



REPORT TO THE LIBRARY BOARD

MEETING DATE: MAY 26, 2009

Session:	Public Session
Subject:	Southern Ontario Library Service (SOLS) Trustee Council 1 Meeting
Prepared By:	Joanne Tilley
Presented By:	Joanne Tilley
Purpose of Report:	For Receipt and Information Only <input checked="" type="checkbox"/>

Recommendation

It is recommended that this report be received and filed.

Issue / Opportunity

To provide the Board of Trustees with an update of the SOLS Trustee Council 1 Spring 2009 meeting held at the East London Branch on Saturday, April 18, 2009.

Background & Review

The SOLS Library Development Consultant provided an update of the \$15.0 million Investment in Ontario Public Libraries being provided by the Ontario Ministry of Culture. See Appendix A for the announcement release. Clarification was provided with respect to the application process and the types of initiatives that qualify for this investment.

The Ontario Library Board Association (OLBA) Past President provided an update. One report presented covered the findings compiled through a Leadership by Design Research Project which involved determining the qualities and proficiencies of success in library leadership. See Appendix B for the Summary of Common Characteristics and Competencies of Library Boards and Chief Executive Officers based on a study sample of sixteen public libraries.

A roundtable discussion provided the opportunity for members to share important or pressing issues or concerns and to pose questions or seek input from other members. Appendix C summarizes several of the items raised during the roundtable discussion at the meeting. Subsequent to the Trustee Council spring meetings throughout Southern Ontario, a final report reflecting the comments from all meetings will be posted to the following website: <http://www.sols.org/librarydev/networking/trusteecouncils/index.htm>.

\$15 MILLION
INVESTMENT IN ONTARIO
PUBLIC LIBRARIES
 FROM THE ONTARIO MINISTRY OF CULTURE



**\$15 Million Investment in Public Libraries from the Ministry of Culture
 Announcement – Winter 2009**

On January 29, 2009, Southern Ontario Library Service (SOLS) and Ontario Library Service-North (OLS-North) unveiled the project plans being funded by the \$15 million investment in public libraries from the Ministry of Culture.

SOLS received \$15 million from the Ministry of Culture to be used in collaboration with OLS-North "for the purpose of supporting public libraries' efforts to provide equitable access to a range of digital information, community collections and services to Ontarians". Following an extensive consultation with client public libraries and key library organizations, SOLS and OLS-North announced the three components of the program on December 3, 2008:

- Over \$7 million allocated to library credits to be used for eligible expenditures identified in the Grant Program Guidelines. These guidelines (with such details as eligible items, measurement, timelines, reporting, and the process for accessing funds) are now available online at [http://www.sols.org/ministryprojects/\\$15MillionInvestment/GrantProgram.htm](http://www.sols.org/ministryprojects/$15MillionInvestment/GrantProgram.htm). The final library credits have also been posted at [http://www.sols.org/ministryprojects/\\$15MillionInvestment/LibraryCredits.pdf](http://www.sols.org/ministryprojects/$15MillionInvestment/LibraryCredits.pdf).
- \$2.5 million allocated to Application Programs targeting Services for Under-Served Groups, IT Support/Training and the Education Fund. These guidelines, addressing eligibility, application process and deadlines, are also available online at [http://www.sols.org/ministryprojects/\\$15MillionInvestment/ApplicationProgram.htm](http://www.sols.org/ministryprojects/$15MillionInvestment/ApplicationProgram.htm) for Application Program and [http://www.sols.org/ministryprojects/\\$15MillionInvestment/EducationFund.htm](http://www.sols.org/ministryprojects/$15MillionInvestment/EducationFund.htm) for the Education Fund.
- \$3.8 million for a variety of projects.

Today's announcements provided a description of the fourteen projects funded by the Ministry's investment and celebrated the many project partners.

Projects

Downloadable Audiobooks. We are completing negotiations for a two year agreement with OverDrive to provide a provincial collection of audiobooks. OverDrive's download service provides direct transfer to iPod, Zune, and virtually all MP3 players and is a popular service for libraries' mobile and connected users. Our funding will cover start-up costs, maintenance fees and an initial collection valued at approximately \$300,000. All Ontario public libraries not already using OverDrive will have access to this collection. Libraries already offering this service will receive a reimbursement in lieu of their participation in the provincial collection.

French Language E-Resources. Through our support, Knowledge Ontario has been able to expand the resources available to public libraries in French under its Resource Ontario project. Supported by a direct grant from the Ministry of Culture, Resource Ontario acquires province-wide licenses that provide Ontarians with on site and remote access to databases through their libraries. Knowledge Ontario has just negotiated a new two year agreement and our funding covers the addition of CEDROM's L'Actualité Francophone Plus product for public libraries. L'Actualité Francophone Plus provides premium Canadian French language content through such sources as L'Actualité, Le Devoir, Le Droit, La Presse, Protégez-vous, Le Soleil, SRC Radio – Bulletin National et Int'l, SRC Télévision – Le Téléjournal / Le Point, Découverte, and Voir.

Genealogy Database. We are completing negotiations for a two year license for Micromedia ProQuest's Ancestry Library Edition. Ancestry is a genealogy research tool with data from census, military records, court, land, probate, vital and church records, passenger lists, etc. It covers Canada, the US, UK, and some European countries. All Ontario public libraries will have access to this license. For libraries already subscribing to this service, Micromedia Proquest will extend their license period.

Tools and Training for e-Resources. We have appointed a professional librarian on a short term contract to develop tools and provide training to public libraries on how best to use electronic resources provided provincially. She will develop resources, tools (e.g. subject portals) and strategies to better use and highlight all Resource Ontario databases as well as the new licenses for audiobooks and genealogy. She will also coordinate and deliver training sessions on e-resources to library staff across the province this year.

Feasibility Study on Open Source Integrated Library System, Social Networking and Federated Search. Working jointly with Knowledge Ontario, the Ontario Library Association and the Federation of Ontario Public Libraries, we are researching the best long term technical solutions for public access to resources available through the public library. Open Source, social networking overlays for library catalogues and federated search software are all relatively new technologies. Many libraries are asking the same questions about the best way to proceed. This project is designed to explore those questions once on behalf of all.

Face to Face EXCEL for First Nations. The purpose of this project is to encourage participation in EXCEL by First Nations library staff. EXCEL is a certificate program in managing a small public library. Students must complete ten courses in order to receive the certificate. Normally offered as a distance education program, we will be offering two courses in a classroom setting – Basic Library Management and Basic Collection Development – over a one week period this summer. The budget is based on approximately ten participants (selection process to be determined). This pilot will help us assess the effectiveness of face to face delivery over distance education and make recommendations for the future.

Alternative Methods for Delivering Distance Education. As part of the same contract mentioned above, we have appointed a professional librarian to review the market place and provide a recommendation on which web based product and/or service(s) would provide the most appropriate mechanism to support cost effective interactive online training. She will consult with public libraries and key library organizations to explore needs, possible solutions (e.g. podcasts, web conferencing, web meeting, audio-conferencing) and recommend appropriate products and/or services.

Joint Automation Server Initiative. Also known as JASI, this project will be extended to give the remaining 50 or so non-automated libraries in Ontario the opportunity to automate with a high end web-based integrated library system. The system includes cataloguing, circulation, patron records, acquisitions, serials and reports modules. Libraries choosing to participate will have the assistance of a coordinator for transition, implementation and training. The project will also cover 50% of library-specific start-up costs such as data creation.

Technology Standards. This project will set technology standards/benchmarks for Ontario libraries, including equipment, physical space and staff requirements. The Ontario Public Library Guidelines and Accreditation Council, the body that develops guidelines for Ontario public libraries, has been approached to undertake this project and prepare a document that will be integrated into the existing *Ontario Public Library Guidelines*.

Virtual Service to Remote Communities. This pilot project involves partnering with up to ten municipal or First Nation community partners currently without a library to provide a virtual link to library service in their communities. Participating communities will receive a computer with access to resources including provincial databases, books and other materials as well as training and support to maintain the service for one year. At the conclusion of the project, we will assess its success and make recommendations on conditions and strategies for establishing and sustaining virtual library services in remote communities.

Digitization. In conjunction with Knowledge Ontario, we are developing a project to assist libraries to digitize important collections. Our Ontario already provides a platform for management, storage and display of digitized content. In addition, training and support for local digitization staff to develop a digitization plan, oversee the project on behalf of local libraries, and do the actual scanning and tagging will be covered. The budget is based on approximately 20 participating libraries (selection process yet to be developed).

First Nations Repository Program. As a corollary to the digitization project, we will also fund a pilot project with one First Nations community (selection process yet to be determined) to develop a repository centre. The project will involve acquiring, organizing and providing access to important First Nations records in the community, and digitizing material through Our Ontario. This project is designed as a proof of concept and at the conclusion, we will prepare a manual for other communities to use in establishing their own repository programs.

Futures Symposium/Libraries 2020. The symposium will be a strategic think-tank on the future of public libraries in Ontario. Based on the model of Libraries 2000 (held back in 1985), keynote speakers will address topics such as information technology, demographic shifts, etc. Libraries 2020 is planned for fall 2009 and the budget covers expenses for one delegate per library system. We are very pleased to be working with Wendy Newman who recently completed a report for the Ministry of Culture entitled *Third Generation Public Libraries: Visionary Thinking and Service Development in Public Libraries (to 2020) and Potential Application in Ontario*.

Leadership by Design. The Ontario Library Boards Association has developed an excellent model for trustees called Leadership by Design. With our funding support, OLBA will design a component entitled Networking with Our Peers which will be delivered to trustees province-wide through regional workshops organized by SOLS and OLS-North.

Project information is available online at [http://www.sols.org/ministryprojects/\\$15MillionInvestment/Projects.htm](http://www.sols.org/ministryprojects/$15MillionInvestment/Projects.htm). Details of timelines, registration, application and selection processes where applicable, and other information will be added as it becomes available.

More Information

SOLS and OLS-North are planning a series of information sessions throughout the spring. A mix of face to face meetings and webinars will be offered. The schedule for these sessions and how to register will be posted shortly. In the meantime, questions may be directed to Laurey Gillies (lgillies@sols.org) or Leanne Clendening (lclendening@olsn.ca).

SUMMARY of COMMON CHARACTERISTICS & COMPETENCIES

Findings compiled through the Leadership by Design Research Project were analyzed to identify distinguishing qualities and proficiencies as predictors of success in library leadership. Common characteristics & competencies, as demonstrated by the study sample of sixteen public libraries, will be modeled in the ongoing development of OLBA's Leadership by Design.

Case Study LIBRARIES

COMMUNITY HUBS – welcoming & busy, with a variety of users, representative of their respective communities. No matter what the age, condition or physical size, facilities are attractive and exhibit excellent use of space and signage. Chief Executive Officers, other staff along with library volunteers demonstrate a high level of enthusiasm for their work and are engaged fully in community development initiatives.

Case Study PROJECTS

- ✓ Involve partnerships with one or more community organizations - most with the public library 'in the lead';
- ✓ Initiated with seed funding from a provincial grant program;
- ✓ Involve one or more community champions;
- ✓ Are being sustained through various means - many with the help of community volunteers;
- ✓ Vary in scope, which is not generally related to population size, geographic location, or means of community;
- ✓ Rooted in the community context in response to prevailing needs/issues;
- ✓ Integral to overall library service system;
- ✓ Not necessarily unique but creative & far-reaching... 'pushing the envelope';
- ✓ Founded in the library board's 'statement of values';
- ✓ Driven by the Chief Executive Officer with the support of board & staff;
- ✓ Valued by their community and supported by local media;
- ✓ Growing with unexpected spin-offs.

Case Study LIBRARY LEADERSHIP

Area of Responsibility	Library Boards	Chief Executive Officers
Board Organization & Board Performance	<ul style="list-style-type: none"> ▪ Composition includes majority of citizen appointees (except for Elgin County where a Council Committee of the Whole constitutes the board); ▪ Membership is stable with solid leadership by board chair. 	<ul style="list-style-type: none"> ▪ Integral to the governance role of the board in all areas of responsibility.
Planning	<ul style="list-style-type: none"> ▪ Have a current strategic plan with mission, vision, statement of values, 	<ul style="list-style-type: none"> ▪ Visionary, strategic & innovative in support of the board's planning process;

Area of Responsibility	Library Boards	Chief Executive Officers
	<p>strategic directions; actions, etc.;</p> <ul style="list-style-type: none"> ▪ Members are secure in their belief & understanding of the value of the public library in their community. 	<ul style="list-style-type: none"> ▪ Willing to try something new & ever attentive to the planning process re: evaluation, adaptation/revision, etc. to integrate new ideas and make them work.
Library Management	<ul style="list-style-type: none"> ▪ Have done an excellent job in selecting their CEO; ▪ Are supportive of their CEO's professional development pursuits; ▪ Respect and trust their CEO; ▪ Demonstrate variance in nature of board/CEO partnership re: roles & responsibilities. 	<ul style="list-style-type: none"> ▪ 50% are professional librarians – i.e. they hold a degree in library science; ▪ 50% have other professional qualifications – most are currently involved in library education & professional development activities/programs; ▪ Demonstrate passion and open-mindedness; ▪ Are hard-working risk-takers with outstanding leadership skills; ▪ Are respectful of staff interests, talents & skills in their attention to nurturing staff development; ▪ Have a sound working relationship with library staff & volunteers & municipal government senior management team. ▪ Respect and trust their board; ▪ In three cases, there was an expression by the CEO of the need to work with their board to clarify roles & responsibilities and strengthen the Board & CEO partnership.
Stewardship	<ul style="list-style-type: none"> ▪ Fundamental policy frameworks are in place but vary in comprehensiveness from case to case; ▪ Attentive to legislative compliance. 	<ul style="list-style-type: none"> ▪ Recognize the importance of a sound policy framework and are attentive in their support for policy development and legislative compliance.
Community Development	<ul style="list-style-type: none"> ▪ Majority of members engaged in their community & well connected; ▪ Very responsive to local community needs & interests; ▪ Have a sound relationship with local municipal governance body/bodies with strong support from elected officials who serve as library board members; ▪ Understand shifting priorities of local government & respond appropriately; ▪ Champion the library at every opportunity ▪ Strongly allied with local community but 	<ul style="list-style-type: none"> ▪ Engaged & well-connected in community through personal & professional activities; ▪ Keenly aware of 'who's who' and 'who is doing what' in the local community; ▪ Adept at scanning what's going on and 'plugging in' as active participants in community planning initiatives; ▪ Very responsive to local community needs, interests & opportunities; ▪ Resourceful in finding community partners & skilled in building relationships;

Area of Responsibility	Library Boards	Chief Executive Officers
	<p>could benefit by building relationships with others in the broader library community;</p> <ul style="list-style-type: none"> ▪ Respected, trusted & valued by their community; ▪ Majority of members have deep roots in their community. 	<ul style="list-style-type: none"> ▪ Willing to 'go the extra mile' in nurturing & maintaining strong relationships with community partners; ▪ Valued by their colleagues in partner organizations; ▪ Proactive in encouraging staff involvement & leadership in community development initiatives; ▪ Strongly allied with local community in addition to broader library community – OLA/ OPLA, OLS-N/SOLS, FOPL, CLA, etc.; ▪ Many have lived & worked in other communities.
<p>Accountability</p>	<ul style="list-style-type: none"> ▪ Proactive in enabling strong ties with their local community; ▪ Attentive to building & sustaining trust & credibility with municipal council; ▪ True to their obligation to be open & transparent in all aspects of their public library governance role. 	<ul style="list-style-type: none"> ▪ Proactive in producing newsletters, annual reports and maintaining a robust library website; ▪ Attentive to building & sustaining strong working relationships with municipal staff; ▪ Maintain good connections with local media.

After the meeting on Saturday (which was excellent – thanks all), we decided to add a piece at the next meeting about the SOLS website and resources there for trustees. I am developing this with my colleague, Anne Marie, and would welcome any comments.

Below is a copy of the meeting notes to date. The completed notes will be available at a later date.

Trustee Council Meeting Notes Spring 2009

Item	Comments
Accreditation	St. Marys has been re-accredited. Middlesex County will have their re-accreditation audit in May
Advocacy	
Awards	
Board Development	London now has a Trustee job description. London participated in a planning retreat, where they addressed their founding principals. St. Marys is using a Board Action Planner, which seems to be working very well.
Budgets	
Celebrations	Woodstock is celebrating the anniversary of their Carnegie
Circulation	
Collections	Chatham-Kent has more money for collections.
Community Development	
Development Charges	
Early Years	
Facility Maintenance/ Renovation of existing space	Middlesex County is planning a new branch in Komoka Oxford County had a facility review 2 years ago, and is now implementing the recommendations. They are developing a new branch in Tavistock. Chatham-Kent is planning renovations for several of the larger branches

Facilities - New and upcoming	
Facilities - Service Delivery Plans	
Federation of Ontario Public Libraries	
First Nations Libraries	
Friends	St. Marys Friends are getting their charitable status. London received \$85,000 from their Friends
Funding Development	
Grants	
Governance	Front of Yonge PL – The CEO search is ongoing. The Board is looking at the possibility of functioning with a smaller Board which could be more practical.
Internet	London's internet policy has been updated following a legal opinion, which stated that filtering adult workstations was problematic. Juvenile, teen, and employment resources workstations are still filtered. TC1 discussed Bill 128. Several trustees reported that the issue was discussed at their Board meetings, but the motion was not supported.
Interesting Ideas	
Municipal/ Library Relationship	
New Issues	
OLBA Update	

Ontario Public Library Week	
Partnerships	
Pay Equity	
Programming	
Recruitment	
Services	
Staffing Issues	<p>Woodstock new CEO is Gary Baumbach St. Marys new CEO is Teri Pope. Chatham-Kent is developing new staff positions</p>
Strategic Planning	<p>St. Marys has completed their new strat plan, done entirely in-house. St. Thomas shared their strategic plan, which was achieved with the assistance of SOLS. Brant County's strat plan is 2008-2010, coincidental with the Board's term of office. Chatham-Kent has a new master plan, approved by Council.</p>
Technology	<p>St. Marys hopes to join PCIN, the Perth County Information Network.</p>
Volunteers	

Dates for next meetings	Date	Meeting	Location
	Sat. Nov.21 2009	Trustee Council #1 (HG)	Woodstock
	Sat. November , 2009	Trustee Council #2 (BF)	Cambridge, Hespeler Branch
		Trustee Council #3 (AMM)	
		Trustee Council #4 (GW)	
		Trustee Council #5 (RLa)	

		Trustee Council #6 (PM)	
		Trustee Council #7 (CMPF)	
		Trustee Council #8 (LGL)	

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