

InsideOLBA

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The Beat Goes On!!

Don Lynch

It's a new year and the OLBA has a new President. The torch has been passed from 2012 President Frances Ryan into the capable hands of Kim Vares. Juggling her career with her OLA and OLBA duties, and traveling from Dryden in the north to Toronto four times a year (five times if we include Super Conference), Kim personifies dedication.

In an address given at Super Conference, she paid tribute to members of the library community:

"I know that as library board members, council representatives, and/or chief librarians you are passionate about your interests; dedicated to a common cause; selfless, putting the good of all before personal gain; generous of your time; and focussed as leaders in your communities. I know you are brave and adventurous; two qualities that as governing leaders of public libraries lead you to accept challenge, plan for change, and keep moving forward."

Kim might have been talking about herself but modesty, being another of her traits, would never permit such self-indulgence. She allows her actions to speak for her and in this regard the sound of that voice is already reverberating.

**... we wish you
well as you
assume the
leadership of
OLBA...**

"The OLBA will be here to support you in your work. We're working with you in mind and remain focussed on providing assistance to public library boards through information, education and training. As a Council collectively knowledgeable, dedicated and enthusiastic, the OLBA is supporting research for quantitative measures that further strengthen library services; collaborating with the Ontario Public Library Association and other OLA Divisions to share information relative for Library Boards with those who effectively run libraries; further updating, revising and enhancing Leadership By Design so that library board members have a reliable, accessible resource assisting them to lead effectively and meet challenges for libraries thrown forward."

OLBA's AGM, held during Super Conference, provided a platform for Kim to acknowledge and thank past and present Council members for their contributions and good work done in the furtherance of board development throughout the province.

"It is my pleasure to acknowledge the work of a couple of very dedicated women and their work to further the goals of the OLBA. To Shelagh Harris, who so generously has given of her time, over and over, to attend the Toronto Public Library meetings and very adeptly keep the OLBA in tune with their goals and accomplishments. As a past OLBA Council member, Shelagh has triumphed through bad weather, challenging conversations, and long meetings to share news from the TPL. On behalf of the OLBA, Shelagh, thank you for your generosity; dedication; guidance and collaborations. You have set an unparalleled example of selflessness and we sincerely appreciate your assistance and your friendship.

To Frances Ryan, Past-President of OLBA: As our leader over the past year, you have successfully met the challenge for collecting the thoughts, comments, suggestions, goals of all of these fine people head-on!

You have brought us to focus when we've scattered; you've listened and sorted out ideas and suggestions; you've guided us to reach goals and plan for new ones. I admire

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The Beat Goes On!!

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your strength and appreciate your ability to balance all the work of the OLBA and OLA with your personal goals and family dedications. On behalf of the OLBA, Frances, please accept our sincere thanks."

The work of the OLBA Council goes on. Kim has already put together a very ambitious work plan that will keep all members of Council busy in the coming months. Though the scope of libraries will continue to evolve in light of technological advances, one thing will remain constant. OLBA will be there to provide leadership in the field of library governance, guaranteeing that libraries in the future will continue to thrive and serve their communities well.

"It's encouraging how prevalent library services have become when we would have thought that the advancements in electronic word and social media

communication would have led to the demise of libraries. I watched Jane Piper in conversation with Amanda Lang from the Lang and O'Leary Report recently and I was interested to see some of the statistics flashed across the screen. Visits to the NHL 4.2 million; visits to public libraries 102 million; members include the young, who Ms. Piper suggests may be chewing on the corner of their first book, to the elderly who may now be listening to a good book with eyes too tired to read; how libraries are continuing to provide the warm, comfortable meeting space for which we're all looking."

Kim, we wish you well as you assume the leadership of OLBA and look forward to recounting your many accomplishments that are sure to come. ■

**Don Lynch, Vice-Chair
On behalf of OLBA Council**

Greetings From the Editors

Don Lynch, Lisa Csele and Lynn Humfress-Trute

Welcome to the Spring 2013 issue of InsideOLBA!

Thank you for taking time from your busy schedule to read this newsletter which is produced by the OLBA Council but really is your publication. We welcome comments, constructive criticism, and especially compliments!

What's inside?

If there is a theme to this issue, it is a reflection on the OLA Super Conference recently held in Toronto. If you haven't attended, you really should... and if you have, you know what a wonderful learning opportunity it is! In addition, Super Conference always has lots of other content that, in one way or another, may be relevant to library board members across the province.

InsideOLBA aims to present informative articles and interesting tidbits of information. Also, we aren't opposed to making you smile and hope that in this edition, we have succeeded on all fronts.

Would you like to be a contributor to InsideOLBA?

We're always looking for budding writers with interesting stories to tell, or perhaps you know a library professional who might like to contribute an article of interest to fellow board members? Our contact information is on the last page, so drop us a line and we'll send you a helpful explanation of our Editorial Policy. ■

Thank you once again from the Editorial Team,

Don, Lisa and Lynn



Message from the President

Kim Vares



As leaders in public library governance and community leadership development, OLBA is driven by a vision of being responsive to its members, collaborating as a valued partner and recognized as a centre of excellence in governance for public library boards in Ontario.

At the February meeting of the OLBA Council, an ambitious but realistic one-year plan was approved that will guide our work until a full three-year Plan, aligned with the priorities and objectives of an anticipated OLA Strategic Plan, can be developed and implemented.



We believe that focussed, accountable attention to the work plan will result in improved reliability of Leadership By Design; improved awareness of and use of OLBA governance resources; improved communications related to the activities of OLBA, and an anticipated increase in awareness of existing knowledge gaps, challenges and trends in Public Library services and increased membership with the Association.

Through our newly developed partnership with the University of Western Ontario, we are collaborating in research on qualitative metrics that will reflect and



support the value of public library services.

Leadership By Design, the centrepiece program of OLBA, has already been recognized nationally as a valuable resource; requests for access have been shared with interested library services in Saskatchewan and British Columbia. Ongoing dedication to the integrity and reliability of the electronic resource is a focus for OLBA and opportunities for expansion, enhancement and development of new and existing resources within LBD will be continued foci.

We are especially excited about the opportunity to survey current and potential membership for feedback on effectiveness, communication, and future development opportunities. It is the honest, candid input from our members that will assist in designing and developing resources that effectively respond to identified need and soundly support effective governance.

I encourage you to take the time to browse through our website to learn more about Ontario Library Boards' Association and the work that we do in the areas of public library governance. [About OLBA](#)

Continued conversations and relationships with the OLBA regional representative for your Public Library will ensure we're working in the right direction. I welcome your input. **I**

Kim Vares
OLBA President

What Was That Question???

If you spend enough time in your library, you may hear the strangest things. These are a few of the unusual things overheard in various libraries:

"Do you have any good books here?" [The unspoken response: No, the library has 75,000 volumes and they're all duds.]

"Do you have any books with photographs of dinosaurs?"

"Can you help me find the book I looked at the other day? It has a red cover."

"Do you have a list of all the books I've ever read?"

"Which outlets are appropriate for my hairdryer?"

Library identities have been withheld to protect the guilty! **I**

The Conference that Lived up to its Name – Super!

Don Lynch

Super Conference 2013

The recently concluded Super Conference held in Toronto was, as usual, a great success. If you attended, you'll know what I mean. If you haven't attended then you've missed a tremendous networking opportunity as well as the preeminent, professional development experience. The four day conference was packed with informative sessions and entertaining speakers, and not just for library professionals. OLBA, as one of the divisions of OLA, was responsible for providing content of particular interest to board members. Here's just a sample: Selecting Your CEO; Cultivating Champions in the Municipal Environment; Performance Reviews; The Role of the Chair; and Public Library Board Leadership.

It's really not too early to start planning for Super Conference 2014. Your budgets should be including some funding for professional development and this should include board members. If at all possible, one or more members of your board should attend. Though it can be seen as an expense, it really is an investment.

OLBA Bursaries

Recognizing the value of Super Conference but also being aware of the cost of attending, your Ontario Library Boards' Association has been providing five bursaries per year to assist board members who live a considerable distance from Toronto and for whom the cost travel is a prohibitive expense. A Bursary Draw is held in November and awards totaling up to \$4,500 are given as reimbursements for expenses in addition to free registration for the entire conference. Watch for announcements and more information in the Fall as well as in the next issue of InsideOLBA. If you've entered the draw in the past and haven't won, don't be deterred. The rules have been changed slightly; you no longer have to be a new member of your board. As long as you are a member of OLBA, have never attended Super Conference, and live in one of the three designated regions, you are eligible for the Bursary Draw.

The Winners (Photo on Page 6)

Ottawa Valley/Near North: the winner was Sandra Fraser from Pembroke Public Library.

Northeastern Region: the winners were Kate England, Armour & Ryerson Union Public Library, Burk's Falls; and Gayle Caldwell, Whitestone-Hagerman Memorial Public Library, Dunchurch.

Northwestern Region: the winners were Jonathon Pukila, Thunder Bay Public Library; and Lynn Martin, Sioux Lookout Public Library.

I'm sure that all would agree with Gayle who thanked OLBA saying that the bursary allowed her "to enjoy this experience

without financial hardship to myself and my library."

Congratulations to all of our winners!

The Winning Experience

What is it like for a first time attendee at Super Conference? With a record 4,900 people attending, it is far and away the largest library conference in Canada. There is so much going on that the whole experience could be overwhelming, especially for new visitors to the big city of Toronto. Members of OLBA Council met with the bursary winners before things got under way and tried to provide them with as much information as possible to make everything relatively stress free and exciting. We asked them to share with us their experiences and what they were able to take away and share with their boards back home.

One common theme was the winners' gratitude to OLBA for providing financial assistance and making the whole experience possible.

Here in part is what **Sandra Fraser** had to say:

"This bursary was the incentive to attend the conference and I was impressed with this well-structured event! I am familiar with a variety of conferences within Canada and the United States, and this one definitely lived up and exceeded its tagline – Educate, Entertain, Empower."

From the opening event Wednesday night with Michael Uslan, the tone was set. His is a great success story, and according to him based on his life passion which was firmly set afire in the Libraries of his youth. I am sure his story empowered the library representatives in attendance from across the country to continue in growth and development for their communities."

I have to mention Expo 2013, as I spent hours 'trolling' the floor! Wonderful exhibits, education at the fore-front with products, services and knowledge available at every booth. And I have to say Thank You for the wonderful items in the Draw, as my name was drawn and I brought home the wireless people counter. I also say thank you from our library board as this item was included in on the list of items required to be replaced. The timing was perfect."

A very important session for me was 'Role of Chair; Leadership with Accountability' with Ken Haycock. This man could make his living on the Comedy Channel with his fine dry wit and humour, and he delivered a clear message. I extend a special thank you for including this topic as it applied to personal issues as a first time trustee on our city library board. Again great content, well delivered, and easy to understand — education with entertainment, a wonderful way to learn."

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The Conference that lived up to its name

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The Friday afternoon session with Gail Hulnick: Managing News Media during a Crisis, was full of information which I am will be sharing with my board. Saturday is a day that nobody should have missed. With so many options of topics, sessions, spotlight speakers, there was room for everyone and something for everyone. I thoroughly enjoyed the topics I took in, as well as meeting the many people from all over Canada and feeling that the future is going to be exciting with the many young people with passion willing to grow their communities.

I believe that all members of our community libraries, past and present, contribute in the building blocks of what it means to be a Canadian, and again I wish to thank you for encouraging me to participate in the Super Conference by awarding the Bursary. I left the event empowered to do my best for my board, my library and my community."

Sandra's thoughts were echoed by **Gayle Caldwell**:

"I attended many sessions during the four day event. The most enjoyable and informative to me being 'Working Relationships, parts 1 and 2.' I was able to see the kinds of issues that many boards are facing and to get ideas on how to resolve these issues. A new appreciation for my own situation at the Whitestone Hagerman Library was gleaned from listening to others."

Lynn Martin, who traveled the greatest distance, had an equally enriching experience:

"On January 29th, I travelled from the small town of Sioux Lookout, ON to the big city of Toronto, ON to attend the 2013 OLA Super Conference. I am grateful to OLBA for the support in the form of a bursary to offset my costs. The four-day conference was well-organized, and I benefited immensely from most of the sessions I registered for and attended. My primary goal, as a board trustee, was to learn more about working relationships and responsibilities among the various people or groups of people involved with a Public Library Board. I was not disappointed! The information was helpful and will be shared with fellow Board members.

This conference allowed me the opportunity to share ideas and experiences with delegates from across Canada. The days were tiring and invigorating at the same time! I am pleased to have been a delegate at the OLA Super Conference 2013, and I highly recommend attendance at future conferences."

For **Kate England**, it was an information-filled, eye-opening experience with many benefits for her library.

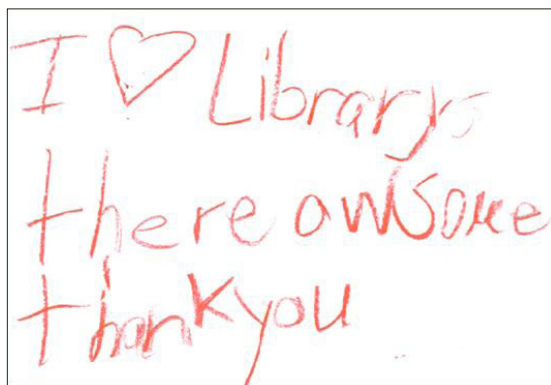
"The program was packed – I liked the fact that all Plenary sessions and workshops began and ended mostly on time

but the days were long....It was helpful to have 'streams' identified in the program so, as an outsider/ first-timer, I knew which workshops would be of most value to me.

Some of the governance-related workshops I attended focused on the topics of CEO Evaluation and the role of the Chair. Both of these sessions brought home the importance of both the position of the CEO and of our Library Board Chair in promoting our Library in the community and providing the leadership needed to move us forward. They are rightfully, the 'face' of our library.

I attended the workshop about working with 'Friends of the Library' which I found really helpful in setting the stage for the remainder of the conference for me. It began the clarification of my role as a trustee vs. a volunteer and the importance of clarifying and formalizing roles and responsibilities. We are fortunate to have a 'Friends' group in our community and I believe that the information I gained through this morning of sessions will foster a more positive and productive working relationship between the Board and our 'Friends of the Library'. I did purchase the resource for them from the OLA store and we will use it well.

In summary, I learned that there is a lot to learn and much to be done to make our small library one of the best. Many of us on our Board are new to the experience and tend to go with what has been the history of the Board/community and not ask questions. The workshops on governance and the various roles we all play have opened my eyes to what could be. I do dare to dream!"



From a young patron at Sioux Lookout PL.

The Final Take-Away

OLBA's Bursary Draw once again proved to be a great success and benefit to board members who otherwise would find it difficult or impossible to attend Super Conference. We look forward to doing it all over again in the Fall. Stay tuned for more information. ■

A Super Experience... A First-Time Super Conference Attendee Tells His Story

Jonathon Pukila, Thunder Bay Public Library

As a first-time attendee, and an attendee under the age of 25, I am pleased to say that this was an exciting and rewarding experience, and one in which I am more than happy to share with you.

I had heard about Super Conference long before I considered standing as a delegate from the Thunder Bay Public Library Board. One member of the board, city councillor Larry Hebert, attended in 2010 and vividly recalled the speeches of guest speakers Ezra Levant and Roméo Dallaire. Another member of the board, Margaret Maclean, spoke of her many experiences at Super Conference and encouraged me to attend. By the time the call for delegates came at a board meeting in November, I did not hesitate to put my name forward. I was selected and approved to attend alongside Margaret McLean. Thunder Bay would be sending a perfect combination; the Super Conference veteran alongside the Super Conference newbie.

I learned that OLBA offers first-time attendees of Super Conference the chance to win a bursary to help cover the costs of attending Super Conference. This bursary is awarded to Northern library board members who have never attended before. I applied for this bursary and I was happy to learn that I was selected as one of several winners across Ontario. And after months of waiting, I finally arrived in Toronto on January 30.

Along with the other bursary winners, I was greeted upon arrival by three members of OLBA Council: President Kim Vares, Vice-President Don Lynch and Treasurer Lynn Humfress-Trute. Don & Lynn gave us an introduction to Super-Conference and offered some advice on how to get the most out of our first-time experience. I discovered that Super Conference features panels and displays devoted not just for library board members, but all kinds of librarians: school librarians, university librarians, CEO's, library staff, and many more. What really struck me was unlike other conferences I have attended that follow a rigid schedule, Super Conference allows delegates the freedom to attend

any panel that they find interesting. This really made me smile, as there were as there were several interesting panels I wanted to attend but felt I could not as, well, I am just a board member.[Editorial note; Jonathon, there's no such thing as 'just' a board member!]

Shortly after the introduction, I walked down the hall to attend my first panel, the AGM of the Federation of Ontario Public Libraries (FOPL). My co-board member, Margaret McLean incidentally sits on the Board of FOPL, and as TBPL is a member of FOPL, I didn't want to miss it! According to their website, FOPL is very active in

advocating for public libraries in Ontario. They "ensure issues facing public libraries are presented in a consistent manner benefiting all public libraries across Ontario."

Their dedication to public libraries was evidenced through the summary of activities Chair Jim Bennett presented: meetings with MP's and MPP's, Cabinet Ministers, and bureaucrats. In addition, the quality of research they use, through OISE at

the University of Toronto, led to some impressive policy statements and proposals. Certainly, Chair Bennett's force of character at the podium made FOPL's dedication to Ontario public libraries all the more convincing. I certainly commend them for all the hard work that they do.

The remaining days of the conference provided ample opportunity for me to learn about what is happening in Ontario public libraries, as well as any information that could be useful to Thunder Bay and I want to highlight a few of them in my report.

On day 2 was a presentation by the Markham Public Library regarding their "Customer Service Revolution." This presentation was highly relevant on a number of levels. Right now, the Thunder Bay Public Library is developing a new strategic plan for 2013-2018 and during the planning session, our Chief Librarian/CEO extensively referenced Markham's "Customer Service Revolution." Thus, it was

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Sandra, Jonathon, Kate, Lynn and Gayle

A Super Experience

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good to see what progress Markham has made so far and if it could work in Thunder Bay. The MPL staff stressed that this is not an instantaneous shift but a gradual shift in culture at the library; the changes are moving library staff away from established rules and conventions and towards a new philosophy of customer service. This in turn, requires solid policies to be developed by the library board.

Later on that day I attended a panel called “Opportunities for Growth – Ontario Government and the Public Library Sector,” presented by ADM Kevin Finnerty from the Culture Division of the Ministry of Sports, Tourism and Culture, and representatives from the Ministry of Health and Long-Term Care, the Senior’s Secretariat, the Accessibility Directorate, and the Ministry of Economic Development and Innovation. The timing of this panel was current, especially considering the constant uncertainty that was happening at Queen’s Park. In fact just hours before, it was announced by the Lt-Governor’s Office that Kathleen Wynne was officially named Premier-Designate, and would become Premier when Dalton McGuinty formally resigned on February 11. It was no surprise that the phrase, “I don’t know” was constantly said by the presenters in the panel. Despite uncertainty, I was pleased to learn how the provincial government can work with public libraries to promote their services. Such an outreach program would be well-received in Thunder Bay, considering the aging population in the city as well as the dozens of new immigrants that arrive in the city every year.

Finally, I attended several panels on board leadership during the third day of Super Conference. I particularly enjoyed the session titled “Board Leadership: A Question of Balance,” presented by Lynn Humfress-Trute and Jane Hilton, and Ken Haycock’s session on the role of the board chair. Both sessions introduced me to issues currently facing public library boards, and it was great to meet other board members, chairs, and even CEO’s in finding creative ways to solve problems and issues on my own board.

In between panels I had the great pleasure to meet and network with people from libraries and library boards all across Ontario. One of the more memorable encounters happened when I struck up a great conversation with a person from the Waterloo Public Library (and resolved a technical issue that saved their session) only to find that I was in the wrong room! Another moment was when the CEO of the Fort Frances Public Library thought I was John Pateman, my library CEO, after I had asked a good question during the Markham panel. During the FOPL AGM, I met Sumiye Sugawara, the CEO of the Nipigon Public Library, who happens to be a very good friend of

my girlfriend’s sister.

But the best encounter happened when I met a fellow, younger person.....

Kyle Clements, Vice Chair of Guelph Public Library Board, was also in attendance. Kyle told me very few young board members come to Super Conference and more often than not it is the staff delegates who are young. We had a great time conversing about the joys of being the youngest people on our respective boards, and we discussed the challenges and opportunities that come with the position. But the difference in age has not deterred me from contributing to my board and learning more about my responsibilities as a member of the TBPL Board. Having great people who are more than willing to answer any questions I have about the operations of the library and the board certainly helps.

It’s not often that young persons serve as members of their community’s public library board and many people have told me it is very rare to find anyone who is under the age of 40 on their public library board. But I was surprised to and pleased to meet Kyle and out that I wasn’t the only young person there at Super Conference!

Overall I was very happy with my experience at Super Conference. I learned many things that I have been able to bring back to the Thunder Bay Public Library Board. As a young person, it was rewarding to see existing members interested and excited to see people like me not only in attendance but also as someone representing their community. I was told that many library boards, and OLBA, are trying to move away from the stereotype of “boards are for old people.” Having first-time and especially younger members of the board attend Super Conference is a great way to bring a fresh set of eyes to issues other library boards are facing, and a great way to learn and engage in discussion on key issues. I encourage members of library boards to recruit young persons for their boards and especially attend conferences like these. Often, you don’t know about the issues unless you hear about them at a conference.

I would like to thank Don Lynch and Lynn Humfress-Trute for their warmth and guidance during my visit. I would also like to thank the many great people I met and spoke with during Super Conference, and I would also like to thank OLBA for honouring me at their AGM as one of the bursary winners. I look forward to attending future Super Conferences. ■

Jonathon

Introducing Helen and Lisa... OLBA Council's Newest Members

Who are We?

Library Board Members are volunteers who have been entrusted with the overall "management and control" of our community's libraries. We are responsible for governance, a key part of which is fiduciary responsibility. The fact that we are volunteers takes nothing away from our duties and liabilities. It is imperative that we proceed with the utmost professionalism.

Though we all come from different backgrounds with different skill sets and life experience, we probably share a few characteristics. We value libraries and we recognize how important they are to the health of a community.

OLBA Council is happy to welcome two new members. One of those new members is Lisa Csele. Her story is illustrative of the varied courses we follow that eventually lead us to the place where we were meant to be.

LISA CSELE

The making of an OLBA Councillor

"Libraries have always had a special place in my heart. One of my earliest and fondest memories is of my dad taking me to the public library in St. Catharines. Even at a very young age, I was impressed with the grandeur of the 'Carnegie' building, with the owls keeping a watchful eye. The rows of books seemed immense; the smell of wood floor polish and books was firmly etched into my sense memory as representing endless possibility. There were very few books in my family's home so the library became my link to the world. As I grew up, books were my companions and libraries the source of many positive experiences, from being able to devour the entire Nancy Drew series to after school craft-time.

My love of books and thirst for knowledge drove me towards the study of English Literature, which of course also required many library visits. After completing a graduate degree, I studied law, obtaining a degree from Osgoode Hall Law School in 1999.

I consider my law degree to be a privilege and it is important to me that I use it when I can to the benefit of the community. To that end, I joined the Board of a small not-for-profit organization. I served on that Board for several years, the last two as Chair. It was a great experience!

In 2009, I moved to Oakville and was hoping for a new community oriented volunteer activity. I got my wish as a mid-term appointment to the Oakville Public Library Board. It was the perfect position for me as it would allow

me to couple two of my favourite interests: corporate governance and libraries.

As I was beyond excited at the opportunity and because it is in my nature to try to do the best possible job, I wanted to learn everything I could about my new role. I always strive to leave a place in better condition than when I arrive. There was a lot to absorb and I spent the bulk of my first year watching and learning.

When I was reappointed to the Board in 2010, I was determined to make a difference and began to explore what resources are out there for library boards. I discovered SOLS with its wealth of publications and the OLBA. It turned out our membership in the latter had lapsed! I saw that it was renewed.

In 2012, I attended my first Super Conference. I have attended all sorts of both academic and legal conferences and I have to say that I was extremely impressed by Super Conference. There was an amazing range of relevant sessions: for example: 'Building Credibility and Value in the Municipal Environment,' 'Recruiting a CEO' and 'Bestselling Ideas on Leadership and Management,' as well as thought provoking plenary sessions and entertaining readings by great authors. I still draw from the treasure trove of tools that I took away from those information packed days.

I am now in my second year as Board Chair and I am implementing both a development program and evaluation process. I want to ensure that there is a proper orientation program in place for the next Board and that any gaps in our suite of governance policies are filled. I am making progress and have the support of my Board, though, of course things take time.

As of January 2013, I was selected for the position of Mid-Central Representative on the OLBA Council. I joined the OLBA Council for three reasons: to continue to learn as much as I can so that I can accomplish the goals I have set for myself in relation to OPL, to make a contribution to the governance of the OLBA to ensure that it thrives and to try to reach out to library boards who may have members who are casting about for resources in the way that I did when I first began.

I am pleased to be serving the Library Boards of the Central Mid-Central Region; do not hesitate to contact me at any time! I would love to hear from you!"

... the smell
of wood
floor polish
and books...

Introducing Helen & Lisa

... continued from page 8

llcsele@accessola.com

(Since 2001, Lisa has held the position of Crown Counsel at the Office of the Director of Public Prosecutions. She is a member of the Oakville Public Library Board and was re-elected to the position of Chair for the 2013 year.)

HELEN KALZUNY

OLBA's other rookie is Helen Kaluzny. Representing the Central West Region, she has assumed her new duties and responsibilities with enthusiasm.

Helen has been a resident of Waterloo, Ontario for the past 14 years, and has been a Board member at Waterloo Public Library since 2009. She became Vice-Chair of the Board in 2010, and has been Chair since 2011. In addition, she has been a member of the Board's Finance and Resources Committee since 2009, was a member of the CEO Search Committee in 2010, and is currently ex-officio member of the Fundraising, Strategic Planning, and Policy & Governance committees of the Board.

During her tenure on the Waterloo Public Library Board, there have been a number of accomplishments by the board and senior library management:

- Opening a new library branch on the west side of Waterloo, to serve a burgeoning population
 - Hiring of a new CEO and reorganization of the library's staff to meet fiscal and service challenges
 - Development of a new strategic plan
 - Renegotiation of our funding agreement with the City of Waterloo, which will see stable library funding from the city through 2015
 - Met our fundraising goal for the new branch library (over \$500,000 raised)
 - Reviewing and renewing our board governance policies
- A journalist and communications professional with a strong interest in community and political issues, Helen

is currently employed in the Co-operative Education Department at Wilfrid Laurier University in Waterloo.

Helen's community involvement includes working as a journalist with Rogers TV in Kitchener, as president of her Neighbourhood Association, and executive member of several local volunteer organizations. Helen holds a BA in History from McMaster University, as well as a diploma in Broadcast Journalism from Mohawk College. She is currently pursuing a second degree in Communication Studies at WLU. She lives in Waterloo with her husband and two sons. Helen may be reached at:

hkaluzny.wpl@gmail.com ■



Helen (left) and Lisa enjoy their first OLBA council meeting in February 2013!

Who's In Charge?

Think of the library as a vessel on a cruise. We (PL Library Board Members) chart the course; make sure that the ship is well-provisioned, adequately staffed, and well managed. The day to day operations are the crew's responsibility. To continue the metaphor, we ensure that the ship has a successful voyage and stays well clear of rocky shoals. We take all of our responsibilities seriously. So...who's in charge of the library? **We are.**

Cut-to-the-Chase, created by OLBA as a module of Leadership by Design, is a handy, four-page summary of the roles and responsibilities of both the CEO and Board Members as governed by the Public Library Act. To obtain your laminated copy, visit the [olaStore online](#). ■

Policy as A Commitment to First Nations Collection

Dr. Sabrina ER Saunders, CEO, Six Nations Public Library



Although 2013 Super Conference has come and gone and the planners are already well into the 2014 work, there is one session worthy of a bit more visitation. Some of you may have attended the Aboriginal Stream Super Saturday Session at the OLA Super

Conference where Policy as Commitment to First Nations Collection Development was discussed. As we move into another fiscal year, which for many may be the last year of the term before the next municipal election, you may be considering what lasting impacts you can leave for your Library. For those of you who missed out on the discussions at this round table, it is hoped that you will consider this article in your fiscal and strategic planning for the year.

As a First Nation public library or a library located in proximity to a Reserve, this seems a natural step. For those of you not in these situations, there are still very strong reasons to consider these actions as well. To begin, Aboriginal peoples are the fastest growing population in Ontario, at nearly four times the Canadian birthrate. As a result, all public libraries are experiencing growing demands to provide service for Aboriginal patrons. Second, of the nearly 300,000 Aboriginal peoples in Ontario, 80% live off-Reserve. That means they reside, work, and participate in library services in your community! (Yes in your community.) Further, as a multicultural and inclusive library, all Boards should be invested in special populations' needs and the educational capacity of all Ontarians through service, professional development, and collection policy development.

So how can a Board best serve the general Ontarian needing Aboriginal content, as well as the Aboriginal resident? The answer is what Boards do best - policy and governance. Policy is a commitment to act, and act we must. The Six Nations Public Library Board has developed a five step plan to succeed in this area and we invite you to join the OLPA, FOPL, and many Boards who have formed policy around commitment to Aboriginal content. Our five step approach includes:

1. Build collections which will serve the Aboriginal population AND the general users.
2. Identify the local territory of your Library and add

Native content to the local collection relevant to the people of that territory.

3. Offer programs that will grow Canadian citizenship including those of Aboriginal topics (e.g. speaker/author series).
4. Create policy which will list all/any of these as priorities of the Board.
5. Represent these Policy Priorities in Plans.

Feedback by those who participated in Super Conference round tables pertaining to the Policy as Commitment and the five step plan is that it is both simple and doable; however, that it is not the Board's role to build collections. As a CEO, I completely agree with this statement, but must also argue, that without the Board's support, prioritization, creation of policy, and ultimate fund allocation, the CEO is limited in any special collection development. With shrinking budgets, it is extremely difficult for any CEO or department head to purchase everything that is required or of interest. Not that the Board should be selecting the actual materials, but when policy and plans mandate a priority, the collections and staff PD is clearly rationalized and can follow.

Since policy development is one of the prime responsibilities of the Board, we can accept the premise for Policy as Commitment and draft the policy. This Policy then informs the Plans. Plans receive Allocations (funding priority). Allocations in turn develop collections and staff. So in short, yes, Policy is Commitment to First Nations Collection Development.

So if you were to draft an Aboriginal Collections Policy



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Policy as Commitment

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or Local Collections Policy, what should be included? Although an example can be found online at the Super Conference Super Saturday site (session #1706), it is suggested that you begin with a Preamble which describes why the policy is deemed of significance to the Board. Next would be a statement on Local History, local content, and the nations which could be considered local. A section on Language Materials including the official languages and those of the local/territorial Aboriginal community may also be of interest, if supported by research that states a population is interested in its use. Most definitely we suggest a Selection Criteria section which includes need to provide accurate information within the materials, as well as content supported by or authored by recognized sources.

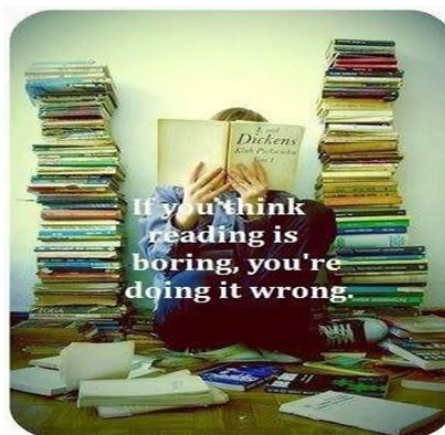
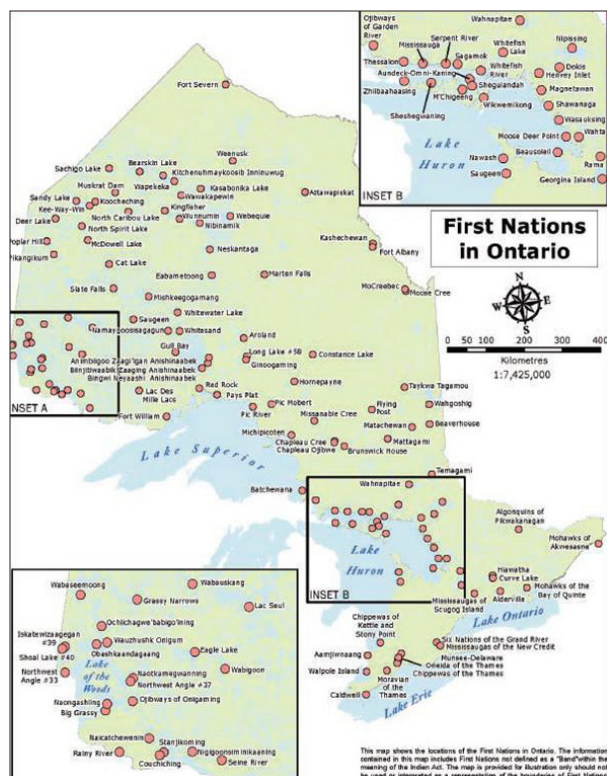
The First Nation Communities Read short lists are a great way to build content which is both authored/illustrated by Aboriginal people and supported by or authorized by communities. In the selection criteria or as a separate section you may also want to include a statement on Vendor of Record. Many Libraries have established Vendors of Record for collections, but these may not have strong Aboriginal content, and rarely have experts to assist in purchasing decisions. As such, consider a separate Vendor of Record such as GoodMinds.com, the Vendor of Record for Aboriginal materials during the Ministry's \$15 Million Grant, and the official vendor for the First Nation Communities Read program. This vendor has professional staff that can assist with collection development needs and can discuss authority and quality of materials.

Finally, I would suggest a section on Professional Development and Partnerships. It is important not to forget the staff when development is concerned. All the materials in the world won't be properly accessed if informed decisions do not occur pertaining to readers' advisory, programming, and collection planning by staff. Further, through partnerships, communities may find that they can access the knowledge of local communities or even create a sister community partnership with a more remote community.

Although this article is intended to provide a clear direction for Commitment to First Nations Collection Development, a Board may consider the 5 step process for developing any special collections. Alternate language materials, local history, popular local activities, or even francophone collections can be developed in this manner. Simply stated, the Board determines a priority by authoring a policy; policy then informs strategic planning

documents and other plans; areas within the plans receive first or guaranteed allocations in annual budgets; and those allocations are used in collection development and training staff. As we like to say at our Library every policy season—happy drafting!

(Six Nations Public Library is an OPLG Accredited library; the only public library located on First Nation Territory with an independent library board; and the only provincial library with a Commitment to First Nations Collection Development Policy.)



Library Champions : Introducing Pierre Mercier



Pierre and friend, Polly. (Pierre is on the right!)

Pierre is OLBA's Eastern Regional Representative

His 2013 portfolios include: Governance Committee, Education Institute Liaison, and Bursaries.

Pierre is a Member of Leeds and Thousand Islands PL Board

What is your greatest concern about public libraries?

Sustainable economic development in a post-industrial, knowledge-based economy. Public Libraries have a crucial role to play in providing rural and urban communities with information, facilities and other resources essential to achieving this goal.

What has been your all-time favourite read?

The books that have most affected me are *The Myth of Sisyphus* and *The Rebel*, both by Albert Camus.

If the whole world were listening, what would you say?

One of my favourite sayings is from *Lost Horizon* by James Hilton: "Moderation in all things, even moderation."

Who is your favourite author?

I have read all of the Patrick O'Brian series several times and each of the *Game of Thrones* books twice.

What are you currently reading?

My current favourite reads are books by Allan Furst and Ian Rankin. ■

Important Announcements

OLBA COUNCIL VACANCIES

Have you considered serving on OLBA Council?
It's a rewarding and exciting opportunity and at the moment, two vacancies exist:

One for the Toronto Region;

One for the Northwest Region, (described at)

www.accessola.org/OLAWEB/OLBA/Councillor_Regions.aspx#NW

If you are interested in filling either of these vacancies, please download the application form at:
www.accessola/olba

OLA ANNUAL GENERAL MEETING

Friday, June 7th 2013 at 11:30 am at the Bram and Bluma Appel Salon, Toronto Reference Library
For more detail, please visit the OLA Website:
www.accessola.com

Understanding Each Other's Role: PL Board and Municipal Councils

Julie DeVries



About the Author: Julie DeVries is a new CEO and County Librarian for an upper-tier municipality of 71,000 in Southwestern Ontario. Governed by a cohesive library board supported by County Council, and together with a remarkable team of staff, she administers library services to the community in 15 library

branches. She entered this position nearly a year and a half ago with a few years of management experience, an MLIS, a diploma in public library leadership (APLL), a kind-but-firm demeanour and a willingness to learn. In fact, there isn't a time in Julie's life that she hasn't been a student. As she currently works towards a Master of Public Administration (MPA) degree at the University of Western Ontario, she has a new found fascination with library governance in Ontario. The following is an excerpt of a submittal as part of the MPA program. She was encouraged by a board member to share it.

This article will examine why library boards are often characterized as an obstacle rather than a catalyst in municipalities and how, with a clear, community-based action or strategic plan, aligned with the goals of municipal council and provincial leaders, the need for library boards will be clearer.

The public library has a long history of using public funding to provide the community with access to information - a community service that benefits everyone. The fundamental mandate of public libraries, to provide barrier-free access to information, has remained unchanged despite ongoing adjustments to service and service levels to better suit unique community needs. With libraries as resources, societies have evolved into increasingly literate and educated communities across Ontario. Formerly quiet buildings, libraries are now becoming busy community hubs and are often co-located with other municipal services, including museums, arenas, Service Canada, Ontario Works and employment resource centres.

Public libraries in Ontario are publicly funded, with the allocation of funds determined by municipal council. Funding largely comes from the provincial level of

government on a per capita basis, often with additional funding received from participating municipalities, and to a lesser degree, from federal programs and grants. Similar to police services, health units and conservation authorities, who are all overseen at the local level by a special purpose body, most public libraries in Ontario are also governed by a special purpose body – a library board. As established by the Public Library Act, library boards are made up of both municipal councillors and citizen appointees.

While not every library in Ontario has a library board, for those who do, the library board is the decision-making and legal authority of the library organization, while the activity of administering services or running the library on a day-to-day basis, is the responsibility delegated to the staff. This leaves the library board accountable for the whole range of activity of the library and for the results it achieves. Thus, the library board is in charge of governance and the Chief Executive Officer and respective staff are responsible for administration.

In most cases, the success of a public library in Ontario extends beyond the library's Chief Executive Officer to the library board directly, where the onus is on the board to be proactive and representative of the general public. The public and political perception of the usefulness of special purpose bodies, including library boards, is varied and often questioned. As a result, the value of public library boards in Ontario continues to be challenged, agitating the public library community with threats surrounding the future of library boards.

Historically, public library boards were established to ensure that appropriate books were being chosen for the collection. It was believed that an independent board who represented the public could better select materials and direct services than municipal councillors. The current role of library board extends far beyond collections and focuses on future directions of library service. Library boards are capable of achieving efficiencies and elevating their profile and prominence in the municipal structure with enhanced collaboration with municipal councils.

The economic and political arguments in support of the existence of library boards instead of consolidating them to municipal council are generally weak, suggesting that library boards do not contribute anything unique. To some, the existence of library boards is seen to

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Understanding Each Other's Role: PL Board and Municipal Councils

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create or has the potential for creating decision-making problems, confusion and unnecessary costs for both local governments and for local residents. It is suggested that by eliminating library boards and transferring responsibilities to municipal councils, it should improve local public sector efficiency, accountability, and transparency. Unlike municipal council, whose power extends over many departments, the library board has one purpose – to govern library services. The individualized attention assigned to the library by the library board is a contributing factor to why libraries have continued to develop, adapt and plan for future needs of library users.

In the case of many municipalities in Ontario, the library board operates separately from municipal council and was established to represent the public in its authority of the library. The library board is responsible for its own operations. Though the library board operates separately, it is often difficult to preserve the autonomy of the library board as the municipality provides funding. This is the case in most Ontario public libraries. To function effectively, the library board must strive to maintain a close working relationship with municipal council, the library's major funder and partner.

The library board must achieve a fine balance when working with the municipality. The board's role is to collect data that will guide them in their future decision making. In order to achieve the goals associated with strategic planning, the board must communicate this information to the municipal council and advocate for the necessary resources and funding. Library boards should use councillor-board members, who are members of both the library board and municipal council, to fill an important liaison function between the two governing bodies and keep council apprised of the board's situation, and alternatively, keep the library board informed of council's situation. This information will help the library board align library priorities with those of municipal council.

Often, library boards pursue purposes that are not tangible and therefore hard to quantify. This makes it much more difficult to measure the performance of the board and justify their worth. Not taking necessary measures to effectively communicate their worth makes the board a potential target. As part of being accountable, a board needs to evaluate its own performance and communicate

whether they are achieving what they should to municipal council and the province. Despite being comprised of a number of individuals, the performance of the board is contingent upon the performance of all its members – it operates only as a single unit. No single board member or group of members has any power to act unless directed to do so by the entire board.

To be effective in their role, library board members must know and understand why the library exists and whom it serves. It is equally important for library boards to routinely revisit this mandate to determine its ongoing relevance and the organization's commitment to it. Though the ultimate onus is on the board member to get himself or herself up-to-speed, education of library board members is often the responsibility of the Chief Executive Officer. Board training and education should be based on best board practices and should be timely, appropriate and ongoing.



Middlesex County Building

The Middlesex County Library Board offers an example of a board that is prepared to approach the future needs of the communities they serve and the province of Ontario. The library CEO is considered to be part of the general county administration. Not only does the CEO have a seat with fellow directors at County Council, but library board reports are brought to council by the councillor-board member at the council session

following monthly library board meetings. In this way, the library board communicates to municipal council and the community the need for library service with regular reports on the library's effectiveness in meeting the community's needs, and in an indirect way, regularly advocate for the necessary resources to deliver library services.

In 2006, an investment was made by Middlesex County Library Board to hire a consultant to complete a comprehensive library study examining community needs. Using this report, the library board has defined the library's purpose and direction, making key decisions about how best to use resources to support community needs. The Middlesex County Library Board understands its critical role in the community and seeks ongoing community consultation, as well as input from its own members, the administrative staff and the public. The process demonstrates to Council that the library board has both listened carefully and also completed the necessary background work before proceeding with decisions. In

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Understanding Each Other's Role

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Middlesex County, the library system and the municipality work together in a number of ways, consolidated finances, accounting, information technology support, maintenance, human resources and legal. In this way, better use is made of all County resources.

Despite functioning as separate entities, the library board must work towards aligning library agendas with those of municipal council, particularly when it comes to policy and planning. Though library boards are sometimes characterized as an obstacle, if library boards continue to develop their role in community development, and develop a clear, community-based action plan, the opportunity for an increased political profile exists. The need for library boards will be clear if library boards and municipal council understand and respect each other's role, and library boards align their goals and priorities with those of municipal council and provincial leaders. ■

Julie DeVries, CEO Middlesex County Library

Informing, enriching and connecting Middlesex County



For more information on the public libraries act:

Understanding Ontario's Public Libraries Act: Some Key Aspects

Now available for download from the Ministry of Tourism, Culture and Sport's website. This brochure highlights some key information set out in the Public Libraries Act, such as a board's powers and duties, board member eligibility and library finances. The brochure may be saved as an electronic file or printed for distribution at board meetings.

Comprendre la Loi sur les bibliothèques publiques de l'Ontario: quelques points importants

Maintenant disponible pour téléchargement à partir du site web du ministère du Tourisme, de la Culture et du Sport. Cette brochure présente quelques informations essentielles énoncées dans la Loi sur les bibliothèques publiques de l'Ontario, comme les pouvoirs et fonctions d'un conseil, l'admissibilité des membres du conseil, et les finances de la bibliothèque. La brochure peut être sauvegardée comme fichier électronique ou imprimé pour être distribué aux réunions du conseil d'administration.

To download the English version, please visit: www.ontario.ca/libraries/legislation

Pour télécharger la version française, s'il vous plaît visitez: www.ontario.ca/bibliotheques

The Public Libraries Act helps ensure free, equitable access to public library service in Ontario. Other information links about the Act are:

General Questions and Answers

Questions and Answers about amendments included in the Government Efficiency Act, 2002

It's your responsibility as a PL Board Member in the Province of Ontario to familiarise yourself with the Public Libraries Act. ■

Captured at Super Conference, our own Mt. Rushmore

From left to right: 2013 President Kim Vares, 2011 President Joyce Cunningham, and 2012 President Frances Ryan

Best Practices: Policy Management

Jane Hilton, Whitby PL Board Member

There are many reasons (or excuses) not to practice good policy management but as the old saying goes, “an ounce of prevention is worth a pound of cure”. Board members and CEOs will come and go but the existence of policies will provide governance continuity and ensure consistent library service in the community over time.

What is Policy?

A policy is a statement of intent or guiding principle that establishes the boundaries or parameters that guide decisions so the library can accomplish its goals. They can be as lofty as a philosophy or as mundane as an administrative procedure which is applied in every day operations. Policies are the business rules and the primary mechanism that boards have to influence the library and delegate authority while maintaining control and demonstrating accountability to the community.

Why Institute Policy Management?

Since the board is ultimately responsible for the performance of the library, they need to be involved in developing, monitoring and reviewing policies. Within the library system, policies articulate the governance culture and formally express the board's expectations. Policies are tools for determining what should be done in a variety of circumstances. They must be up to date and revised whenever necessary to be effective. Although it sounds restrictive, policies are empowering as they take out the guesswork and allow individuals the freedom to make decisions and take action within the limits set by policies.

Are there Different Types of Policies?

There are many different opinions on the types of policies however it is largely dependent on the library's model of governance. For example, the Carver model of policy governance has four policy categories entitled Ends, Executive Limitations, Board-Staff Linkage, and Governance Process. There is no one-size-fits-all governance model that would work for all public libraries so there are a variety of policies which can be classified into very broad groups.

Foundational policies formalize the library beliefs and values that guide the overall directions of the library and include the mission, vision, goals and objectives.

Governance policies are statements on how the board itself is to function and the systems and procedures in place to support the board's performance. These policies may include conflict of interest, code of conduct, board

evaluation and CEO evaluation.

Operational policies set out the specific steps or procedures to be taken in a consistent manner to effect a desired result. These can include personnel policies, program policies and finance policies to name a few.

How is a Policy Developed?

A policy should flow from the library's mission statement and must be developed with careful thought so it articulates what it is the board expects in terms of a future outcome. It needs to be well understood by those who will use the policy and should avoid possible misinterpretations. When crafting a policy, the board needs to frame and develop the context in which the action takes place.

Recommended Steps

1. Assess the need and define the issue or problem that requires policy consideration. Early in the process the board should have a discussion and come to a decision on their collective belief as well as the desired outcome of the policy.
2. Draft the policy using a collaborative team approach and consider the following:
 - Whether or not the policy supports the mission and priorities of the library;
 - The target audience and situations in which the policy will apply.
 - Any existing policy that might be affected by the new policy;
 - Acceptance and adoption of any library best practices;
 - Other policy options or alternatives with an analysis of immediate impact, long and short term effects, negative and unintended consequences, potential risks, relevant legal ramifications and cost in terms of library resources;
 - Utilization of a standard policy format that includes:
 - The name of the policy, number, date of board approval and review date.
 - A preamble or rationale or situational overview on the rationale for why the policy exists.
 - The use of action words and present tense.
 - The need for definitions or unique terms that would add to the understanding of the policy.
3. Consult with stakeholders who may identify any issues with interpretation and/or misuse of the policy. By eliciting input on possible reactions to the policy, potential difficulties may be revealed and the policy strengthened. Testing the soundness of the policy prior

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Best Practices: Policy Management

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to formal adoption can also expedite implementation.

4. Discuss and debate the draft policy during a duly constituted board meeting and once approved, the board “speaks with one voice”. Although a board member may have a difference of opinion, the approved policy must have the unqualified support of the entire board as a show of respect for the validity of the decision and integrity of the process.
5. Distribute the policy and communicate in a positive manner. Presentations and interactive training beyond dissemination may be required depending on the complexity of the policy.

The Eight C's of Good Policies

Policies need to be well written to provide sufficient guidance.

1. Clear and direct so the policy is easily understood.
2. Coherent in that the policy or procedure follows a logical thought process and makes sense.
3. Concise as wordiness confuses rather than clarifies so use as few words as possible.
4. Comprehensive to encompass all the issues and applicable situations.
5. Considerate of the user and doesn't make any assumptions.
6. Current and up to date.
7. Codified so they are written and recorded in a consistent format.
8. Compiled and centrally located where they are

accessible.

9. Communicated to target audiences who are informed of how to access the policy.

Why Review and Evaluate a Policy?

Good policy management includes an audit of all policies on a regular basis. Policies are not carved in stone and need to be revised as resources, communities and goals change. Establishing a fixed time line for a review ensures that policies are updated and modified so they are relevant in these times of changing environments.

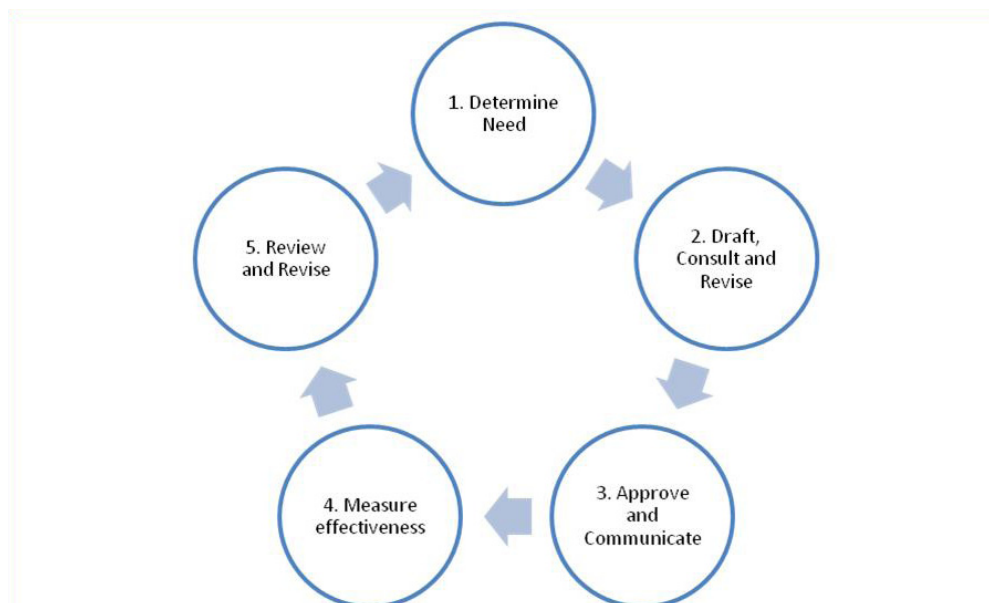
During the review process it is important to know whether the policy was used and whether or not it was effective. Did it produce the intended result? Strengths and weaknesses of the policy should be considered and improvements made where possible. In some cases, key performance indicators may be established as a way to monitor compliance with the policy.

Is Policy Management Important?

It has been said that policy management is the most significant strategy to risk reduction although the presence of policy won't solve all problems. However, the board's commitment to a strong policy framework enhances governance and ensures the library is operating at its most efficient and effective level. It is through policy management that library resources are used in the best way possible to maintain and advance library services in the community. ■

Jane Hilton

Policy Management Life Cycle



"Laughter is shortest distance between two people."

— Victor Borge

Don Lynch

With that in mind, let me suggest that a little bit of levity can often break the ice (or tension) in a meeting. Though we take our responsibilities seriously, from personal experience, I have found that a humorous remark, quip, or anecdote before our monthly board meeting begins helps us to relax and be more productive. Here's an example of something that might be said before the meeting begins:

This is the story of an intelligent dog: A young woman approached the box office of the best movie theatre in town. She had with her an enormous dog with a beautifully groomed coat. She bought two tickets and went towards the door followed by her dog. The manager of the theatre spoke to her saying,

"I'm sorry miss, but dogs aren't allowed in this theatre."

"But I have a ticket for him."

"I'm very sorry but animals aren't permitted."

"You don't understand. This is a special case. My dog is so well trained and so intelligent that he's almost human."

"I see that you have an exceptional animal."

"This dog isn't like any other dog you've ever seen."

"Well alright, I'll let you go in since the theatre is almost empty tonight. Nevertheless, your dog will have to behave himself or you will have to leave."

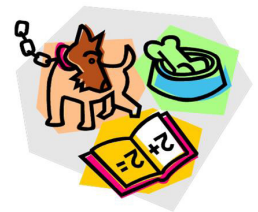
Several hours went by and the people were beginning to leave the theatre. The manager sees the young woman with her dog.

"I congratulate you. You were right. Your dog behaved very well. I've been watching it and it's amazing how quiet he was."

"I told you that he's well trained and very intelligent."

"He certainly is. It even seemed as if he was enjoying the movie."

"Oh he did enjoy it. He liked the film very much. However he liked the book much better."



OLA Community

OLA Community is a website designed for all OLA Members to blog, join forums, research topics, and glean information on a variety of subjects. (OLBA is a Division of OLA)

**Check it out by registering at:
<http://www.accessola3.com/>**

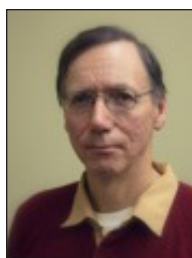
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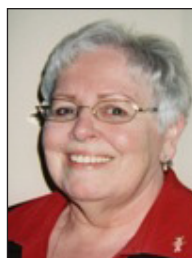
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Vacancies

**Councillor – Northwestern Region
and Toronto
2011-2014**

InsideOLBA

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OLBA COUNCIL MEETINGS

Next meeting:
June 8, 2013

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