

InsideOLBA

Spring 2015

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Message from the President



It is with a great deal of pride that I assume the 2015 leadership of Ontario Library Boards' Association (OLBA) and I would like to thank the Membership most sincerely for their support. I will work hard to uphold your trust and confidence in me. One of my first tasks is

to communicate with the Membership through this newsletter, to keep you advised of the work that OLBA Council is embarking upon in 2015.

As many of you may be aware, I was OLBA's President in 2008 when I had been with OLBA Council for less than one year. Although I had a good idea of the challenges that my own library board was facing, I had yet to discover those at a provincial level. The more I came in contact with other library boards, the more I became aware of the commonalities that exist amongst library boards; that boards of small, large, urban and rural libraries, to one degree or another, needed to focus upon board training and development in order to provide their libraries with sound leadership, based on good governance practices.

/Leadership by Design – The Next Generation

Over the years, OLBA Council has strived to address the issue of board training and development through networking opportunities, sponsorship of various workshops at Super Conference and OLS North Conferences...

but above all, through its cornerstone educational resource, *Leadership by Design*, which came into full force in 2008. However in 2014, it was decided that in order to keep this resource timely, current and responsive to PL Boards' needs, *Leadership by Design* was due a makeover. So thanks to a partnership between the Ontario Library Association and the Federation of Provincial Libraries, *Leadership by Design, The Next Generation* has been developed. There's much more information on this exciting new program within these pages!

/OLBA Council 2015

Last Fall's municipal elections brought about a number of changes in the composition of library boards. Since OLBA Council is composed of serving library board members, those changes resulted in a number of new faces at the Council table. On behalf of OLBA, I am very pleased to welcome four new, Regional Representatives to Council, namely:

- **Andrew Porteus** – Niagara on the Lake PL Board (represents Central West Region)
- **Kerry Badgley** – North Grenville PL Board (represents Eastern Region)
- **Nancy McLuskey** – Haliburton Co. PL Board (represents Central East Region)
- **Eileen Johnson** – Greenstone PL Board (represents Northwest Region)

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These new members have hit the ground running and bring fresh ideas, perspectives and enthusiasm to OLBA. We welcome them and know that each will find their term as a Regional Representative to be a rewarding and fulfilling experience. Your Region Rep will be contacting you in the near future.

On that note, OLBA still has an open spot for a Regional representative for SW Ontario. If you are a member of one of [OLBA's Member Boards within this region](#) and have an interest in representing your region while learning about the provincial library world, please contact me.

/Super Conference 2015

OLBA offered five bursaries to the Northern and Near North library boards to assist one of their members in attending Super Conference 2015. This was conducted by a lottery draw from the applications we received [Pierre Mercier, VP of OLBA and the Bursary portfolio holder conducted the draw... and assured OLBA that it was duly witnessed by his chickens!]. In return, OLBA asked for their impressions of the conference, what they learned and what lessons they took back to share with their respective boards. Their stories are in this issue.

From the feedback provided to the Super Conference planners, the one-day, Trustee Boot Camp was a resounding success. There were 126 persons in attendance. All comments and critiques provided by the attendees will be carefully monitored and the suggestions taken into serious consideration to make next year's Boot Camp even better!

/InsideOLBA

This year, *InsideOLBA* has an editorial team of two, Don Lynch, Past President, and Kerry Badgley, Eastern Region Representative. Amassing articles of interest to PL Boards can be a difficult and arduous task, and I know that Don and Kerry would love to receive submissions from your board. Your libraries' success stories, challenges or questions can be shared with your peers through this medium and all are welcomed.

This newsletter is produced twice a year, in the Spring and Fall, in an electronic format. The selection of an electronic version was a difficult decision for OLBA, but one that we were forced to adopt as the rising costs of printing and postage made a mailed-out edition cost prohibitive. However, OLBA is aware that some areas of our province have limited access to high speed Internet connection and so for those boards within these areas, a hard copy will be sent to your library upon request.

/In Conclusion

There are many more items on which I could report, but I don't want to evoke the wrath of my editorial team who strive to keep articles to 1,500 words! In conclusion may I say that I look forward to serving the Membership this year, wholeheartedly welcome any suggestions on how your boards' needs may be addressed by OLBA Council... and I urge you to check the [OLBA website](#) and LearnHQ as we develop sessions to address your board's training and development needs!

Lynn Humfress-Trute

2015 President, Ontario Library Boards' Association
trute@execulink.com



Super Conference planner, Beth Phieffer with President Lynn Humfress-Trute. Photo courtesy of Ian Hunter.

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Greetings From the Editors

Don Lynch and Kerry Badgley

OLBA welcomes all new library boards. For some it's a return to familiar business but for others it's an adventure into uncharted territory. *InsideOLBA* strives to provide informative and entertaining articles that will assist and enlighten public library board members. This is your publication and, while we do our best to address the needs of the membership, we recognize that there is always room for improvement.

Perhaps you can help make this newsletter even more informative. You may not consider yourself a writer but you may have an interesting story to tell. Our editorial guidelines are available on request. Let us know what you think. We love compliments but we're always open to constructive criticism.

What's Inside

The first issue of the year is always the most difficult to put together. It was made a more difficult task with the recent turnover in boards and on OLBA Council. Super Conference was only two months ago, and several of the articles contained herein relate directly to the largest library gathering in Canada. Other articles are of a more general nature but still relevant. We hope you enjoy the material presented.

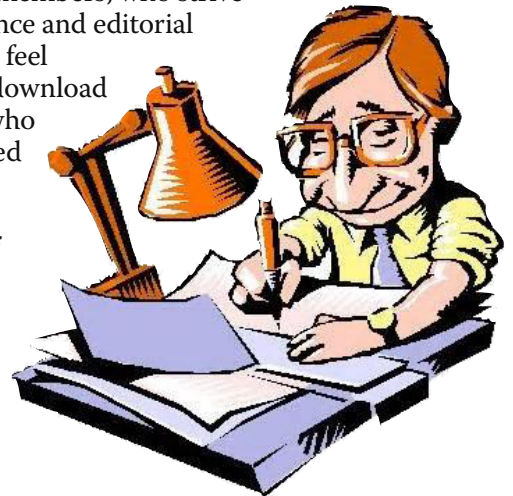
Missed an Issue or Specific Article?

Back issues of all of OLA's newsletters are available on the website: www.accessola.com/publications. Click on *InsideOLBA* to find a drop down menu with all the back issues of the newsletter. Click on the one you want and download the pdf.

Thank You!

Thank you for being an involved volunteer and serving your community by sitting on your library board. Thank you for reading *InsideOLBA*, a publication written by and for library board members, who strive for good governance and editorial excellence! Please feel free to share the download link with others who might be interested and encourage them to become regular readers of *InsideOLBA*.

Don and Kerry



ANNOUNCEMENT: Trustees & CEOs in Trustee Council 5 (Durham Region)

After the discussion at last fall's Trustee Council, it was suggested to have a board orientation session following this April's meeting. So for Durham Region libraries, SOLS (Southern Ontario Library Service) will be holding a training session open to all board members on Saturday, April 18 beginning at 1:00 pm and running until 4:00 pm.

The training session is free of charge, and will be held at Scugog Memorial Public Library, 231 Water Street, Port Perry, Ontario.

The session will be of interest to new and returning trustees and will be in a workshop format with discussion and dialogue, facilitated by SOLS consultant

Rob Lavery. Trustees are encouraged to bring with them a copy of OLBA's *Cut to the Chase*.

For purposes of numbers and room set up, please contact Rob Lavery at the contact info below to register for this training event.

Rob Lavery

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Super Conference 2015 Trustees' Boot Camp

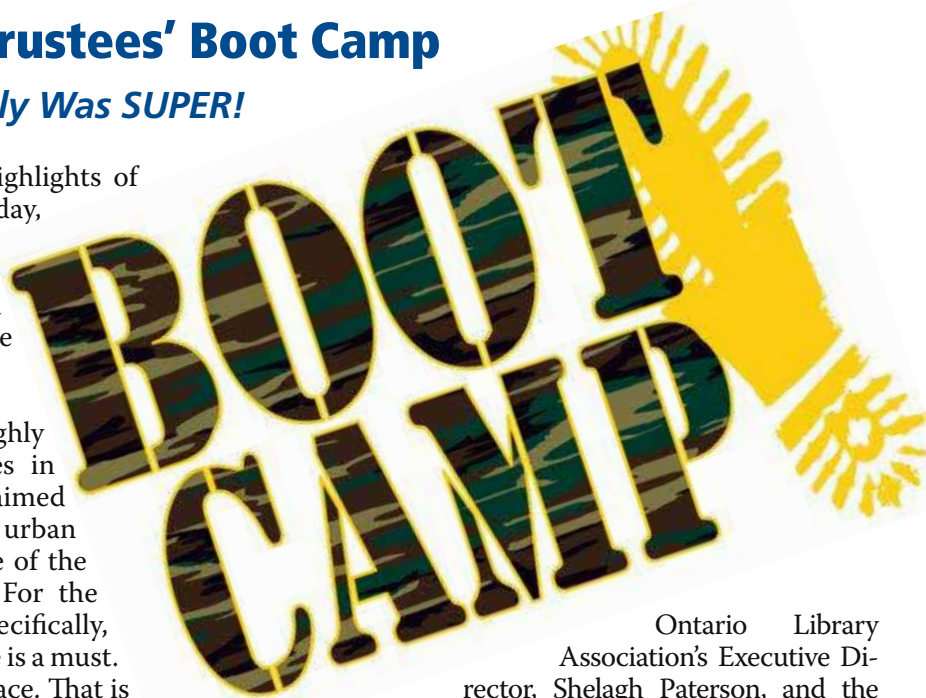
Part of the Conference That Really Was SUPER!

For Public Library Boards, one of the highlights of Super Conference 2015 was the Saturday, day-long Trustee Boot Camp, designed to cover topics of specific interest to boards. 126 enthusiastic people attended the event and the resulting feedback received was positive and very encouraging.

The Spotlight speaker was Gord Hume, a highly respected commentator on municipal issues in Canada. His fifth book, *Places and Spaces*, is aimed directly at municipal leaders, elected officials, urban planners, and anyone interested in the future of the places where we live, work, and socialize. For the library world, and library board members specifically, forward thinking with an eye on the big picture is a must. A library should be a warm and welcoming place. That is a difficult proposition in a sterile building surrounded by other sterile buildings in a sea of concrete. If a new library is in your future, consider the environment and the people who will be interacting in it.

Also presenting at the Boot Camp was Anne Marie Madziak, from the Southern Ontario Library Service. Anne Marie's presentation was *The Effective Governance Partnership: What It Takes To Sustain It*. As she explained, a healthy, productive partnership between the Library's CEO and Board is crucial to effective governance and to the successful delivery of library service. Challenging situations were analyzed and positive outcomes were discussed. There was also an exploration of the success factors that contribute to a healthy, productive partnership and good decision making.

The Duties and Liabilities of Directors and Officers of Public Library Boards was the title of the engaging presentation from a legal perspective by Terrance Carter LL.B, a not-for-profit & charity law specialist. Terry, a renowned legal expert in the field of not-for-profit law, provided an eye-opening insight into all the various pieces of legislation that have an impact on the duties of public library boards. This topic was one that OLBA sought to have as part of the Boot Camp, as many times over the past years we have been approached for an interpretation of a piece of legislation. Often, this was beyond our scope of knowledge and so OLA granted us funding to approach a legal expert. Terry will be working with OLBA throughout this year and conducting more research on our behalf. Please check our website for information as it unfolds.



Ontario Library Association's Executive Director, Shelagh Paterson, and the Executive Director of the Federation of Provincial Libraries, Stephen Abram unveiled *Leadership by Design – the Next Generation*. They outlined the sectors of an exciting and new board development and training program that encompasses the training needs of boards as they progress through their four-year term of office.

Handouts and other material from the presenters of various sessions, including the Saturday Boot Camp, have been posted online for your convenience. Here's the link: www.olasuperconference.ca/conference-presentations-and-materials. Be sure to check out the valuable information provided by Terrance Carter on Saturday.

If you attended Super Conference 2015, we would really like to know more about your experience. Please take a few moments to complete the survey to help planners get ready for the next big event in 2016. Here's the survey link: www.surveymonkey.com/s/OLASC15. ■

SUPER CONFERENCE 2016

Don't let another year go by without planning on at least one board member attending the preeminent Library conference in Canada. Make sure your budget includes Super Conference!

Leadership by Design – The Next Generation

Strengthening Public Library Board Performance: A Four Year Learning Cycle

In 2008, one of the largest issues that OLBA Council faced was trying to understand how library board members' training and development was applied; it appeared to Council that the sources of information were complex and varied and the application of board training varied widely. Thanks to a grant of \$25,000 issued to OLBA by the Ontario Library Services as part of their \$15 million grant from the Ministry of Tourism, Culture and Sport, OLBA was able to engage the services of consultants and so *'Leadership by Design'* was created. This static, online program quickly became the cornerstone, educational resource for public library boards and contained within its modules outlines of the duties and responsibilities of public library board members as well as best practices and links to other resources.

Fast forward to 2014, and in an effort to ensure that the content of *Leadership by Design* was updated and continued to address the learning needs of Public Library Boards, the Ontario Library Association, working through its OLBA Division, partnered with FOPL (the Federation of Public Libraries) to review the content of *Leadership by Design*. Through consultation with many experts in library governance practices, and funded by a grant from the Culture Development Fund from the Ministry of Tourism, Culture, and Sport, an updated learning resource, *'Leadership by Design – The Next Generation'* has been created. This resource is designed to assist public library boards in strengthening their performance and effectiveness in their four-year term of office.

This exciting, new initiative will build upon the structure of *Leadership by Design* to create new tools that will be of the greatest assistance to boards as they move from year one through to year four.

Through the support of the Ontario Library Services, North & South, *Leadership by Design – The Next Generation's* program will be available at no charge, and primarily online via Learn HQ.

YEAR ONE: Orientation

Board Effectiveness and Understanding Your Community;
Effective board meetings;
Roles and responsibilities (board, staff, municipality, etc); and
Annual Reports, Budget Development, Legislative Frameworks.

YEAR TWO: Assessment

Board assessment;
Community trends, relationship audits;
Measurement strategies; and
CEO performance review.

YEAR THREE: Strategic planning

Reviews;
Environmental assessment;
Communication, advocacy, influence; and
Risk management, threat awareness.

YEAR FOUR: Legacy and Succession

Board assessment strategies;
Legacy documents;
Preparing for the next board; and
Recruitment for competencies

These topics are what you may expect in the upcoming months. Albeit in a somewhat different form, *Leadership by Design* will continue to be a major part of OLBA's *raison d'être*, and *Cut To The Chase*, the best, four-page summary of Public Library Board's duties and responsibilities along with a clear differentiation between operational and governance roles, will continue to be available through the OLASore.

It is the fervent wish of OLBA that **EVERY** public library board inculcates these learning modules into their board meetings as part of an ongoing board training and development program. Please watch for website and listserv announcements of the unfolding learning opportunities! ■



Super Experience... Lasting Memories

by Pierre Mercier



**THINK IT.
DO IT!**

Toronto, ON
January 28 – 31, 2015

Every year OLA sponsors an event that attracts motivated library professionals, library board members, dozens of knowledgeable presenters, as well as industry vendors, and dedicated, enthusiastic volunteers. In a flurry of activity over four days, delegates are exposed to new ideas, developing trends, and countless networking opportunities. It is a conference that truly is SUPER! As usual OLBA was able to provide financial assistance which permitted five library board members to attend who otherwise would not be able to travel to Toronto.

The winners of the OLBA Super Conference Bursaries joined with over four thousand other attendees at the annual event where the superlative has become the norm. This year's Conference theme, *Think It, Do It!*, was apt for all attendees but especially so for our five winners who travelled from far flung parts of Northern Ontario to participate in the extravaganza.

OLA Super Conference Bursaries help Northern Ontario Library Boards in defraying the significant costs behind sending delegates to the Conference. Each bursary includes free conference registration, and reimbursement for travel, accommodation, and meals. Travel from these far flung regions can be a lengthy and daunting prospect in addition to being costly.

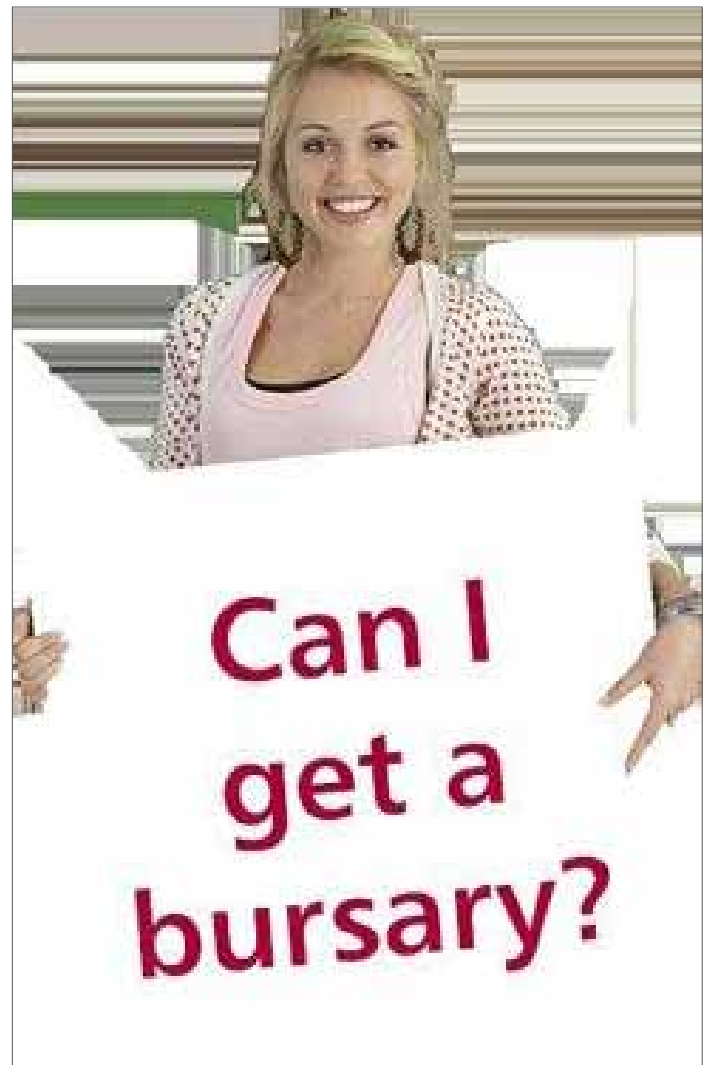
Two bursaries each are available to Boards in the Northeast and in the Northwest, while one is available to Boards in the Ottawa Valley/Near North as defined by SOLS Trustee Council 7. The amount of each bursary is weighted to correspond to relative costs of travel from these three regions.

The bursaries are available to members of Boards who are, in turn, members of OLBA, and who have never attended the conference before. Attendance for the full conference is required and the winner must be able to cover expenses in excess of the bursary.

This year provided some additional challenges to the process due to the Municipal elections. Most Boards did not even know who their members were until just before the conference. Because of the co-operation and accommodation of OLA staff as well as the OLBA executive, the deadline for the draw was extended to January 9th. The extension paid off as there were eleven applicants for five bursaries.

The bursary winners are asked to provide summaries of their experiences at the conference. Beth McKinlay, a one year veteran of the Sioux Lookout PL Board enthusiastically endorsed her experiences at the Conference. "As an involved board member I'm always looking for opportunities to increase both my knowledge and skills, as well as connect with other groups and individuals who share the same interests. Attending the 2015 Super Conference offered me the chance to do just that. It was amazing to be in the company of librarians, board members, vendors, writers, booklovers, educators, and the organizers who made the event so successful. I spent four days happily networking, socializing, and attending entertaining and informative keynote addresses (such as cartoonist Seth's discussion on nostalgia, aesthetics, and inspiration), and a number of invaluable workshops."

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Cathy Lamb from the Whitestone Hagerman PL Board found the experience very rewarding: “Thank you for the opportunity to attend this very exciting and dynamic conference. It took a great deal of work from countless numbers of people and the efforts are appreciated. Winning the bursary was wonderful and allowed me to attend an educational event that I otherwise would not have been able to attend.”

Toni Nanne-Little from Sault Ste. Marie was even more effusive in her enthusiastic summary of the event: “The keynote speakers shared their experiences and acquired wisdom about the change process...future trends and opportunities, leadership and governance. Session offerings were broad and diverse, offering participants a multitude of choices...to get ideas, to give ideas, to solve problems and most importantly, to network. Social events were structured to encourage networking and reconnecting.”

The bursary winners were especially enthusiastic concerning Saturday’s Board Boot Camp which was heavily

attended by both Board members and CEO’s. Toni felt these sessions “gave Board members, both newly appointed and seasoned, the chance to network and learn more about governance and the important role library boards and libraries play to ensure accessibility to knowledge. A personal highlight was speaker Gord Hume, who pushed our thinking about public spaces and places. Finding out specifics about governance legalities and responsibilities of boards was good information, especially as a new board member.”

Be sure to watch for announcements about next year’s Bursary Draw that will appear on the [Super Conference website](#) and in *InsideOLBA* next fall. Until then, we’ll conclude with Beth’s ringing endorsement of OLA’s Super Conference:

“It is moments like these, when we’re in the presence of people who are engaged, excited, and connected, that really leave you with an understanding of how important an event like Super Conference truly is. I hope more people have a chance to experience what I have been lucky enough to be a part of. Thank you again for this amazing opportunity.” ■

Places & Spaces

by Gord Hume

I have always believed that libraries are one of the very best investments of public dollars that a municipal council can make. The opportunities that libraries have to serve their communities are remarkable.

One of the important trends for libraries is the harmonious union of public places and spaces. In the digital age, it is about how society is accessing information and the traditional, powerful role of libraries in collating dispensing and sharing information.

These emerging roles for libraries start with the public realm and how it is changing. As housing units, particularly in urban metro markets, become more expensive and therefore much smaller (micro-suites in high rise buildings are now coming in at 250-295 sq ft!), young grads and people starting their careers often realize that they can’t afford a house. By the 2020s, the largest form of housing unit will be single person residences.

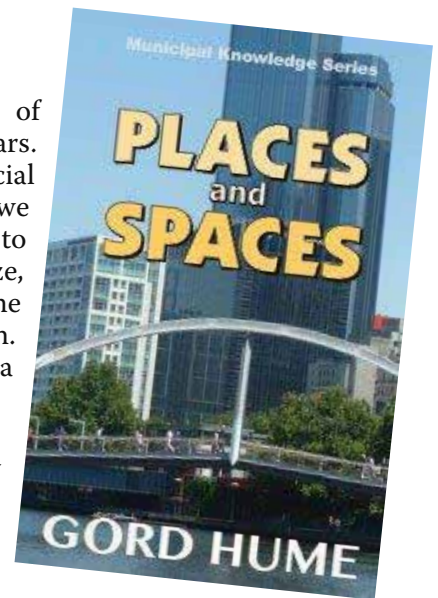
As a result, these smart young people are going to use their downtown residences for storing clothes, sleeping and personal things...but they will increasingly live their lives in the public realm. Public places and spaces are where they will socialize, entertain, walk their dogs, celebrate, share, party, sit quietly, meet friends and enjoy urban life. Public transportation will be their routine form of

transportation; many of them will not own cars. In an increasingly social media driven society, we will need to find ways to connect and socialize, and that will be done in the public realm. Libraries can play a huge role.

Successful cities in Europe have understood for generations that creating these public meeting places—the piazzas of Italy, the pubs of England, the squares of France—are where people connect, meet and socialize. North American cities are just beginning to understand this new dynamic. And it is exacerbated by the growing desire to avoid a 2 ½ hour commute every day, so more and more people want to live where they work.

Libraries are ideally positioned to take advantage of these new social and community opportunities. *Places and Spaces* is a comprehensive look at the public realm

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and how cities and towns are designing, re-designing, shaping and building new public environments. Smart cities are looking at everything from the width of sidewalks to allowing bars and restaurants to leak onto the public spaces to help bring style and verve to their city.

But to play a significant role in this emerging society, libraries have to continue to evolve. They must look at their own public spaces and understand how to best appeal to these new target audiences.

Smart cities are becoming much more innovative and inventive about using the public realm. For example, Boston has created an adult-only park. It features LED-lit swings, a bar, live music, games for adults, and much more—and is wildly successful.

The Museum of Natural History in London, England now offers adult sleep-overs inside the museum (“Dino-Snores”). Art galleries routinely offer cocktail parties to kick-off exhibits. Libraries shouldn’t be afraid of trying bold new ideas to ingratiate themselves with their various publics. Library boards should care about turning some of the many more feet-on-the-street into their libraries.

New Central Libraries in Halifax, Calgary, London and other cities are recognizing these new social trends by including things like a performance theatre, cafes, roof-top public places, First Nations reading circle and many more amenities.

The library in Innisfil, Ontario has created an “Idea Lab” to promote “creative commotion” with young people. The library offers a laser cutter, 3D printer, green screen, digital media lab, robotics, vinyl cutter, sound studio and much more. Hardly traditional library services, but it has created a lot of buzz amongst young people who are now connecting with their library.

Libraries must market themselves more aggressively. Too often libraries and library boards have been passive in building strong relationships with City Councillors and government officials. You can’t wait until the annual budget presentation—you need to be developing that strong foundational relationship before you ask.

I think libraries have too often been shy about celebrating the role they play—and can more extensively play—in the economic development and prosperity of their municipality. This is an important opportunity for libraries that Councils and Economic Development Commissions rarely understand.

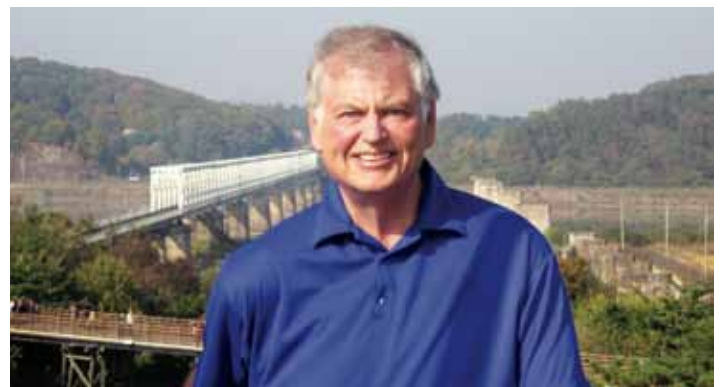
When young people graduate they want two things—a great job and a good community in which to live. Their assets are brains and technology skills, and those are very transportable across borders. That’s why we’re in a global hunt for talent. And it is becoming apparent that the kind of community civic leaders build, the vibrancy of their town or city, the bustle of a strong downtown, the civic amenities like libraries and parks that they offer, are key factors for people deciding where they want to live, work, invest and raise families.

Libraries can link with these young entrepreneurs and workers by offering (free?) meeting space for a day: start-up companies can bring their people, fire up their computers, and spend the day brain-storming at their library. Providing information and research, helping with corporate needs, finding paths through government labyrinths and guiding their information needs are all important roles for libraries.

So is promoting literacy, ESL and other programs to raise a community’s numeracy and literacy levels. This may be a traditional role, but it is critical today for many municipalities and can directly improve the local GDP. Libraries need to take more credit for their contributions to the economic success of communities.

These are just some of the things I touched on in my keynote speech at the OLA Super Conference in Toronto. It is an exciting new world for municipalities and for libraries, but not a time for timid actions by library Boards. They need to inform and educate their council members about the critical contributions libraries make to the social, economic, cultural and environmental advances in their community.

Libraries will help to shape municipal futures. That is why what you do is so critical to creating smart, prosperous and sustainable communities. ■



Effective Governance Partnership: What it Takes to Sustain It

By Anne Marie Madziak, a Library Development Consultant with Southern Ontario Library Service (SOLS)



In the increasingly complex environment in which public library boards operate, it is crucial to successful governance that boards develop a strong partnership with their CEOs. It is absolutely necessary that board decision-making be supported by the CEO providing relevant and timely information, and recommendations that help the board understand the decisions they are making. At the same time, the work of CEOs is

challenging, complex, and, at times, political, and it is just as true that CEOs need the support of the board. It is very important that board members have a solid understanding of the many roles and responsibilities played by the CEO. It is only when boards understand the many demands of the CEO position, and the municipal environment in which the CEO and the library operate, that they can, in fact, be helpful. Indeed, both the CEO and the board need to recognize that a key responsibility of their respective roles is to help the other fulfill their responsibilities in a way that leads to library success.

Having considered the power dynamics in countless real life board CEO relationships, it is my contention that the only scenario that leads to effective governance is a strong board and a strong CEO that commit to working together. A strong board with a weak CEO is not as capable of making decisions that are in the best interest of the library. A weak board with a strong CEO ends up rubber stamping the CEO's recommendations, an overly simplistic approach to governance that denies the board its authority. A weak board and a weak CEO tend to find themselves in endless conflicts that get in the way of the real work of governance. A strong board and a strong CEO, on the other hand, help each other be successful in governing, leading and managing a library that successfully meets the needs of the community.

There are four factors that create a helpful framework for developing a board CEO partnership that focuses on making good decisions that are in the best interest of the library and the community. Those factors are: clarity; interdependence; communication; and trust. Clarity refers to both parties developing a comprehensive understanding of and respect for each other's roles

and responsibilities in leading the library to success. Interdependence refers to the simple but powerful fact that the board and CEO need each other to be successful. It is not possible for one of them to govern successfully without the other; they can only do it together. Communication is the vehicle by which the other factors and the partnership are achieved. The CEO and the board need to commit to regular, ongoing, formal and informal communication and develop practices and systems that support two-way communication. Trust is the result of working together, respecting each other's authority, sharing leadership of the library, and committing to acting in the best interests of the library, all the while communicating frequently and in a manner that is helpful. The board and the CEO trust each other to make good decisions that serve the community well. This is successful governance! ■

...it is my contention that the only scenario that leads to effective governance is a strong board and a strong CEO that commit to working together.



The Relationship Between Friends, Staff and The Library Board

By Jami van Haaften, Treasurer, Friends of Canadian Libraries

Friends of the Library and Library Board Trustees have much in common. They share a passion for their library. They are involved in advocacy and fundraising efforts; and they volunteer their time to make the library a success, by enhancing programs, services and collections. How can you contribute to an organizational culture that provides a supportive, co-operative and welcoming environment for your Friends of the Library?



Arms Length Relationship

The Friends of the Library are an independent, autonomous group. Their mission is to support the library.

There are examples, especially in smaller libraries, where a Library Board Trustee may be a member of the Friends group. In fact, the initiative to form a Friends of the Library group is often taken by a

Library Board Trustee. However, the Trustee should be careful not to direct activities of the Friends or take part in their decision-making process. The membership should be ex-officio, so that the Trustee is not voting on or directing the business matters of the Friends.

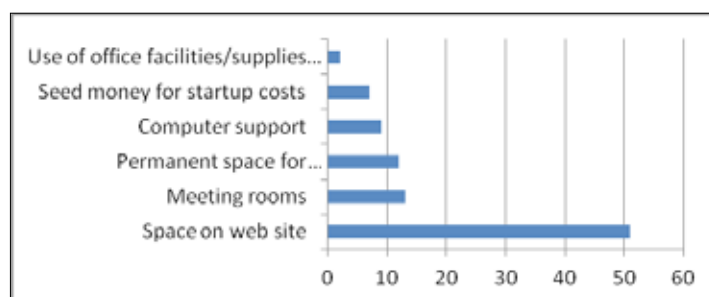
The roles and responsibilities are best outlined in a chart produced by the Southern Ontario Library Service. This excerpt underlines the distinction between library governance, management, day-to-day operations, and the support role played by Friends of the Library groups.

Communication

One method of improving communication and avoiding confusion and misunderstanding is to have liaison between the Friends and the Library Board, and the Friends and the library staff. A member of the Friends group can attend regular meetings of the Library Board, and vice versa. This will help the Friends understand the Library Board's priorities and goals. Friends could provide a monthly report to the Library Board to keep

them informed of Friends activities. The library's CEO or a library staff member attends Friends meetings. They can update the Friends on library programs and services, answer questions, help to schedule events such as Friends' book sales into the library's calendar, and bring a 'wish list' of funding needs.

In a national survey of Friends groups, conducted by Counting Opinions in 2010, we found the relationship between the Friends and the Library Board appears strong. A member of the Library Board attends Friends meetings and vice versa (21%). The Library director is ex-officio member of Friends Board (15%). Almost half (43%) report a library staff member is dedicated to the Friends group.



The communication should be open, two-way, and respectful. The Friends should provide regular updates, or at the very least, an annual report to the Library Board, which summarizes activities of the past year, money raised, and expenditures. Good communication will make everyone aware of what is going on, through newsletters, the exchange of minutes of meetings, and information conversations.

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	BOARD	CEO	STAFF	FRIENDS
Role	Policy and planning; accountability	Administration Planning and procedures	Implementation Administration as delegated	Fundraising Volunteer support
	ADVOCACY			

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Support/Sustain

Support from the library comes in many forms, according to the 2010 survey, ranging from seed money to get started, presence on the library website, use of meeting rooms, space for sales, book storage, and free parking.

Volunteer Management

In many Friends groups, library staff play a role in volunteer management, in order to ensure members of their Friends group have received the necessary orientation and training. The Friends are your library ambassadors both in the library and in the community.

“No matter how well intentioned volunteers are, unless there is an infrastructure in place to support or direct their efforts, they will remain ineffective at best . . .”

(www.ppv.org)

They should be knowledgeable about the facility, health

and safety aspects of their tasks, and able to respond appropriately to questions. Job descriptions, informal supervision and some skills training to take advantage of a volunteer’s experience and interests will make the volunteer feel their contributions are valued.

“40% of volunteers stop volunteering because of one or more poor volunteer management practices”

(www.urbaninstitute.org)

Volunteer recognition, both formal and informal, is important. It should be ongoing. Do library staff members know the names of their Friends who are in the library regularly? Do they say “thank you”? Is there an annual social event where volunteer hours are recognized? All of these strategies will improve volunteer enthusiasm and commitment.

Invest in your Friends. When Friends feel supported and valued, they will give of their time and energy to the Library in many ways. ■

Awards

The OLA recognizes outstanding achievements in the world of public libraries through two major awards.

The W.J. Robertson Medallion

The **W.J. Robertson Medallion** is presented by the Ontario Library Boards’ Association (OLBA) to a public librarian who has demonstrated outstanding leadership in the advancement of public library service in Ontario. Members of both OBLA and the OPLA (Ontario Public Library Association) may nominate, but it is the OLBA President who presents the award at a special reception during Super Conference.

Who was W.J. Robertson and why is there an award in his name? William John Robertson was a founding member of the Ontario Library Association. The thirty three “originals” that established the first constitution at the first annual meeting of the Association in April, 1901, were a very distinguished and active group, and W.J. Robertson was among the most prominent. Robertson became the fourth President of the Association in 1905 and the first trustee to be elected into the position. He was twice Chair of the St. Catharines Free Library Board. This provincial award recognizes and honours significant contributions to the library profession.

Criteria and Eligibility

1. The nominated candidate must be a professional librarian working in an Ontario library for all or at least part of the calendar year in which he or she is honoured. Librarians from small, medium and large libraries shall be given equal consideration.
2. The selection of the nominated candidate will be based on significant contributions in at least one of the following criteria:
 - a. Demonstrated innovation in the advancement of the library profession
 - b. Promotion of library services through any means of dissemination of information
 - c. Demonstrated creative uses of technology in the delivery of library and information services.

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- d. Creation of original work, regardless of the medium used, that contributes substantially to the improvement of library services.

Librarians currently serving on the OPLA Council are not eligible for this award (That wouldn't be fair).

Nomination Procedure

Any member in good standing of OLBA or OPLA may nominate someone for the W.J. Robertson Award by submitting the Nomination Form. In addition, nominators should submit a dossier by email to [Beckie MacDonald](#) by **November 1**. This should include evidence to support the nomination, potentially including but not limited to:

- Nominee's work history and significant positions in libraries

- Evidence of nominee's contributions Examples of leadership and innovations, as in special projects, new services, community partnerships, etc.
- Letters of support from those who have been impacted by the nominee
- Press clippings or other material demonstrating recognition of nominee's impact

The OPLA Council will appoint the Selection Committee. It will be composed of three OPLA members and will include at least one OPLA Councillor.

Nominees who are not selected may be re-nominated in subsequent years with the submission of updated documentation.

In the event that no nominations of sufficiently outstanding achievement are received, the award will not be presented that year. ■

The James Bain Medallion

The James Bain Medallion is awarded to a library board member who has demonstrated outstanding leadership in governing a public library in Ontario. This annual province wide award recognizes and honours the best contributions and efforts of board members who govern public libraries.

Who was James Bain? In 1901 he became the first President of the Ontario Library Association and the first Chief Librarian of the Toronto Public Library, a position he held from 1883 until his death in 1908. As Chief Librarian, he was occupied with building both the library's collection and new branches In 1903, Bain secured Carnegie funding to build a new central library and three branches, Yorkville, Queen and Lisgar, and Riverdale. After his death, the library received a second Carnegie grant to build more branches. Seven of the ten Carnegie libraries are still open as branches of the Toronto Public Library.

The procedures for nomination and selection are similar to those for the Robertson Medallion.

Criteria & Eligibility

1. The nominated candidate must have served on a public library board for at least part of the calendar year for which he or she is honoured. All nominated board members from small, medium and large libraries are given equal consideration.

Board members currently serving on the OLBA Council are not eligible for this award. (That

wouldn't be fair either.)

2. The selection of the successful candidate will be based on significant contributions in at least two of the following criteria:

- Demonstrated cohesive leadership in library governance resulting in an effective and responsible library board;
- Significant accomplishments toward the advancement of library services and the development and implementation of sound policies;
- Strong advocacy for the significance and importance of the library's role in community development and for strengthening the image of the library as a contributor to the economic and cultural development of the city, town or county;
- Awareness of the changing needs of the community and evidence of community partnerships;
- Demonstration of good judgement in implementing ideas which have increased service delivery and efficiency;
- Ability to motivate, inspire and influence civic or provincial leaders to ensure that the library meets the informational, educational and recreational needs of all citizens with adequate financial support;

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- Awareness and vision of innovations and opportunities available within the library sector to meet the needs of their future patrons.

Nomination Procedure

A public library board member who is a member of OLBA or a librarian who is a member of OPLA must complete the award nomination form and prepare a nominating statement citing examples of how the candidate meets the criteria. Letters of support are welcome.

Fill in the nomination form and email your letters to [Beckie MacDonald](#) by **November 1** including:

- the nominee's library service at the local, provincial, national or international level
- library Board affiliation(s) and positions held
- an assessment of the nominee's contributions to library development
- examples of outstanding leadership in the

- advancement of public library service in Ontario
- other important considerations

Each nomination must be sponsored by at least two members of OPLA or OLBA and must be submitted by November 15 of the current year. The OLBA Council will appoint the Selection Committee which will be composed of three OLBA members and will include at least one OLBA Councillor. Nominees who are not selected may be re-nominated in subsequent years with the submission of updated documentation. In the event that no nominations of sufficiently outstanding achievement are received, the award will not be presented that year.

Nominations won't be accepted until September, but now is the time to review the selection criteria and prepare your supporting documents for worthy candidates. Remember that you as a member of OLBA may nominate a deserving public library member for the W.J. Robertson Medallion and the James Bain Medallion for an outstanding member of a public library board. Excellence should be recognized. I

Niagara Public Libraries OnBoard

A symposium for library board members serving throughout Niagara Region, hosted by the Lincoln Public Library Board will take place in early April. Geared to the interests of all board members (new and experienced), the program features topics and speakers to enlighten and inspire you in your library governance and community leadership role.

When and Where:

Saturday, April 11, 2015, 8:30 a.m. – 1:30 p.m.
Fleming Centre, 5020 Serena Drive, Beamsville, ON

For **more information** contact Maria Brigantino via email at mbrigantino@fepl.ca



Event Schedule:

Opening Plenary

Convener: Jill Nicholson, CEO, Lincoln Public Library

A session to kick off the day and allow participants to get to know each other and meet the program leaders

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Cut to the Chase: Library Governance at a Glance

9:30 a.m.

Convener: Janet Booth, CEO, Welland Public Library

Governing differs from managing. Boards don't run

an organization but ensure that it is properly run. This session will look at governance and how a board conducts business, how power will be divided and delegated between the Board and CEO, and how accountability is achieved.

Strong library governance depends on the board's attention to growing its performance. A new project, "Leadership by Design – Strengthening Public Library Board Performance: A Four Year Learning Cycle," currently in development by the Ontario Library Association (OLA) and Federation of Ontario Public Libraries (FOPL), will also be featured at this session.

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Presenters:

- Randee Loucks, Consultant, Building Strong Boards;
- Shelagh Paterson, Executive Director, Ontario Library Association (OLA);
- Stephen Abram, Executive Director, Federation of Ontario Public Libraries (FOPL).

* * * * *

Extreme Board Makeover

9:30 a.m. or 10:45 a.m.

Convener: Cathy Simpson, CEO, Niagara-on-the-Lake Public Library

One library board's journey to overcome leadership & organizational issues in the quest to become a 'dream board'.

Presenters:

- Terry Flynn - Councilor, Town of Niagara-on-the-Lake; Member, Niagara-on-the-Lake Public Library Board
- Andrew Porteus - Chair, Niagara-on-the-Lake Public Library Board; Councilor, Central West, Ontario Library Boards' Association (OLBA)

* * * * *

Public Library Strategic Planning in the Niagara Context

9:30 a.m. or 10:45 a.m.

Conveners: Monika Seymour, CEO, Niagara Falls Public Library, and Kirk Weaver, CEO, Pelham Public Library

This session will focus on the community profile work required for a good strategic plan, and highlight the board's role and staff roles in the strategic planning process.

Presenters:

- Hélène Golden - Consultant, Southern Ontario Library Service (SOLS)
- Mary Wiley - Executive Director, Niagara Connects

The Effective Governance Partnership: The Board/CEO Relationship

10:45 a.m.

Convener: Colleen Lipp, CEO, Grimsby Public Library

A healthy, productive partnership between the Library's CEO and Board is crucial to effective governance and to the successful delivery of responsive, relevant library

service. In this session, we will analyze a number of challenging situations and explore the success factors that contribute to a healthy, productive partnership and good decision-making. Together, we will identify strategies and best practices for sustaining the Board/CEO relationship.

Presenter: Anne Marie Madziak - Consultant, Southern Ontario Library Service (SOLS)

Closing Plenary

12:45 PM Convener: Margaret Andrewes, Consultant, Building Strong Boards

* * * * *

Keynote Address: "Library Leadership as a Public Library Board Member"

Jane Hilton, President, Ontario Library Association (OLA), Member, Whitby Public Library Board

Response Panel

Moderator:

Ann McLaughlin - President, Friends of Fort Erie Public Library; Former Chair, Fort Erie Public Library Board

Panelists:

- Lynn Humfress-Trute, President, Ontario Library Boards' Association (OLBA); Former Chair, Middlesex County Public Library Board
- Michael Petrachenko, Councillor, City of Welland; Former Member, Welland Public Library Board; Representative, Federation of Ontario Public Libraries (FOPL) ■



2015 OLBA Executive, left to right – Pierre Mercier, Vice President; Lynn Humfress-Trute, President; Don Lynch, Past President. Photo courtesy of Ian Hunter

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InsideOLBA

Ontario Library Boards' Association

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InsideOLBA describes the decisions and activities of OLBA leadership, explains OLBA program and provides news about Ontario's public library boards.

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OLBA COUNCIL MEETINGS

Next meeting:
June 13, 2015

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