Abbey Library had a significant impact on attendance of children's programs despite offering storytimes at Glen Abbey Recreation Centre and St. Luke's Community Centre.
- First Noon Year's Eve Party was held at Central Library and brought out 90 participants.
- Successful Library After Dark fundraiser brought in 199 escape room participants.

Programs % change over 3 years

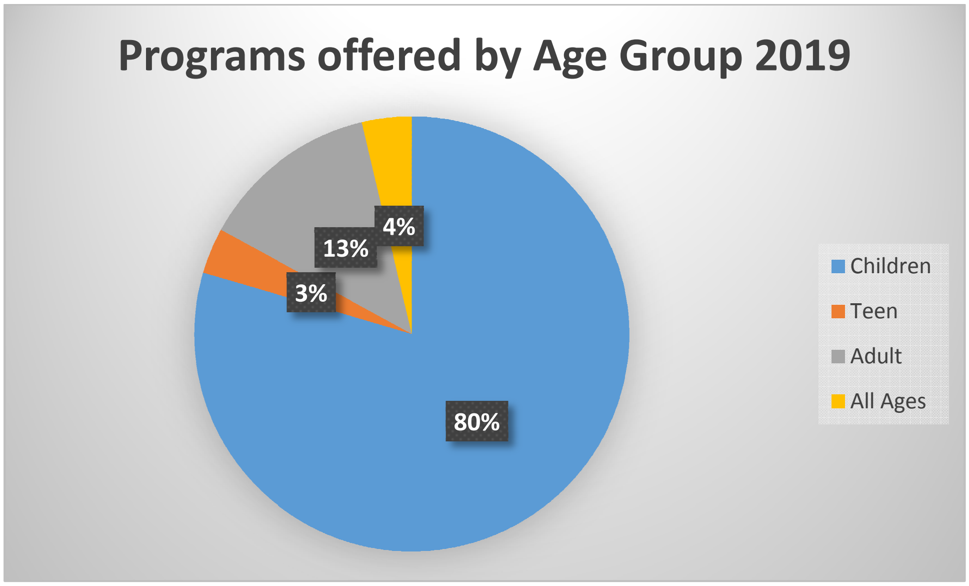
Attendance: 3%

Number of sessions: 17%

Events % change over 3 years

Attendance: 12%

Number of sessions: -50%



PROGRAMS		Attendance		
	YTD 2017	YTD 2018	YTD 2019	% Change (3 yrs)
Children	45,936	49,042	48,780	6%
Teen	1,056	1,126	1,506	43%
Adult	2,487	3,785	2,989	20%
All Ages	4,470	4,867	2,325	-48%
Total	**53,949**	**58,820**	**55,600**	**3%**

Appendix A

Oakville
Public
Library

PROGRAMS		Sessions		
	YTD 2017	YTD 2018	YTD 2019	% Change (3yrs)
Children	**1,592**	1,730	2,155	35%
Teen	**74**	61	92	24%
Adult	**498**	397	362	-27%
All Ages	**158**	99	100	-37%
Total	**2,322**	**2,287**	**2,709**	**17%**

EVENTS		Attendance		
	YTD 2017	YTD 2018	YTD 2019	% Change (3yrs)
Adult	1,257	1,358	668	-47%
ICW	937	2,977	1,788	91%
Total	**2,197**	**4,335**	**2,456**	**12%**

EVENTS		Sessions		
	YTD 2017	YTD 2018	YTD 2019	% Change (3 yrs)
Adult	17	14	5	-71%
ICW	5	11	7	40%
Total	**22**	**25**	**12**	**-45%**

#8.

Appendix A

Oakville Public Library

Digital Presence

2019 Highlights

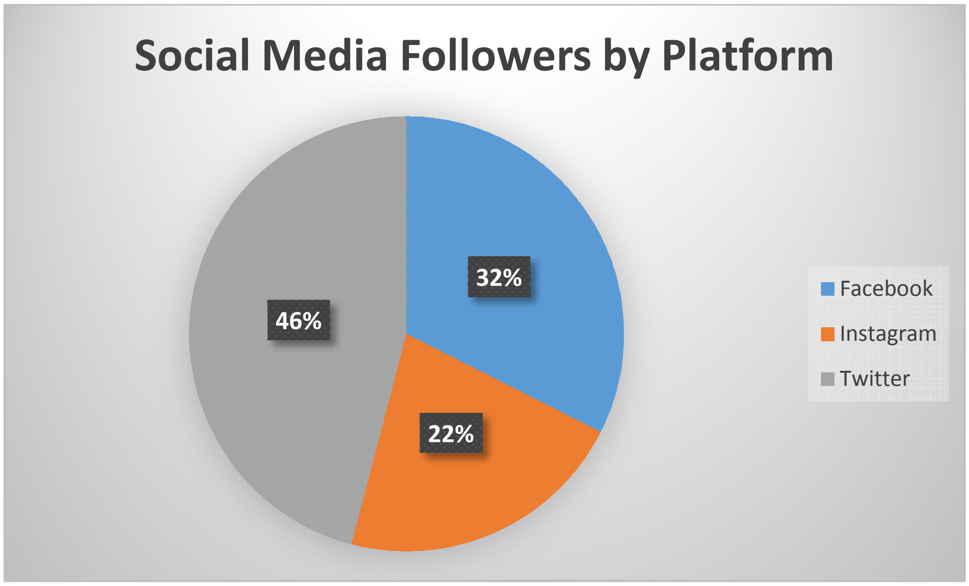
- Social Media presence has been increasing on all platforms with Instagram followers doubling in numbers over the last 3 years.

Total Website Sessions **930,404**

% change over 3 years **28%**

Posts published: 808

***doesn't include Instagram Stories, reposts, re-shares, retweets**

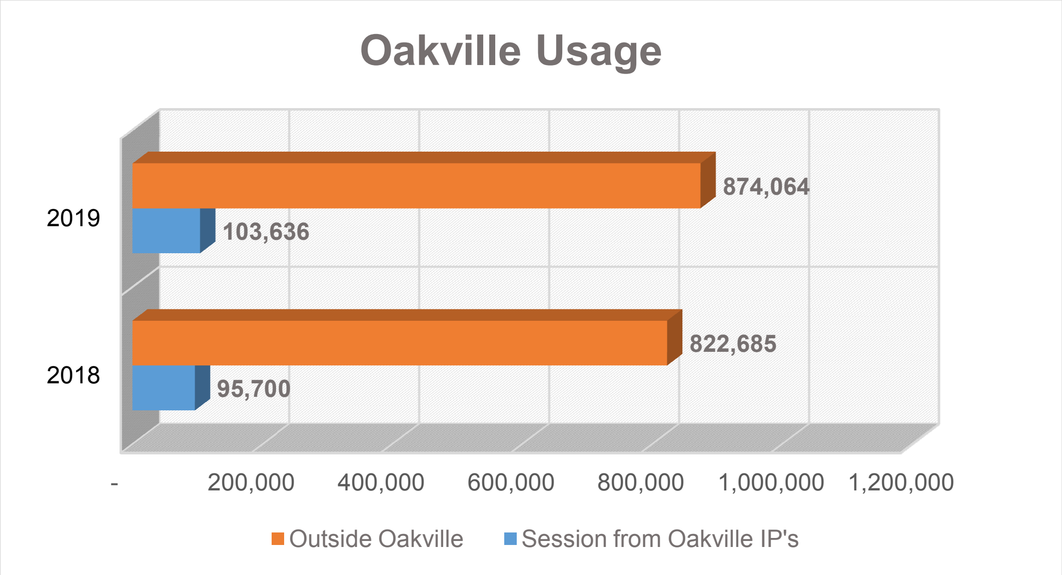


	2017	2018	2019	% Change (3yrs)
Website sessions	725,980	1,233,272	930,404	28%
Bibliocommons sessions	1,160,710	951,695	770,609	-34%
Bibliocommons app sessions	221,611	375,977	417,761	89%
Total Bibliocommons use	1,382,321	1,327,672	1,188,370	-14%
Facebook followers	2,561	2,921	3259	27%
Instagram followers	1,010	1,377	2173	115%
Twitter Followers	3,938	4,282	4614	17%

Halton Information Providers

2019 Highlights

- The Halton Community Services Directory continues to increase its usage through outreach and training.
- The HIP partnership was successful in receiving a 5 year Immigration, Refugees and Citizenship Canada grant to create Halton Newcomer InfoPods that will be placed in newcomer centres and libraries across Halton.



Measure	2017	2018	2019	% Change (3yrs)
Database sessions	1,021,227	918,385	977,700	-4%
Average monthly unique visitors	48,083	40,579	39,774	-17%
Training sessions	10	6	11	10%
Outreach	12	14	18	50%

#8.

Appendix A

Most Popular Titles – 2019

Most Popular Titles – 2019

1) Becoming – Michelle Obama (1424 circulations)
2) Dog Man: Lord of the Fleas – Dav Pilkey (937 circulations)
3) Dog Man: Brawl of the Wild – Dav Pilkey (795 circulations)
4) The Whistler – John Grisham (794 circulations)
5) Past Tense – Lee Child (791 circulations)
6) Nine Perfect Strangers – Liane Moriarty (759 circulations)
7) Dark Sacred Night – Michael Connelly (740 circulations)
8) Diary of a Wimpy Kid: Rodrick Rules – Jeff Kinney (720 circulations)
9) The Reckoning – John Grisham (709 circulations)
10) Diary of a Wimpy Kid: The Last Straw – Jeff Kinney (706 circulations)

Most Popular Adult Fiction – 2019

Most Popular Adult Fiction – 2019

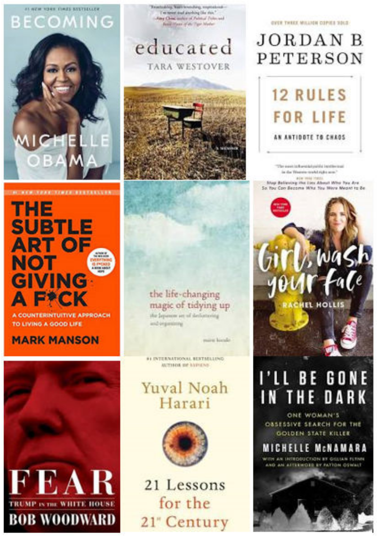
1) The Whistler – John Grisham (794 circulations)
2) Past Tense – Lee Child (791 circulations)
3) Nine Perfect Strangers – Liane Moriarty (759 circulations)
4) Dark Sacred Night – Michael Connelly (740 circulations)
5) The Reckoning – John Grisham (709 circulations)
6) Long Road to Mercy – David Baldacci (704 circulations)
7) The Great Alone – Kristin Hannah (688 circulations)
8) Origin – Dan Brown (663 circulations)
9) The Tattooist of Auschwitz – Heather Morris (645 circulations)
10) Kingdom of the Blind – Louise Penny (644 circulations)

#8.

Appendix A

Oakville Public Library

Most Popular Adult Non-Fiction – 2019


BECOMING
MICHELLE OBAMA
educated
TARA WESTOVER
JORDAN B PETERSON
12 RULES FOR LIFE
AN ANTIDOTE TO CHAOS
THE SUBTLE ART OF NOT GIVING A F*CK
A COUNTERINTUITIVE APPROACH TO LIVING A GOOD LIFE
MARK MANSON
the life-changing magic of tidying up
Girl, wash your face
RACHEL HOLLIS
FEAR
TRUMP IN THE WHITE HOUSE
BOB WOODWARD
Yuval Noah Harari
21 Lessons for the 21st Century
I'LL BE GONE IN THE DARK
ONE WOMAN'S OBSESSIVE SEARCH FOR THE GOLDEN STATE KILLER
MICHELLE McNAMARA

Most Popular Adult Non-Fiction – 2019

1) Becoming – Michelle Obama (1424 circulations)
2) Educated – Tara Westover (651 circulations)
3) 12 Rules for Life: An Antidote to Chaos – Jordan B. Peterson (594 circulations)
4) The Subtle Art of Not Giving a F*ck – Mark Manson (528 circulations)
5) The Life-Changing Magic of Tidying Up – Marie Kondo (516 circulations)
6) Girl, Wash Your Face – Rachel Hollis (473 circulations)
7) Fear: Trump in the White House – Bob Woodward (436 circulations)
8) 21 Lessons for the 21st Century – Yuval Noah Harari (358 circulations)
9) I'll Be Gone in the Dark – Michelle McNamara (346 circulations)
10) Born a Crime – Trevor Noah (329 circulstions)

Most Popular Juvenile Fiction – 2019

DOG MAN
LORD of the FLEAS
DAV PILKEY
DOG MAN
BRAWL of the WILD
DAV PILKEY
DIARY of a Wimpy Kid
RODRICK RULES
DIARY of a Wimpy Kid
THE LAST STRAW
DIARY of a Wimpy Kid
THE MELTDOWN
DIARY of a Wimpy Kid
DIARY of a Wimpy Kid
THE GETAWAY
HARRY POTTER and the PRISONER of AZKABAN
J.K. ROWLING
DOG MAN
A Tale of Two Kitties
DAV PILKEY

Most Popular Juvenile Fiction – 2019

1) Dog Man: Lord of the Fleas – Dav Pilkey (937 circulations)
2) Dog Man: Brawl of the Wild – Dav Pilkey (795 circulations)
3) Diary of a Wimpy Kid: Rodrick Rules – Jeff Kinney (720 circulations)
4) Diary of a Wimpy Kid: The Last Straw – Jeff Kinney (706 circulations)
5) Diary of a Wimpy Kid: The Meltdown – Jeff Kinney (695 circulations)
6) Diary of a Wimpy Kid – Jeff Kinney (672 circulations)
7) The Getaway – Jeff Kinney (656 circulations)
8) Harry Potter and the Prisoner of Azkaban – J. K. Rowling (654 circulations)
9) Dog Man: A Tale of Two Kitties – Dav Pilkey (638 circulations)
10) Dork Diaries: Tales from a Not-So-Happy Birthday – Rachel Renee Russell (617 circulations)

#8.

Appendix A

Most Popular Young Adult Fiction –2019

THE HATE U GIVE
ANGIE THOMAS
THE GIVER
LOIS LOWRY
MADELEINE L'ENGLE
A Wrinkle in Time
TURTLES ALL THE WAY DOWN
JOHN GREEN
MISS PEREGRINE'S HOME FOR PECULIAR CHILDREN
THE MAZE RUNNER
JAMES DASHNER
THE HUNGER GAMES
SUZANNE COLLINS
THIRTEEN REASONS WHY
JAY ASHER
ONE OF US IS LYING
KAREN M. McMANUS

Most Popular Young Adult Fiction – 2019

1) The Hate U Give – Angie Thomas (481 circulations)
2) The Giver – Lois Lowry (372 circulations)
3) A Wrinkle in Time – Madeleine L'Engle (371 circulations)
4) Turtles All The Way Down – John Green (330 circulations)
5) Miss Peregrine's Home for Peculiar Children – Ransom Riggs (313 circulations)
6) The Maze Runner – James Dashner (296 circulations)
7) The Hunger Games – Suzanne Collins (294 circulations)
8) Thirteen Reasons Why – Jay Asher (281 circulations)
9) One of Us is Lying – Karen M. McManus (235 circulations)
10) To All The Boys I've Loved Before – Jenny Han (227 circulations)

Appendix A

Definitions

Overview section:

In person Reference: Reference questions received in person at a branch during count ceek. This does not include readers' advisory questions and the data is extrapolated to 50 weeks in accordance with Ministry reporting guidelines.

Email enquiries: As of Q2 2017 the email inquiries include in addition to emails received by OPL Reference, also the Customer feedback form on the website and the Bibliocommons feedback form. This field represents all email electronic contact with customers received via the OPLReference@Oakville.ca.

Items printed: Count of items printed at a print station, not including items that were sent to the print station and deleted or expired.

Phone calls: Calls received through the branch's main number which includes callers that were directed to Adult information, Children Info, or transferred to the self-serve options, etc. *These are calls received at all times, not only during open hours.*

Circulation Section:

Physical circulation: Count units or items of materials the library circulated in all physical formats to all users, including renewals in a designated timeframe. The data includes all items circulated at a location (first time check-outs and renewals) but excludes items checked out to a number of system cards used for operational purposes.

Digital circulation: Count units or items of materials the library circulated in the following digital formats (Hoopla, Overdrive, RBDigital, Lynda.com, Kanopy) to all users, including renewals in a designated timeframe. Data provided by the vendors as outlined below:

Hoopla: defines circulation as each item that is checked out on a borrower's account. These items include digital versions of television episodes, movies, music albums, books, audiobooks, and graphic novels / comics. Customers are limited to five checkouts per month.

OverDrive: defines circulation as each item that is checked out on a borrower's account. These items include eBooks and eAudio books. Customers are limited to ten items at a time.

cloudLibrary: defines circulation as each item that is checked out on a borrower's account. These items include eBooks and eAudiob ooks. Customers are limited to fifteen items at a time.

RBDigital: defines circulation as each item that is checked out on a borrower's account. These items include digital magazines. Customers have unlimited borrows available to them.

Lynda.com: defines circulation as the number of certificates that have been completed. Each course completed results in a certificate. Customers have unlimited courses and certificates available to them. It should be noted that there are Lynda.com users who use this service but do not complete their certificates, which means they are not captured in these particular metrics.

Appendix A

Kanopy: defines circulation as each 'play' on a digital video. Customers are limited to ten play credits per month.

Branch Visits:

Branch visits: Count of users entering an OPL branch through a set of security gates in a designated timeframe. Central Library (2 sets of gates on 2 floors) is recorded as 70% of the total numbers reported. The timeframe has been adjusted as of Q4 2019 (providing updated data for January to December 2019) to reflect operating hours for all locations.

InterLibrary loan (ILLO):

Requests received: Monthly count of total ILLO material received from other libraries to fill customer requests.

Requests lent: Monthly count of total ILLO material loaned for requests received from other libraries.

Customer placed: Monthly count of ILLO material received to fill requests from OPL customers by account type (self registered). *This does not account for requests that could not be filled.*

Staff placed: Monthly count of ILLO material received to fill requests from OPL customers by account type (staff generated). *This does not account for requests that could not be filled.*

Use of Technology in Branches:

Public access computer sessions: Count of users who have logged into a public access computer in a designated timeframe.

Wireless sessions: Count of users whose mobile(s) device have connected to an OPL router in a designated timeframe.

Cardholders:

New cardholders: Count of new users added in a designated timeframe.

Total cardholders: this includes active cardholders plus other cardholders with an activity date within the last 7 years that owe fines to the library.

Active cardholders: A count of the borrowers registered with the library who have a last activity date within the last 2 years.

Active cardholders by category: Count of active customers grouped by profile (Adult, Teen, Children, Other – which includes staff, White Oaks and JW Hill students, etc.)

Programs and events:

Program: an organized activity that involves facilitation and is ultimately about a change in knowledge/skill/attitude. Can take place in internal or external facilities. *Examples include: Summer Reading, Babytimes/Storytimes, Ozobots etc.*

Program attendance: number of people who attended programs in a designated timeframe.

Appendix A

Programs – number of sessions: number of programs the library held or sponsored in a designated timeframe

Event: an organized activity whose primary focus is one or more of the following: fundraising; promotion, advocacy. *This category currently only lists Adult programs. Examples include: In Conversation with Series, Evening for Booklovers, etc.*

Event attendance: number of people who attended events in a designated timeframe.

Events – number of sessions: number of events the library held or sponsored in a designated timeframe.

Digital presence:

Website sessions: Count of sessions for opl.ca (a session is a group of interactions one user takes within 30 minutes on the defined website (opl.ca)) in a designated timeframe.

Bibliocommons sessions: Count of sessions for the catalogue in a designated timeframe.

Bibliocommons app sessions: Count of sessions for the mobile app in a designated timeframe.

Total Bibliocommons use: A count of the combined total of Bibliocommons sessions on the website and the Bibliocommons app sessions in a designated timeframe.

Facebook followers: count of Facebook users who have followed OPL as of a designated timeframe.

Instagram followers: count of Instagram users who have followed OPL as of a designated timeframe.

Twitter followers: count of Twitter users who have followed OPL as of a designated timeframe.**:**

Halton Information Providers:

HIP – database sessions: total views of database pages in a designated timeframe.

HIP – database sessions from Oakville IPs: views of database pages that come from Oakville IPs in a designated timeframe.

HIP – average unique visitors: the average count of unique IP addresses accessing the database in a designated timeframe.

HIP – training sessions: number of training sessions offered in the community. This includes training provided to OPL staff.

HIP – outreach: number of times HIP had a booth at a community event.

#9.

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Simona Dinu, Director Customer Experience**

Date: February 12, 2020

Subject: **Overview of Fines and Fees**

Recommendation

That the *Overview of Fines and Fees report* be received for information.

Key Facts

The following are key points for consideration with respect to this item:

- Upon approval of the 2020 fines and fees rates at the September 26, 2019 board meeting, the board requested a report that provides an overview of the revenue received for the different categories for 2018 and 2019.
- In 2019, 53% of room rental revenue came from non-profit rentals and 46% came from for profit rentals.
- In 2019, lost book revenue (which includes the cost of the item and $7 processing fee) made up 47% of the total revenue collected, overdue fines represented 38% and hold expiry fees made up 11% of the total revenue.
- All of the data included in this report will be reviewed when the 2021 operating budget is prepared and staff will bring recommendations to the board at that time.

Background

The 2020 fines and fees rates were approved by the OPL Board at the September 26, 2019 meeting. At that time, the board requested an overview of the revenue received in each category and for each item listed. This information is provided in Appendix A and follows the format of the approved fines and fees rates chart.

Comment/Options

The information provided in Appendix A comes from various sources and it is not possible to reconcile it 100% with the financial records due to the databases used and how they are connected to one another.

A summary of the revenue received is below:

Room rentals:

- In 2019, 53% of room rental revenue came from non-profit rentals and 46% came from for profit rentals.

Programs:

- The listed rates for each program have been updated in 2020 to better reflect current programs OPL offers. As a result, it has been challenging to add up the revenue for each category.
- Moving forward, in line with the systems OPL uses, it is reasonable to separate the revenue by age group, but not further than that.

Fines:

- In 2019, lost book revenue (which includes the cost of the item and $7 processing fee) made up 47% of the total revenue collected.
- Overdue fines represented 38% and hold expiry fees made up 11% of the total revenue.
- The largest percentage of overdue charges came from adult books and DVDs. As the DVD format will slowly drop in popularity, this is likely to have a long term impact on revenue. The increase in circulation of ebooks will also have an impact on overdue charges collected on books.

Other:

- There is currently no system in place to account for revenue collected on replacement library cards as that gets rolled into fines. Also, with the re-branding, customers have been encouraged over the course of 2019 to get new library cards (no charge).
- Revenue for exam proctoring and 3D printing remained constant over the two years reported.
- All printing and scanning has been reported under Photocopying / Printing black and white as there is no way to separate the amounts collected.

The data included in this report and the above analysis will be reviewed in preparation for the 2021 budget.

Appendices

Appendix A – Overview of Fines and Fees Revenue 2018/19

Prepared by: Simona Dinu, Director Customer Experience

#9.

Appendix A

Overview of Fines and Fees Revenue 2018/19

Service Provided	Unit of Measure	HST Y/N	2020 Base Fee	HST $	2020 Fee (tax included)	Effective Date MMM-YY	2018 Revenue (before tax)	2019 Revenue (before tax)
Subsidy for non-profit is 65% of for profit rates.								
Central Room rentals:								
Auditorium - Hourly - Profit	per room	Y	$27.31	$3.55	$30.86	Jan-19	$ 1,994.00	$ 1,406.55
Auditorium - Hourly - Non Profit	per room	Y	$17.75	$2.31	$20.06	Jan-19	$ 3,731.00	$ 2,655.00
Program room - Hourly - Profit	per room	Y	$17.95	$2.33	$20.28	Jan-19	$ 2,967.00	$ 2,536.92
Program room - Hourly - Non Profit	per room	Y	$11.67	$1.52	$13.18	Jan-19	$ 2,227.00	$ 1,193.00
After hours Facilities coverage (Central only)	per half hour	Y	$24.45	$3.18	$27.63	Jan-19	$ 94.00	$ 23.50
After hours Facilities coverage (Central only)	per hour	Y	$48.90	$6.36	$55.26	Jan-19		
Branch Room rentals:								
Program room -Hourly - Profit	per room	Y	$17.95	$2.33	$20.28	Jan-19	$ 2,886.00	$ 2,705.00
Program room - Hourly - Non Profit	per room	Y	$11.67	$1.52	$13.18	Jan-19	$ 2,741.00	$ 3,845.00
Iroquois - Creation Zone - Hourly - Profit	per room	Y	$27.31	$3.55	$30.86	Jan-19		
Iroquois - Creation Zone - Hourly - Non Profit	per room	Y	$17.75	$2.31	$20.06	Jan-19		
Equipment rentals	per item	Y	$8.29	$1.08	$9.37	Jan-19	$ 157.79	$ 150.14
Cost Recovery - Recovery ratios vary per program user; approximately 50% cost recovery is achieved for the programs listed								
Programs								
Adult External Presenter Program	each	Y	$17.70	$2.30	$20.00	Sep-17	$ 1,985.00	$ 1,639.00
Advanced Digital Literacy Teen/Adult	each	Y	$7.08	$0.92	$8.00	Feb-15	$ 1,401.00	$ 1,129.00
Advanced Digital Literacy School Age	each	N	$7.00	N/A	$7.00	Feb-15		
Adult Events	each	Y	Based on full cost recovery	N/A				
Adult Genealogy	each	Y	$7.08	$0.92	$8.00	Feb-15	$ 651.00	$ 467.00
Intergenerational Community Programs	each	Y	$7.08	$0.92	$8.00	Feb-15	$ 1,824.00	$ 772.00
School Curriculum Companion	each (per child)	N	$7.00	N/A	$7.00	N/A		
Preschool/School Age External Presenter	each	N	$15.00	N/A	$15.00	Feb-15	$ 10,480.00	$ 11,874.00

#9.

Overview of Fines and Fees Revenue 2018/19

Service Provided	Unit of Measure	HST Y/N	2020 Base Fee	HST $	2020 Fee (tax included)	Effective Date MMM-YY	2018 Revenue (before tax)	2019 Revenue (before tax)
Fines and fees								
Book Club kits, adult	daily, per item	N	**$1.00**	**N/A**	**$1.00**	Feb-10	$ 12.00	$ 34.00
Books, General, adult	daily, per item	N	**$0.30**	**N/A**	**$0.30**	Feb-10	$ 35,169.00	$ 25,853.00
Compact Discs, adult	daily, per item	N	**$0.30**	**N/A**	**$0.30**	Feb-10	$ 1,883.00	$ 934.00
Compact Discs, child	daily, per item	N	**$0.15**	**N/A**	**$0.15**	Feb-10	$ 364.00	$ 276.00
DVDs/Blu-ray, adult	daily, per item	N	**$1.00**	**N/A**	**$1.00**	Feb-10	$ 19,127.00	$ 10,943.00
DVDs/Blu-ray, child	daily, per item	N	**$1.00**	**N/A**	**$1.00**	Feb-10	$ 15,588.00	$ 8,455.00
Electronic Games, adult	daily, per item	N	**$1.00**	**N/A**	**$1.00**	Jan-11	$ 3,487.00	$ 2,239.00
Electronic Games, child	daily, per item	N	**$1.00**	**N/A**	**$1.00**	Jan-11	$ 3,191.00	$ 1,922.00
Fast lane, adult	daily, per item	N	**$1.00**	**N/A**	**$1.00**	Feb-10	$ 42.00	$ 397.00
Fast lane DVDs/Blu-ray, adult	daily, per item	N	**$2.00**	**N/A**	**$2.00**	Feb-10	$ 68.00	$ 253.00
Fast lane DVDs/Blu-ray, child	daily, per item	N	**$2.00**	**N/A**	**$2.00**	Feb-10	$ 32.00	$ 54.00
Interlibrary loans, adult	daily, per item	N	**$0.30**	**N/A**	**$0.30**	Feb-10		
Interlibrary loans, child	daily, per item	N	**$0.15**	**N/A**	**$0.15**	Feb-10		
Magazines, adult	daily, per item	N	**$0.30**	**N/A**	**$0.30**	Feb-10	$ 401.00	$ 452.00
Non-circulating materials, adult	daily, per item	N	**$1.00**	**N/A**	**$1.00**	Feb-10	$ 28.00	$ 50.00
Non-circulating materials, child	daily, per item	N	**$1.00**	**N/A**	**$1.00**	Feb-10	$ 20.00	
Storytelling Kits, child	daily, per item	N	**$1.00**	**N/A**	**$1.00**	Feb-10	$ 184.00	$ 91.00
Lost book revenue	per item	N	**$ value + $7**	**N/A**	**$ value + $7**	Feb-10	$ 77,561.00	$ 66,380.00
Admin fees for accounts sent to collection agency	each	N	**$20.00**	**N/A**	**$20.00**	Feb-10	$ 6,600.00	$ 6,300.00
Replacement library cards, adult	each	N	**$2.00**	**N/A**	**$2.00**	Feb-10		
Replacement library cards, child	each	N	**$1.00**	**N/A**	**$1.00**	Feb-10		
Expired Holds	per item	N	**$1.00**	**N/A**	**$1.00**	Feb-15	$ 13,548.00	$ 14,723.00
Laptop / tablet (in-library use only)	hourly, per item	N	**$2.00**	**N/A**	**$2.00**	Jan-17	$ 20.00	$ 180.00
Sport equipment kits	daily, per item	N	**$5.00**	**N/A**	**$5.00**	Jan-18	$ 50.00	$ 95.00
Two-Hour Tinker Toys (in-library use only)	hourly, per kit	N	**$2.00**	**N/A**	**$2.00**	Jan-18	$ 56.00	$ 428.00
WiFi Hotspots	daily, per item	N	**$1.00**	**N/A**	**$1.00**	Jan-18	$ 18.00	$ 152.00
OSMO kits	daily, per item	N	**$1.00**	**N/A**	**$1.00**	Jan-18	$ 8.00	$ 6.00

#9.

Overview of Fines and Fees Revenue 2018/19

Service Provided	Unit of Measure	HST Y/N	2020 Base Fee	HST $	2020 Fee (tax included)	Effective Date MMM-YY	2018 Revenue (before tax)	2019 Revenue (before tax)
Exam Proctoring	each	Y	**$40.00**	**$5.20**	**$45.20**	Jan-18	$ 4,675.00	$ 5,284.00
Microform printing	per copy	Y	**$0.22**	**$0.03**	**$0.25**	Jan-18		
3D Printing	per minute	N	**$0.09**	**$0.01**	**$0.10**	Jan-18	$ 2,975.00	$ 2,430.00
Photocopying/Printing black and white	per page	Y	**$0.22**	**$0.03**	**$0.25**	Jan-18	$ 45,817.00	$ 51,406.00
Photocopying/Printing colour	per page	Y	**$0.44**	**$0.06**	**$0.50**	Jan-17		
Scanning to email	per page	N	**$0.09**	**$0.01**	**$0.10**	Jan-18		

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From:	**Tricia Agnew, Human Resources Manager**
Date:	February 12, 2020
Subject:	**Employee Retention and Turnover Metrics**

Recommendation

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

Key Facts

The following are key points for consideration with respect to this item:

- The Oakville Public Library (OPL) regularly reviews employee retention and turnover to support its commitment to attracting and retaining talent.
- OPL saw a significant increase in turnover in 2019. Factors that contributed to the increase include an aging workforce, library sector career advancement, and low turnover in previous years.
- The board requested at the January 23, 2020 meeting, the breakdown of turnover by department/branch.

Background

For 2019, OPL had a significant increase in turnover compared to the previous two years. The low turnover in the previous two years along with an aging workforce demographic at OPL and numerous senior-level career vacancies within the library sector in Ontario were the driving force in the increase of 21.8%.

Since 2017, OPL has seen a significant increase in the number of retirements each year. Last year, retirements accounted for 36% of the employee turnover. Since many of the retirements were long service employees, this has shifted the average years of service from ten years to eight years.

Turnover for career advancement accounted for 27% in 2019, up from 8% the previous year. The increase in career advancement can be attributed to numerous senior-level vacancies in the library sector and cascading recruitment impact of those vacancies.

Chart 1: Turnover Rate

Turnover rate % (*2019)*	
2017	5.5%
2018	8.0%
2019	**21.8%**

Chart 2: Reasons for Turnover

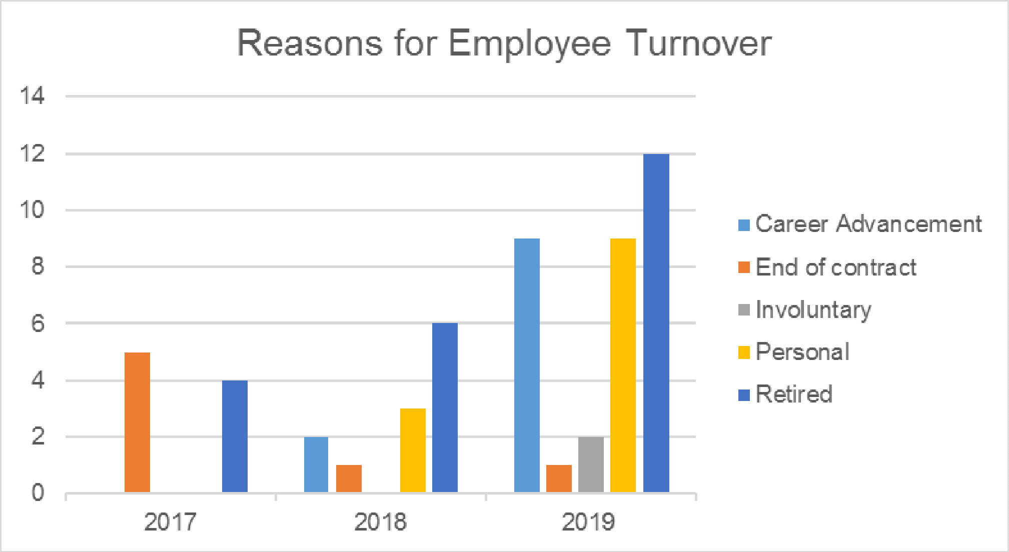


Chart 3: Department/Branch Turnover

Department/Branch	**Grand Total**
Administration	3
Central	4
Clearview	3
Collections & Acquisitions	2
Community Development & Engagement	2
Customer Experience	3
Glen Abbey	4
Iroquois Ridge	7
Marketing & Communications	1
Programming	2
Sixteen Mile	1
White Oaks	1
Grand Total	**33**

Iroquois Ridge branch saw the highest turnover for any department/branch at OPL in 2019. This can be attributed to three long-service employees who retired, one career advancement, and three personal reasons. There are no discernable patterns related to personal reasons. OPL will continue to review the reasons for turnover through exit interviews.

Chart 4: Retention

Retention rate % *(2019)*	
2019	**79%**
Average years of service	
2017	10 years
2019	**8 years**

OPL recognizes that employee retention and staff engagement are linked. As part of our commitment to staff engagement, we will build on our existing practices and goals identified as part of the staff engagement focus groups conducted in the fall 2019 to support them in recognition and professional development along with enhancing a culture that encourages, supports and motivates employees to further strengthen our employee retention.

Definitions

- Retention Rate % calculation - # of staff with 1+ years *100/# of employees at the beginning of a period (January 1)
- Turnover rate % calculation - # of employees separated/# of employees at the beginning of a period (January 1)
- Personal – Defined based on Service Canada’s Record of Employment (ROE) with the exception of Career and Retired

Prepared by: Tricia Agnew,
Human Resources Manager

#11.

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Tara Wong, CEO**

Date: February 12, 2020

Subject: **2019 CEO Goals - Final**

Recommendation

That the *2019 CEO Goals – Final report* be received for information.

Key Facts

The following are key points for consideration with respect to this item:

- Five out of six goals were completed successfully.
- The delay of the website has impacted Goal #2 as it is dependent on the use of the Kentico's (content management system) marketing features. This goal is carried over to 2020.

Background

As per the OPL Board Bylaws, the CEO is to set goals and expectations which are linked to the organization's strategic goals and recommend these to the board for approval.

At the June 27, 2019 board meeting, the 2019 CEO goals were approved.

The 2019 goals focus on 5 categories; governance, succession planning, customer engagement, staff engagement and personal development.

A quarterly update was brought to the OPL Board in September 2019 and showed progress and flagged any potential issues.

Comment/Options

Below are the six CEO goals and their year-end status:

Goal #1 - Ensure satisfactory compliance of MOU and SLA's through the gathering of quarterly feedback from town and library directors.

Status: Green

Impacted staff were asked for feedback for the ongoing execution of the various service level agreements. Some adjustments have been identified and negotiations are occurring with the impacted areas to improve clarity of workflow and authority.

Goal # 2 - In 2019, OPL will see a 5% increase in customer retention through the development of a market strategy to target lapsed users within 2 months of non-use of the library.

Status: Yellow

The website is currently delayed until mid-year 2020, as a result OPL has not been able to access and utilize the marketing tools built in to the Kentico content management system to implement the retention marketing strategy. This will begin once OPL has access to the Kentico system.

Goal # 3 - Work with Town Human Resources (HR) to create staff engagement measurement tool and use information gathered in 2019 to set a baseline for staff satisfaction moving into 2020.

Status: Yellow

Staff focus groups were completed in September and the report from the consult has been received and reviewed. The short, medium and long-term initiatives were identified to the board in the January 23, 2019 Staff Engagement Report. The results of the focus groups will be used to help inform the staff engagement measurement tool. OPL is currently meeting with Town HR to determine whether OPL fits into their new system as needed by OPL. More details will come as part of the Staff Engagement Report follow-up at the March 26, 2020 board meeting.

Goal # 4 - Implement succession plan to ensure employees are recruited and developed to support consistency in the ongoing operations of the organization.

Status: Green

Key positions have been identified along with suitable candidates for each of the positions. Training plans are being created to develop staff to fill growth opportunities as needed. The Town of Oakville’s learning management system will be leveraged to create training profiles and to track staff progression through the assigned training modules.

Goal # 5 - Be Present and engage with employees and customers through quarterly meeting opportunities.

Status: Green

Three “Tea with Tara” events were held at various branches (Woodside, Sixteen Mile and Iroquois Ridge). While a handful of customers attended each event with specific comments and concerns, the majority of interactions were with customers as they attended the branches for other purposes. Topics discussed included book clubs, children areas and programming, interlibrary loan, collections and marketing/communications.

A staff only CEO Corner vlog was launched in July 2019. The videos are between 5-10 minutes and covered topics such as:

- Staff Development Day feedback
- A tour of Halifax Public Library’s Central branch.
- 2019 CEO Goals recap
- OPL’s Budget Process
- E-Content Challenges for libraries
- Staff Engagement feedback

Response to the CEO Corner vlog has been positive and will continue through 2020.

Town Hall sessions were held as part of Staff Development and received positive feedback and are scheduled to be part of the program planning for this event in 2020 (pending approval).

Goal # 6 - Start an Executive Management certificate at Degroote School of Business.

Status: Green

Completed Influence and Leadership Presence and High Impact Strategic Planning sessions in 2019. Three more courses are required to complete the certificate. Registered for Best Practices in Strategic Execution in April 2020.

Prepared by: Tara Wong, CEO OPL

#12.

Oakville Public Library

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Joseph Moncada, Director of Innovation and Integration**

Date: February 12, 2020

Subject: **DRAFT - Internet Access and Accessible Use Policy**

Recommendation

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

Key Facts

The following are key points for consideration with respect to this item:

- The current Internet Access and Acceptable Use Policy (Appendix B), approved on November 28, 2013, is out-of-date.
- The updated policy incorporates the Town of Oakville's newly established Terms and Conditions page that all customer must agree to before accessing the "Public Wireless" network available at all Oakville Public Library (OPL) branches.
- The policy now references an assortment of personal devices—including, but not limited to, mobile devices, tablets and laptop computers—that customers can now use to access the internet.
- The policy has been updated to include references to the various loanable/useable digital devices that customers can now access within the various branches.

Background

The current Internet Access and Acceptable Use Policy (approved on November 28, 2013) is out-of-date and does not align with the current terms and conditions to which we hold all customers accountable when using the public access networks (wired and wireless). With access to improved filters and technology, both the town's Information Services and OPL's Technology team are better equipped to monitor and manage internet access and accessible use.

Comment/Options

The PS-002 Internet Access and Acceptable Use Policy (Appendix A) has been prepared after reviewing current practices at OPL, examining policies from other public libraries, and consulting with Town of Oakville staff. The proposed policy provides a framework for how OPL should approach internet access and accessible use to better serve the Oakville community.

Appendices

Appendix A - PS-002 Internet Access and Acceptable Use Policy
Appendix B - Current PS-025 Internet Access and Acceptable Use Policy

Prepared by: Joseph Moncada, Director of Innovation and Integration

Appendix A

Internet Access and Acceptable Use Policy

Policy Number:	**PS-002**
Policy Category:	**Board Manual, Public Service Manual (Sect. 5.22)**
Approved by:	OPL Board
Accountability:	Director, Innovation and Integration
Approval Date:	
Effective date:	April 2020
Next Review Date:	April 2023
Supersedes:	November 28/13, Sept. 25/08, Sept. 23/04, Nov. 27/03, Oct. 29/98

(Motion #: 13.11.111, 08.09.82, 04.09.236, 03.11.131, 98.64)

Purpose Statement

The purpose of this policy is to set the framework for public access to the internet for all library customers, including equitable access to technology containing the internet, while maintaining a welcoming and supportive environment and ensuring usage conforms to all applicable laws.

Scope

This policy applies to staff and members of the public that use Oakville Public Library's (OPL) internet services (wired and wireless networks), digital devices and technology.

Policy Statement

The internet enables OPL customers to connect to ideas and information from around the world while offering access to many valuable local, national and international resources. OPL provides internet access (wired and wireless) in all branches through library-supplied public access desktop computers, tablets, and digital devices. In conjunction with the Town of Oakville, OPL provides free access to its "Public Wireless" network following the user's acceptance of the Town of Oakville's Public Access Terms and Conditions. By agreeing with these terms, OPL is able to provide secure and equitable access to this technological resources.

Internet users are further subject to all of the applicable federal, provincial and municipal legislation and by-laws that regulate internet use, including provisions of the Criminal Code regarding obscenity, child pornography, sedition and the incitement of hate. Library computers cannot be used for illegal, unethical or criminal purposes or for access to unauthorized areas. The library assumes no responsibility for infringement of copyright and other intellectual property rights. The library will block sites that are in violation of the above laws and does not take responsibility if the customer is using personal network/data within any of our properties.

OPL offers an array of filtered access but assumes no responsibility for the effectiveness of any installed commercial filter nor any liability in the event the filter is not 100% effective. Filtering on selected computers is intended to block sexually explicit, or hate, material. Public awareness and parental guidance remain key to making the best possible use of internet resources. Parents/adults are responsible for any child in their care and their use of digital devices and services, including the use of the Creation Zone equipment, the internet, and wireless access through personal or library-provided devices. Parents/adults are responsible for any damage or loss that may result from a child's use of technological resources, including access privileges to materials or online content they deem appropriate. OPL cannot and does not act in place of, or absence of, a parent or legal guardian and is not responsible for enforcing restrictions which a parent or guardian may place upon a minor's use of this technology. On its website, www.opl.ca, OPL includes links to websites that provide guidance on internet safety.

Users must not install, modify, delete or download software onto library computers or alter or misuse the hardware in any way. The library will not be held liable for the security of users' equipment or software, privacy of online transactions, service interruptions, or for any direct or indirect claims for damages arising from access to internet services. The library cannot guarantee access to any or all software, programs or resources. Digital devices, services, and work tables are located in public areas and are shared by library customers of all ages, backgrounds, and sensibilities. Users are asked to consider other library customers when accessing or using public or personal resources within the library, and to refrain from displaying or creating content that may offend others. By using the library's services, the customer agrees to abide by existing policies, guidelines, terms and conditions.

Staff will respond to complaints or observed incidents of misuse by any customer. The library will invoke consequences for failure to observe and comply with the Internet Access and Acceptable Use Policy. Complaints about illegal content will be passed on to the police.

Definitions

Digital Devices — Electronic devices provided by the Library for use by the library customers, such as laptops, computers, tablets, printers, projectors, Creation Zone equipment, coding robots, self-checks, sorters, OPL Express, et cetera.

Digital Services — Electronic services provided by the Library such as high-speed internet, wireless access, printing, 3D printing, computer training, et cetera.

Filter — Software designed to control access to access to information on the internet.

Intellectual Freedom — Refer to the Library Board's policy dated June 28, 2012 https://www.opl.on.ca/about/policies/intellectual-freedom.

Internet — The internet is a global system of interconnected computer networks carrying an extensive range of information resources and services, such as the World Wide Web and the infrastructure to support email.

Wireless — Technology that allows an electronic device to exchange data wirelessly using radio waves over a computer network.

#12.

Appendix B

Oakville
Public
Library

Internet Access and Acceptable Use Policy

Policy Number: **PS-025**
Policy Category: **Board Manual, Public Service Manual (Sect. 5.22)**
Approved by: OPL Board
Accountability: Chief Executive Officer
Approval Date: **November 28, 2013** (Motion #: 13.11.111)
Effective date:
Next Review Date: **November 2017**
Supersedes: September 25/08, September 23/04, November 27/03, October 29/98 (Motion #: 08.09.82, 04.09.236, 03.11.131, 98.64)

Purpose

The purpose of this policy is to set the framework for public access to the internet through library-supplied computers or other devices and through the wireless network.

Scope

This policy applies to staff and members of the public accessing the internet through the Oakville Public Library (OPL).

Policy

OPL (hereinafter known as the Library) provides internet access in all branches through library-supplied computers and other devices and through its wireless network.

The library endorses the principles of intellectual freedom and open access and does not monitor or exercise control over what is available via the internet. The internet is unregulated, enabling access to ideas, information and images beyond the confines of the library's mission, selection criteria and selection policies. Internet users are subject to all applicable federal, provincial and municipal legislation and by-laws that regulate internet use, including provisions of the Criminal Code regarding obscenity, child pornography, sedition and the incitement of hate. Library computers cannot be used for illegal, unethical or criminal purposes or for access to unauthorized areas. The library assumes no responsibility for infringement of copyright and other intellectual property rights. The library will block sites that are in contravention of the above laws and unauthorized areas.

The library offers a mix of filtered and unfiltered access but assumes no responsibility for the effectiveness of any installed commercial filter nor any liability in the event the filter is not 100% effective. Filtering on selected computers is intended to block sexually explicit and hate material. Public awareness and parental guidance remain key to making the best possible use of internet resources. The library cannot and does not act in place of, or absence of, a parent or legal guardian and is not responsible for enforcing restrictions which a parent or guardian may place upon a minor's use of this technology. On its website, the library includes links to websites that provide guidance on internet safety.

Internet use is limited on a per session basis and to a daily maximum number of hours per user. Users are responsible for charges levied by the library for printing from internet workstations.

Users must not install, modify, delete or download software onto library computers or alter or misuse the hardware in any way. The library will not be held liable for the security of users' equipment or software, privacy of online transactions, service interruptions, or for any direct or indirect claims for damages arising from access to internet services. The library cannot guarantee access to any or all software, programs or resources.

Individuals are asked to show consideration for others when accessing the internet in a public environment shared by users of all ages, backgrounds and sensibilities. Users are asked to refrain displaying content (text or images) that might reasonably offend others including overt sexual images, and to respect the privacy of others. By using the library's services, the user agrees to abide by existing policies and guidelines. Staff will respond to complaints or observed incidents of misuse by any user. The library will invoke consequences for failure to observe and comply with the Internet Access and Acceptable Use policy. Complaints about illegal content will be passed on to the police. References and Related Documents Internet policies from selected libraries across Canada and the United States were examined. Consultation took place with the Director, Information Systems + Solutions, Town of Oakville, with respect to bit torrent sites and file sharing of copyrighted material.

Definitions

Devices - examples include tablets, smartphones, laptops etc. which are used to access the internet

Filter - software designed to control access to access to information on the internet

Intellectual Freedom - refer to the Library Board's policy dated June 28, 2012 https://www.opl.on.ca/about/policies/intellectual-freedom

Internet - the internet is a global system of interconnected computer networks carrying an extensive range of information resources and services, such as the World Wide Web and the infrastructure to support email

Wireless - technology that allows an electronic device to exchange data wirelessly using radio waves over a computer network

#13.

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From:	**Simona Dinu, Director Customer Experience**
Date:	February 12, 2020
Subject:	**DRAFT - Intellectual Freedom Policy**

Page 1

Recommendation

That the GOV-011 Intellectual Freedom Policy (Appendix A) be received for information and comment.

Key Facts

The following are key points for consideration with respect to this item:

- The current Intellectual Freedom Policy (Appendix B) approved on June 28, 2012 is out-of-date.
- Fundamentally, the policy remains the same as it is comprised of the endorsement of the two intellectual freedom statements as published by CFLA (Canadian Federation of Library Associations) and OLA (Ontario Library Association).
- Since the last time this policy was approved, the Canadian Library Association has been replaced by the Canadian Federation of Library Associations.
- The CFLA statement has been amended twice since the approval of the previous policy, the OLA statement has not changed.

Background

The current Intellectual Freedom Policy approved on June 28, 2012 is out-of-date, however it still supports the two intellectual freedom statements as published by CFLA (Canadian Federation of Library Associations) and OLA (Ontario Library Association). The content of the CFLA statement has been amended twice since the approval of the previous policy and it is more comprehensive and up-to-date in terms of the topics covered as it moves beyond collections to spaces and includes language regarding equitable access. The OLA statement has not changed since the approval of the previous policy.

Comment/Options

GOV-011 Intellectual Freedom Policy has been prepared after reviewing the updated intellectual statements published by CFLA, OLA and similar policies from other public libraries. The updated policy follows the standard OPL policy template and it clearly outlines the purpose, scope and policy statement.

Appendices

Appendix A – GOV-011 Intellectual Freedom Policy
Appendix B – Current Intellectual Freedom Policy including Appendices

Prepared by: Simona Dinu, Director Customer Experience

#13.

Appendix A

Intellectual Freedom Policy

Policy Number:	**GOV-011**
Policy Category:	Governance
Approved by:	OPL Board
Accountability:	CEO
Approval Date:	
Effective date:	
Next Review Date:	3 years from approval date
Supersedes:	Intellectual Freedom Policy effective June 28, 2012

Purpose Statement

The Oakville Public Library (OPL) supports intellectual freedom and rights as a requirement for an informed, democratic community. OPL endorses the Canadian Federation of Library Associations' *Statement on Intellectual Freedom and Libraries* (CFLA, June 27, 1974, amended November 17, 1983, November 18, 1985, September 27, 2015, Reviewed 2018) and the Ontario Library Association's *Statement on the Intellectual Rights of the Individual* (OLA, December 2003, reaffirmed December 2005).

Scope

This policy applies to the entire organization and those individuals or groups representing OPL.

Policy Statement

OPL endorses the Canadian Federation of Library Associations' *Statement on Intellectual Freedom and Libraries* (CFLA, June 27, 1974, amended November 17, 1983, November 18, 1985, September 27, 2015, Reviewed 2018):

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

OPL endorses the Ontario Library Association's *Statement on the Intellectual Rights of the Individual* (OLA, December 2003, reaffirmed December 2005):

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library Association declares its acceptance of the following propositions:

That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.

That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.

That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.

That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.

That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the internet.

That it is therefore part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.

That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

#13.

Appendix B

Intellectual Freedom Policy

The Oakville Public Library Board endorses the Canadian Library Association's "Statement on Intellectual Freedom" (CLA, June 17, 1974, amended November 17, 1983, November 18, 1985) and the Ontario Library Association's "Statement on the Intellectual Rights of the Individual" (November 7, 1998).

The above statements are attached as APPENDIX A, "Canadian Library Association Position Statement on Intellectual Freedom", and APPENDIX B, "Ontario Library Association Statement on The Intellectual Rights of the Individual".

Effective Date: June 28, 2012

Motion # : 12.06.66

Next Review Date: 2016

Supersedes Policy Dated: Sep. 25, 2008, April 28/05, April 25, 2002, 1986

Motion # : 08.09.80, 05.04.49, 02.04.52

Filed in: Board Manual, Public Service Manual (Sect. 5.21 & 5.51), Added to Website

Intellectual Freedom Policy

APPENDIX A

Canadian Library Association

Position Statement on Intellectual Freedom

Approved by Executive Council ~ June 27, 1974;

Amended November 17, 1983; and November 18, 1985

All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of Canadian society.

Libraries have a basic responsibility for the development and maintenance of intellectual freedom.

Appendix B

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.

It is the responsibility of libraries to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them.

Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

Intellectual Freedom Policy

APPENDIX B

Ontario Library Association

Statement on the Intellectual Rights of the Individual

Approved, Ontario Library Association

1998 Annual General Meeting

November 7, 1998

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library

Association declares its acceptance of the following propositions:

- That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.

#13.

Appendix B

- That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.
- That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.
- That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.
- That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, and other materials, and in the provision of access to electronic sources of information, including access to the internet.
- That it is therefore part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.
- That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Tricia Agnew, Human Resources Manager**

Date: February 12, 2020

Subject: **DRAFT - Occupational Health, Safety and Workplace Violence Policy**

Recommendation

That the HR-007 Occupational Health, Safety and Workplace Violence Policy be received for information and comment.

Key Facts

The following are key points for consideration with respect to this item:

- The board is requested to approve the Occupational Health, Safety and Workplace Violence Policy annually.
- Oakville Public Library (OPL) aligns the Occupational Health, Safety and Workplace Violence Policy to the Town of Oakville's policy.
- The revised policy now reflects the shared responsibility of management and employees in ensuring heath and safety.

Background

The Occupational Health, Safety and Workplace Policy has been updated to reflect the shared responsibility of management and employees to promote health and prevent workplace illness and injuries, harassment, and workplace violence.

Comment/Options

The Occupational Health, Safety and Workplace Violence Policy outlines the adherence to the *Occupational Health & Safety Act* and regulations to provide a healthy and safe work environment at OPL.

Appendices

Appendix A – HR-007 Occupational Health, Safety, and Workplace Violence Policy
Appendix B – Current HR-007 Occupational Health, Safety, and Workplace Violence Policy

Prepared by: Tricia Agnew, Human Resources Manager

#14.

Appendix A

Occupational Health, Safety & Workplace Violence Policy

Policy Number:	**HR-007**
Policy Category:	**Human Resources**
Approved by:	OPL Board
Accountability:	Chief Executive Officer
Approval Date:	
Effective date:	
Next Review Date:	**2021**
Supersedes:	March 2019

Purpose Statement

The purpose of this policy is to ensure that all library workplaces and facilities are in compliance with the *Occupational Health and Safety Act* and regulations and that every reasonable precaution is taken to provide for a healthy and safe work environment. The implementation of this policy, through the establishment of occupational health and safety programs based on shared responsibility of management and employees will promote health and prevent workplace illness and injuries, harassment and workplace violence.

Scope

This policy applies to all library employees (including but not limited to full-time, part-time, students, volunteers, interns), contractors, sub-contractors, consultants, workers and every person accessing the library for services.

Policy Statement

Oakville Public Library, in the performance of its services, is responsible for promoting health and safety for the protection of its workers and the public alike. Unsafe practices will not be tolerated.

Every worker, contract worker and sub-contractor, including every person accessing library property for services, must protect his or her own health and safety by complying with the law and with the safe work practices and procedures established and required by the library.

All levels of supervisors will be held accountable for the health and safety of workers under their supervision.

The library provides a safe and healthy workplace by supporting a formal program of education and training; preventing accidents, workplace harassment and violence, including domestic violence in the workplace; and reducing injuries and occupational illness through accident investigations, follow up action and the recommendations of the Joint Health and Safety Committee.

References

Occupational Health and Safety Act

Ontario Human Rights Code

#14.

Appendix B

Occupational Health, Safety & Workplace Violence Policy

Policy Number:	**HR-007**
Policy Category:	**Human Resources**
Approved by:	OPL Board
Accountability:	Chief Executive Officer
Approval Date:	**March 2019**
Effective date:	**March 2019**
Next Review Date:	**2020**
Supersedes:	2018

Purpose Statement

The purpose of this policy is to ensure that all library workplaces and facilities are in compliance with the *Occupational Health and Safety Act* and regulations and that every reasonable precaution is taken to provide for a healthy and safe work environment.

Scope

This policy applies to all library employees (including but not limited to full-time, part-time, students, volunteers, interns), contractors, sub-contractors, consultants, workers and every person accessing the library for services.

Policy Statement

Oakville Public Library, in the performance of its services, is responsible for promoting health and safety for the protection of its workers and the public alike. Unsafe practices will not be tolerated.

Every worker, contract worker and sub-contractor, including every person accessing library property for services, must protect his or her own health and safety by complying with the law and with the safe work practices and procedures established and required by the library.

Supervisors will be held accountable for the health and safety of workers under their supervision.

The library provides a safe and healthy workplace by supporting a formal program of education and training; preventing accidents, workplace harassment and violence, including domestic violence in the workplace; and reducing injuries and occupational illness through accident investigations, follow up action and the recommendations of the Joint Health and Safety Committee.

References

Occupational Health and Safety Act

Ontario Human Rights Code

#15.

HR-00Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Tricia Agnew, Human Resources Manager**

Date: February 12, 2020

Subject: **DRAFT - Respectful Conduct Policy**

Recommendation

That the HR-006 Respectful Conduct Policy be received for information and comment.

Key Facts

The following are key points for consideration with respect to this item:

- The current Respectful Workplace Policy was approved in June 2017.
- The title has been updated to Respectful Conduct to align to the Town of Oakville's policy.
- No further changes are recommended at this time.

Background

The Respectful Workplace Policy was approved in June 2017. Oakville Public Library (OPL) reviews Town of Oakville Human Resources policies to ensure alignment with our municipal partner, where possible. The revised policy has been updated to be titled Respectful Conduct to align with the Town of Oakville.

Comment/Options

The Respectful Conduct Policy provides the commitment of a workplace free from discrimination and harassment which keeps in line to OPL's value of offering a welcoming and supportive environment.

Appendices

Appendix A – HR-006 Respectful Conduct Policy
Appendix B – Current HR-006 Respectful Workplace Policy

Prepared by: Tricia Agnew, Human
Resources Manager

Appendix A

Oakville
Public
Library

Respectful Conduct Policy

Policy Number:	**HR-006**
Policy Category:	**Human Resources**
Approved by:	OPL Board
Accountability:	Chief Executive Officer
Approval Date:	
Effective date:	
Next Review Date:	**2023**
Supersedes:	June 2017

Purpose Statement

The purpose of this policy is to ensure that all employees are treated with respect and dignity and to provide a procedure to address concerns and issues.

Scope

This policy applies to all library employees (including but not limited to full-time, part-time, students, volunteers, temporary and interns), any individual representing or acting on behalf of the library in any manner (i.e. contractor, consultant) and every person accessing the library's services.

Policy Statement

The Oakville Public Library is committed to maintaining a healthy, safe and supportive workplace for all employees that is free from discrimination and harassment. All employees are to be treated with respect and dignity in keeping with the library's value of offering a welcoming and supportive environment.

References

Occupational Health and Safety Act

Ontario Human Rights Code

Accessibility for Ontarians with Disabilities Act, 2005

#15.

Appendix B

Oakville Public Library

Respectful Workplace Policy

Policy Number:	**HR-006**
Policy Category:	**Human Resources**
Approved by:	OPL Board
Accountability:	Chief Executive Officer
Approval Date:	**2017**
Effective date:	**June 2017**
Next Review Date:	**June 2018**
Supersedes:	Equality in Employment

Purpose Statement

The purpose of this policy is to ensure that all employees are treated with respect and dignity and to provide a procedure to address concerns and issues.

Scope

This policy applies to all Library employees (including but not limited to full-time, part-time, students, volunteers, temporary and interns), contractors, consultants, workers and every person accessing the Library's services.

Policy Statement

The Oakville Public Library is committed to maintaining a healthy, safe and supportive workplace for all employees that is free from discrimination and harassment. All employees are to be treated with respect and dignity in keeping with the Library's values of accountability, dedication, honesty, innovation, respect and teamwork.

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Tara Wong, CEO**

Date: February 12, 2020

Subject: **2020 Staff Development Day**

Recommendation

1. That the *2020 Staff Development Day report* be received for information; and

2. That the request to close all library branches and cancel all off-site programs on June 12, 2020 to support a Library Staff Development Day be approved.

Key Facts

The following are key points for consideration with respect to this item:

- A Staff Development Day was held in June of 2019, this was the first Staff Development Day event held in the last 5 years and provided staff with opportunity to attend a variety of sessions focused on enhancing knowledge and skills to support the library's strategic priorities.
- Staff Development Day is an efficient means of sharing information and it allows staff to participate in a range of professional development opportunities including seminars relating to delivering public service and discussions about the opportunities and challenges public libraries face in the future.
- Evaluation of individual sessions and the day overall resulted in positive feedback from staff at all levels and a strong desire to make Staff Development Day an ongoing annual event.

Background

Staff Development Day is mandatory for all staff and is a great opportunity to come together as an organization to re-focus on the library's vision, annual goals and projects as well as participate in a range of professional development opportunities. It creates an excellent venue for team building exercises, learning, sharing and brainstorming ideas.

The closure of all locations for the day ensures that all staff have equal opportunity to attend and participate in this event.

Supporting professional development is tied to Goal 7 of the Strategic Plan (Provide Staff with resources and professional development opportunities).

Comment/Options

Pending approval, all members of the board are invited to attend and future updates on speakers, topics and venue will be provided. Communication regarding the closure will be made public and OPL's partners will be notified.

Appendices

N/A

Prepared by: Tara Wong , CEO

#17.

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Joseph Moncada, Director Innovation and Integration**

Date: February 12, 2020

Subject: **2020 Development Plan Update**

Recommendation

That the *2020 Development Plan Update report* and presentation be received for comment and information.

Key Facts

The following are key points for consideration with respect to this item:

- Board participation and involvement with the 2020 Development Plan is vital to its success.
- Leveraging the board members' skill sets, combined with staff and community members, will provide key support for the successful execution of Oakville Public Library (OPL)'s 2020 Development Plan.
- OPL has recently on-boarded a new Development Officer to create and execute OPL's 2020 Development Plan.
- The presentation in (Appendix A) will update the board on OPL's development plans.

Background

OPL is a registered charity (#11924 8169 RR0001) that sustains itself through both public and private funding.

Government funding covers the library's core expenses (i.e. operations, administration, infrastructure, and maintenance). However, it is through donations from individuals, corporations, foundations and associations that the library is able to expand and enhance its core collections, programs, services and spaces beyond what its operating budget covers.

Comment/Options

The accompanying presentation will provide an update to the board on OPL's 2020 Development Plan.

Appendices
Appendix A – 2020 Development Plan Update Presentation

Prepared by: Joseph Moncada, Director Innovation and Integration

APPENDIX A

2020
Development Plan Update

February 20, 2020

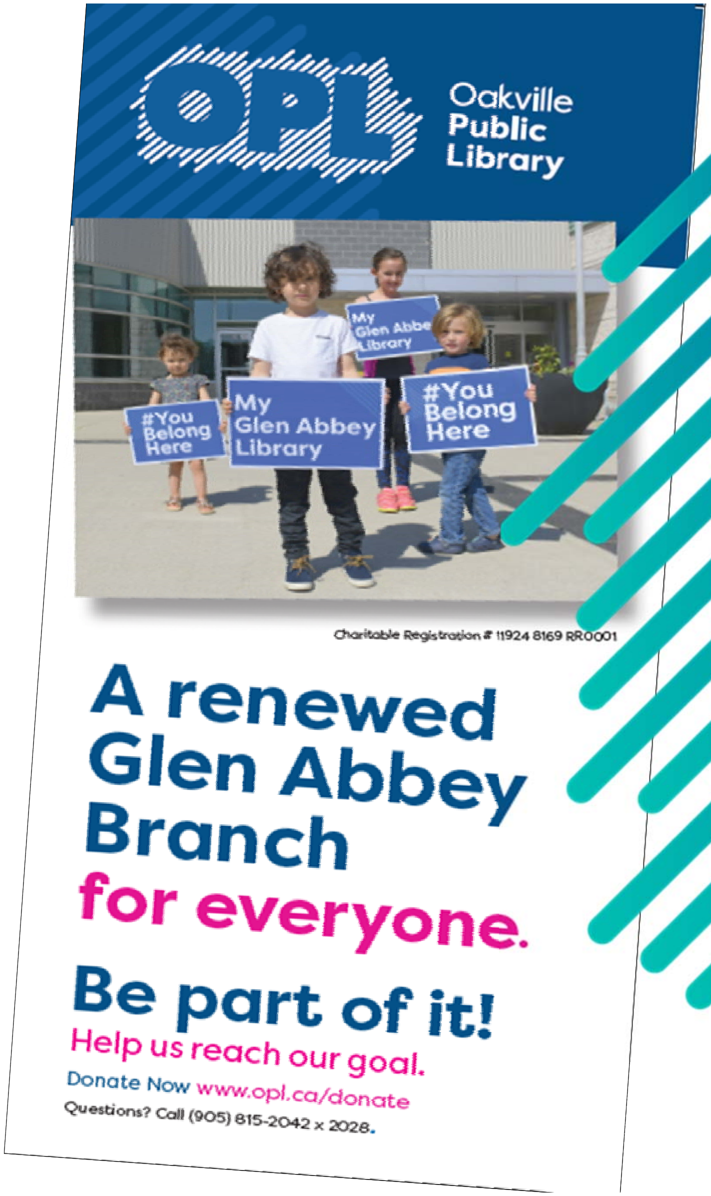
Oakville
Public
Library

2019 Year in Review

Major Events and Milestones:

- Glen Abbey Revitalization Campaign (March)
  - Direct mail, eBlast, social media
- Library After Dark (October)
- New Development Officer – Emily Sedgwick (November)
- Heavy focus on individual donor cultivation and stewardship

- **$136K** in total revenue from development activities
  - **Major sources:**
    - Annual Campaign = **$97K**
    - Friends of the Library = **$28K**
    - Library After Dark = **$4K**


OPL
#You Belong Here
My Glen Abbey Library
My Glen Abbey Library
#You Belong Here

Oakville Public Library

Charitable Registration # 11924 8169 RR0001

A renewed Glen Abbey Branch for everyone.

Be part of it!

Help us reach our goal.

Donate Now www.opl.ca/donate

Questions? Call (905) 815-2042 x 2028.

Library After Dark

(October 2019)

- Overwhelmingly positive attendee feedback
- Total raised = **$4,190 (After Expenses)**
- Tickets sold = **208**

- **Expansion / enhancement opportunities:**
    - Food/drinks
    - Partner with local community stakeholders (example, Downtown BIA)
    - Potentially coincide with ‘Midnight Madness’ festival in downtown Oakville

2020 Q1 Deliverables – Update

Early 2020 focused on building foundational elements to support new development strategy.

Deliverable	Status
Establishing Development Goals and Targets	Complete
Benefit and Naming Rights Matrix	Complete
Corporate Proposal Brochure	Complete
Individual Donor Recognition Strategy	In Progress
Branch-level Donation Boxes	In Progress
Annual Campaign (launching late Q1)	In Progress
Presence at OPL Events	Ongoing
Corporate Prospecting	Ongoing

#17.

Corporate Prospecting

Q1 Activities and Results

- Creation of corporate brochure
- **Four** networking events (Business After Hours, OPL events, etc.)
- **Three** corporate pitches (large, prominent businesses in Halton)
- **Two** strategic partnerships established

- **Next steps:**
  - Members of Major Gift Committee (formally named Fundraising Committee) leverage networks to provide prospects to Development Officer

Partnership Opportunities

i'm lovin' it

Piper Foods Inc.

OAKVILLE

Oakville Public Library

Benefits & Naming Rights Matrix

MakerBot
615 - 640
428 - 614
For Catalogue Use Only

- **Naming opportunities**: Shelf, piece of Creation Zone technology, Glen Abbey Outdoor Play Centre, Collection, Meeting / Program Room (matrix established)
- Naming rights start at **$10,000**
- Researched market to establish competitive rates
- Most rights operate on 5 year term and are subject to Board approval
- Creative pitches (‘selling’) rights to corporate prospects based on interests and values

Friends of the Library Update

- OPL’s largest third-party fundraising committee
- 2019 revenue = **$28,425**
- Funds raised primarily through quarterly book sales, Friendly Finds and membership fees
- New FOL logo and visual identity approved by FOL executive, to align with overall OPL brand
    - Implementing new visual identity for February 2020 book sale
- Introducing credit card payment for 2020 book sales
- Currently reviewing pricing model for book sales

NEW:

Friends of
Oakville Public Library

OLD:

Friends of the Oakville Public Library

Donation Boxes

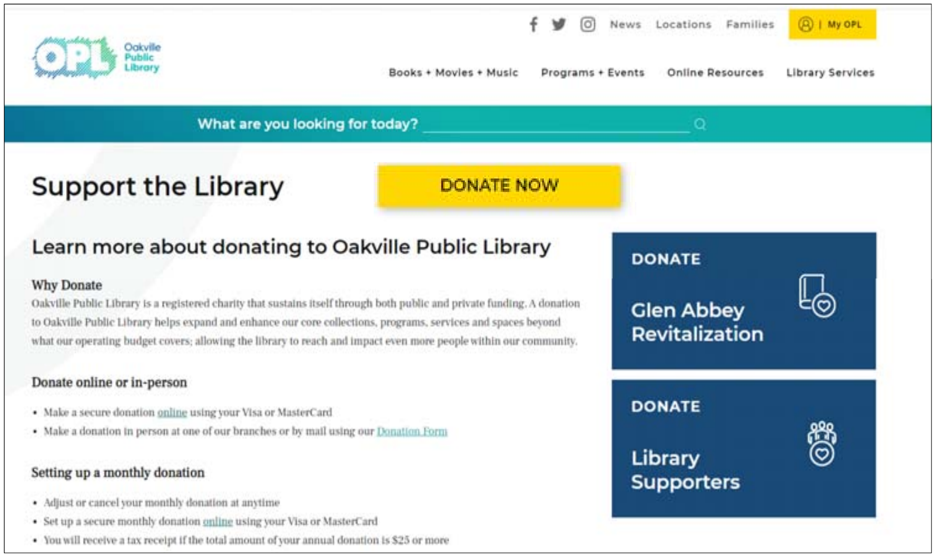
- Donation boxes to be implemented at all branches in late Q1 2020
- Encouraging awareness and a culture of philanthropy at the branch-level
- Campaign or branch specific call-to-actions:
  - Leverage new campaign concepts and content (currently in development)

- **Next steps:**
  - Finalize new fundraising campaigns and content
  - Develop procedures around fund collection and risk management
  - Create key messaging and staff training protocols

A renewed
Glen Abbey Branch
for everyone
Be part of it!

Q2 Deliverables – Looking Forward

- Launch of Annual Campaign in late Q1
    - Leverage integrated strategy with social, digital and direct mail tactics
- First meeting of the Major Gifts Committee
- New donations landing compliments of updated website
- Integration of CanadaHelps to facilitate seamless donor experience:
    - New, optimized donation webpage
    - Monthly donor registration facilitated online – not available with current software


News
Locations
Families
My OPL
Oakville Public Library
Books + Movies + Music
Programs + Events
Online Resources
Library Services
What are you looking for today?
DONATE NOW
DONATE
Glen Abbey Revitalization
DONATE
Library Supporters

Support the Library

Learn more about donating to Oakville Public Library

Why Donate

Oakville Public Library is a registered charity that sustains itself through both public and private funding. A donation to Oakville Public Library helps expand and enhance our core collections, programs, services and spaces beyond what our operating budget covers; allowing the library to reach and impact even more people within our community.

Donate online or in-person

- Make a secure donation online using your Visa or MasterCard
- Make a donation in person at one of our branches or by mail using our Donation Form

Setting up a monthly donation

- Adjust or cancel your monthly donation at anytime
- Set up a secure monthly donation online using your Visa or MasterCard
- You will receive a tax receipt if the total amount of your annual donation is $25 or more

Mock-up of new donation webpage.

Major Gifts Committee

- **Fancy new Name Change!**
- Mix Board members and influential community members supported by OPL Staff
- Committee members responsible for:
  - Leveraging personal and professional networks / contacts to create a comprehensive prospect list for Development Officer
- Seeking recommendations from the Board on community members for consideration
- **Next steps:**
  - Collect recommendations on members
  - Finalize membership
  - Meetings to start immediately

**Paul
McIntyre Royston**

**Bill
Smith**

**Member
TBD**

#17.

2020 Timeline (Milestones)

Q1

- Establishing goals and targets
- Benefit and naming rights matrix
- Corporate proposal brochure
- Individual donor recognition strategy
- Branch-level donation boxes
- Annual Campaign
  - Direct mailer

Q2

- Donor celebration
- Finalize campaign / content concepts
- Major Gifts Committee meeting
- Implementation of new website
- Appeal for Annual Campaign

Q3

- Legacy brochure
- Library After Dark (coincide with Midnight Madness)
- Support at Evening for Book Lovers event
- Hosting Business After Hours

Q4

- #GivingTuesday social media campaign
- End of year campaign
  - Social and digital media campaign

Ongoing activities

- Corporate prospecting
- Presence at OPL events
- Relationship-building with individual donors (meaningful interactions)

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Bill Smith, Board Member**

Date: February 12, 2020

Subject: **SOLS Trustee Council Update**

Recommendation:
That the *SOLS Trustee Council Update* be received for information.

****Verbal presentation available at meeting.

Oakville Public Library Board

Report

Meeting Date: February 20, 2020

From: **Tara Wong, CEO**

Date: February 12, 2020

Subject: **CEO Update**

Recommendation

That *CEO Update* report be received for information.

Key Facts

The following are key points for consideration with respect to this item:

- The survey indicated a desire to have the Chief Executive Officer (CEO) Update in advance.
- A review of other library board packages showed that a number of other CEO's use the same format adapted to this report.
- Oakville Public Library (OPL) CEO will speak to key items during the corresponding board meeting and the board is encouraged to ask questions as desired.

Background

N/A

Comment/Options

Glen Abbey Reopening

On Tuesday, January 28, 2020 the Glen Abbey branch reopened to a crowd of well over 100 members of the public. Councillor Jeff Knoll and Mayor Rob Burton provided remarks before the official ribbon cutting. It was very exciting to have 10 members of Council attend to support and see how much the Glen Abbey branch means to its community.

Website Update

On January 24, 2020, OPL staff, Information Systems (IS) and Thrillworks officially commenced Phase 2 development on opl.ca. The project is currently on time and on schedule with a current development completion date that allows OPL and IS staff to begin user testing in May 2020.

Recent highlights and updates

- IS has installed the in-house servers along with security architecture for both development and production environments regarding Phase 2 development
- IS is currently installing the EZProxy integration platform that will allow for a seamless, Single Sign-On (SSO) user experience for our customers across the online resources offered by OPL
- OPL in conjunction with IS, have completed the requirements and specifications for the following Phase 2 modules:
    - Online Customer Card Registration
    - Online Card Renewal
    - Federated Search
    - Upgrade of Online Donations platform to CanadaHelps
    - Interlibrary Loan Request/Suggest a purchase form
    - MyOPL menu

Meeting with Pam Damoff, MP

Met with Pam Damoff, MP for Oakville North – Burlington on February 12, 2020 to discuss the growing issue of eBook pricing and metering from the major publishers. In particular, how it is impacting our ability to offer equitable and accessible services to the Oakville community and across Canada. A meeting with Anita Anand, MP – Oakville, is being scheduled to discuss the same issue.

New Library card design for kids

On Family Day (February 17, 2020), OPL will be unveiling a new library card design for kids. Customers may replace or select the new design for their first card. OPL is committed to growing and inspiring a lifelong love of reading and wants to provide an exclusive experience for our youngest community members.

Family Day

Glen Abbey and Iroquois Ridge branches will be open on February 17, 2020 for Family Day. Both branches will be offering a broad selection of programming for different age groups throughout the day.

Halton Library Network

Halton Library Network (HLN) met on February 10, 2020 to at OPL. HLN was pleased to welcome Marian Traynor, Director, Library and Learning Services Sheridan College to the group. Topics of discussion included updates to Battle of the Books program, Interlibrary Loan, reciprocal borrowing and pandemic business continuity plans. HLN meets quarterly and consists of: CEO OPL, CEO Burlington Public Library, CEO, Milton Public Library, CEO, Halton Hills Public Library, Manager, Library Services HDSB, Manager, Library Services HCDSB.

#19.

Disfigured by Amanda Leduc (February 11, 2020)
First publication in Canada to launch simultaneously in print and six accessible formats. As a board member of the Center for Equitable Library Service (CELA) this is a significant step forward in supporting those with print disabilities in Canada and OPL will be supporting CELA in their social media marketing push.

Upcoming events
February 26/20 – 30 Public Library Association conference, Nashville, TN.
April 2/20 – In Conversation with Emma Hansen
April 30/20 – In Conversation with Terry O'Reilly

OPL in the News
'We're really excited' Popular Oakville library opens its doors following $3.2M renovation

No shortage of teen programs at your public library

Libraries in the news
Library's new door policy leaving homeless out in the cold, councillor says (Ottawa Public Library)

Library users outside Halifax to get access to much bigger collection

Librarians face increasing violence on the job, Toronto Public Library figures show

Event featuring controversial speaker Meghan Murphy to go ahead at Vancouver library

Prepared by: Tara Wong, CEO