

MONITORING REPORT

Subject: Board Policy A.8 Communication and Counsel to the Board

Prepared by: Danielle McDonald, Chief Executive Officer

Prepared for: Ottawa Public Library Board

Meeting of: October 15, 2012

Date of preparation: October 1, 2012

Executive Limitations policy A.8 Communication and Counsel to the Board was approved by the Library Board on November 17, 2003 and last reviewed on October 27, 2011. It states:

Information and advice to the Board will have no significant gaps in timeliness, completeness or accuracy.

Accordingly, the CEO shall:

- 1. Submit monitoring data required by the Board (see policy on Monitoring Executive Performance) in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored.*

OPL has 27 monitoring reports which are reviewed by the Board on an annual cycle. These reports are updated each year as required to provide the Board with timely and accurate information. Monitoring data is also provided to the Board by the CEO through quarterly financial, performance measurement and major capital project updates.

I report compliance.

- 2. Provide information required for Board discussion and decisions in a timely, accurate and understandable fashion directly addressing the Board's domain.*

Reports and supporting materials are created with the Board and public in mind, and staff writing them attempt to avoid use of technical language as much as possible. Points of clarification are followed-up on and responded to in between Board meetings, or through the *Calendar of Reports, Outstanding Inquiries, Motions and Unscheduled Reports*. E-mail updates are provided to trustees in between meetings to keep trustees informed about key matters. If

required, special Board meetings are called, in accordance with Board by-laws, to address time-sensitive and urgent matters relating primarily to human resources or facilities.

I report compliance.

- 3. Advise the Board of relevant trends, significant changes in provincial or municipal policies, emerging public concerns, anticipated adverse media coverage, significant external and internal changes, and in particular changes in the premises upon which any Board policy has previously been established.*

The Board is advised of relevant trends, emerging trends, legislative changes and other key matters on an ongoing basis. This may be done through the CEO's monthly report, a stand-alone report to the Board, a Board educational or an e-mail update. Media articles relating to the Ottawa Public Library are distributed by e-mail to all members of the Board in a timely manner.

The Library also works closely with provincial and national associations to stay apprised of policy changes at various levels of government

I report compliance.

- 4. Advise the Board if, in the CEO's opinion, the Board is not in compliance with its own policies on Governance Process and Board-CEO Relationship, particularly in the case of Board behaviour which is detrimental to the working relationship between the Board and the CEO.*

Concerns may be raised both with the Governance and Audit Committee and during meetings with the Chair. The Board is undertaking a self-evaluation and governance review which has provided opportunities for all trustees and senior staff to provide their opinions on Board behaviour and roles with respect to the working relationship between the Board and the CEO.

I report compliance.

- 5. Report in a timely manner an actual or anticipated non-compliance with any Ends or Executive Limitations policies of the Board.*

The Global Ends Policy was last reviewed in November 2011 Board and the tenets of it have been incorporated into the Board's approved Strategic Plan, 2012-2015. Actual or anticipated non-compliance with any Executive Limitations policies are identified to the Board through the annual monitoring of all of the policies, or through a report to the Board, as required.

I report compliance.

6. *Provide research findings based on staff and external sources as required to allow the Board to make fully informed decisions.*

Board reports refer not only to existing Board Policy, but also to previous Board decisions recorded in minutes of meetings and staff reports. OPL is moving to an increasing use of data to support the Board in making informed decisions.

I report compliance.

7. *Present information in appropriate length and simplicity, and shall differentiate between reports of the three types: action, monitoring, or communication and counsel.*

Board reports are identified as Decision (action), Information (communication and counsel) or monitoring on the Board agenda. Decision reports recommend Board approval of an action while information and monitoring reports are received by the Board. Reports are prepared to be succinct yet comprehensive and understandable.

I report compliance.

8. *Provide mechanisms for official Board, officer and/or committee communications.*

Board members are provided with a trustee and key staff contact list in order to facilitate communications in between Board and committee meetings. The Board Intranet has been created to help facilitate access to information as well as to provide for an alternative means of communication. E-mails are sent to the Board on a frequent basis to keep all trustees informed of any new developments. Trustees may also post comments on the Library's Twitter feed.

I report compliance.

9. *Deal with the Board as a whole except when (a) fulfilling individual requests for information as appropriate, (b) responding to officers or committees duly charged by the Board, and (c) communicating with the Chair.*

Dealing with the Board as a whole except for the exceptions noted above has been the current practice.

I report compliance.

10. *Inform the Board of complaints identified by customers, which in the judgement of the CEO, are of pressing concern.*

Complaints received by the CEO and their associated responses are forwarded to the Board when they are of pressing concern and/or generating significant media interest.

I report compliance.

I hereby present my monitoring report on Executive Limitations Policy A.8, Communication and Counsel to the Board. I certify that the information contained in this report is true.

Signed: _____ Date: _____
Danielle McDonald
Chief Executive Officer