REPORT TO THE LIBRARY BOARD
MEETING DATE: Wednesday, November 19, 2008

Session: Public Session
Subject: Delegations and Public Participation Policy
Prepared By: Ad Hoc Delegation Committee: Nancy Branscombe, Gina Barber, David Winninger, Michelle Baldwin (Pillar Nonprofit Network), Greg Thompson (Urban League of London), Susanna Hubbard Krimmer, Margaret Mitchell & Jan White
Presented By: Gina Barber, Nancy Branscombe, Susanna Hubbard Krimmer and David Winninger
Purpose of Report: For Decision: Approval ☑

Recommendation

It is recommended that the draft London Public Library Board (LPL) Delegations and Public Participation Policy (as found in Appendix 1 of this report) be approved.

ISSUE/OPPORTUNITY

London Public Library is committed to listening to the needs, expectations and concerns of library users, members of the public and other stakeholders. LPL welcomes their input in shaping library policies, programs and services to ensure that these are relevant, accessible and high quality, and meet community needs and expectations. Public input to the Library Board can occur through letters, community forums, focus groups, advisory committees, action committees, public surveys, feedback forms, face-to-face meetings, and delegations.

BACKGROUND

The Library Board has an existing policy and process for delegations to be heard by the Library Board. This has been followed for a number of years. It was felt that this policy should be revised to provide more clarity for the public and staff. A best practices review of other public institutions was completed and a draft policy submitted to the Library Board for approval at its meeting of December 12, 2007. This report to the Board also provided additional information about concordance between the Municipal Act and the Public Libraries Act regarding closed meeting investigation.

At its meeting of December 12th, Library Board discussed the policy in terms of the public’s ability to access the Board in order to provide meaningful input, i.e. whether or not the proposed policy was welcoming, accessible and convenient. A new motion was tabled, moved and carried that an ad hoc committee of the Library Board with Board, Urban League of London and Community group representation be struck to review the Delegations Policy and report back to the Library Board and that a public meeting be held to solicit input (L07/62.1).

In July and August 2008, the Ad Hoc Delegation Policy Committee consisting of Controller Barber Councillor Branscombe, Councillor Winninger, Michelle Baldwin (Pillar Nonprofit Network), Greg Thompson (Urban League of London), Margaret Mitchell and Susanna Hubbard Krimmer reviewed best
practices research considering also some additional libraries, set assumptions/guiding principles for
the policy and process, and created a draft policy.

At its meeting of September 17, 2008, the Library Board approved the recommended Delegations and
Public Participation draft policy in principle:

L08/41.3 Delegations and Public Participation Policy

Input will be sought from community groups and those who had requested delegation status
at past Board meetings to validate the conceptual direction and to provide specific input on the
draft policy.

A statement should be included in the FAQ sheet that “at any time, the public is welcome to
send written concerns to the Library Board.”

It was MOVED by Mr. Colwell and seconded by Ms. Lubell that the draft London Public Library
Delegations and Public Participation Policy (Appendix 1) be approved in principle and that the
LPL Ad Hoc Delegation Policy Committee seek broader community input for the policy upon
this approval.

BOARD BYLAWS

The Ad Hoc Committee also recommended that the time line for Board meeting agendas, minutes,
reports, etc. be changed in order to enable the public to see reports and have an opportunity to
request a delegation status to speak to the issues in the reports. It was recommended that

The Library Board will provide its meeting agendas, reports and other documents in a manner
that is timely, open, visible and consistent to ensure opportunities for public participation. The
Library Board will balance this with other timelines required to conduct its business.

The report recommended that Library Board bylaw section 4.7, Notification of Meetings, be revised
from “72 hours prior to the meeting” to “7 days prior to the meeting” through notice of motion.

At its meeting of September 17, 2008, the Library Board discussed the balance required between the
library’s ability to conduct its business (and the ability of staff to complete work required to prepare
and issue agendas, reports and other documents) and the need to issue such documents in a manner
that is timely, impact of changes. The following was approved:

L08/47 Motion of Which Notice Has Been Given

Members discussed the possibility of moving the 2009 Board meetings to the 4th Wednesday
of the month, excluding December. These two proposed Bylaw changes regarding the
meeting date and the Wednesday mailout will be dealt with at the November meeting.

It was MOVED by Councillor Winninger and seconded by Controller Barber that the Motion of
Which Notice Has Been Given regarding the Bylaw Amendment 4.7 Notification of Meetings be
deferred to the November Board meeting.

COMMUNITY CONSULTATION PROCESS

In October 2008, Library Staff, on behalf of the Library Board, sought community input to validate the
conceptual direction and to provide specific input on the draft policy. Sixty eight (68) agencies and
individuals, representing a variety of sectors were contacted. Sectors included:

- Education, e.g. Faculty of Information and Media Studies, UWO, e.g. TVDSB;
• Business, e.g. Chamber of Commerce;
• Community Services, e.g. Community Living London, e.g. London Council for Adult Education;
• Voluntary, e.g. London and Area Association for Volunteer Administration;
• Arts, Heritage and Culture, e.g. Museum London, e.g. London Regional Children’s Museum;
and
• Government, e.g. Ontario Housing.

Input was also sought from Library partners such as Friends of the Library; program partners, e.g. Investing in Children; and facility partners, such as Crouch Neighbourhood Resource Centre. As well, agencies and individuals who had previously been delegations to meetings of the Library Board were contacted.

There was limited response; however, response to the draft policy was positive with no recommended suggestions for changes or additions.

The final step was to seek peer review and the draft was sent to Kevin Bain, City Clerk, City of London. Mr. Bain’s suggestions were in regards to:
- Clarification of delegation responsibilities regarding second and subsequent appearances. This will be incorporated into the FAQ information for delegations.
- Redundancy of Sections 1.5 and 1.15. Section 1.15 has been eliminated.
- Process related to the relationship of information provided by delegations with Board motions. Language has been incorporated into the policy in the new Section 1.15.

NEXT STEPS

Upon approval of the policy and recommended bylaw changes by the Library Board, Library Staff will:

• Publish the new policy and communicate it to stakeholders; and
• Publish the companion Frequently Asked Questions (FAQ) document designed to support the public in the delegation process and make it available as a brochure and on the LPL website. Please see Appendix 2.
Title: Delegations and Public Participation Policy
Policy Board Governance Policy

PURPOSE: The purpose of this policy is to outline how the London Public Library Board provides opportunities for members of the public to provide input into and comment on the policies, practices, services and operations of the London Public Library.

SCOPE: The policy governs the status of delegations in writing or in person at regular meetings of the Board or at specially organized public participation meetings, including delegation and Board responsibilities.

DEFINITIONS:
“Board” means London Public Library Board.
A “delegation” means any member of the public who makes a presentation to the Board, either on his or her own behalf or as a representative of an organization or group.
A “regular meeting” means the public session of the regular meeting of the Library Board as defined in the Library by-law.
A “public participation meeting” means a publicly advertised special meeting called by the Board to hear from the public on a specific issue.
“MFIPPA” means Municipal Freedom of Information and Protection of Privacy Act (RSO 1990, M56, and amendments)
“Personal information” means recorded information about an identifiable individual as defined under MFIPPA.

POLICY STATEMENT:
The London Public Library Board values input from the public with respect to its policies, practices, services and operations and encourages public participation in its decision-making process. The Board recognizes the importance of members of the public being able to present their viewpoints on library matters.

It is the policy of the Board to encourage members of the public to express their ideas about and viewpoints on the services that the Board provides and on issues related to library services. The Board provides opportunities for members of the public to be delegations at regular meetings and at public participation meetings.

1.1 Any member of the public may be a delegation, either on his or her own behalf or as a representative of an organization or group, for the purposes of presenting...
1.2 A delegation may be made at any regular public meeting of the Board or at a public participation meeting, in accordance with the by-laws of the Board.

1.3 Depending on the nature of the concern, the Board may refer delegations to the CEO for a resolution of the issue for further review.

Delegation Responsibilities

1.4 When a delegation makes a presentation to the Board, the delegation is also welcome to make a written submission but it is not necessary. Written comments may also be sent without speaking to the Board.

1.5 In accordance with the MFIPPA, the delegation must acknowledge that notes taken by the Board of any presentation and/or written submissions that are presented to the Board, along with the delegation’s name, will become part of the public record and may be published as part of the agenda and/or minutes of the meeting, posted to the Board’s website and made available to the media.

1.6 Delegations are expected to act with respect and consideration for others and to adhere to the London Public Library Charter of Rights and the rules of procedure of the Board. The Chair will take appropriate action to maintain proper order and decorum during the meeting.

1.7 Delegations may not provide personal information (including views or opinions) about another person, as defined in MFIPPA as “personal information”, without acknowledging in the presentation that prior agreement of that individual has been given. Personal information will not be published by the Board without written permission of the identified individual, according to the requirements of MFIPPA.

1.8 Delegations may address the Board for a maximum of five minutes. The Chair, with the concurrence of the Board through simple majority vote, may reduce or increase the time available to a delegation.

Board Responsibilities

1.9 The Board will provide its meeting agendas, reports and other documents in a manner that is timely to enable opportunities for public participation. The Library Board will balance this deadline with other timelines required to conduct its
business.

1.10 The Board reserves the right to request any additional information regarding a particular application, before granting delegation status.

1.11 If issues or concerns are raised about an LPL employee's performance (other than that of the CEO) as part of a delegation request, the Chair, after consultation with the Executive Committee, will direct the delegation first to the CEO's office for resolution.

1.12 Board trustees may ask questions of the delegation in order to seek clarification and/or additional information only. Staff may also be asked by Board trustees to provide clarification or confirmation of information.

1.13 If the number of delegations exceeds what can be reasonably scheduled at any particular meeting, at the discretion of the Chair, after consultation with the Executive Committee, the Chair or Board may, through motion:

(a) defer a decision about a report to a time at a regular meeting at which all the delegations can be heard, or
(b) decide to hold a public participation meeting, rather than hear from delegations at a regular meeting.

1.14 Unscheduled delegations at a regular meeting, will require a simple majority vote of the members of the Board present in order to proceed with the delegation.

Motions Regarding Delegation

1.15 After the delegation(s) have been heard at a regular meeting, the Board will, through motion, decide the appropriate action to be taken.
LONDON PUBLIC LIBRARY
POLICY

Title: Delegations and Public Participation Policy
Policy Board Governance Policy
Policy No.: Review Date:

BACKGROUND:

INQUIRIES:
Direct inquiries to the CEO's office
jan.white@pl.london.on.ca

KEYWORDS:
Delegate, representative, lobby

RELATED DOCUMENTS:

DOCUMENT CONTROL:
Approved: December 12, 1984
Revised: November 16, 1994
February 21, 2007
November 19, 2008
FAQ: How to Provide Input to Your Library Board as a Delegation

The London Public Library (LPL) values input from the public into the development of its services, policies, practices and issues and encourages public participation in its decision-making process. The Library Board recognizes the importance of members of the public to be able to express their viewpoints and opinions on library issues.

Therefore, the Library Board provides the opportunity for members of the public to meet with the board directly as “delegations” at regular public meetings of the board. People can provide input either as an individual or as a representative of a group.

How can I get my questions answered or concerns resolved?

Before meeting with the Library Board, you may wish to consider speaking with Susanna Hubbard Krimmer, Chief Executive Officer & Librarian (CEO). She would be pleased to answer your questions and work to resolve your concerns. Her office can be reached by emailing susanna.krimmer@lpl.london.on.ca or by calling 519-661-5145.

If you want to take your questions or concerns directly to the Library Board, you can ask to be a delegation at a meeting of the board.

What do I need to do to speak at a Library Board meeting?

To let the Board know you are interested in speaking, you would complete an Application for Delegation Status. The application is on the Library’s website, or is available by calling the CEO’s Office at 519-661-5145.

The application can be submitted via e-mail to jan.white@lpl.london.on.ca; by fax (519-663-5396); or through regular mail (London Public Library, 251 Dundas St., London, ON N6A 6H9).

If you have a disability that requires assistive services, methods and/or devices, let us know and we will work with you to enable that you have access that takes your disability into account.

You will be contacted by Jan White after your application has been received in order to arrange the date, time and place for you to speak.

Should I provide a written copy of my presentation to the Board?

You are welcome to provide a written copy of your presentation but it is not necessary. Written comments may also be sent without speaking to the Library Board.
Brief notes will be taken during your presentation as a record for the Board. Presentations and/or information provided to the Library Board will become public information and may be communicated by the library to others.

**When does the Board meet?**

The Library Board holds its regular public meeting at 5:30 pm on the 3rd Wednesday of each month except July and August. Delegations are usually scheduled at the beginning of the meeting. Please check the Library’s website for meeting details or ask one of our staff.

**Are there any other opportunities to provide input?**

We always welcome your comments through letters, emails, “How Did We Do Today” comment cards and the Customer Satisfaction Survey on our website.

The Library Board may schedule public participation meetings on specific topics from time to time. There will be notice for these meetings, as well as instructions on how to participate, on the library’s website, in its Access Magazine, and occasionally through other advertisements.

**When do I have to have my application in to speak at a Board meeting?**

Your request should be received no later than 4:30 pm on the Monday prior to the Board meeting.

**What should I do at the Library Board meeting?**

- Please arrive a little early for the meeting so that the Board knows that you are there.

- You will have 5 minutes for your presentation. If there are several delegations you may be asked to speak for a shorter time in order to accommodate others.

- Act with respect and consideration for others and adhere to the LPL Charter of Rights and the rules of procedure of the Library Board.

- Please refrain from using the names of individuals, staff or members of the public in order to protect their privacy.

- Board members may ask you questions to clarify the information you have presented or request further information. Staff may be asked to comment on the information provided.

- Once you have made your presentation and the Board has finished asking questions, you will not be able to make any further comments at the meeting.
What happens next?

The Library Board will proceed with regular business on the agenda once your delegation has been completed. You are welcome to remain through the remainder of the meeting.

How will I know what the Board decided?

No decisions are made based solely on the information you provide as a delegation. The Library Board will consider all relevant information, viewpoints, ideas and opinions.

You can find information on Board decisions in the minutes of the meeting you attended, posted on the Library’s website at http://www.londonpubliclibrary.ca/node/197 or you can contact the CEO’s office at jan.white@lpl.london.on.ca or call 519-661-5145.

Thank you for inquiring about delegations to the Library Board. We encourage you to participate!