

## **Oakville Public Library Board**

### **MINUTES**

**Date:** July 28, 2022  
**Time:** 7:00 p.m.  
**Location:** Virtual Meeting

**Board Members Present:** Councillor Knoll, Chair

Councillor Haslett-Theall  
Meredith Burke  
Savanna Chiblow  
Pankaj Sardana  
Bill Smith  
Susan Fanelli

**Regrets:** Steven Bright  
Andrew Cashman

**Staff Present:** C. Bell, Commissioner of Community Services  
N. Sully, Commissioner of Corporate Services and Treasurer  
S. Zurzolo, Director of Information Technology Solutions  
T. Wong, CEO of Oakville Public Library  
J. Moncada, Director of Innovation and Integration  
S. Dinu, Director of Customer Experience  
B. Wiersma, Senior Financial and Policy Analyst  
J. Warren, Council and Committee Services

**A meeting of the Oakville Public Library Board was held on Thursday, July 28, 2022 in the Oakville and Trafalgar Rooms of the Oakville Municipal Building, 1225 Trafalgar Road, commencing at 7:00 p.m.**

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#### **1. Regrets**

As noted above.

**2. Declarations of Pecuniary Interest**

No declarations of pecuniary interest were declared.

**3. Confirmation of Minutes of the Previous Regular Meeting of the Board**

**3.1 Minutes of the Regular Meeting of the Board, JUNE 23, 2022**

Moved by Susan Fanelli

Seconded by Pankaj Sardana

That the minutes of the regular meeting of the Oakville Public Library Board dated June 23, 2022, be approved

CARRIED

**4. Consent Item(s)**

**4.1 Oakville Public Library (OPL) Board Key Agenda Items – July 28, 2022**

Moved by Bill Smith

Seconded by Susan Fanelli

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

CARRIED

**4.2 Health and Safety Report – July 28, 2022**

The Board inquired about an ergonomic assessment. Staff advised there has not been any issues with ergonomics, and that staff ensure everything is accessible.

Moved by Councillor Haslett-Theall

Seconded by Bill Smith

That the Health and Safety report be received for information.

CARRIED

**4.3 Employee Retention and Turnover Metrics Report – July 28, 2022**

The Board requested that staff report back on the current number of vacancies. Staff advised they will report back by way of an information item.

Tara Wong, CEO OPL, noted that all of the towns Community Services Commission is struggling with recruitment. Ms. Wong advised that the library has a lot of part-time staff and are looking to switch to full-time where possible.

OPL is looking to re-write certain recruitment materials to promote how working for OPL helps benefit the community.

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

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

CARRIED

#### **4.4 Performance and Measures Report Q2 2022 – July 28, 2022**

The Board requested that staff identify what the levels of teen engagement is. Staff advised that certain creation zone programs could be a mix of adults and teens, but that they will look at manually spitting the registration to identify teen participation.

Regarding new cardholders, staff noted active card holders are people who have used the library in the last two years and total card holders applies to everyone regardless of last card use. Staff advised that every month cards are purged due to inactivity. Staff are working on a campaign to re-engage card holders who are inactive.

#### **RECESS**

The Board recessed from 7:15 p.m. - 7: 19 p.m.

The Board inquired about the possibility to identify seniors as a specific group when it comes to metrics, instead of grouping them with adults. Staff noted that programs aren't advertised for seniors specifically, they are promoted as adult programs.

Moved by Councillor Haslett-Theall

Seconded by Bill Smith

That that Performance and Measures Report Q2 2022 be received for information.

CARRIED

**5. Confidential Consent Item(s)**

There are no confidential consent items.

**6. Discussion Item(s)****6.1 Information Technology Solutions Mandate Change**

Sam Zurzolo, Director of Information Technology Solutions and Nancy Sully, Commissioner of Corporate Services and Treasurer were present to answer any questions from the Board.

The Board would like any technology support gaps to be identified, and enquired about new FTE's being added to the library to accommodate the changes. Tara Wong, CEO OPL noted OPL has a Manager of Technology and Projects and a Technology Specialist, these positions are tailored to provide library specific technological help.

Moved by Bill Smith

Seconded by Susan Fanelli

That the Information Technology Solutions Focus and Re-Alignment Change report be received for information.

CARRIED

**6.2 2023 Budget Driver Report – July 28, 2022**

Responding to questions from the Board the following was noted:

- There are five summer students funded by Canada government grants, and staff are hoping to get seven next year to build on the success of the Bronte Book Bike. Staff noted many of the students return year after year and apply for future jobs.
- The base budget for collections has not been increased other than the addition of Sixteen Mile branch in 5+ years despite increased pressures related to demand and material costs.
- The Board suggested an analysis on the ratio of full-time to part-time employees. Staff advised that full-time employees provide a level of stability and are hoping to convert some part-time roles to full-time.
- Staff noted that the budget increase for 2022 was 6.4%.

- Staff advised that everything in the budget relating to COVID (cleaning for example) is not part of the base budget but rather a one-time ask for 2023.
- Staff advised that there is a fee if holds are not picked up, as well as fees for missing and damaged items.
- It was noted that the impact of the new ITS positions will be roughly \$200,000 - \$250,000 and could increase the whole budget by 2% - 3%.

Moved by Susan Fanelli

Seconded by Savanna Chiblow

That the 2023 Budget Drivers report be received for feedback

CARRIED

### **6.3 Fund Development Policy Report**

Responding to questions staff advised that there is no template for donations from private individuals, however staff do vet them as best as possible to ensure their values align with the library.

Staff also noted that expectations and grounds of the donation is made clear for donors, and that if there was major wrongdoings OPL would have grounds to refuse the donation and remove the donors name if needed.

Moved by Bill Smith

Seconded by Councillor Haslett-Theall

That the Fund Development Policy (Appendix A) be approved.

CARRIED

### **6.4 Election Related Resources Policy – July 28, 2022**

Moved by Susan Fanelli

Seconded by Savanna Chiblow

That the updated Election Related Resources Policy be approved.

CARRIED

### **6.5 Accessibility Policy – July 28, 2022**

The Board suggested that this policy be shared with the Towns Accessibility Advisory Committee. Staff noted that this policy was shared with the town's internal inclusion and diversity group.

Staff advised that service animals are permitted, and if a member of the public comes into the library without their service animal paperwork they would be permitted to stay, complete their visit and be advised that the paperwork would be required for their next visit.

Moved by Councillor Haslett-Theall

Seconded by Savanna Chiblow

1. That the Accessibility Policy be received for feedback.
2. That this policy be referred to the towns Accessibility Advisory Committee for feedback and comment.

CARRIED

#### **6.6 North Park Development – Library Naming Report**

Moved by Bill Smith

Seconded by Meredith Burke

That the permanent Oakville Public Library (OPL) branch located at the North Park development site be named Sixteen Mile Branch.

CARRIED

#### **6.7 CEO Update – July 28, 2022**

The Board requested that staff look into reviving the Evening with Book Lovers event that OPL has held in the past.

Moved by Susan Fanelli

Seconded by Councillor Haslett-Theall

That CEO Update report be received for information.

CARRIED

#### **7. Confidential Discussion Item(s)**

Moved by Bill Smith

Seconded by Councillor Haslett-Theall

That the Oakville Public Library Board resolve into a closed meeting session for the purpose of dealing with personal matters about an identifiable individual, including municipal or local board employees in relation to Items 7.1 - HR Update and 7.2 - CEO Evaluation.

CARRIED

*The Board resolved into closed session at 8:35 p.m.*

*The Board resolved back into open session at 9:42 p.m.*

**7.1 HR Update**

**CLOSED SESSION**

Moved by Councillor Haslett-Theall

Seconded by Susan Fanelli

That the verbal update from the CEO be received.

CARRIED

**7.2 CEO Evaluation**

Staff direction was provided in closed session.

**8. New Business**

There was no new business.

**9. Date and Time of Next Meeting**

Thursday, September 22, 2022

Oakville Municipal Building

Council Chamber - 7:00 p.m.

**10. Adjournment**

Moved by Councillor Haslett-Theall

Seconded by Bill Smith

That this meeting be adjourned.

CARRIED

The meeting adjourned at 9:46 p.m.