

The City of Pickering Public Library Board

Board Meeting Agenda

[Link to Board Sharepoint Site](#)

To be held:	On Thursday June 25, 2020 at 7:00 pm
Location:	Virtual Meeting

In accordance with Pickering Public Library Board Bylaws and Section 16.1(4) of the Public Libraries Act, parts of this meeting may be closed due to the nature of the discussion.

1	Land Acknowledgement		
	The Pickering Public Library acknowledges that many Indigenous Nations have longstanding relationships, both historic and modern, with the territories upon which our library branches are located. Today, this area is home to many Indigenous peoples from across Turtle Island. We acknowledge that the Durham Region forms a part of the traditional and treaty territory of the Mississaugas of Scugog Island First Nation, the Mississauga Peoples and the treaty territory of the Chippewas of Georgina Island First Nation. It is on these ancestral and treaty lands that we learn, share knowledge and live.	S. Sheehy	
2	Public Delegations - No advanced registration required.	By-Laws Link see pg. 6-7	S. Sheehy
3	Approval of Agenda, Conflict of Interest Disclosure		S. Sheehy MOTION to Approve
4	Consent Agenda	SharePoint Package Link	S. Sheehy MOTION to Approve
	4.1 Minutes of the Previous Meeting - May 28, 2020		
	4.2 Revised 2020 Board Calendar		
	4.3 Purchasing Policy		
	4.4 Hiring Policy		
5	Board Education		
	5.1 None		
6	Ends Discussion	SharePoint Package Link	
	6.1 Library Information Update		J. Flowers
7	Staff Reports	SharePoint Package Link	
	7.1 Report on Library Fines and Changes to Borrowing		J. Flowers
	7.2 Letter to the Community (verbal report)		J. Flowers/ S. Sheehy MOTION to Adopt
	7.3 Recovery Update (verbal report)		J. Flowers
8	Monitoring Reports - Executive Limitations	SharePoint Package Link	
	8.1 EL #10 Communication and Counsel to the Board		D. Sharma MOTION to Adopt
	8.2 EL #1 General Executive Constraint		M. Anderson MOTION to Adopt
9	Board Committee Reports	SharePoint Package Link	
	9.1 Report of the Community Linkage Committee (No report)		M. Anderson / K. Williams
	9.2 Report of the Board Building Committee (No Report)		D. Sharma / E. Bird
10	Governance		
	10.1 Previous Board Meeting Evaluation Results (verbal update)		M. Brenner
11	Board Policy Review	Policy Link to Picnet.org	
	11.01 The following EL policies will be discussed at the next Board meeting. All members to review prior to the next meeting		
	No Assigned Executive Limitaion policy for Summer meeting		
12	New Business		
	12.1 Member Community Reports (verbal update)		

The City of Pickering Public Library Board

Board Meeting Agenda

13	Other Business		
	13.1 Summer Meeting Date	S. Sheehy	MOTION to Approve
14	Confidential Matter		
	None		
15	Board Meeting Evaluation	Meeting Evaluation Link	
16	Adjournment		MOTION to Adjourn

Next
Meeting

To be held:

To be determined

Location:

Virtual meeting

Preliminary List of Motions

Item # Draft Motion

3 THAT the items in the Agenda be adopted as presented/amended

4 THAT the items in the Consent Agenda be adopted

7.2 THAT the Board endorses the content of the Letter to the Community

8.1 THAT the Board adopt Monitoring Report Executive Limitation #10 Communication and Counsel to the Board as presented and; THAT the Board adopt Policy Executive Limitation #10 Communication and Counsel to the Board as presented/amended, the Policy being complete, sound and effective.

8.2 THAT the Board adopt Monitoring Report Executive Limitation #1 General Executive Constraint as presented and; THAT the Board adopt Policy Executive Limitation #1 General Executive Constraint as presented/amended, the Policy being complete, sound and effective.

13.1 THAT **Date** be adopted as the Summer meeting date for the Board for 2020

Alternate formats available upon request. Contact Kathy Williams at kathyw@picnet.org or 905-831-6265 ext. 6251.

The City of Pickering Public Library Board

DRAFT Meeting Minutes

Held: Thursday May 28, 2020

Location: Virtual Meeting

<http://www.picnet.org/libraryboard>

Attendees: M. Anderson, D. Barham, S. Beckett, Councillor M. Brenner, R. Coelho, Councillor I. Cumming, M. Fatema, A. Maginley, D. Sharma, S. Sheehy (Chair).

Absent:

Staff: J. Flowers CEO, E. Bird – Director of Support Services, K. Williams – Director of Public Services

Meeting Commencement Time: 7:08 pm

1. Public Delegations

None

2. Approval of Agenda, Conflict of Interest Disclosure

No interest was declared.

Motion #20.30

Moved by R. Coelho, Seconded by D. Barham. **Motion** THAT the Agenda be adopted as presented.

Carried.

3. Consent Agenda

Motion #20.31

Moved by M. Brenner, Seconded by D. Sharma. **Motion** THAT the items on the Consent Agenda be adopted as presented.

Carried.

4. Board Education

J. Sutherland, Manager of Client Experience presented information to the Board about the Library's client experience services offered during the closure. He noted that staff have had to be nimble and innovative. The team has risen to the challenge and has been looked to by other libraries as a leader in virtual services. He explained that for the foreseeable future there will need to be a mix of in-person and online services to meet client needs.

Board members thanked J. Sutherland for his presentation and asked questions about the type of questions received, staff workload for these services, and availability of service in other languages. J. Sutherland responded that questions varied over a range of topics: technology and digital product assistance, getting or accessing a library account, returning items and recently about curbside pickup. A backup system is in place so that staff do not get overwhelmed with calls or emails. Service in other languages has not yet been required.

5. Ends Discussion

5.1 Library Information Update

J. Flowers noted that May was a very busy month. She asked if the Board members had any questions about the content of the report.

The Board asked if there would be an impact on the budget with the increased demand for digital collections. J. Flowers noted that there were no issues yet but there could be an impact in future budgets.

K. Williams gave an update on the Ajax-Pickering Caremongers group. They are finding that many people are falling through the cracks and not able or embarrassed to access services. The volunteers are keeping up with the demand. M. Brenner mentioned that a request was made at the last meeting to include grass cutting and maintenance service for seniors and other isolated individuals and that they consider having volunteers drop off library books to individuals now that curbside service is beginning. He also noted that cooling stations are an issue as the buildings normally used for this purpose are closed in Pickering.

K. Williams noted that the Summer Reading Club is going ahead including a curbside bash at the Rec Complex in July where children and parents can drive through and pick up a kit with books and registration information. It is expected that most, if not all summer programming will be virtual. M. Anderson asked if there was anything that IODE can contribute to SRC this year. K. Williams will let her know.

D. Sharma asked if the funding received for PHCC is enough to cover the project. E. Bird responded that the funds did not cover the full project but that the City had put together an additional funding request for 3 projects (including PHCC) and presented it to MPP Bethenfalvy before the closure. There has been no update on that funding request so far.

6. Staff Reports

6.1 Library Recovery Plan

J. Flowers reviewed the stages of recovery that are planned for Pickering Public Library. She noted that we have now moved from crisis to recovery. There are 5 phases to this recovery road map. Every phase has at least one Standard Operating Procedure – including safety measures. These are reviewed by City staff (Legal, HR etc.) and by the Library Union and H&S committee.

Library Leaders across Canada are working on best practices and sharing what has been learned. CULC (Canadian Urban Library Council) is supporting the development of a tool kit which will be shared. It will include all types of recovery topics and will assist with our navigation to recovery.

Stage 1: Virtual services – currently offered (programming, client assistance)

Stage 2: Curbside service to start June 1 at George Ashe. Library staff will be learning and adjusting as we go. Training for staff started today (including PPE training, working safely etc). The staff will be assigned to “work bubbles” to reduce their interaction to only 5 teammates in the workplace.

Stage 3: Curbside Pickup at Central Library. We will take the lessons learned from George Ashe and put together a plan for the Central Library in the coming weeks.

Staff are developing Standard Operating Procedure for Accepting Returns. The City has offered space at George Ashe to facilitate quarantining returned items for 72 hours before they are checked in. This follows industry standards and guidelines.

Stage 4: This will entail the partial opening of library spaces. Staff will do risk assessments and work with best practices to make a plan for this stage.

Stage 5: Full opening of all facilities.

M. Brenner stated that he was impressed with the plan. He noted that staff are gaining a lot of new skills and learning.

J. Flowers reported that all staff have pitched in to make the George Ashe roll out happen. She noted in answer to a question that staff will also provide bags of books for clients based on their interest (dinosaur picture books, mystery beach reads etc.)

S. Sheehy commented that she felt work bubbles were a great idea.

In response to another question, J. Flowers noted that we have a communication plan that is being rolled out on the website and through social media. Staff are also able to share information with those who contact us with questions.

J. Flowers responded to a question about working at home vs in the workplace. She noted that staff will likely continue with a hybrid working model (at home and in the workplace) for some time. The City has provided (and will continue to supply) PPE to the Library as needed.

M. Anderson passed on her congratulations staff. She felt that they have done a great job thinking of all angles and clearly thinking about safety for both staff and clients.

6.2 Monitoring Reports – Executive Limitations

71. EL 4 Staff Conduct

A. Maginley reported that he had reviewed the evidence with J. Flowers. He noted there were no reports from staff that policies have not been followed, no conflicts of interest reported, nor any gifts or payments received that were inappropriate. He had reviewed the policies – including the Employee Code of Conduct which contains everything that you would

expect. He noted that the Code of Conduct needs to be updated to reflect the changes in the Hiring Policy. J. Flowers reported that staff have been asked to update the Code.

Motion #20.32

Moved by A. Maginley, Seconded by D. Sharma. **Motion** THAT the Board adopt Monitoring Report Executive Limitation #4 Staff Conduct as presented and; THAT the Board adopt Policy Executive Limitation #4 Staff Conduct as presented, the Policy being complete, sound and effective.
Carried.

7. Board Committee Reports

No meetings have been held and there are no updates at this time. M. Brenner noted that the City Centre project is on pause until the Fall.

8. Governance

8.1 Previous Board Meeting Evaluation Results

M. Brenner reported that there was one review at the last meeting. Very positive. Virtual meetings are new and they felt it was a good meeting.

9. Board Policy Review

The following EL policies will be discussed at the next Board meeting. All members to review prior to the next meeting

EL #10 Communication and Counsel to the Board

D. Sharma

EL #1 General Executive Constraint

M. Anderson

10. New Business

10.1 Member Community Reports

M. Brenner reported that there would be a leadership change at the City of Pickering on June 12. T. Prevedel is retiring and M. Carpino has been named interim CAO immediately. S. Sheehy responded that the Board would miss working with T. Prevedel who has been supportive of the Library but is looking forward to working with M. Carpino in the future.

M. Brenner asked about services available to help people who normally use the Tax Clinics that the Library offers. This service cannot be offered at the moment. K. Williams reported that staff are looking into opportunities. Staff will contact clients that had signed up for our service when we have an alternative to offer. We have been in touch with these people to offer what assistance we can.

11. Confidential Matter

None

12. Board Meeting Self Evaluation (complete online)

13. Date of Next meeting and Adjournment

The City of Pickering Public Library Board Meeting Minutes

A meeting will be scheduled in mid-summer with updates on the situation.

The next Board meeting will be held on Thursday June 25, 2020 at 7 p.m. This will be a virtual meeting.

Motion #20.33

Moved by M. Anderson, Seconded by R. Coelho. **Motion** THAT the meeting be adjourned.

Carried

The meeting was adjourned at 8:45 pm.

Signature of Library CEO:

Date:

Signature of Library Board Chair:

Date:

Alternate formats available upon request. Contact Kathy Williams at kathyw@picnet.org or 905-831-6265 ext. 6251.

BOARD CALENDAR 2020

Meeting Date 4 th Thursday @ 7pm	Ownership Linkage	Board Education	Ends – Development & Monitoring	Executive Limitations EL Policies-Monitoring	Board Means/ Activity	Other
Jan 23 Central Library @ 7pm	Linkage Plan focus for 2020	HR Update (City Director of HR)	EP 1 Global Ends Policy Year End Report Information Update	EL 8 Asset Protection	Appoint Linkage Committee	OLA Super conference end of Jan.
Feb 27 Central Library @ 7pm		Marketing Update (Manager, Public Affairs & Corporate Communications)	Information Update	EL 3 Staff Treatment		
Mar 26 Central Library @ 7pm	Meeting cancelled due to pandemic					
Apr 23 Virtual Meeting 7pm			Information Update		Board Advocacy Plan	
May 28 Virtual Meeting @ 7 pm		Client Experience (Manager of Client Experience)	Information Update	EL 4 Staff Conduct		
June 25 Virtual meeting @ 7pm			Information Update	EL 1 General Executive Constraint EL 10 Communication and Counsel to the Board		Review of: Hiring Policy Purchasing Policy

BOARD CALENDAR 2020

Meeting Date 4 th Thursday @ 7pm	Ownership Linkage	Board Education	Ends – Development & Monitoring	Executive Limitations EL Policies-Monitoring	Board Means/ Activity	Other
July/August Date TBA Virtual Meeting @ 7pm		Children's and Teen Services Collections				
Sep 24 Central Library @ 7pm		Library Budget (Treasurer to attend)	Budget Estimates for next year Mid-Year Report - Statistics by End (Jan-Jun) Information Update	EL 5 Financial Planning EL 6 Financial Condition Audit		Financial Audit Review of: Health & Safety Policy Violence in the Workplace Policy
Oct 22 Central Library @ 7pm		Website Update (Manager of Support Services)	Information Update	EL 2 Treatment of Clients EL 9 Compensation & Benefits	Board's Annual Report to the Community	CEO Evaluation Committee formed
Nov 26 Central Library @ 7pm	Council Presentation Linkage 2021 plan & review 2020	Age Friendly Plan Update	Information Update	EL 7 Emergency Executive Succession		

BOARD CALENDAR 2020

Meeting Date 4 th Thursday @ 7pm	Ownership Linkage	Board Education	Ends – Development & Monitoring	Executive Limitations EL Policies- Monitoring	Board Means/ Activity	Other
Dec 10 Central Library @ 6:30pm			Information Update Budget Update New Calendar		Celebrate Achievement Board Dinner	

Note: No BCD (Board CEO Delegation) or GP (Governance) Policies are scheduled for review in 2020

Policy Number A10		Pages: 12
Last Review Date (m/d/y) September 26, 2019. Approved by Board motion #19.68	Point of Contact Director of Support Services	

Hiring Policy

Policy Statement

The objective of this Policy is to:

1. Establish equitable and consistent employment practices.
2. Ensure that vacant positions are filled in a fair and consistent manner, recognizing the bona fide requirements and characteristics of the position being filled.
3. Ensure compliance with governing legislation, policy and conditions specified by the Library's collective agreement with its unionized employees .
4. Ensure that an adequate range of qualified individuals are attracted for all vacancies.

Index

- 01 Definitions
- 02 Responsibilities
- 03 Procedures/General Provisions
- 04 Non-Discrimination
- 05 Accessible Employment Standards
- 06 Job-Related Medical Examination

07	Verification of Credentials
08	Reference Verification
09	Unsolicited Applications
10	Documentation
11	Nepotism
12	Driver's Licence
13	Contract Staff
14	Relocation Assistance
15	Probationary/Trial Periods
16	Criminal Reference Check Vulnerable Sector Screening

Definitions

- 01.01 Accessible Formats - include but are not limited to large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.
- 01.02 Applicant -An external individual submitting a job application for employment with the Library.
- 01.03 Candidate - An existing employee submitting a job application for a posted vacancy.
- 01.04 Children - From birth to 18 years of age.
- 01.05 Common-Law Spouse -An adult man or woman who cohabits with a member of the same or opposite sex in a conjugal relationship outside of marriage.
- 01.06 Communication Supports - Includes but is not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- 01.07 Criminal Reference Check -A check undertaken through the police department on individuals to determine whether they have a record of offences.
- 01.08 Direct Reporting Relationship - A reporting relationship where an individual has the authority to directly control the activities or work assignments of another employee (as in a supervisor/subordinate relationship).
- 01.09 Disability
 - a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or in a wheelchair or other remedial appliance or device.

- b) A condition of mental impairment or a developmental disability.
 - c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
 - d) A mental disorder.
 - e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; ("handicap").
- 01.10 Employment Reference - Telephone contact with company officials who have supervised the applicant and who have direct knowledge of the applicant's work record and job performance.
- 01.11 Immediate Family - A husband, wife, including common-law spouse, children, including foster or stepchildren, of an employee.
- 01.12 Immediate Relative - The parents, brothers, sisters, including foster or step, parents-in-law, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, grandparents, grandchildren, or any other relative living with an employee.
- 01.13 Moving Expenses - The reasonable costs of packing, unpacking, cartage and freight of an employee's household effects to the City of Pickering. It will be incumbent upon the prospective employee to provide to the employer three (3) estimates on moving costs prior to authorizing final arrangements.
- 01.14 MTO Signing Authority - The individual(s) authorized by the Ministry of Transportation Ontario to conduct Driver Abstract searches.
- 01.15 Nepotism - Employment preference or other favouritism shown to immediate family or immediate relatives.
- 01.16 Non-Resident Employee - For the purpose of determining relocation assistance under this Policy, a non-resident employee is a new employee who has been appointed to a position with the Pickering Public Library and who does not reside in the City of Pickering, the surrounding area or within commuting distance of the City.
- 01.17 Probationary/Trial Period – A set amount of time during which a new employee appointed to a position must demonstrate the ability to effectively discharge the full range of duties of the position and during which the employer may assess the employee's competence and suitability for the position.
- 01.18 Relocation Expenses
- a) The cost of public transportation (air, rail, bus) of an employee and immediate family to the City of Pickering.
 - b) Includes the cost of gas, meals and hotel accommodation for the employee and immediate family if traveling is completed by automobile to the City of Pickering.
 - c) Accommodation and meals at a local hotel for a period of not more than fourteen (14) days to allow the employee to make accommodation arrangements.

- 01.19 Supervisor- Immediate Non-Union Supervisor.
- 01.20 Trial Period -A set amount of time during which an existing employee appointed to a new position must demonstrate the ability to effectively discharge the full range of duties of the position and during which the employer may assess the employee's competence and suitability for the position.
- 01.21 Vacancy -When the Library declares a position open and ready to be filled by advertising the position by a job posting.
- 01.22 Vulnerable Sector - Persons who, because of their age, a disability or other circumstances, whether temporary or permanent are:
a) in a position of dependence on others; and
b) otherwise at greater risk than the general population of being harmed by persons in a position of authority or trust relative to them. .
- 01.23 Vulnerable Sector Screening - A check undertaken through the police department on individuals to determine whether they have a record of offences involving the vulnerable sector.
- 01.24 Interview Panel - Consists of People and Culture representative, and representative(s) from the hiring department (typically the immediate non-union supervisor).

Responsibilities

- 02.01 Chief Executive Officer (CEO) to:
a) approve the filling of all permanent vacancies; and
b) authorize negotiated entitlements related to compensation and vacation for non-union employees.
- 02.02 Director to:
a) identify staffing requirements and work with the People and Culture Department to provide staffing within their department;
b) review duties and qualifications of vacant positions and prepare up-to-date and accurate job descriptions;
c) review and authorize. all staffing actions initiated within their jurisdiction; and
d) participate in the individual selection process as appropriate.
- 02.03 Manager to:
a) initiate Employment request for staffing within their area of responsibility; initiate process for new staffing within their area of responsibility
b) participate in the development of interview packages;
c) participate in the individual selection process; and
d) arrange for employee and position orientation on employee's first day on the job.

- 02.04 People and Culture Department to:
- a) prepare Internal Job Postings and external advertisements for job competitions;
 - b) receive and review all resumes and job applications remove bracketed information in relation to selection criteria;
 - c) assist client department in the development of interview questions;
 - d) coordinate and participate in the individual selection process
 - e) ensure that interviews and hiring decisions are undertaken in a fair and consistent manner and in compliance with governing legislation, policy and terms and conditions in the collective agreement.
 - f) arrange relocation assistance where appropriate; and
 - g) provide new employee with benefit orientation and enrolment.

Procedures/General Provisions

- 03.01 The Manager initiates employment request and forwards to People and Culture with appropriate approvals.
- 03.02 Posting and filling of jobs falling within the scope of a collective agreement will be carried out in accordance with the requirements of the collective agreement. The posting shall summarize typical duties of the position, minimum entry qualifications, salary range or pay grade and application deadline.
- 03.03 All non-union job postings may be advertised internally and externally at the same time in the interests of expediting the filling of a vacancy.
- 03.04 People and Culture reviews applications received according to standards identified in the job description. For union positions, People and Culture will also verify the candidate's seniority date.
- 03.05 Testing of required knowledge, skills and abilities may form an integral part of the screening process. Accommodation needs of an individual due to a disability will be addressed.
- 03.06 Interviews take place and applicants are rated against selection criteria.
- 03.07 The Interview Panel recommends a suitable individual to the Senior Management Team.
- 03.08 Once final approvals are obtained, People and Culture makes a conditional offer of employment to the successful individual which may be subject to a satisfactory pre- employment medical and/or a satisfactory criminal reference check/vulnerable sector screening.
- 03.09 Upon acceptance by the individual, People and Culture will notify the hiring department of the employee's commencement date. If an internal candidate has been selected to fill a position, the employee's start date in the new position is established through mutual agreement by the two Managers involved.

- 03.10 People and Culture will notify all unsuccessful internal candidates and external applicants interviewed that the vacancy has been filled.
- 03.11 People and Culture will prepare an individual accommodation plan in consultation with the employee, where applicable a union steward (at the employee's request) and an outside medical or other expert at the Library's expense.
- 03.12 The People and Culture Department will arrange for the employee's benefit enrolment.
- 03.13 The immediate non-union Supervisor will schedule the employee for the first available orientation session.

Non-Discrimination

- 04.01 In accordance with the *Ontario Human Rights Code*, the Library will provide equal opportunity for employment to all qualified individuals without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, gender identity, gender expression, sexual orientation, age, record of offences, marital status, family status or disability.

Accessible Employment Standards

In accordance with the Employment Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, the Library shall follow the principles of dignity, independence, integration and equal opportunity by addressing the following:

- 05.01 Recruitment, Assessment and Selection
The Library will notify employees and the public about the availability of accommodations during the recruitment process. Suitable accommodations will take into account the applicant's accessibility needs due to a disability. Employees will be notified upon hire of the Library's policy to accommodate employees with disabilities and will be provided with updated information whenever there is a change to accessibility policies.
- 05.02 Accessible Formats and Communication Supports for Employees
Where an employee with a disability so requests it, the Library must provide or arrange for the provision of accessible formats and communication supports for the following:
 - 05.02.1 information needed in order to perform their job; and
 - 05.02.2 information that is generally available to all employees in the workplace.

05.03 Workplace Emergency Response Information

The Library shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability. The Library shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. This information shall be reviewed:

05.03.1 when the employee moves to a different location;

05.03.2 when the employee's overall accommodations needs or plans are reviewed; and

05.03.3 when the employer reviews its general emergency response policies.

05.04 Documented Individual Accommodation Plans

The Library will document accommodation plans for employees with disabilities in accordance with the Library's Accessible Employment Standards Policy (A30)

05.05 Return to Work and Performance Management

05.05.1 The accessibility needs of employees must be respected when utilizing performance management tools.

05.05.2 When providing career development and advancement to employees, the Library shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans.

Job-Related Medical Examination

06.01 The objective of a job-related medical examination is to ensure that individuals are medically and physically capable of performing the essential duties of the position for which they have been given a written conditional offer of employment. The medical examination shall relate to the individual's physical and/or mental ability to carry out the essential duties of the job and may be required upon appointment to permanent positions or positions which demand a greater degree of physical effort or fitness.

Verification of Credentials

07.01 Successful individuals will be required to submit originals of all degrees, diplomas or other relevant documents which they claim to hold, to the People and Culture Department. Copies will be maintained in the employee's personnel file for future reference.

Reference Verification

- 08.01 Employment references must be completed and documented prior to issuing an offer of employment. People and Culture conduct all external reference checks using a Telephone Reference Check form. Typically, this will involve contact with at least three (3) previous supervisors of an external applicant.
- 08.02 The Department will obtain written authorization from the applicant prior to conducting a reference check. Using the Employment Reference Consent Form. Only the references provided by the applicant on the Employment Reference Consent Form will be contacted.

Unsolicited Applications

- 09.01 Unsolicited applications for employment will be retained in the People and Culture Department for a period of six months. Unsolicited applications received by supervisors and elected officials should be forwarded to the People and Culture Department in all instances immediately upon receipt.

Documentation

- 10.01 In accordance with the administrative requirements set out in the *Municipal Freedom of Information and Protection of Privacy 1990 Act* (MFIPPA), all recruitment and selection related data is to be retained in the People and Culture Department, or under custody and control of the City Clerk.
 - 10.02 Upon completion of the interview process, interview panel members are required to return all documentation contained within the interview package to the People and Culture Department for central filing. Documentation related to the interview and selection process will be retained within the People and Culture Department for a period of four years.
-

Nepotism

- 11.01 The Pickering Public Library recognizes that all qualified individuals should be provided with the opportunity to be considered for employment and that family relationships should not unduly or unfairly restrict an individual's right to seek employment opportunities. The fact that a potential employee is related to an existing employee should neither prejudice nor advance that person's hiring opportunities.
- 11.02 Any attempts at interference, undue influence or coercion relating to employment shall be reported immediately to the CEO for investigation.
- 11.03 The hiring of immediate family or immediate relatives of employees is not appropriate in situations where the related employees would be in a direct reporting relationship. Given the small size of the Library workforce, it may be necessary to assess the level of the position applied for and possible future impacts related to supervision.
- 11.04 Members of immediate family or immediate relatives shall not participate in the recruitment, promotion or selection process where a candidate is an immediate family or immediate relative.

Driver's Licence

Where a position requires a valid driver's licence, the following guidelines will apply.

- 12.01 The Library will determine all jobs within the Library where the ability to drive is an essential requirement of the position. This requirement will be identified in the job description.
- 12.02 Individuals in positions that require the ability to drive a Library vehicle will be required to sign a Driver's Abstract Consent Form and provide a copy of a valid Ontario Driver's Licence of the correct class for the vehicle to be driven, after a conditional offer of employment has been made.
- 12.03 The City's MTO Signing Authority will arrange to have a semi-annual driver abstract search undertaken for all employees who operate City vehicle and equipment
- 12.04 Individuals in positions that require the ability to drive a personal vehicle shall complete a Contract for Personal Vehicle Use form and Confirmation of Liability Insurance Coverage form only after a conditional offer of employment has been made.

Contract Staff

13.01 Guidelines

- a) Individuals may be hired on an employment contract basis to perform specific functions for a specified period of time. Establishment of such contracts shall not violate the provisions of the Library's Collective Agreement.
- b) Benefits will be provided to contract individuals in accordance with governing legislation. Additional benefits may be provided as negotiated between the respective parties.
- c) Contracting of individuals shall be undertaken within the constraints of departmental budgets or other approved funding and will be subject to the approval of the CEO.
- d) Each contract is subject to such terms and conditions as may be negotiated between the Library and the individual contractor.
- e) Contracts will be prepared by the People and Culture Department in accordance with established format and procedures.

13.02 Recruitment Consultants

- a) The Library recognizes that it may be necessary to rely on the services of outside management consultants to assist in the identification and referral of applicants for certain positions. Outside consultants may be retained by the Library for:
 - i. senior managerial positions, including the CEO, where it has been determined that a consultant may be better able to attract well-qualified applicants; and
 - ii. professional or specialized technical positions where it has been determined that suitably qualified applicants with specialized skills cannot be attracted by more conventional and traditional approaches to recruitment.
- b) Use of consultants will be subject to review and approval of the CEO and Purchasing Policy. If recruiting is for the position of CEO, the Board or its designated representatives will be responsible for coordinating the selection and retention of outside consultants and for liaison during the recruitment and selection process.

Relocation Assistance

- 14.01 Relocation assistance ensures that a qualified applicant will not be prevented from accepting employment with the Library because of the expense of relocation when (see Relocation Expense Service Agreement form HUR 040 Appendix 5):
- a) the position is a key position for which there is no suitably qualified individual available within the City of Pickering or in the immediate vicinity;
 - b) it is mandatory that the position be filled as quickly as possible; and
 - c) the Director recommends, and the CEO concurs, that such recruitment incentive is appropriate in the specific circumstances.
- 14.02 The Library may assist newly appointed non-resident employees with relocation assistance upon written acceptance of an offer of employment.
- 14.03 The Library will recover on a pro-rata basis, any relocation assistance paid to an employee who resigns or is terminated from employment for just cause within twenty-four (24) months of commencement of employment. Relocation assistance may include both moving expenses and relocation expenses.

Probationary/Trial Periods

- 15.01 The City of Pickering Public Library recognizes the importance of a period of evaluation for employees appointed to positions as a result of competition, promotion or transfer. Permanent appointments to all positions within the Library shall be subject to satisfactory performance during the probationary/trial period.
- 15.02 Unionized employees will serve a probationary/trial period in accordance with the provisions of the Library's Collective Agreement with its unionized employees.
- 15.03 The standard probationary/trial period for non-union employees of the Library shall be six working months. Any single period of absence during the probationary period in excess of 5 working days, for any reason, shall be added to the probationary period.

Criminal Reference Check & Vulnerable Sector Screening

16.01 The Library recognizes the importance of ensuring the personal safety and well-being of its employees and the safety and well-being of those members of the community who are receiving services. The Library will undertake a Criminal Reference Check for all full-time and part-time volunteers, existing employees who have applied successfully and external applicants who will, as a result of their positions, meet one or a combination of the following criteria:

16.01.1 employees who occupy a position of trust, financial or otherwise. Otherwise is defined as the level of authority, importance of contacts, impact on the Library's image/reputation, and access to confidential/privileged information with the ability to control or manipulate data;

16.01.2 employees who are required to enter private residences on a regular basis;

16.01.3 all levels of management; and

16.01.4 employees who as part of their job requirements, work directly and interact with the vulnerable sector will form the basis for a Vulnerable Sector Screening.

16.02 Guidelines

Criminal Reference Checks Vulnerable Sector Screenings shall be carried out in accordance with the Ontario Human Rights Code. The Code prohibits discrimination on the basis of a person's record of offenses which is defined as:

16.02.1 an offense in respect of which a pardon has been granted under the

Criminal Records Act and has not been revoked; and ·

16.02.2 An offense in respect of any provincial enactment.

A record of offenses does not include a conviction under the Criminal Code, *Narcotics Control Act*, *Food and Drug Act* or Federal Criminal Enactment for which a pardon has not been granted or for which a pardon has been granted and revoked.

This policy will be supported with a detailed operating procedure which will address the actionable items of those directly involved in recruitment and their respective responsibilities.

Purchasing Policy

Last Updated September 26, 2019 by Board motion	Reviewed Annually by the Library Board	Policy Number A12
Point of Contact Elaine Bird, Director of Support Services	Pages: 21	

Policy Statement

The Pickering Public Library shall provide quality customer service and best value to the taxpayers of the City of Pickering through the provision of fair, transparent, competitive procurement policies, procedures and processes.

The Library will achieve this through efficient and professional service delivery, appropriate commitment authority, consultation, cooperation, innovative solutions, standardization, education and collective knowledge of products and market conditions, and partnerships while developing and maintaining quality vendor and client relations.

Definitions

- 01.01 Acquisition - the process of obtaining goods and services.
- 01.02 Authority or Authorized - the right to conduct the tasks outlined in this Policy.
- 01.03 Bid – an offer or submission received from a vendor in response to a request, which may be accepted, not considered or rejected.
- 01.04 Bidder - the person, firm or corporation submitting an offer to the Library.
- 01.05 Blanket Order – a type of purchase order which is an agreement between the Library and supplier to facilitate the reordering of repetitive use materials or services for a specified term (e.g. for repairs or maintenance purposes) and not to be used for a Capital expenditure.
- 01.06 CEO – the Chief Executive Officer of the Library or a designate

- 01.07 Centralized Purchasing – the activities conducted by the Supply & Services Section of the Corporate Services Department
- 01.08 CAO – the Chief Administrative Officer of the City or a designate.
- 01.09 City – the Corporation of the City of Pickering
- 01.10 Clerk – the City Clerk or a designate
- 01.11 Consulting and Professional Services – services requiring technical skills provided on the basis of a defined project or undertaking to recommend and/or assist in implementing solutions including but not limited to supervision related to the project or undertaking
- 01.12 Contract - a binding agreement between two or more parties. In the absence of any other document, a Purchase Order constitutes a contract
- 01.13 Contract Administrator - a person with authority to administer the terms of a contract to oversee the work of a vendor or contractor
- 01.14 Cooperative Purchasing - the participation of the Library with one or more public agencies in a bid solicitation
- 01.15 Delegate – a person given authority to acquire pricing on goods and services
- 01.16 Designate - a person authorized to act on behalf of another which may include signing authority to purchase within prescribed limits and/or approval authority
- 01.17 Director – The Library’s Director of Support Services
- 01.18 Disposal - the selling, trading, assignment, and/or scrapping of surplus assets
- 01.19 Emergency - a situation that is, in the opinion of the CEO or designate, a threat to public health, safety, property, life or the environment and exists where the immediate acquisition of goods or services is essential to prevent serious delay, injury, damage, restore basic service provided by the Library and warrants operating outside this policy or limit potential liability
- 01.20 Evaluation Committee – procedures may be established to provide for an evaluation committee comprised of a minimum of two representatives from the Library Department and one from Administration to evaluation proposals in an RFP process for the purpose of making a recommendation.
- 01.21 Goods and/or Services – labour, materials, products, equipment, services, supplies, act to be done, furnished or performed by a vendor that are the subject of the contract
- 01.22 Informal Quotation - an offer received from a vendor through an informal process in response to a request for pricing which can be on a vendor’s quotation form
- 01.23 Manager of Supply and Services – City Manager under the general direction of the Treasurer
- 01.24 Proposal – a written offer from a vendor in response to a written request for proposal (RFP) which may be subject to discussion or negotiation. An RFP process may be used when the good or services cannot be definitively specified, where such proposals would result in specific offers by the vendors.

- 01.25 Purchase Order - contract, in an approved form, issued to a vendor to acquire goods or services, including Blanket Order and Limited Purchase Order
- 01.26 Purchasing Card (PCard) - a credit card issued by the City that is used to purchase and pay for goods and/or services subject to spending and/or transaction limits
- 01.27 Quotation - a written offer received from a vendor in a form prescribed by the Manager in response to a request for quotation (RFQ)
- 01.28 Responsive and Responsible Bidder - one who complies with the instructions of the bidding document, contractual terms, conditions, specifications and who can reasonably be expected to provide satisfactory performance of the proposed contract based on adequate financial and other resources, satisfactory reputation, references, and performance on similar contracts
- 01.29 Single Source – where there is more than one source in the open market but only for reasons of function or service, one vendor is recommended for consideration of the particular goods and/or services
- 01.30 Sole Source – only one source of supply available for particular goods and/or services
- 01.31 Standardization – the adoption of a single product or group of products to be used by one or more departments
- 01.32 Systems Contract – an agreement with a supplier carrying an inventory of specific items for the Library such as office supplies, janitorial supplies, work wear, etc.
- 01.33 Tender - a written offer in a form specified by the Library received from a bidder in response to a request for tender
- 01.34 Treasurer – The Treasurer of the City of Pickering who is also appointed as the Treasurer for the Library Board.
- 01.35 Vendor – individual, firm, supplier, contractor, architect, consultant or bidder

Responsibilities

02.01 Pickering Public Library Board to:

- (a) Approve this policy.
- (b) Actively support this Purchasing Policy.

02.02 Chief Executive Officer to:

- (a) Actively support the Purchasing Policy.
- (b) Recommend necessary amendments to this policy for consideration by the Treasurer and Pickering Public Library Board.
- (c) Approve administrative changes to procedures required to implement the provisions of this Policy.

02.03 Treasurer to:

- (a) Review amendments to this Policy made for consideration by the Library Board.
- (b) When required or requested, provide final decisions in regard to matters of interpretation and implementation of this Policy.
- (c) Review and approve all award reports to ensure sufficient budgeted funds exist to support the recommendation for award.
- (d) Approve changes to the PCard transaction limit to reflect changes for efficiencies.
- (e) Assess the potential risks by vendors providing goods or services to determine appropriate insurance coverage and obtain requisite proof of coverage.

Administrative Procedures

- 03.01 This Policy shall be read in conjunction with written administrative procedures.

Purchasing Principles

- 04.01 The Director of Support Services shall:
- (a) Be responsible for the provision of all purchasing services for the acquisition and disposition of all goods and services required by the Pickering Public Library.
 - (b) Arrange for the procurement by purchase, rental or lease of the required quality and quantity of goods or services in an efficient and cost-effective manner.
 - (c) Ensure the greatest value for the Library by exercising professional purchasing practices, free from influence and interference, and encourage open, fair, transparent and competitive bidding and where practical, sustainable practices.
 - (d) Promote acceptance of bids based on total acquisition and life cycle cost, or in the case of a service, the preferred or best level of service, rather than the lowest bid received.
 - (e) Provide for the appropriate level of delegated commitment authority to enable staff to meet service level expectations.
 - (f) Assist in the facilitation, comparison and assessment of alternate service delivery options.

Sustainability Considerations

- 05.01 Staff shall:
Consider, and where appropriate include, one or more of the following matters when preparing specifications for the acquisition of goods and services:
- i. reducing greenhouse gas emissions
 - ii. protecting indoor and outdoor air quality

- iii. improving energy, fuel and water efficiencies
- iv. improving biodiversity
- v. protecting the quality and/or quantity of ground and surface water systems
- vi. minimizing packaging and waste
- vii. making efficient use of natural resources, and using sustainable harvesting or extraction practices, including Forest Stewardship Council (FSC) certified papers
- viii. giving preference to high quality durable materials that can be repaired and/or upgraded
- ix. requiring materials that contain reusable parts, and/or that are made from renewable, compostable or recyclable materials or can be taken back for recycling
- x. reducing or eliminating hazardous or toxic substances
- xi. minimizing human health impacts

06 Authorities, Procurement Methods and Dollar Limits

- 06.01 The Director of Support Services, CEO and Treasurer have the authority and responsibility to operate a centralized purchasing program on behalf of the Library.
- 06.02 The Manager of Supply and Services and/or the Director of Support Services shall have the authority to negotiate terms or conditions of a contract or agreement on behalf to the Library as deemed necessary.
- 06.03 The CEO, Directors or delegates shall have the authority to sign contracts, agreements and any other documents on behalf of the Library with third parties for the acquisition, delivery and maintenance of goods or services acquired in accordance with this Policy.
- 06.04 Dollar limits (in Canadian funds) include all costs of acquisition including delivery, custom fees and duties, disposal surcharges, and any other fees, charges or costs, but exclude HST.
- 06.05 The CEO may delegate to an employee, all or part of the authority to purchase up to an amount of \$1,000 on the understanding the employee promotes the objectives of this Policy.
- 06.06 The Director of Support Services and / or the Manager of Supply and Services may recommend a bidder for the acquisition of goods or services upon such terms and conditions as he or she deems appropriate consistent with the requires of this policy (summarized in Appendix 2).

- 06.07 The Manager of Supply and Services shall have the discretion to review pricing and processes undertaken to ensure compliance with this policy.
- 06.08 Pricing for goods or services over \$1,000 and up to \$5,000 not covered by a contract, service or blanket order may be obtained by the Director of Support Services or delegate with a minimum of one informal quote.
- (a) Where the Director or designate that obtains one informal quote:
- i) is responsible for ensuring that required all Health and Safety and Insurance related documents and requisite approvals are obtained, and all requirements are met.
 - ii) is responsible for monitoring and ensuring that work is not divided into multiple single quotes to circumvent the requirements of the Purchasing Policy and not routinely sourced to the same vendor.
- 06.09 Pricing for goods or services over \$5,000 and up to \$30,000 not covered by a contract, service or blanket order may be obtained by the Director of Support Services or delegate. Three informal quotes, where possible, are required.
- 06.10 For goods or services with an estimated total price over \$30,000 the CEO or Director of Support Services shall determine when a Request for Proposal, Request for Quotation or Tender is the most appropriate method to acquire goods or services and shall solicit a minimum of three proposals, quotations or tenders if possible. Advertising is at their discretion in consultation with the Manager of Supply and Services but an estimated value over \$100,000 shall be advertised.
- 06.11 Where the compliant quotation or tender meeting specifications and offering best value to the Library is acceptable or where the highest scoring proposal is recommended, and the estimated total purchase price is:
- (a) Over \$30,000 and up to \$75,000, the Director of Support Services may approve the award, subject to consultation with the CEO and confirmation of financing by the Treasurer.
 - (b) Over \$75,000 and up to \$250,000, the Director of Support Services may approve the award, subject to the approval of the CEO and Treasurer.
 - (c) Over \$250,000, the Director of Support Services may approve the award, subject to the approval of the CEO, Treasurer, and the Library Board.

- 06.12 Revenue generating proposals with a value greater than \$100,000 for services are subject to the approval of the Library Board prior to the awarding of the contract.
- 06.13 Goods or services obtained by sealed public tender shall be advertised or by invitation from a list of qualified bidders, or a combination thereof. Tendering documents shall be issued and opened in public at a specified date and time. Tenders that are late, illegible, unsigned, contain insufficient deposit, contain uncertified cheques, are incomplete or do not include a deposit, bond or surety, shall be rejected. The terms and conditions of the deposit, bond or surety are subject to the approval of the CEO. The Director of Support Services and CEO shall jointly recommend a tendering award.
- 06.14 The Director of Support Services shall ensure that all recommendations dealing with the award of a quotation, proposal or tender contains the appropriate funding statement from the Treasurer.
- 06.15 Authorities and responsibilities shall be applied and administered having regard to the provisions of the Corporate Financial Control Policy and approved Signing Authorities.
- 06.16 If a bid has been approved by the Board and awarded to the selected Bidder and the selected Bidder fails to enter into a contract, the Director of Support Services shall be granted the authority to proceed to the next lowest responsive and responsible Bidder or the next highest evaluated responsive and responsible proponent for a proposal call, for the award of this contract, without going back to the Board for approval, providing there are no bid irregularities, requirements remain unchanged and the new contract is within budget. The approval shall be obtained from the CEO. The Director shall prepare a report to the Board for information purposes for the next scheduled meeting.
- 06.11 When the Board meeting schedule does not allow for timely purchasing approvals by the Board, the CEO will first seek approval from the Board via email. Should sufficient responses not be forthcoming in a timely manner, the CEO will consult with the Chair, who may provide the approval on behalf of the Board provided that:
- a) The project is in an approved budget;
 - b) Such actions are in compliance with the Purchasing Policy;
 - c) The project is not debt financed; and
 - d) A report respecting those approvals is subsequently submitted to the Board.

07 Single Source or Sole Source

07.01 The Director of Support Services is authorized to make single or sole source purchases, without competitive bids may be authorized if any of the following conditions apply:

07.02 Excludes Section 8, Consulting and Professional Services.

07.03 Single Source examples:

- (a) In an emergency.
- (b) A fluctuating market prevents the Library from obtaining price protection or owing to market conditions, the required goods or services are in short supply.
- (c) Bids have been solicited and no responsive bid has been received or bids fail to comply with the specifications or conditions, or the lowest bid received exceeds the estimated cost and it is impractical to recall.
- (d) The extension or reinstatement of an existing contract would prove most cost effective or beneficial. The extension shall not exceed one year.
- (e) Goods are required for resale and the determining criteria are marketability and profitability, e.g. promotional items.
- (f) The nature of the requirement would not be in the public interest to solicit competitive bids as in the case of security or confidentiality.
- (g) Due to market conditions or unexpected circumstances, required goods or services are in short supply.

07.04 Sole Source Examples:

- (a) Competition is precluded because of the existence of a sole source, patent rights, copyrights, secret processes, and control of basic raw material or similar circumstances.
- (b) A component or replacement part is involved for which there is no substitute.
- (c) Compatibility with an existing product is the overriding consideration.
- (d) The purchase involves goods or services for which there is no reasonable substitute or competitive product.
- (e) Supply of which is controlled by a vendor with a monopoly.
- (f) Purchase of goods in a commodity market.
- (g) Work to be performed on or about a leased building or portions thereof that may be performed only by the lessor.
- (h) Work to be performed on property by a contractor according to provision of a warranty or guarantee held in respect of the property or the original work.

- (i) For a contract to be awarded to the winner of a design contest.
 - (j) Original works of art.
- 07.05 The Director of Support Services shall summarize the rationale for a single or sole source request in a memo to the CEO.
- 07.06 A single source or sole source purchase up to \$10,000 is subject to the approval of the Director of Support Services.
- 07.07 A single source or sole source purchase over \$10,000 and up to \$30,000 is subject to the approval of the CEO.
- 07.08 A single source or sole source purchase over \$30,000 and up to \$125,000 is subject to the approval of the CEO, in consultation with the Manager of Supply and Services and the Treasurer.
- 07.09 A single source or sole source purchase exceeding \$125,000 is subject to Board approval.
- 07.07 Subject to the above approvals, the Director of Support Services or designate is authorized to enter into negotiations without competitive bids and enter into a contract if deemed advantageous.
- 07.08 The process for Single and Sole source purchases excludes, Consulting and Professional Services (see Section 8).

08 Consulting and Professional Services

- 08.01 Notwithstanding the provisions of this Policy, which covers the acquisition of goods or services, the acquisition of Consulting and Professional Services shall be conducted in accordance with the provisions of this section.
- 08.02 Consulting and Professional Services will be acquired on a “quality based selection” methodology rather than only the lowest price.
- 08.03 The Director of Support Services may obtain the services of a particular consultant selected by the initiating Manager without going through a competitive process. Where the funds are available in the approved budget and the project or annual cost of a consulting or professional service assignment is expected to be:
 - a) less than \$30,000 is subject to the approval of the Director of Support Services.
 - b) Between \$30,000 and \$50,000 is subject to the additional approval of the CEO in consultation with the Treasurer.
 - c) Above \$50,000 is subject to the additional approval of the Library Board.
 - d) The Director:

- i. is responsible for ensuring that required all Health and Safety and Insurance related documents and requisite approvals are obtained, and all requirements are met, prior to submitting a requisition.
- ii. Must clearly identify phases of the work in the memo seeking approval, monitoring and ensuring that work is not divided into multiple assignments to circumvent the requirements of the Purchasing Policy and not routinely sourced to the same consultant.
- iii. Shall maintain a listing of the name of the consultant, project title, duration, scope, cost, purchase order number and other pertinent details of the engagement for quick access from enquiries.
- iv. Shall ensure that the project file includes objectives in measurable deliverables and at the end of the project, include a senior manager's signature signifying that the deliverables have been met.

08.06 Where written proposals are obtained in accordance with procedures set out in Section 06 and funds are available in the approved budget the same approvals are required as in Section 08.03 above.

08.07 A purchase order is required to confirm a consulting agreement.

09 Design and Development Service

09.01 Where design or specification development is required, the vendor providing it shall be considered a consultant and contracted as such. The design or specifications shall become the property of the Library for use in obtaining competitive bids.

09.02 A vendor providing design, services, consulting or specifications shall be advised up front they will not be permitted to submit pricing or bid in the competitive process for the requirement if a competitive advantage or conflict of interest is deemed to exist. The CEO, Director of Support Services and Treasurer will provide a final determination on this matter.

09.03 Where the design and end product is part of the same requirement or project, the scope of work will be combined and procured as one project in a competitive method.

10 Emergency Purchase

10.01 In an emergency situation the Director shall obtain such goods and services as are necessary to respond to the emergency. If the purchase amount exceeds \$5,000, the Director must notify the CEO and Treasurer at the earliest possible time. If the purchase amount exceeds \$50,000, the Treasurer and the CAO shall be

notified and the CEO shall submit a report of the incident to the Board at the earliest possible time.

11 Cooperative Purchasing

- 11.01 The Library may enter into arrangements with municipalities, local boards and other public bodies on a cooperative or joint venture basis where there are economic advantages and where the best interests of the Library would be served. The policy of the government agency or public authority hosting the cooperative call for bids is to be the accepted policy of the Library for the cooperative call and no other approval is required beyond that of the appropriate Director and CEO unless debt financing is required then Council approval must first be obtained.
- 11.02 Section 11.01 above does not preclude the issuance of a purchase order

12 Purchasing Cards

- 12.01 Purchasing Cards shall be used in accordance with the Purchasing Card Procedure.
- 12.02 The Treasurer has the authority to temporarily adjust the transaction limit for one-time purchases.

13 Disposal of Surplus Assets

- 13.01 The Manager of Supply and Services is authorized to dispose of surplus assets in a cost effective and efficient manner with approval of the CEO and the Treasurer.

14 Purchasing Ethics

- 14.01 The participation of members of employees of the Library in the procurement process shall be governed by the Library's Employee Code of Conduct.

15 Conflict of Interest

- 15.01 All members of the Library Board must comply with the Municipal Conflict of Interest Act.
- 15.02 With respect to all Library purchasing, Library employees must declare and disclose any actual or potential direct or indirect conflicts of interest with respect to their involvement in a procurement process, including all evaluation processes, and where necessary not participate in a procurement process where there is a conflict of interest.

- 15.03 A vendor will be required to declare any real or potential conflict of interest in all instances involving the procurement of goods and services.
- 15.04 The Library reserves the right to disqualify the vendor from further consideration in any instance involving the procurement of goods and services which demonstrates a conflict of interest.
- 15.05 A conflict of interest arising during the term of a contract must be reported immediately. If the Library and the vendor are unable to rectify the conflict of interest to the Library's satisfaction, the Library may terminate the contract. Failure to disclose a potential conflict of interest during the term of a contract may result in termination of the contract.

16 Prohibitions

- 16.01 No employee or member of the Board shall bid on the sale of goods except those disposed of by public auction.
- 16.02 The Library shall make no personal purchase for any employee, member of City Council, Committee or Board.
- 16.03 No employee, or member of City Council, Committee or Board shall purchase or offer to purchase on behalf of the Library, except as may be provided for in this policy.
- 16.04 Contracts entered into in contravention of section 16.03 will not be binding upon the Library. The employee or member of City Council, Committee or Board who entered into the contract will be responsible for the contract.
- 16.05 No requirement for goods or services shall be divided to avoid the requirements of this policy and the total project or annual requirement shall be considered.

17 Exceptions

- 17.01 Items listed in Appendix 1 are excluded from the requirements of this Policy. The items may be procured by obtaining one price, subject to the funds being available in the current or capital budgets. For accountability and transparency purposes, a Purchase Order may be required when there is a set pre-determined fee or an upset limit.
- 17.02 Notwithstanding, the Director is required to provide details to the CEO and City Treasurer of any contractual arrangements under Appendix 1 with third parties that exceed \$25,000 annually or are for more than one year. Such details will be provided prior to the commencement of the contract arrangement.

18 Confidentiality and Access to Information

- 18.01 Contents of quotation, tendering, request for proposal documents, with the exception of the information read publicly at a tender opening or reported to the Library Board or Council, shall be treated as confidential and protected as set out under *The Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*, RSO, 1990, Section 11(c), as amended.
- 18.02 Subject to *The Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*, RSO 1990, no employee, or any appointed or elected official, shall divulge the unit prices paid by or quoted to the City or Library for goods or services. The total price in the case of public tenders or the total price in the case of quotations the name of the successful bidder, as well as any prices included in public reports to Committee and Council may be revealed.

19 Disqualification of Bidders

- 19.01 A tender, proposal or quotation submitted by a bidder shall be rejected,
- (a) if the bidder, or any officer or director of the bidder is or has been engaged either directly or indirectly through another corporation including by common ownership or control or otherwise related to a party in litigation with the City (including the Library), its elected or appointed officers, or its employees;
- AND**
- (b) in the opinion of the CEO, the litigation is likely to affect the bidder's ability to work with the Library, its consultants or representatives, and the Library's experience with the bidder in the matter giving rise to the litigation indicates that the Library is likely to incur increased staff and legal costs in the administration of the contract if it is awarded to the bidder.

20 Bidder Terminated, Unsatisfactory Performance

- 20.01 The Library reserves the right to not consider a bidder for a period of time or exclude a bidder from eligibility to submit a bid, **when:**
1. a bidder has provided unsatisfactory performance by documented evidence of substandard performance or unfulfilled commitment; or
 2. a bidder has been deemed an unsafe contracting party, where there is documented evidence of disregard for or violation of the City or Library's health and safety

- regulations, practices, instructions or non-compliance of the *Occupational Health & Safety Act* and Codes; or
3. there is evidence that a bidder has attempted to exert illegal, undue or inappropriate influence over any employee, consultant, official, other bidder or any other person in connection with the Library's decision to accept or decline a bid.
- 20.02 In reaching a decision, the Library shall be entitled to rely upon results of performance evaluations relating to other contracts for the Library and outside parties performed by the subject bidder.
- 20.03 No tender, proposal or quotation will be considered or accepted from the subject bidder during the term of the suspension.
- 20.04 Previous experience or the results of any performance evaluation may be disclosed by Library staff to other municipalities or government bodies upon request, where the subject bidder has listed the Library as a reference.
- 20.05 The bidder may apply to the Library for reconsideration or reinstatement if the bidder is able to demonstrate that the practices or issues leading to the suspension have been rectified.
- 20.06 The Library reserves the right to not consider a tender/ quotation/ RFP from a bidder or any company affiliated with or controlled by the bidder who:
- (a) has been prohibited from bidding on City or Library contracts;
 - (b) has had a contract with the City or Library terminated within three years of the bid close date due to default of the contract;
 - (c) has failed to rectify the performance of any previous contract default to the City or Library's satisfaction, and cannot provide assurances and demonstrate appropriate action to ensure the same or similar problems will not reoccur; or
 - (d) has failed to provide health and safety documentation to the Library's satisfaction.

21 Tendering Irregularities

- 21.01 Guideline for Handling Irregularities:
- (a) To maintain the integrity of the public tendering process.
 - (b) To maintain a flexible process in which low bids are not rejected because of minor irregularities. This approach allows the Library to maximize the advantages of a competitive public tender process.
 - (c) To ensure that the Library's Policy for dealing with irregular tenders promotes fair competition.

- (d) To ensure that any bid accepted by the Library is legally capable of being accepted.
- (e) To ensure that no bidder can avoid its bid by its own default or mistake.
- (f) Irregularities that go beyond the scope of these guidelines shall be reviewed with the CEO and Treasurer who shall have the authority to waive irregularities deemed to be minor. In exercising judgement, the advice of the City Solicitor may be requested. Where deemed to be a major irregularity, the Treasurer and CEO shall have the final decision on acceptance or rejection of the bid.

21.02 Tendering irregularities will be dealt with as follows:

	<u>Irregularity</u>	<u>Response</u>
1.	Late bid.	<ul style="list-style-type: none"> Automatic rejection and will be returned unopened to the bidder. Bids will be deemed to have been received when the Library has stamped the envelope with the time and date of receipt. If the bidder's address is not clearly available on the envelope or package, it will be opened solely to access this information in order to return it to the bidder.
2.	Bid envelope or package is not sealed.	<ul style="list-style-type: none"> Automatic rejection.
3.	Bid not completed by non-erasable ink.	<ul style="list-style-type: none"> Automatic rejection.
4.	Bid not legible.	<ul style="list-style-type: none"> Automatic rejection.
5.	Bidder's original ink signature missing from signature page.	<ul style="list-style-type: none"> Automatic rejection.
6.	Bid qualified or restricted by a statement or alteration added to any part of the document.	<ul style="list-style-type: none"> Automatic rejection.
7.	Bid received on documents other than those provided by the Library.	<ul style="list-style-type: none"> Automatic rejection unless allowed for in the bid instructions or received on a true copy (not retyped) of the original document issued by the Library
8.	Bid does not meet specifications.	<ul style="list-style-type: none"> Automatic rejection.
9.	Alternate bid.	<ul style="list-style-type: none"> Automatic rejection unless allowed for in the bid instructions or bidder has completed original bid and provided an alternate bid in addition to the original.

10	Bid Security a) Surety's Corporate seal or Surety signature missing from Bid Bond or Agreement to Bond.	<ul style="list-style-type: none"> Automatic rejection.
	b) Bid Bond or Agreement to Bond <i>does have</i> Surety's Corporate seal and Surety signature but does not have bidder's corporate seal or bidder's statement to bind the corporation.	<ul style="list-style-type: none"> Two working days to correct.
	c) Bid Deposit, Bid Bond or Agreement to Bond not provided, or not in the form specified or does not name the correct municipality as obligee, or the Surety is not licensed to do business in Ontario.	<ul style="list-style-type: none"> Automatic rejection.
	d) Bid Deposit, Bid Bond of insufficient amount.	<ul style="list-style-type: none"> Automatic rejection.
	e) Agreement to Bond not sufficient.	<ul style="list-style-type: none"> Automatic rejection.
	f) Bid security is not in compliance with the number of days open for acceptance as stated in the bid documents.	<ul style="list-style-type: none"> Two working days to correct and if bidder fails to do so, bid will be rejected.
11.	Bid does not acknowledge addenda.	<ul style="list-style-type: none"> Automatic rejection unless every change set out in the addenda is clearly visible on the face of the bid OR the relevant addendum issued is solely for the purpose of revising the closing date and time.
12.	Bid received from a bidder who has not been approved as a pre-qualified bidder under a prequalification process.	<ul style="list-style-type: none"> Automatic rejection.
13.	Bid received from a bidder whom did not sign-in at mandatory site visit when instructed to do so in the tendering instructions.	<ul style="list-style-type: none"> Automatic rejection.

14.	Failure to return the documents as specified.	<ul style="list-style-type: none"> Automatic rejection unless otherwise specified in the tendering instructions.
15.	Partial bid (all items not bid).	<ul style="list-style-type: none"> Automatic rejection unless allowed for in the tendering instructions.
16.	Tender envelope unclear as to contents.	<ul style="list-style-type: none"> Automatic rejection.
17.	Uninitialed changes to the bid documents that are minor (e.g. bidder's address is amended by over-writing but not initialed).	<ul style="list-style-type: none"> Two working days to correct. The Library reserves the right to waive initialling and accept the tender.
18.	Unit prices in the Schedule of Prices have been changed but not initialed.	<ul style="list-style-type: none"> Two working days to correct. The Library reserves the right to waive initialling and accept the tender.
19.	Other mathematical errors that are not consistent with unit prices.	<ul style="list-style-type: none"> Two working days to initial corrections as made by the Library. Unit prices shall govern and the tender will be corrected accordingly. The Library reserves the right to waive initialling and accept tender as corrected.
20.	Pages are missing from bid.	<ul style="list-style-type: none"> Two working days to supply the missing pages where in the opinion of the Library, the missing page(s) would not directly affect the bid submitted. The Library reserves the right to waive the need to receive the missing pages and accept the tender or to reject the tender outright at their discretion.
21.	Withdrawal of bid.	<ul style="list-style-type: none"> Withdrawal of bids received after the closing date and time will not be allowed.
22.	Tie bids.	<ul style="list-style-type: none"> One of the following methods of dealing with two low tied bids may be used, based on the specific situation. Request the two low bidders to resubmit pricing only. No other change to the bid is allowed. Bidders shall be allowed 24 hours from time of request. Use a coin toss to select a recommended bid. The outcome of the tie breaking method shall be final.
23.	Completion date is other than specified in the tendering specifications.	<ul style="list-style-type: none"> Two working days to clarify the completion date. The Library reserves the right to waive the clarification of the completion date and accept the tender, or to reject the tender outright.

Appendix 1

Exceptions

The following items may be procured by obtaining one price, subject to the funds being available in the current or capital budgets. For accountability and transparency purposes, a Purchase Order may be required when there is a set pre-determined fee or an upset limit. Those categories where this may be applicable are marked with an asterisk.

Notwithstanding, it is expected that the objectives of this Policy will be promoted in any expenditures for goods or services.

1. Petty Cash expenditures
2. Purchases under \$1,000
3. Training and Education
 - a) Conference, Course, Convention and Seminar, including accommodation, travel
 - b) Magazine, Book, Periodical, Subscriptions
 - c) Membership Fee
 - d) Facilitator, Trainer Fee
4. Catering, Food or Entertainment Services *
5. Advertising
 - a) Newspaper (national and local), periodical, trade journal, magazine (A contract arrangement for advertising such as the Community Page is not considered an exception).
6. Professional Fees *
 - a) Consultant fee related to litigation
 - b) External Auditor
 - c) Legal Services
 - d) Ontario Land Surveyor
 - e) Property Appraisal
 - f) Medical Service
 - g) Mediation Service
 - h) Laboratory Service
 - i) Actuarial Studies and Reports
 - j) Assessment Appeal, Assessment Services and Related Expenses
 - k) Banking, Brokerage or Underwriting Service, Investment and Related Services Including Funds Transfer and Security
 - l) Liability, Property and Other Forms of Insurance and Adjusting Services
 - m) Temporary Help
 - n) Collection Services
 - o) Tax and Cost Recovery Reviews

7. Utility Services (acquisition, repairs, maintenance and minor replacements)
 - a) Natural Gas and Heating Oil
 - b) Sewer and Water
 - c) Postage
 - d) Electricity
 - e) Telecommunication Service Providers
 - f) Cable Television
 - g) Internet Service Providers
8. Work or services to or from other government agencies, utilities, Provincial or Federal agencies, Crown Corporations, municipalities, public agencies, or Boards. *
9. Maintenance Contract (Proprietary, Non-Value Added Resellers)
 - a) Annual maintenance fees where the approved vendor is the sole source provider of the service;
 - b) Upgrades already approved including support and training where the vendor is the sole source provider of the upgrade.
10. Acquisition of goods or services under a government pricing program.
11. Library Materials such as books and audiobooks do not require a Purchase Order. Note: materials vendors are subject to a qualification process every 3 years.

Note: * Categories where a Purchase Order may be required.

Appendix 2

Summary of Procurement Method and Approval Authority

Purchase order required unless stated otherwise herein. Amounts exclusive of HST.
(Director = Director of Support Services)

Procurement Method	Dollar Range	Approval
Purchasing Card or Invoice Purchase Order not issued Staff Purchase	Up to \$1,000	Delegated by CEO
1 Informal Price obtained by Staff	\$1,000 to \$5,000	Delegated by CEO
3 Informal Prices obtained by Staff	\$5,000 to \$30,000	Director
Quotation, RFP or Public Tender (Director to determine)	\$30,000 to \$75,000	Director and CEO
	\$75,000 to \$250,000	Director, CEO plus Treasurer
	\$250,000 +	Director, CEO, Treasurer plus Library Board
	Debt Financed	Director, CEO, Treasurer, Library Board plus Council

Consulting & Professional Services – Section 8		
Procurement Method	Dollar Range	Approval
Director may obtain services directly from a particular consultant for specific project	Up to \$30,000	Director
	\$30,000 to \$50,000	Director plus CEO and Treasurer
	\$50,000 +	Director, CEO, Treasurer plus Library Board
Quotation or RFP (Director to determine)	Up to \$30,000	Director
	\$30,000 to \$50,000	Director plus CEO and Treasurer
	\$50,000 +	Director, CEO, Treasurer plus Library Board
Single Source, Sole Source – Section 7		
Procurement Method	Dollar Range	Approval
Single Source or Sole Source	Up to \$10,000	Director
	\$10,000 to \$30,000	Director Plus CEO
	\$30,000 to \$125,000	Director, CEO plus Treasurer
	\$125,000 +	Director, CEO, Treasurer plus Library Board

Emergency Purchase – Section 10		
Procurement Method	Dollar Range	Approval
Emergency Purchase	Up to \$5,000	Director
	\$5,000 to \$50,000	Director Notify CEO
	\$50,000 +	Director, CEO plus Treasurer

Alternate formats available upon request. Please talk to Library staff.

Library Update

June 2020

Board End: Lifelong Learning

In May, the Library's genealogy workshops transitioned onto Zoom. This workshop brought together 15 clients – an audience size comparable to our in-person programming. Genealogists and researchers are now also able to access the Ancestry.com e-resource from home whereas it was formerly only available through use of library computers. Clients have expressed their appreciation for genealogy support from staff during the pandemic.

Board End: Culture of Reading

The second *Stay at Home Book Club* drew a dedicated group of five clients to discuss the graphic novel, "They Called us Enemy", a memoir written by George Takei about his childhood experience in a Japanese-American internment camp. The book club engaged in a timely dialogue about social injustices and privilege surrounding the COVID-19 lockdown.



Board End: Community Engagement

In May, the Library hosted Turtle Time on Zoom. This collaboration with Pickering Animal Services, Sustainable Pickering, and the Ontario Turtle Conservation Centre saw over 70 clients engage. The event educated clients of all ages on how they can help turtles in their neighborhoods. Most viewers stayed far beyond the original scheduled time to interact with the turtle expert and ask her a variety of questions.



Staff have specialized their Stay At Home Storytimes to include a weekly version for families with babies and toddlers. The videos continue to garner hundreds of views and dedicated live audiences. Staff have branched out with their programming focus for children to include Pictionary via Facebook Live (10 clients participated) and an evening Sleepy Storytime (also with 10 clients).

In June, the Teen Advisory Group (TAG) met for the second time since the pandemic began. Twelve teens discussed the role of TAG in a virtual environment and laid the groundwork for delivering a TAG-led virtual trivia night. They also provided insights into how the teen staff can make communication with teen clients more effective.

Technology programming continues to draw strong audiences during the pandemic as use of digital platforms increase. Some examples of programs include Cybersecurity for Seniors, How to Use Zoom, How to Use Google Meets and, How to Access the Library's Digital Collections. Our first four programs saw a combined attendance of over 100 attendees.

Library staff continue to participate in the Pickering-Ajax Caremongers community group, a grassroots group with 1,200 volunteers that delivers food, medicine, pet food and necessities to local seniors, the immune-compromised and quarantined individuals or families. In May, Kathy Williams was able to successfully secure a \$3,500 donation from the City of Pickering to support the group's work. While Caremongers continues its traditional delivery service with volunteers, it now also has social workers and a mental health nurse working with high need clients to navigate social services.

Strategic Goals (2019 – 1023)

Wellness

We have moved our regular Knitting Circle and Makers & Artisan programs online as a way to provide social connection for our clients who regularly attended these in-person programs. We saw solid attendance for our first virtual programs with the Knitting Circle drawing 7 attendees and the Makers & Artisans drawing 8 attendees. We will be hosting these programs every other week to ensure our clients have opportunities to connect.

Inclusion & Belonging

In light of recent events surrounding the tragic death of George Floyd, the Collections team created lists to raise awareness about racism. While many of these resources deal with the tragic history of systemic racism, many also celebrate the experiences, talents and achievements of Black lives.

Reading for Antiracism

Helping Teens Understand and Cope with Racism

Talking to Kids about Race and Racism

In June we also celebrate Pride Month and mark June 21st as National Indigenous Peoples Day. In recognition, two additional booklists have been created:

Love is Love: Pride 2020

[Celebrate National Indigenous Peoples Day](#)

Clients can find these lists on the [Staff Picks](#) page of the library catalogue.

Improved Library Experience

Library staff began our pilot of Curbside Service at George Ashe on June 1. Clients can now place holds on the George Ashe collection and make an appointment to pick up their items curbside. Clients are very pleased to be able to access the Library collection even in a limited way. As of June 17, we have served 291 clients through this service. Curbside service will begin at the Central Library the week of June 20th



[Supporting Organizational Excellence](#)

The Library continues to be actively involved with the City of Pickering's ongoing recovery plans through participation in the Recovery Taskforce meetings and weekly senior leadership meetings. By maintaining a strong connection with the City's plan we ensure that the Library is onside with public service standards and health and safety guidelines for staff and clients.



REPORT TO: The Pickering Public Library Board

Report Number: 04-20

Date June 18, 2020

From: Jackie Flowers, CEO

Subject: Report on Library Fines and Changes to Borrowing

For Information Only

Background

Since the onset of the pandemic in March 2020, Pickering Public Library has suspended fines on items that were checked out when Library facilities and book drops closed. As the Library has now entered a phase of recovery that permits the Library to loan new materials and accept returns, the issue of fine collection and borrowing periods requires consideration.

Discussion

The following list contains forecasted trends and implications related to library use and health and safety guidelines for the remainder of 2020:

Forecasted trends	Implications for library use
<ul style="list-style-type: none"> The quantity of physical materials borrowed for the remainder of 2020 will be significantly lower than previous years. 	<ul style="list-style-type: none"> Physical materials are the driver of fines revenue. With fewer physical items circulating, the potential fines collected will be much lower than budgeted.
<ul style="list-style-type: none"> Economic hardship related to the pandemic. 	<ul style="list-style-type: none"> Fines are an added burden for some library clients and may create barriers to using library service.
<ul style="list-style-type: none"> Handling cash is not encouraged during the pandemic. 	<ul style="list-style-type: none"> In line with the City of Pickering we will not be accepting cash payments for services or fees.

<ul style="list-style-type: none"> Reducing the frequency of visits to the library and face-to-face interactions is recommended during the pandemic as a health and safety measure for clients and staff. 	<ul style="list-style-type: none"> We want to limit the number of visits clients make to the library during the pandemic.
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At the April 2020 Board meeting, a forecast of adjusted revenues and expenses was presented that reflected the projected impact of the pandemic on our 2020 budget. Our prediction for fine revenues was a reduction of \$35,000 from the original budget based on an assumed closure of March 14 – July 1, 2020. Since this time, we have seen libraries in Durham region and throughout Ontario, decide to suspend or waive fines on materials during the pandemic.

Following this, Pickering Public Library has decided to set fine rates to \$0.00 for the remainder of 2020.

Our current 2020 forecast includes unearned fines revenue of \$35,000. This will be off set by projected savings across several expense categories.

In conjunction with the change to fines, loan periods for all physical materials will be changed to 3 weeks for the remainder of 2020; this will impact our items that currently circulate for two-day or one-week periods. Additionally, library materials that are not requested by other clients through the holds system will automatically renew for clients if the items are not returned by the due date. These changes will reduce the instances that items need to be returned to the library and staff handling of materials.

Conclusion

Changes to fines, loan periods and autorenewals will take effect for the period of July 2, 2020 – December 31, 2020. Library staff will report back at the November Board meeting about the impact of these change and the feasibility of continuing into 2021.

INTERNAL MONITORING REPORT

POLICY TYPE: Executive Limitations Policy (EL 01)

POLICY TITLE: General Executive Constraint

I hereby present my monitoring report on The City of Pickering Public Library Board's Executive Limitations policy for "General Executive Constraint" according to the schedule set out. I certify that the information contained in this report is true and represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.



Signed (CEO)

June 18, 2020
Date

Policy Element: Header Paragraph

The CEO will not cause or allow any practices, activities, decisions or organizational circumstances that are unlawful, imprudent or in violation of:

I interpret this as follows:

1. "practices, activities, decisions, or organizational circumstances": all tools and activities that library staff use to accomplish the objectives of the Library. These include policies, procedures and library initiatives.
2. "imprudent": foolish, irresponsible, or lacking caution.

Compliance will be demonstrated when:

There are no substantiated occurrences of unlawful or imprudent actions caused or allowed by the CEO.

Evidence Available:

- There have been no unlawful or imprudent actions as evidenced through direct inspection of senior City staff, senior Library staff, CUPE executive, or review of local media.

Policy Element #1

- commonly accepted business and professional ethics

I interpret this as follows:

"commonly accepted business and professional ethics": ethical standards in comparable business practices such as accounting, intellectual property, and human resources, and common library ethical standards such as intellectual freedom and privacy.

Compliance will be demonstrated when:

There are no substantiated incidents where the CEO has caused or allowed any of these standards to be violated.

Evidence Available:

- There have been no cases where these standards have been violated as evidenced through direct inspection of the most recent audited Financial Statement; direct inspection of the City Treasurer/Library Board Treasurer; direct inspection of CUPE executive, and media reports.
- In September 2019, there was a challenge to intellectual freedom standards when a client requested that we withdraw “Steal this Book” by Alice Hoffman because of bomb-making content. Staff provided a written response to the concerns expressed by the client in their *Request for Reconsideration of Library Material* form with references to legislation and a comprehensive explanation for keeping the book in our collection.

Policy Element #2

- *The Public Libraries Act, RSO 1990, c.P.44*, and other relevant statutes.

I interpret this as follows:

1. “the Public Libraries Act RSO 1990, c.P.44”: the complete provincial statute with all related regulations and updates.
2. “other relevant statutes”: all statutes, regulations, and bylaws which impact on the operation of the Library. These include but are not limited to: *the Constitution Act (Canadian Charter of Rights and Freedoms) the Pay Equity Act, the Employment Standards Act, the Freedom of Information and Privacy Act, the Human Rights Code, the Occupational Health & Safety Act and the Accessibility for Ontarians with Disabilities Act.*

Compliance will be demonstrated when:

There are no substantiated incidents where the CEO has caused or allowed any of these standards to be violated.

Evidence Available:

- Direct inspection of the Library’s relevant documents, including: Pay Equity Plan, AODA policies, and Privacy policy show that internal policies are in compliance with the legislative requirements.
- The CEO has explained that the Board is not fully in compliance with the Public Libraries Act by electing a Chair every two years versus once a term (every for years). However, this is a common practice among libraries, especially urban libraries who feel that it is difficult to sustain someone in the volunteer role of the chair for more than a year or two. In 2018, the Board amended it’s by-laws lengthening the term of Board Chair from one year to two years.

Policy Element #3

- Contractual agreements the Board has made.

I interpret this as follows:

“contractual agreements”: any binding contracts for products or services made on behalf of the Library. Such contracts include, but are not limited to: the Collective Agreement, contracts with library vendors and suppliers, grant contracts, and partnership contracts.

Compliance will be demonstrated when:

There are no substantiated incidents where the CEO has caused or allowed any contracts to be violated.

Evidence Available:

- Direct inspection of contracts and representatives of contractual partners shows no violation of these agreements.
- Direct inspection of the Collective Agreement with the additional proviso that the existing Collective Agreement covered the period up to March 31, 2020 and will be renegotiated. It is not unusual for contract negotiations to take place after the contract expiry date.



INTERNAL MONITORING REPORT

POLICY TYPE: Executive Limitations (EL 10)

POLICY TITLE: Communication and Counsel to the Board

I hereby present my monitoring report on your Executive Limitations policy "Communication and Counsel to the Board" according to the schedule set out. I certify that the information contained in this report is true and represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.

A handwritten signature in black ink that reads 'J. Howers'.

Signed (CEO/Director of Public Libraries)

June 18, 2020

Date

Policy Element: Header Paragraph

The CEO shall not permit the Board to be uninformed or unsupported in its work.

I interpret this as follows:

"not permit": take an active and anticipatory role.

"uninformed or unsupported": as interpreted specifically in elements 1 through 8 below.

Compliance will be demonstrated when:

The Board is aware and informed of all matters specified in elements 1 through 8 below.

Evidence:

As specified in elements 1 through 8 below.

Policy Element #1

Accordingly, the CEO shall not:

Allow the Board to be uninformed of the 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.

I interpret this as follows:

“timely”: adherence to the schedule in the Board’s Annual Calendar (ELs and Ends).

“accurate and understandable”: candid and expressed in jargon-free language with implications clearly articulated.

Compliance will be demonstrated when:

Relevant reports are submitted on schedule and are fully understood by the Board.

Evidence:

In 2019/2020, monitoring and Ends reports have been approved by the Board in accordance with the approved Annual Calendar.

Policy Element #2

Allow the Board to be unaware of relevant trends, significant changes in provincial or municipal policies, anticipated adverse media coverage, material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established.

I interpret this as follows:

“unaware”: ignorant of

“relevant trends ... and internal changes”: any information or event having a major impact on the Board and its work.

Compliance will be demonstrated when:

The Board is aware of important information, changes, and trends in a timely manner.

Evidence:

The Board has received consistent and appropriate formal and informal reports and communications which contain relevant changes, trends, and possible media coverage. In the last year, these have included:

- Monthly Information Updates
- Ends reports / biannual summary of library incidents and client feedback
- Board reports on current issues, such as internet access and children, Biblioweb and room bookings
- Emails from CEO regarding Library events and issues, such as new building projects, pandemic recovery, and articles that indicate potential strategic directions for libraries; and major staff accomplishments and professional activities such as conference presentations and publication in professional journals.

The Acting CEO informed the Board of media attention related to a program that was cancelled in fall 2019 because a risk assessment was deemed necessary before finalizing the event details.

Policy Element #3

Fail to 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 that is detrimental to the work relationship between the Board and CEO.

I interpret this as follows:

"Governance Process": the Board's Governance Policies and Board Bylaws

"Board-CEO relationship": the Board's Board-CEO Delegation Policies

Compliance will be demonstrated when:

The Board is informed of any serious breach of compliance.

Evidence:

In 2019/2020, there have been no occurrences of the Board failing to comply with any of its own policies.

Policy Element #4

Fail to provide for the Board as many staff and external points of view, issues, and options as needed for fully informed Board choices.

I interpret this as follows:

"staff and external points of view": a wide range of opinions both in favour and opposed to a particular course of action.

"issues and options": various aspects of a course of action and a range of possible choices.

Compliance will be demonstrated when:

CEO recommendations are accompanied by a discussion of alternatives and potential outcomes.

Evidence:

CEO Reports, Information Updates, correspondence, and Board education topics have given the Board an awareness of relevant issues and alternative courses of action. The Board has had opportunities to hear from stakeholders at various linkage activities.

Policy Element #5

Present information in unnecessarily complex or lengthy form or in a form that fails to differentiate among information of three types; monitoring, decision-preparation or other.

I interpret this as follows:

“unnecessarily complex or lengthy”: not in brief or understandable language.

“decision-preparation”: information presented formally or informally prior to adopting a course of action.

“other”: reports presented for information only.

Compliance will be demonstrated when:

All Board reports are presented in a form that is understandable and is not excessively complex or technical, and the purpose of the information is clear.

Evidence:

There have been no incidents where the Board has informed the CEO that they found the reports too complex or unclear for decision making.

Policy Element #6

Fail to provide a mechanism for official Board, officer or committee communications.

I interpret this as follows:

“mechanism”: methods for the Board to send and receive its official information.

Compliance will be demonstrated when:

The Board is provided with appropriate means of communication.

Evidence:

The Board has been provided with support for the following official communications:

- Annual Report to the Community
- Board section of website with member information and official records
- Board section of the SharePoint intranet
- Staff support to the Linkage Committee to facilitate client communications

Policy Element #7

Fail to report in a timely manner any actual or anticipated non-compliance with any policy of the Board.

I interpret this as follows:

“timely manner”: as soon as possible

Compliance will be demonstrated when:

The Board is informed in a timely manner of any non-compliance with policy.

Evidence:

Direct inspection of Monitoring Reports which report compliance or non-compliance with all policies. In 2019, the CEO reported compliance issues with:

EL1 – Where the Board may not be in compliance with the Public Libraries Act due to an interpretation of the Act which requires that the Chair be appointed for a full Board term rather than PPL's specified two-year term for Board Chair. However, a change was made with this Board to change the Chair role to a two-year term to bring PPL in closer compliance to the Public Library Act. It is also common to have one- and two-year terms for a Board Chair in many Ontario Libraries.

Policy Element #8

Fail to supply for the agenda all items delegated to the CEO, but still required by law or contract to be Board-approved, along with the monitoring assurance pertaining thereto.

I interpret this as follows:

"monitoring assurance": background and other information necessary to understand the significance of the document being approved.

Compliance will be demonstrated when:

The Board's agenda regularly contains relevant items which the Board is required to approve.

Evidence:

Direct inspection of the Board's agenda including the following:

- Purchasing Policy
- Hiring Policy
- Approval of purchases above \$250,000, sole source purchases over \$125,000 and consulting services over \$50,000
- Budget Estimates
- Collective Agreement (to be renegotiated)
- Health & Safety Policy – to be updated in alignment with the City of Pickering and reviewed by the Board in September 2020
- Workplace Violence Policy – to be updated in alignment with the City of Pickering and reviewed by the Board in September 2020