

Oakville Public Library Board

MINUTES

Date: January 18, 2024

Time: 7:00 p.m.

Location: Virtual Meeting

Board Members Present: Councillor Knoll, Chair

Andrew Cashman, Vice-Chair

Councillor Chisholm

Meredith Burke

Avis Maher (As of 7:13 p.m.)

Celso Mello (As of 7:10 p.m.)

Bill Smith

Roderick Sawyer

Regrets: Rebecca Mayville

Staff Present: Collen Bell, Commissioner of Community Services
Tara Wong, CEO of Oakville Public Library
Tricia Agnew, Manager of Human Resources
Caitlyn Hicks, Director of Customer Experience
Joseph Moncada, Director of Innovation and Integration
Sam Zurzolo, Director of Information Technology Solutions
Monica Socol, Manager of Technology & Projects
Jill Marcovecchio, Council and Committee Coordinator

Others: Rob Mill, Manager of Application Support
Khoa Pham, Manager of IT Security

A virtual meeting of the Oakville Public Library Board was held on January 18, 2024, in the Council Chamber at the Oakville Municipal Building, 1225 Trafalgar Road, commencing at 7:00 p.m.

1. Territory Acknowledgement

2. Regrets

As noted above.

3. Declarations of Pecuniary Interest

No declarations of pecuniary interest were declared.

4. Confirmation of Minutes of the Previous Regular Meeting of the Board

4.1 Minutes of the Regular Meeting of the Board, November 16, 2023

Moved by Councillor Chisholm

Seconded by Roderick Sawyer

That the minutes of the regular meeting of the Oakville Public Library Board dated November 16, 2023, be approved.

CARRIED

Tara Wong, CEO OPL, introduced Caitlyn Hicks, Director of Customer Experience.

5. Consent Item(s)

5.1 2023 Year End Health and Safety report– January 18, 2024

Moved by Councillor Chisholm

Seconded by Roderick Sawyer

That the 2023 Year End Health and Safety report be received for information.

CARRIED

5.2 2024 Oakville Public Library (OPL) Board Key Agenda Items – January 18, 2024

The Board requested that CEO Board Evaluations be added as an annual OPL Board Key Agenda Item for November 2024. Tara Wong, Councillor Knoll, Board Chair, asked that the CEO include this on the listing for the February 15, 2024 Board meeting.

Moved by Councillor Chisholm

Seconded by Roderick Sawyer

That the 2024 OPL Board Key Agenda Items report be received for information.

CARRIED

5.3 OPL Board Governance policies – January 18, 2024

Councillor Knoll, Board Chair, thanked the Policy Review Ad-Hoc Committee chaired by Roderick Sawyer and members Andrew Cashman, Celso Mello, and Bill Smith for their work on Board governance policies.

Moved by Councillor Chisholm

Seconded by Roderick Sawyer

1. That the following board governance policies be approved:
 - a. Purpose of the Library Board policy;
 - b. Board Evaluation policy;
 - c. Board Orientation policy;
 - d. Board Training policy; and
 - e. Code of Conduct policy;
 - f. Duties and Responsibilities of Individual board members policy; and
 - g. Integrated Risk Management.
2. That following board governance policies are rescinded:
 - a. Reimbursement of Board Expenses policy; and
 - b. Public Notice of Meetings of the OPL Board policy.

CARRIED

5.4 Respectful Conduct Policy – January 18, 2024

Moved by Councillor Chisholm

Seconded by Roderick Sawyer

That the Respectful Conduct Policy be approved.

CARRIED

6. Confidential Consent Item(s)

There were no confidential consent items.

RECESS

The meeting recessed at 7:03 p.m. due to technical difficulties and reconvened at 7:12 p.m.

7. Discussion Item(s)

7.1 Proposed Parks and Open Spaces Service Level Agreement – January 18, 2024

Tara Wong, CEO OPL, reviewed the services provided by the Parks and Open Space Department proposed under the service level agreement. The CEO advised that staff have been reviewing service level agreements as services have continued to expand with Town of Oakville departments.

Responding to a question from the Board, the CEO advised that she would follow up on the line item in the budget and internal chargebacks for what has been spent on the outside for library operations.

The Board commented on the challenge of internal chargebacks for services being provided to the library, and to consider the comparison in costs to the private sector if it is less expensive in the future.

Moved by Councillor Chisholm

Seconded by Bill Smith

That the draft Parks and Open Spaces Service Level Agreement be received for feedback.

CARRIED

7.2 2023 CEO Goals Q4 Update – January 18, 2024

Tara Wong, CEO OPL, presented the 2023 CEO Goals Q4 Update.

The CEO responded to questions from the Board regarding goals, metrics and numeric targets, and end results related to a percentage increase of diverse employees, increase in professional development requests, and survey results.

The Board asked additional questions regarding which CEO goals were completed and in progress, measuring success, and the information

contained in Appendix A - Diversity, Equity and Inclusion Strategic Framework to the staff report.

The CEO advised that the diverse employee goal could not be validated as a survey was not in place to do that, staff are looking at how it can be incorporated this or next year, and the timeline.

The CEO advised that the correct appendix to the report would be provided to the Board.

The Board requested that the CEO Goals be updated including changes, additions, and results for the February 15, 2024 Board Meeting.

Moved by Celso Mello

Seconded by Meredith Burke

1. That the 2023 CEO Goals Q4 Update report be received for information.
2. That the 2023 CEO Goals Q4 Update report be updated for the February 15, 2024 Board meeting.

CARRIED

7.3 2024 OPL Goals – January 18, 2024

Tara Wong, CEO OPL, presented the 2024 OPL Goals.

The CEO advised that the Board provided feedback and wanted some clarity on goals regarding cardholder growth and inclusion at the November 16, 2023 Board meeting. The CEO advised of the tie in to the pillar about investing in staff, continuing to grow, and commitment to Diversity, Equity, and Inclusion (DEI), which has been included and in year two of the DEI framework. The CEO further advised about tying in one of the staff goals about building and onboarding and launching modules for three of the key branch positions which make up the majority of staff, and flushing out the goal as part of library cardholder growth to better tie it to promoting digital discovery.

The CEO responded to questions from the Board and discussed the following:

- the use of funds for the capital campaign to raise funds for the new Central Library Branch;

- enhancements to the Central Branch building, and potentially having a small indigenous space that would highlight some of Oakville's indigenous history, which could be something that we could take out and look at fundraising to support;
- a general purpose fund for enhancements, and identify specific examples of enhancements to advertise the campaign;
- conversations with Calgary, Halifax, and Edmonton who have ran really strong capital campaigns around their flagship branches about how to do different approaches;
- tracking library cardholder growth as percentage rather than a direct number and metrics, and tracking what people use it for and activity and different types of activities;
- retaining customers and growing particular cardholders, and how we can get cardholders to take advantage of more of the different offerings that we offer and those we represent as part of activity points;
- customer satisfaction and survey for OPL resonance and metrics gathered to identify areas of improvement;
- development of the survey, how we validate the specific questions, what's the sort of the reach and the frequency of the survey, are you pulling the same people multiple times, and how frequently are you attempting to reach a certain percentage of households?
- planning well in order to have useful information at the end;
- staff are working with Counting Opinions who are a library standard and libraries all over Canada and North America have been using them for over a decade, and they have well established questions already and three different types of surveys, which are short, medium, and long form and people can opt into which one they want;
- staff plan to update the Board at the February 15, 2024 meeting with the timeline of the survey and are hoping to launch it in March and to do a really strong push for it and to do two pushes annually in March and October, and to look at the results quarterly to be really be able to associate what that is and comparative metrics;

- staff are talking with other libraries who have surveys in place, and what kind of structure they have in order to address issues;
- promoting the survey and talking with the public, and rolling out the survey;
- staff growth and engagement;
- onboarding programs for the three core Customer Experience positions, challenges of filling certain positions with the specific education and experience requirements, and reviewing the requirements;
- staff have made some educational adjustments to a number of positions and have strong recruitment processes, and are creating consistency across library branches for training;
- metrics and tracking DEI framework, and using a numeric target in terms of communication internally, and also tracking how well you're doing;
- percentage increase in use of benefits;
- the consultation process for Central Branch development to ensure a good cross section in Oakville;
- staff are building in community consultation into the RFP for detailed design for Central Branch, and will do a variety of different pieces and it will be run as part of the whole detailed design;
- staff are looking at the strategy on fundraising for Central Branch and will report back to the Board and how they can be involved to help get there;
- be specific on what the money is going to be used for fundraising and tie it down to what the money is associated with, and setting some goals financially;
- staff are in process of sorting through the timeline of the campaigns related to Central Branch and digitization project, which is pretty specific for digitization and creating the best target audience, and Central Branch tends to be a little bit broader and to talk with more potential corporate partners or others; and

- staff are looking at the recent turnover and vacancies in the Fundraising department, and reviewing what staffing is needed to temporarily assist in that area, and will report back to the Board.,

Moved by Andrew Cashman

Seconded by Celso Mello

That the 2024 OPL Goals be approved.

CARRIED

7.4 Staff Development Day – January 18, 2024

Tara Wong, CEO OPL, advised that the OPL is hosting a staff development day on September 20, 2024 at Queen Elizabeth Park Community & Cultural Centre (QEPCCC).

Councillor Knoll, Board Chair, asked that staff give notice of the library branch closures in lots of time and have a communications plan.

Moved by Andrew Cashman

Seconded by Avis Maher

1. That the Staff Development Day report be received for information.
2. That the request to close all library branches on Friday, September 20, 2024 to support a Library Staff Development Day be approved.

CARRIED

7.5 2023 Year-End Employee Retention and Turnover Metrics Report – January 18, 2024

Tara Wong, CEO OPL, presented the 2023 year-end Employee Retention and Turnover Metrics.

The Board asked staff for metrics on training and orientation as part of the costs and time spent on hiring and recruiting employees.

The CEO advised of onboarding as part of the 2024 goals, including recorded sessions quarterly or as needed, training three staff at a time, creating videos, and that staff are actively looking at the benefits and costs of training and attrition.

Responding to questions, Tricia Agnew, Manager of Human Resources, clarified the reasons for staff turnover related to career advancement

outside of the organization, personal reasons and employees moving, and staff exit surveys to help categorize the numbers in keeping with the definitions provided by Service Canada.

Responding to further questions, the CEO advised that it was difficult to get metrics on turnover rates from Halton and other libraries in the GTA.

Moved by Councillor Chisholm

Seconded by Meredith Burke

That the 2023 Year-End Employee Retention and Turnover Metrics report be received for information.

CARRIED

7.6 CEO Update – January 18, 2024

Tara Wong, CEO OPL, presented the CEO updated as provided in the PowerPoint presentation.

Councillor Knoll, Board Chair, advised that the newspaper digitalization project was approved in the Mayor's 2024 budget, and thanked the Board members for their support on the project.

Moved by Councillor Chisholm

Seconded by Roderick Sawyer

That CEO Update report be received for information.

CARRIED

8. Confidential Discussion Item(s)

CLOSED SESSION

Moved by Councillor Chisholm

Seconded by Andrew Cashman

That the Oakville Public Library Board resolve into a closed meeting session for the purpose of labour relations or employee negotiations, with respect to Item 8.1 - Collective Bargaining Update 2024 – January 18, 2024, and the security of the property of the municipality or local board, with respect to Item 8.2 - OPL Cyber Security Plan.

CARRIED

The Board resolved into closed session at 8:05 p.m.

The Board resolved back into open session at 8:59 p.m.

8.1 Collective Bargaining Update 2024 – January 18, 2024

Staff direction was provided in closed session.

8.2 Cyber Security and ITS SLA Update

Staff direction was provided in closed session.

9. New Business

The Board recognized and thanked Jessica Warren, Council and Committee Coordinator, for her support in clerking Board meetings, and wished her well in her new role. Councilor Knoll acknowledged Jessica Warren as a fantastic resource for the OPL.

10. Date and Time of Next Meeting

Thursday, February 15, 2024

Oakville Municipal Building

Council Chamber - 7:00 p.m.

11. Adjournment

Moved by Bill Smith

Seconded by Councillor Chisholm

That this meeting be adjourned at 9:01 p.m.

CARRIED