

AGENDA

OXFORD COUNTY LIBRARY BOARD BOARD MEETING

Monday, December 16, 2019, 1:00 p.m.
Oxford County Administration Building Room 222

1. **CALL TO ORDER**

2. **APPROVAL OF AGENDA**

Proposed Resolution:

Resolved that the Agenda be approved as amended by changing the order of business by bringing forward the Closed Session section prior to Report No. 2019-28, titled CEO Performance Appraisal Goals and Objectives.

3. **DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**

4. **ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING**

4.1 November 18, 2019

5. **DELEGATIONS AND PRESENTATIONS**

6. **CONSIDERATION OF DELEGATIONS AND PRESENTATIONS**

7. **CONSIDERATION OF CORRESPONDENCE**

8. **REPORTS**

8.1 Chair's Report

8.2 2019-26 Librarian's Report

RECOMMENDATION

1. That the Board receive Report No. 2019-26 for information and discussion purposes.

8.3 2019-28 CEO Performance Appraisal Goals and Objectives

RECOMMENDATION

1. That the Board approve the key objectives for the CEO to support the library's strategies and goals, as presented in Report No. 2019-28.

8.4 2019-29 Terms of Reference - Stakeholder Engagement Committee

RECOMMENDATION

1. That the Board approve the Terms of Reference for the Stakeholder Engagement (Tactic#1) Committee as attached to Report No. 2019-29.

8.5 2019-30 2020 Library Board meeting schedule

RECOMMENDATION

1. That the Oxford County Library Board adopt a schedule for 2020 regular Library Board meetings as set out in Report No. 2019-30 with each regular meeting being held at _____ p.m.

9. UNFINISHED BUSINESS**10. NOTICE OF MOTIONS****11. NEW BUSINESS / ENQUIRIES / COMMENTS****12. CLOSED SESSION**Proposed Resolution:

Resolved that the Oxford County Library Board rise and go into a Closed Session to consider Report No. (CS) 2019-27 regarding personal matters about an identifiable individual.

12.1 Closed Session Begins

Time _____

12.2 (CS) 2019-27

12.3 Closed Session Ends

Proposed Resolution:

Resolved that Oxford County Library Board rise and reconvene in Open Session.

Time _____

13. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSIONProposed Resolution:

Resolved that the recommendation contained in Report No. (CS) 2019-27, be adopted.

14. ADJOURNMENT

**OXFORD COUNTY LIBRARY BOARD
MINUTES**

**Oxford County Administration Building
November 18, 2019**

Members Present Chair John Lessif
 Vice-Chair Cathy Hamel
 Julia Harris
 Warden Larry Martin
 Councillor David Mayberry
 Councillor Don McKay
 Councillor Marcus Ryan

Staff Present L. Buchner, Director of Corporate Services
 L. Miettinen, CEO/Chief Librarian
 C. McLaren, Branch Services Librarian
 M. Brennan, Outreach/Teen Librarian

1. CALL TO ORDER

1:01 p.m. with John Lessif in the chair.

2. APPROVAL OF AGENDA

RESOLUTION NO. 1

Moved By: Larry Martin
Seconded By: David Mayberry

That the agenda be approved as amended to include a report from SOLS Trustee Council representative Cathy Hamel.

DISPOSITION: Motion Carried

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

NIL

4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING

4.1 October 21, 2019

RESOLUTION NO. 2

Moved By: Larry Martin
Seconded By: David Mayberry

That the Library Board minutes of October 21, 2019 be accepted.

DISPOSITION: Motion Carried

5. DELEGATIONS AND PRESENTATIONS

NIL

6. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS

NIL

7. CONSIDERATION OF CORRESPONDENCE

7.1 United Way Oxford, October 30, 2019.
Re: Deliverables regarding library specific community conversations and staff training.

RESOLUTION NO. 3

Moved By: Julia Harris
Seconded By: Don McKay

That the correspondence from United Way be received.

DISPOSITION: Motion Carried

8. REPORTS

8.1 Chair's Report (Verbal)

RESOLUTION NO. 4

Moved By: Don McKay
Seconded By: David Mayberry

That the Board receive the Chair's verbal report for information and discussion purposes.

DISPOSITION: Motion Carried

There was discussion about the Oxford Reads Gala, with feedback that the evening went well and that the author was an engaging speaker. The Chair had provided name tags to the citizen board members in order that they be identified as such at public events.

C. Hamel reported on the SOLS Trustee Council Meeting (Attachment No. 1 below) held on Saturday, November 2 in St. Thomas. Chair Lessif also attended. Topics discussed included the availability of an online Financial Stewardship webinar geared to trustees via the Governance Hub; trends in ILLO usage across the province since the cutbacks; security concerns at public libraries and Homeless Library training with Ryan Dowd; and the possible reduction of required library board meetings per year under Bill 132, Better for People, Smarter for Business Act. C. Hamel's written report is included.

8.2 2019-22 - Librarian's Report – November 2019

RESOLUTION NO. 5

Moved By: Marcus Ryan

Seconded By: Larry Martin

That the Board receive Report No. 2019-22 for information and discussion purposes.

DISPOSITION: Motion Carried

Board members suggested a December or January meeting date for the Tactic #1 Committee. It was recommended that the CEO/Chief Librarian draft terms of reference for the committee, to be discussed and finalized at the December board meeting.

8.3 2019-23 – Mobile Outreach Project – Activity Report

RESOLUTION NO. 6

Moved By: Marcus Ryan

Seconded By: Cathy Hamel

That the Board approve the public release of the 2019 Mobile Outreach Project Activity Report as attached to Report No. 2019-23.

DISPOSITION: Motion Carried

Councillors noted that they heard from their constituents about Ollie, from the Ox on the Run project, and they applauded library staff for their efforts with this project over the summer months. M. Ryan suggested issuing a staff survey about the service to determine next steps with the project for 2020. Other recommendations from board members include: placing material drop boxes at community locations to encourage those who tap into library service through Ox on the Run to checkout materials and provide easy access to return items; focus on specific digital resources to highlight each visit and then look at usage numbers following that visit to determine increases in interest; present plan for 2020 mobile outreach in spring.

8.4 2019-24 – Policy Review Schedule

RESOLUTION NO. 7

Moved By: David Mayberry

Seconded By: Larry Martin

That the Board adopt the schedule of Policy Review as set out in Report No. 2019-24.

DISPOSITION: Motion Carried

Priority will be given to those policy approvals required for re-accreditation in 2020.

8.5 2019-25 - 2020 Ontario Library Association Superconference

RESOLUTION NO. 8

Moved By: David Mayberry

Seconded By: Julia Harris

That the Oxford County Library Board receive Report No. 2019-25 for information purposes.

DISPOSITION: Motion Carried

J. Lessif indicated that he would attend the Saturday sessions. J. Harris, M. Ryan, and L. Martin will consult their schedules before confirming availability.

9. UNFINISHED BUSINESS

NIL

10. NOTICE OF MOTIONS

NIL

11. NEW BUSINESS / ENQUIRIES / COMMENTS

NIL

12. CLOSED SESSION

NIL

13. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION

NIL

14. ADJOURNMENT

Library Board adjourns at 2:30 p.m. until the next meeting scheduled for December 16, 2019 at 1 p.m. at the Thamesford Public Library. A tour of the Plattsville branch followed the meeting. Several Board members then traveled to the Princeton branch for a facility tour.

CHAIR

SECRETARY

ATTACHMENTS

Attachment No. 1 - SOLS Trustee Council Report, November 2, 2019

SOLS TRUSTEE COUNCIL REPORT, November 2, 2019

There were representatives from the St. Marys, Brantford, St. Thomas, Woodstock and Norfolk libraries attending. No-one was present from the SOLS Board, unfortunately, so Anne Marie Madziak, who was the facilitator of the meeting, reported on their behalf.

SOLS is still reorganizing following the 50% budget cut, so there is no new direction from them yet. Trustee Council meetings are seen as valuable, so SOLS is grappling with continuing them.

There is a new webinar available for board members, on financial stewardship, that can be accessed online through the LearnHQ website. A valuable tool for all library board members, but especially for citizen appointees not well-versed in the finer aspects of library finances, such as Julia and myself.

ILLO update: Most libraries are now back on board with a hybrid of ILLO, albeit with a much lower volume. Libraries are combining the Canada Post book rate with local solutions. Some are using municipal trucks' existing routes.

The roundtable discussion proved that other libraries are facing many of the same issues as we are.

Security is a big one, especially in the larger centres, with drug use and homelessness. Many libraries are implementing de-escalation training for their staff. Some libraries are near university satellites, which brings its own security issues. Brantford actually doubles as a university library right now. St. Thomas has a police officer stationed right inside their library, doing paperwork, and they have also removed their staff's personal nametags, ID'ing them just as 'Staff', thinking it takes the 'personal' away. Security might need to be a focus of a future SOLS conference. They do recommend Ryan Dowd's book and course "The Librarian's Guide to Homelessness" for staff. SOLS has negotiated a 25% discount, and it can be accessed through LearnHQ.

Getting the word out to the public as to what our libraries offer was also a concern. Woodstock is hiring a specific 'Outreach Person', and most of the libraries have designated a 'Community Librarian'. St. Mary's Friends of the Library has teamed up with the local theatre to sponsor the preview night of performances.

There was a small discussion about the Omni Bill concerning library board meeting reduction. Since we are volunteers, it hardly has to do with funding - so more about opening the door to municipalities managing things more.

Delhi, St. Marys and Oxford all offered to host on April 18th, we will be informed as to SOLS' decision.

I enjoyed the meeting immensely. Some faces I recognized, and some were new. It was a tremendous opportunity to see how other libraries were dealing with some of the same issues we face. They were all interested in our setup of having Lynn part of our board meetings, agreeing it leads to a more effective Board. They were also interested in our partnerships with the community, including our most recent one with the United Way. I came away with the feeling that the Oxford County Library is a trailblazer amongst Southern Ontario libraries.

Thank you for the opportunity to attend.

Cathy Hamel

To: Oxford County Library Board

From: CEO/Chief Librarian

Librarian's Report – December 2019

RECOMMENDATION

- 1. That the Board receive Report No. 2019-26 for information and discussion purposes.**

Community and Stakeholder Consultation

The Tactic #1 Committee held its first meeting on Friday, December 6. Cathy Hamel was elected Chair of the Committee. In preparation for the next meeting, to be held on January 13, Committee members will be giving thought to key stakeholders and how best to engage with these groups.

Staff is consulting with the County Strategic Communications Team to devise options for a branded media campaign for the library's community consultation process, to increase public awareness of and thus participation in the process.

On December 9, Cheryl Micacchi, Community Impact Coordinator, United Way Oxford, provided training to nine OCL staff members on conducting Community Conversations, based on the Harwood Institute for Public Innovation's principles. Cheryl commented afterwards that our group was very engaged and posed excellent questions. Our group will work together on planning community conversations in the new year.

A staff survey has been sent out to all staff, requesting feedback on the following questions:

1. In your experience, what does the library do well?
2. In your experience, what sorts of barriers to service are experienced by library users?
3. If you could "fix" two things about the library, what would they be?
4. What kinds of comments do you most frequently hear from library users?
5. Are there new services and programs the library should be offering? If yes, what are they?
6. Are there new technologies that could help you do your job better?
7. Are there new technologies we should be offering to our users (of all ages)?

These are open-ended questions designed to solicit thoughtful feedback. In order not to rush the responses, staff will have until late January to complete the survey.

Bill 132: Better for People, Smarter for Business Act, 2019 – implications for libraries

As Board members know, the two changes to the *Public Libraries Act* included in Bill 132 were passed. This means that permanent residents may be appointed to library boards, whereas previously, only Canadian citizens could serve on boards. Secondly, the number of mandatory Board meetings per year was reduced from ten to seven.

Public Library Operating Grant

We were informed by the Culture Grants Unit at the Ministry that our 2019-20 Public Library Operating and Pay Equity Grant (PLOG) payment in the amount of \$138,904.00 was approved and will be received within the next week.

Oxford Rural Entrepreneurs Network

The ORE working group met on November 25, to discuss the Embro networking event held on October 17 and to formulate next steps. We will meet again on January 9 at the Princeton Library. Princeton has been tentatively selected as the location for the next networking event, being planned for the spring, so holding the January 9 meeting there will allow members to view the space.

SIGNATURE

Departmental Approval:

“Lisa Miettinen”

Lisa Miettinen
CEO/Chief Librarian

To: Oxford County Library Board

From: CEO/Chief Librarian

CEO Performance Appraisal Goals and Objectives

RECOMMENDATION

1. That the Board approve the key objectives for the CEO to support the library's strategies and goals, as presented in Report No. 2019-28.

REPORT HIGHLIGHTS

- To inform the Board of 2020 Goals and Objectives established for the CEO/Chief Librarian as part of the annual performance appraisal process.

Implementation Points

The work of community and stakeholder consultation is underway, will continue throughout the first quarter of 2020, and will provide the foundation for the Communications & Awareness Plan.

Financial Impact

There are no budget implications anticipated beyond those included in the 2019 budget and those proposed in the 2020 draft budget.

The Treasurer has reviewed this report and agrees with the financial impact statement.

Risks/Implications

These goals address the 2020 Business Plan goals and tactical priorities adopted by the Board.

Strategic Plan (2015--2018)

County Council adopted the County of Oxford Strategic Plan (2015-2018) at its regular meeting held May 27, 2015. The initiative contained within this report supports the Values and Strategic Directions as set out in the Strategic Plan as it pertains to the following Strategic Directions:

4.i. A County that informs and engages – Harness the power of the community through conversation and dialogue by:

- *Fostering greater involvement in County and community events and/or program /project implementation.*

DISCUSSION

Background

CEO performance appraisal goals for 2020 include the following three objectives, which support the library's Business Plan goals:

- Along with Board and library staff, oversee community and stakeholder consultations to identify and understand community needs and library service gaps. Identify “what we are” (the services we provide) and “what we want to be” (how do we move forward to meet the needs of our community).
- Development and implementation of a Communications and Awareness Plan based on the Library Brand. This will build on the stakeholder consultation process.
- Achieve Provincial Re-Accreditation for the OCL system by meeting the requirements set out in the Ontario Public Library Guidelines, 7th edition.

With regard to personal and career development, given the focus in 2020 on planning, consultation, communications and partnerships, with the goal of moving the library forward to serve the present and future needs of the community in innovative ways, I will continue to be engaged in investigating public library initiatives and emerging technologies, locally, nationally, and internationally. I will continue to study recommended practices and trends in library organizational structure in order to ensure that Oxford County Library can be strongly positioned moving forward.

Comments

As outlined in Report No. 2019-16, titled “2020 Library Business Plan Goals and Objectives”, a lack of awareness of programs and services remains a barrier to the library's reach and relevance. Providing relevant library services requires understanding community needs. Learning more about the communities we are mandated to serve will help us evaluate our existing services and make informed decisions about future facility and service planning.

Impact stories and value statements tied to the library brand – connect, discover, share, become – will form the foundation of a communications and marketing plan designed to improve public awareness of library products and services.

The re-accreditation process will ensure that Oxford County Library meets or exceeds all mandatory Ontario Public Library Guidelines and demonstrates organizational and operational strength.

Conclusions

For the Board's consideration.

SIGNATURES

Departmental Approval:

“Lynn Buchner”

Lynn Buchner
Director of Corporate Services

“Lisa Miettinen”

Lisa Miettinen
CEO/Chief Librarian

To: Oxford County Library Board

From: CEO/Chief Librarian

Terms of Reference – Stakeholder Engagement Committee

RECOMMENDATION

1. That the Board approve the Terms of Reference for the Stakeholder Engagement (Tactic#1) Committee as attached to Report No. 2019-29.

REPORT HIGHLIGHTS

- Establishes a Terms of Reference which describes the purpose, scope, and authority of the committee

Implementation Points

The Tactic #1 Committee held its first meeting on Friday, December 6.

Financial Impact

There are no budget implications anticipated beyond those included in the 2019 budget and those proposed in the 2020 draft budget.

The Treasurer has reviewed this report and agrees with the financial impact statement.

Risks/Implications

Terms of Reference shall be defined for every committee of the board in order to define the purpose, objectives, authority, membership and time limits.

Strategic Plan (2015--2018)

County Council adopted the County of Oxford Strategic Plan (2015-2018) at its regular meeting held May 27, 2015. The initiative contained within this report supports the Values and Strategic Directions as set out in the Strategic Plan as it pertains to the following Strategic Directions:

- 5.ii. A County that performs and delivers results** – Deliver exceptional services by:
- *Identifying best practices and appropriate benchmarking.*

DISCUSSION

Background

At its meeting of September 16, 2019, three Tactical Committees were established, each to deal with one of the three Tactics coming out of the Board's Tactical Planning exercise. Utilizing ad hoc committees would allow for fuller exploration of the tactical activities, outside of the time constraints of the regular business meetings.

Tactic #1, entitled "Define what we are, and what we are aiming to be", will utilize a variety of engagement tools to articulate the range of activities and services being offered, and to learn about community needs, aspirations and expectations as they relate to library services.

A critical component of Tactic #1 is strategic engagement with four key stakeholder groups: our existing customers; our staff and Board; our current and potential community partners; and non-users. Determining how best to approach different audiences in our various Oxford communities will require the active involvement of branch staff and board members.

Comments

As stated under Purpose, the Committee will leverage its members' valuable knowledge, experience, and community connections to make recommendations regarding engagement strategies and tools to target identified stakeholder audiences.

Conclusions

For the Board's consideration.

SIGNATURE

Departmental Approval:

"Lisa Miettinen"

Lisa Miettinen
CEO/Chief Librarian

ATTACHMENTS

Attachment No. 1 – Board Governance Policy – Board Committees
Attachment No. 2 – Draft Terms of Reference – Stakeholder Engagement Committee



**OXFORD COUNTY LIBRARY
BOARD GOVERNANCE
POLICY MANUAL**

Board Motion Number:	2018-06	Date of Review:	2022
Date Approved:	March 19, 2018	Chairperson's signature:	

BOARD COMMITTEES

BACKGROUND

Section 20 of the *Public Libraries Act* gives the library board the authority to appoint such committees as it considers expedient. However, the Board believes that committees should be used only to strengthen the board's ability to do its job and not to assist or advise staff.

PURPOSE

- 1) The Board currently has no standing committees.
- 2) Committees shall not supervise or direct staff nor obstruct the authority of the CEO.
- 3) Generally, committees shall prepare alternatives and implications for board consideration and debate rather than make recommendations.
- 4) Board committees may not speak or act for the board.

PROCEDURES

- 1) Terms of Reference including the purpose, objectives, authority, membership and time-limits shall be defined for every committee. Terms of reference must not infringe on CEO authority.
- 2) Once a committee has accomplished its expectations, the committee shall cease to exist.
- 3) A committee that is established by the board may include non-board members.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:	2019-29	Date of Review:	n/a
Date Approved:	December 16, 2019	Chairperson's signature:	

TERMS OF REFERENCE – STAKEHOLDER ENGAGEMENT COMMITTEE (Tactic #1)

PURPOSE

The Stakeholder Engagement Committee will serve in an ad hoc capacity and make recommendations to the Board pertaining to the development and execution of a broad range of stakeholder consultations. The purpose of the consultation process is to identify community needs, community expectations and aspirations for library services, and to explore how best to adapt library services to meet those needs.

Committee members will leverage their knowledge, experience, and community connections in determining how best to approach different audiences.

OBJECTIVES

What?

- To articulate the value and impacts of existing library services
- To understand community needs and service gaps
- To identify community-driven program and service opportunities
- To promote engagement in decisions that affect the public good

How?

- To involve different sectors in the public consultation process through a variety of engagement tools
- To focus on collaboration with current and potential partners to avoid duplication
- To pay special attention to non-users and underserved populations
- To engage with local municipal councils and staff

AUTHORITY

In accordance with Oxford County Library Board Committees Policy No. 2018-06:

Committee considerations and/or recommendations are not binding on the Board. A Committee will report on its activities and make recommendations to the Board.

Committees do not supervise or direct staff nor obstruct the authority of the CEO.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:	2019-29	Date of Review:	n/a
Date Approved:	December 16, 2019	Chairperson's signature:	

MEMBERSHIP

At its meeting of September 16, 2019, the Board established a Committee to deal with Tactic #1 (What we are and what we are aiming to be), consisting of the following members: Lessif, Mayberry, Hamel, Martin (ex officio), Miettinen.

The Committee will select its Chair at its first meeting.

The CEO or designate shall be the Secretary of all Committee meetings and shall do all things necessary to further the work of the Committee.

QUORUM

A bare majority of members present is necessary for quorum. The Warden (ex officio member) may form part of a quorum.

TIME LIMITS

Upon completion of its objectives, the Committee shall be discharged by motion of the Board.

To: Oxford County Library Board

From: CEO/Chief Librarian

2020 Library Board meeting schedule

RECOMMENDATION

1. That the Oxford County Library Board adopt a schedule for 2020 regular Library Board meetings as set out in Report No. 2019-30 with each regular meeting being held at _____ p.m.

REPORT HIGHLIGHTS

- Establishing a meeting schedule for regular Library Board meetings in 2020 to ensure compliance with the *Public Libraries Act*

Implementation Points

Upon approval of regular meeting dates and times, the schedule will be posted on the Oxford County Library website (www.ocl.net) for public information.

Financial Impact

The recommendation contained in this report will have no financial impact beyond what has been approved in the current year's budget.

The Treasurer has reviewed this report and agrees with the financial impact statement.

Risks/Implications

Meeting dates and times should be chosen to maximize Board member attendance as well as accommodate members of the public who might wish to attend open Board meetings.

Strategic Plan (2015--2018)

County Council adopted the County of Oxford Strategic Plan (2015-2018) at its regular meeting held May 27, 2015. The initiative contained within this report supports the Values and Strategic Directions as set out in the Strategic Plan as it pertains to the following Strategic Directions:

4. i. **A County that informs and engages** – Harness the power of the community through conversation and dialogue by:
- *Providing multiple opportunities for public participation and a meaningful voice in civic affairs*

DISCUSSION

Background

The Ontario Government's omnibus bill, Bill 132, *Better for People, Smarter for Business Act*, in its Third Reading during the week of December 9, proposes a reduction in the minimum number of required Board meetings, from ten meetings per year to seven. Library Boards can choose to hold meetings more frequently than seven times per year.

Board meetings must be open to the public, unless a Closed Meeting is warranted by legislation.

Oxford County Library Board meetings have traditionally been held on the third Monday of the month.

Comments

Seven regular meetings are being proposed, although the Board may choose to hold more than seven regular meetings in 2020, and additional meetings may be deemed to be necessary if Board decisions on matters arising are required. Fewer mandatory business meetings allows the Board more freedom to meet for other purposes, such as workshops, training opportunities, and tours of other library systems' facilities to learn about innovative approaches.

For discussion purposes, the following schedule of regular meeting dates and locations is proposed:

MEETING DATE	SCHEDULED AGENDA ITEMS	PROPOSED LOCATION
January 20, 2020	Statistical and Financial Reports	Tavistock Public Library
March 16, 2020		Ingersoll Public Library
April 20, 2020	Statistical and Financial Reports Policy review: Safety, Security & Emergencies	Tillsonburg Public Library

MEETING DATE	SCHEDULED AGENDA ITEMS	PROPOSED LOCATION
June 15, 2020	Policy review: Circulation	OCAB
September 21, 2020	Statistical and Financial Reports 2021 Draft Business Plan Policy review: AODA Statement	OCAB
October 19, 2020	2021 Draft Budget Policy review: Values Statement	OCAB
November 16, 2020	Policy review: Children & Young Adult Services	Thamesford Public Library

Conclusions

The Board may wish to change the dates and times of meetings to better suit the availability of its members.

SIGNATURE

Departmental Approval:

"Lisa Miettinen"

Lisa Miettinen
 CEO/Chief Librarian