

1. **Public Delegations**  
 (Public attendance registration not required – refer to [By-laws pgs 6-7](#))
  
2. **Approval of Agenda** S. Sheehy MOTION  
**Conflict of Interest Disclosure** to Approve
  
3. **Consent Agenda** S. Sheehy MOTION  
 to Approve
  - 3.1 [Minutes of the Previous Meeting -  
January 28, 2021](#) Pg 4
  
  - 3.2 [Minutes of the Building Committee –  
February 4, 2021](#) Pg11
  
  - 3.3 [Minutes of the Special Board Meeting  
– February 16, 2021](#) Pg 14  
 (Confidential Special Board Meeting  
 Minutes – February 16, 2021 provided  
 under separate cover)
  
  - 3.4 [Library Information Update](#) Pg 16
  
4. **Ratification of In-Camera Motion**
  - 4.1 Ratification of Motion 21.11 made at S. Sheehy MOTION  
 February 16, 2021 Special Board to Ratify  
 Meeting
  
5. **Ends Discussion**  
 None
  
6. **Staff Reports**
  - 6.1 [Pickering Heritage & Community  
Centre – Extended Library Service  
Proposal](#) Pg 20 J. Flowers/  
E. Bird MOTION  
To Accept
  
  - 6.2 Review of Update Capital and Current Verbal J. Flowers  
 Budgets Update
  
  - 6.3 Anti-Black Racism Working Group Verbal J. Flowers  
 Update
  
  - 6.4 [2021 Projects](#) Pg 24 J. Flowers

**7. Monitoring Reports – Executive Limitations**

7.1 [EL Assignment #3 Staff Treatment](#) Pg 27 M. Anderson MOTION to Adopt

**8. Board Committee Reports**

8.1 Report of the Community Linkage Committee Verbal Update M. Anderson

8.2 Report of the Board Building Committee Verbal Update D. Sharma

**9 Governance**

9.1 Previous Board Meeting Evaluation Results Verbal Update M. Brenner

**10. Board Policy Review**

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

[EL #9 Compensation & Benefits](#) D. Barham

**11. New Business**

11.1 Member Community Reports OLA Super Conference Verbal Update

11.2 Board Retreat Verbal Update J. Flowers

11.3 OLS Board of Trustees Representative Verbal Update E. Bird

**12. Confidential Matter None**

**13. Board Meeting Evaluation** S. Sheehy

**14. Adjournment** S. Sheehy MOTION to Adjourn

**Next Meeting:**

To be Held: Thursday, March 25, 2021 at 7:00 pm

Location: Virtual

**Preliminary List of Motions**

2. THAT the items in the Agenda be approved by the Board.as presented/amended.
3. THAT the items in the Consent Agenda be approved by the Board.
4. THAT the Motion 21.11 from the Special Board Meeting be ratified.
- 6.1 THAT the Board accept the recommendations of the Pickering Heritage & Community Centre – Extended Library Service Proposal Report and direct the CEO to take the necessary steps to pursue this proposal.
- 7.1 THAT the Board adopt Monitoring Report EL 3 Staff Treatment as presented and; THAT the Board adopt Policy EL 3 Staff Treatment as presented/amended, the Policy being complete, sound and effective.
14. THAT the meeting be adjourned.

# The City of Pickering Public Library Board

## **DRAFT** Meeting Minutes

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Held: January 28, 2021

Location: Virtual meeting  
[www.pickeringlibrary.ca/board](http://www.pickeringlibrary.ca/board)

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

Absent: M. Anderson

Staff: J. Flowers – CEO, E. Bird – Director of Support Services, K. Williams – Director of Public Services, J. Sutherland – Manager of Client Experience, U. Siva – Manager of Technology, Brenda Gregory – Administrative Assistant

Meeting Commencement Time: 7:03 pm

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### **1. Land Acknowledgement & Board Member Introductions**

### **2. Public Delegations**

None.

### **3. Approval of Agenda, Conflict of Interest Disclosure**

No interest was declared.

D. Sharma advised that he had a Report from the Building Committee to add to Agenda Item #11.

#### **Motion #21.01**

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

Carried.

### **4. Board Elections**

#### **4.1 Nominations for Election of Chair for 2021-2022**

Nomination for S. Sheehy received; no other nominations brought forward.

#### **Motion #21.02**

Moved by M. Brenner, Seconded by I. Cumming **Motion THAT** S. Sheehy be elected Chair for 2021-2022.

Carried

#### **4.2 Nominations for Election of Vice Chair for 2021-2022**

Nomination for M. Brenner received; no other nominations brought forward.

**Motion #21.03**

Moved by I. Cumming, Seconded by D. Sharma **Motion THAT** M. Brenner be elected Vice Chair for 2021-2022.  
Carried.

**4.3 Direction to Destroy Ballots**

No ballots needed in the election.

**4.4 Opportunity for Chair and Vice Chair to Speak**

Chair S. Sheehy expressed her thanks for the vote of confidence and appreciation for being elected to a second term. Remarked that her previous term had been busy but enjoyable and is looking forward to seeing what the Board can accomplish in the next two years.

Vice Chair M. Brenner expressed his appreciation to the Board for the vote of confidence to allow him to stay on for the remainder of term. He wanted to reiterate that the intent of Councillors on the Board is to ensure stability through challenges the Library may face.

**5. Appointment of Linkage Committee for 2021**

**5.1 Appointment of Linkage Committee Members**

**Motion #21.04**

Moved by M. Brenner, Seconded by D. Sharma **Motion THAT** M. Anderson, S. Beckett, M. Fatema, and A. Maginley be named to the Board Linkage Committee for 2021.  
Carried.

**5.2 Appointment of Staff Liaison**

J. Flowers confirmed that K. Williams, Pickering Public Library Director of Public Services would remain as staff liaison to the Linkage Committee.

**6. Board Education**

Item normally under Board Education is included under Staff Reports.

S. Sheehy advised that adjustments were made to the January Agenda regarding placement of items on the agenda. This was done to ensure that meetings adjourn on time and to allow for more governance related discussions. Besides the above adjustment, the Library Update report is now included in the Consent Agenda. These adjustments will be ongoing.

**7. Consent Agenda**

**Motion #21.05**

Moved by M. Fatema, Seconded by I. Cumming **THAT** the items on the Consent Agenda be adopted.  
Carried.

**8. Ends Discussion**

**8.1 EP 1 Global Ends Policy**

J. Flowers provided an overview of the evidence supporting the First Level Ends as outlined in the EP 1 Global Ends Policy Report included in the Board package. With the

aid of a PowerPoint, J. Flowers provided examples of the programs and services that supported the Second Level Ends in 2020.

There were no questions or comments from Board members.

**Motion #21.06**

Moved by R. Coehlo, Seconded by D. Barham **Motion THAT** the Board adopt Monitoring Report EP 1 Global Ends Policy as presented, and; **THAT** the Board adopt Policy EP 1 Global Ends Policy as presented, the Policy being complete, sound and effective. Carried.

**8.2 2020 Stats Review**

E. Bird, with the aid of a PowerPoint, provided a brief overview of the 2020 stats, highlighting a selection of KPIs (2020 vs 2019), and 2020 client incident reports.

In response to a question regarding the client banned from the Library for 6 months due to repeated non-mask compliance, E. Bird explained that the client had come into the Library wearing a mask but chose to remove once inside.

**9. Staff Reports**

**9.1 Virtual Programming**

J. Sutherland, Manager of Client Experience and U. Siva, Manager of Technology, presented an overview of virtual programming at the Library. With the aid of a PowerPoint, they introduced the Disruptors team, outlined the process behind human-centered design, and spoke of key improvements made to PPL technology and production quality. Two recently developed productions were shown: the trailer of the *Wee Listen* podcast and a prototype clip from the *Time to Get Silly* pre-school storytime show.

In answer to a question regarding promotion of virtual programming, J. Sutherland stated that they are “thinking outside the box” and reaching out to community partners who can help market the program.

In answer to a question regarding other libraries producing preschool podcasts, J. Sutherland reported that he is not aware of any other libraries offering a similar program.

In answer to a question on how to encourage interaction with the viewing audience, J. Sutherland noted that in virtual programs, it can be limited. For other registered events, registration is often kept to small groups for better interaction; for those programmed via Zoom, breakout rooms with one staff member and 2 or 3 children are often employed. Further to this, it was asked about ensuring diversity and inclusion in all virtual programs. J. Sutherland replied that they are seeking opportunities to make programs more inclusive and reflective of the community and hopes to seek advice and feedback from the Anti-Black Racism Working Group through its staff liaison, S. Yung.

Replying to a question about participation, J. Sutherland indicated that they were happy with the participation rates so far, noting though that registration is often kept small to encourage better interaction. For podcasts, there needs to be a certain amount of content to encourage listeners to tune in regularly. Having said that, first podcast episode had over 200 streams across all platforms, which was very encouraging.

A Board member commented that a short presentation on PPL's virtual programming could be included in the budget committee meeting as it would be a good way for the public to see why tax dollars are used to support the Library. J. Flowers advised that the Library is scheduled to attend the February Council meeting as a delegate and a video is being produced that will highlight all the good work being done at the Library.

In applying human-centered design for virtual programming, there was a question about take-aways or competencies that could be used when the Library returns to in-person programming. J. Sutherland indicated that it was not expected that online programming would stop and that a mix of in-person and online programming would be the way of the future. He noted that some programs might be more suitable to be pre-produced, like a podcast, while others could benefit from live streaming.

### **9.2 Review of Updated Capital and Current Budgets**

J. Flowers, aided by a PowerPoint, reviewed the updated capital and current budgets. She noted that prior to budgets going to Council in March, Senior Leadership has been meeting with City staff but there were no substantial changes to the updated Current budget from what was presented earlier.

J. Flowers indicated that some Capital expenses deemed lower priority were deferred to the 2022 budget. New this year, departments were asked to report the key activities for 2021 that their budget would support. For the new budget book staff were also asked to provide staff counts – for last 3 years, plus proposed for 2021. Lastly, staff were asked to select our own KPIs with expectation to report on them every year as part of the budget package.

In answer to a question about further budget updates, J. Flowers confirmed that the Board would receive another update in February.

### **9.3 Anti-Black Racism Working Group**

J. Flowers provided a verbal update on the Anti-Black Racism Working Group. The Group had two meetings towards the end of 2020 and at the end of the second meeting group members requested that J. Flowers and S. Sheehy join in the January 2021 meeting to hear some identified concerns.

The Group is still working on their Terms of Reference (TOR). In meeting with J. Flowers and S. Sheehy, the Group expressed their need for some clarity around the Group's relationship to the Board and a better understanding of how the recommendations of the Group will be actioned, noting that history shows that sometimes organizations end up shelving recommendations provided by community groups. The Group wants to feel assured that the Board hears their recommendations and there is follow through.

An additional concern raised by the Group involved compensation for members of the group due to the scope of the project. S. Sheehy explained that reviewing 5 areas of the library through the lens of anti-Black racism is a substantial project. As the Group drafts the TOR, they may consider breaking down the project into smaller parts and addressing compensation.

## The City of Pickering Public Library Board Meeting Minutes

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A Board member asked if there are Board members in the Working Group. J. Flowers replied that while Board members were part of the selection process, they are not members of the Working Group. A suggestion of having a Board liaison was made but it was noted that they would need to ask the Group if they are comfortable with a Board member attending the meetings. Further to this, J. Flowers reiterated that we hope to see the Group at board meetings to report on their work.

The final questions were about the minutes of the working group meetings and would they be posted publicly, as it was indicated that we would be keeping the public informed. J. Flowers remarked that the Group report would be in the Board packages which are public. This prompted a question about legislative requirements regarding working group meeting minutes and meetings being open to the public. E. Bird will investigate this issue further and report back.

### 10. Monitoring Reports – Executive Limitations

#### 10.1 EL #8 Asset Protection

D. Sharma provided an overview of EL #8 Internal Monitoring Report. He noted that the evidence for Policy Element #5 indicates an inspection of the 2020 audit documents. This is a date error and should have read “inspection of the 2019 audit documents” which were just recently finalized after a pandemic-related delay.

#### **Motion #21.07**

Moved by A. Maginley, Seconded by S. Beckett **Motion THAT** the Board adopt Monitoring Report Executive Limitation #8 Asset Protection as presented; and **THAT** the Board adopt Policy Executive Limitation #8 Asset Protection as presented, the Policy being complete, sound and effective.

Carried

### 11. Board Committee Reports

#### 11.1 Report of the Community Linkage Committee

K. Williams, in M. Anderson’s absence, reported on the 2021 Linkage Plan. The Plan’s intent is to focus on the current and post-pandemic needs of seniors.

#### **Motion #21.08**

Moved by A. Maginley, Seconded by M. Brenner **Motion THAT** the Board adopt the 2021 Linkage Plan as presented.

Carried.

#### **Report of the Building Committee**

D. Sharma provided a verbal update on the Building Committee. He noted that the PHCC project is moving ahead and is set to proceed as planned, subject to capital budget approval.

Councillor Brenner added that the PHCC project had already been before the Site Plan Advisory Committee and assumes that further discussion on the PHCC project will be on the next Building Committee meeting agenda. The next meeting is scheduled for Thursday, February 4, 2021.



## 12. Governance

### 12.1 Previous Board Meeting Evaluation Results

M. Brenner reported that there were five responses from the November meeting, all of which were 'satisfactory'.

### 12.2 Board Policy Review

EL policy #3 Staff Treatment will be discussed at the next Board meeting. All members to review prior to the next meeting. Discussion will be led by M. Anderson.

## 13. New Business

### 13.1 Member Community Reports

S. Sheehy offered her thanks to the Board for coming together to donate during the holiday season to the *Dar's Gifts from the Heart* community group. \$260 was donated which will be used towards refreshments and Tim Horton's gift cards for the group's clients.

S. Sheehy mentioned that the husband of a former Board Member had passed away recently. Condolences will be sent on behalf of the Board and the Pickering Public Library.

A reminder about the OLA conference on February 3 – 5. Three Board members have registered and a report on the Board session scheduled for the Saturday of the conference will be included in the February Board agenda.

### 13.2 Midterm Board Check-in Update

J. Flowers extended her thanks to the Board members who were able to join her and M. Brenner or S. Sheehy for the midterm Board check-ins. J. Flowers remarked that a number of similar themes arose from the check-ins and shared some possible next steps, with a focus on the next two years. M. Brenner added that there was a strong message of the importance of increased focus on governance and understanding the role of the Board, the Board's Ends, and the governance model. It was agreed that a half-day Board forum to be held; J. Flowers will send email out shortly to confirm dates.

## 14. Confidential Matter

None

## 15. Board Meeting Self Evaluation

The Board Vice-Chair requested that the Board members complete the Board Meeting Self Evaluation for this meeting. He added that a clickable link to the evaluation form can always be found on the agenda.

## 16. Date of Next Meeting and Adjournment

The next Board meeting will be held on Thursday, February 25, 2021 at 7:00 pm as a virtual meeting.

### Motion #21.09

Moved by S. Beckett, Seconded by A. Maginley **Motion THAT** the meeting be adjourned. Carried.

**The City of Pickering Public Library Board Meeting Minutes**

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The meeting was adjourned at 9:02 pm.

Signature of Library CEO: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Library Board Chair: \_\_\_\_\_ Date: \_\_\_\_\_

*Alternate formats available upon request.*

Contact Kathy Williams at [kathywilliams@pickeringlibrary.ca](mailto:kathywilliams@pickeringlibrary.ca) or 905-831-6265, ext. 6251.

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# The City of Pickering Public Library Board Building Committee

## Draft Meeting Minutes

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A Building Projects folder is in SharePoint "Documents" <http://www.picnet.org/libraryboard>

Held: Thursday February 4, 2021

Location: Virtual

Attendees: S. Beckett, Councillor M. Brenner, Councillor I. Cumming, D. Sharma (Chair)

Absent:

Staff: J. Flowers – CEO, E. Bird – Director of Support Services and V. Plouffe - City of Pickering

Meeting Commencement Time: 6:00 pm

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### 1. Review of any action items from last meetings

None

### 2. Project Status updates

- Heritage Centre

V. Plouffe updated the Committee on the status of the project.

- City Site Plan Committee has reviewed these plans.
- Funding for the project was approved in 2020 budget. Final approvals of site plan is still needed from various agencies.
- Tender of project this year to start construction in Fall 2021 or in 2022. Starting building project in the winter is problematic.
- V. Plouffe showed images of the building. Building is designed to be open with as much glass as possible. The Library's Heritage Resource Room beautiful view.
- The committee saw layouts of basement, main floor and 2<sup>nd</sup> floor. Mechanical systems are in the basement along with storage space.
- TRCA owns lands to the west where the large parking lot is shown. This is designed to be overflow parking for major events.
- Museum will be able to have visitors throughout the year. This will allow more programming to school children. Currently the museum closes over the winter months.
- Multipurpose room (could be used as rental or program room) next to Room / Art Gallery and Exhibit space. Designed to hold ROM travelling exhibits.

## Library Board Building Committee Meeting Minutes

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- Costume storage and dressing rooms laundry etc for museum volunteers and staff
- Gift shop for museum by the entrance.
- Archives – Library and City Clerk document storage. Separate spaces and separate requirements.
- Includes office for staff and Heritage Resource Room. Can be used for many different purposes.
- Long corridor – with display areas. Designed for curated displays either permanent or rotating.
- J. Flowers reported on a generative conversation with Museum staff and V. Plouffe to discuss temporarily converting the display cabinet space in the corridor into useable space for library services for the local population. The Library wants to be able to provide other library services (along with the heritage services) since the area is expected to have new housing developments. It is proposed that the Library add shelving and seating for up to 10 years in that space until a community library is built to serve the area.
- The goal would be to make the library more accessible to clients in the area. It is expected that library services in the corridor would be available during the building's open hours with self-service options for picking up holdings, borrowing materials and using technology.
- In response to a question about the plan to convert the display space into useable library space, J. Flowers and V. Plouffe that there were no negative budget or structural implications and it won't cause any delays to removing the display units from the plan and that the museum staff were agreeable to the idea
- V. Plouffe noted that the only impact of these changes will be cost. It will be cheaper than having cabinets designed and installed. Any costs will be within the existing budget envelope.
- It was agreed that J. Flowers would ensure that a concept drawing with an estimate of available space would be available for the February Library Board meeting.
- V. Plouffe outlined that the tender could be issued in the summer of 2021 (but that timeline might be optimistic). Ideally construction start would be May 2022. The updated timeline still must be confirmed with the grant authority.
- In response to a question. V. Plouffe answered that the client capacity of whole building and library space – The current Library space can accommodate 20 people. Event space, just under 300 people, art gallery space 80 people and program room 60 people. The major limitation is plumbing as the building is on a well and uses septic. Hopefully in the future the building can be tied into municipal services and provisions have been made for that in the design.
- In response to another question V. Plouffe responded that heating is intended to be natural gas. The upper site will need to have the natural gas service extended. Need to get service to upper site. Costing is in progress. There is a backup system for emergency lighting etc.
  
- The Committee thanked V. Plouffe for sharing the plans with them.

- Nothing to Report

### 3. Other Business

Next meeting not yet scheduled

The meeting was adjourned at 7:05 pm.

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*Alternate formats available upon request. Contact Kathy Williams at [kathyw@picnet.org](mailto:kathyw@picnet.org) or 905-831-6265 ext. 6251.*

# The City of Pickering Public Library Board

## **DRAFT** Special Meeting Minutes

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Held: February 16, 2021

Location: Virtual meeting

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

Absent: S. Beckett

Staff/Guests: J. Flowers – CEO, E. Bird – Director of Support Services, J. Eddy – Director, Human Resources, City of Pickering

Meeting Commencement Time: 7:02 pm

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### 1. In Camera Matters

#### **Motion #21.10**

Moved by M. Brenner, Seconded by D. Sharma **Motion THAT** the Board move into closed session in accordance with the provisions of Section 16.1(4) of the *Ontario Libraries Act* and Section 2.9 of the Pickering Public Library Board By-laws, in that the matters to be discussed related to:

- d) Labour relations or employee negotiations

Carried

#### 1.1 Labour Relations Matter

This portion of the meeting was closed to the public. Refer to the in-camera meeting minutes for further information. [Director of Support Services has custody and control of the In Camera minutes.]

### 2. Adjournment

#### **Motion #21.12**

Moved by R. Coelho, Seconded by D. Barham **Motion THAT** the meeting be adjourned.

Carried

## The City of Pickering Public Library Special Board Meeting Minutes

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The meeting was adjourned at 7:18 pm.

Signature of Library CEO: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Library Board Chair: \_\_\_\_\_ Date: \_\_\_\_\_

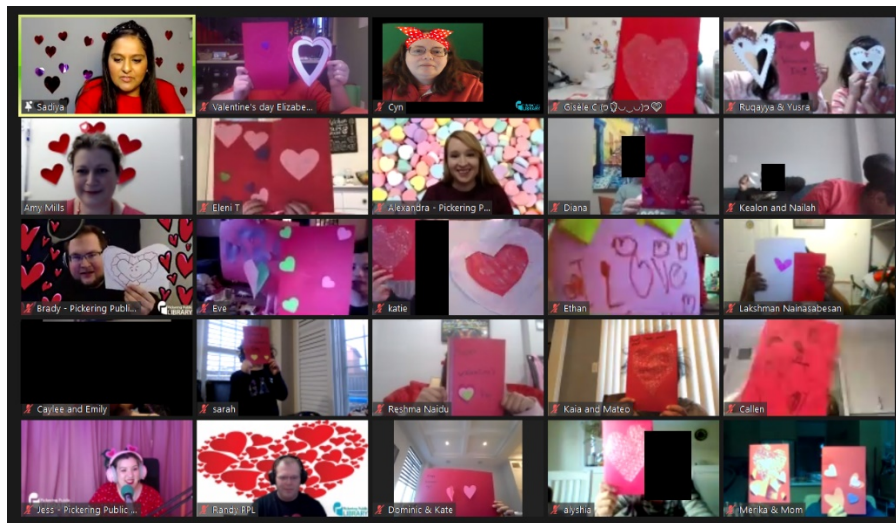
*Alternate formats available upon request.*

Contact Kathy Williams at [kathywilliams@pickeringlibrary.ca](mailto:kathywilliams@pickeringlibrary.ca) or 905-831-6265, ext. 6251.

## Board End: Lifelong Learning

### **Cupid's Castle**

As a refinement of the successful Haunted Zoom event from Halloween, staff presented a large Valentine's Day event on Friday, February 12. Thirty-eight children participated, completing a series of activities in Zoom breakout rooms. Six staff members rotated through the breakout rooms, each bringing a different seven-minute craft, musical activity, or story. After the event, one client noted in an email: "Thanks for putting on an engaging afternoon of fun! My senior mother who we live with also joined in. It was fun for multi-generations!"



### **Tech Skills for Virtual Job Interviews**

Library staff hosted the second virtual interviewing prototype event on Friday, February 5. As with the first event, it was met with great enthusiasm and response. Due to the success of both events, the library was invited to participate in CDCD's Newcomer Professional Connections event on April 28<sup>th</sup>. This event, in partnership with the Pickering Welcome Centre and Durham Region Unemployed Help Centre, aims to provide professional newcomers to Canada with networking opportunities and a platform to share ideas on how to job search in Canada. This event provides information to job seekers on how best to setup technically for your virtual job interview and includes topics such as hardware and software setup, webcam positioning & framing, lighting, audio and more.

### **Virtual Interviewing**

How to setup your space and technology for the perfect virtual job interview





## RBC Future Ready

RBC had committed to empowering the Youth of today for the jobs of tomorrow. This



How can you grow professionally when the world keeps changing?

**WHEN:**  
February 3, 2021

**WHERE:**  
WebEx Meetings

Join the Pickering Public Library and RBC for a discussion and expert advice on how to stay future ready

partnership started prior to COVID-19 with the goal being to host an event that helps connect youth with financial literacy. This program is in partnership with RBC and The Welcome Centre Immigrant Services; the panel has representatives from Durham College, Jack.org, and RBC and tackles the future of work after COVID-19, anti-Black racism, and mental health. The program had over 50 attendees. The program may continue as a quarterly event for 2021.

Presented by:

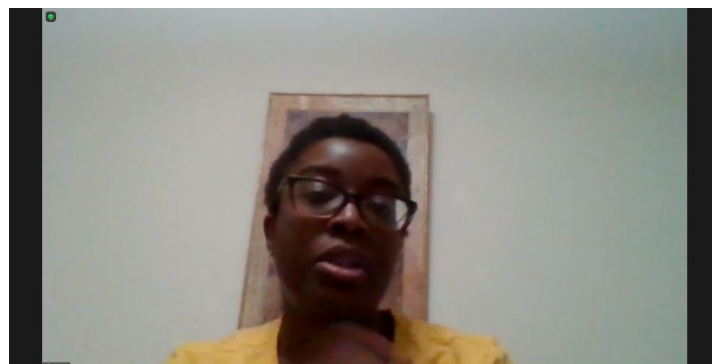


RBC Future Launch

## Board End: Culture of Reading

### Sarah Raughley Author Event

On February 8, Library staff hosted an author event with Canadian YA Author Sarah Raughley. Sarah explained her writing process, told the audience about how she broke into publishing, the challenges she faces as a Black author, and how she finds inspirations for her stories. Fifteen clients attended. Staff had prepared questions for her 30-minute Q&A session, but they were not needed. Audience members had plenty of questions of their own, leading to the program running a few minutes over time.



## Board End: Welcoming Public Facilities / Virtual Spaces

### Stay-at-Home Order & Curbside Service

Library management and staff pivoted yet again in late December when the province enacted a stay-at-home order and a return to limited service. Curbside service proved to be a very popular offering through all of January and into February, with a weekly

average of 543 clients picking up library materials using this service. Staff also continue to use curbside service as a method to distribute program materials, called Take & Make kits, to clients before some of our online events.

One client wrote to let us know that Take & Make events for adults “really help me relax and [give] me a break from the kids. Sometimes we're so busy with the little kids that we forget to take time for ourselves. Because of these sessions, it ensures that I attend and have time for myself instead of delaying the much needed "me" time.”

Following the easing of restrictions by the Province, in-library service restarted on Tuesday, February 16. Curbside service remains an available option that some clients continue to prefer.

### **Strategic Goals (2019 – 2023)**

#### **ASL Interpreter for a Virtual Event**

We had a client make a request to attend a program that needed an ASL Interpreter for our virtual event. This request was made to the Adult Programming Specialist and was accommodated through Canadian Hearing Services. The library worked with the interpreters and the partner facilitating the event to provide information and slides ahead of time to prepare. The client was able to attend the program and watch the presenter as well as the interpreters through Zoom by using webcams.

### **Supporting Organizational Excellence**

#### **Refreshing our Team Values**

It has been more than 10 years since the PPL team values were created, and in that time, a lot has changed for our library system. When we think about what lies ahead for our library and the community, we know that we are in a period of growth and the opportunities for innovation have never been greater. With this and the exciting projects ahead in mind, we looked at our values and asked what we needed to focus on as an organization to make sure we are positioned for all the opportunities ahead.

In response, the Management team worked together to create our new PPL values that we launched at a Virtual Townhall on January 13th.

A joint management/staff Values Committee has been created. This Committee will host monthly challenges to ensure that PPL's values are always top of mind. A friendly competition is a great way to generate excitement, so we have divided Library staff into four teams that represent our core values:



Each Values Team can earn points throughout the year and the winning team will be announced at our annual year end service award event. For Valentine's Day, staff sent in a post it notes with a value written on it that they had been thinking about. Everyone who submitted a post it note, was entered into a draw for one of two DQ Valentine's Day cakes.





**Pickering Public Library Board**

## **REPORT**

**Meeting date: February 25, 2021**

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**From: Jackie Flowers, CEO & Elaine Bird, Director of Support Services**

**Subject: Pickering Heritage & Community Centre – Extended Library Service Proposal**

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### **Recommendation**

1. That the Pickering Public Library Board accept the recommendations of this report and direct the CEO to take the necessary steps to pursue this proposal.

### **Key Facts/Background**

The following are key points for consideration with respect to the Pickering Heritage and Community Centre (“PHCC”):

- The PHCC project is a shared facility with the City of Pickering Community Services departments such as the Pickering Museum, Recreation Services and Cultural Services.
- The public services offered in the planned resource room will appeal to a niche audience of local history and genealogy researchers.
- Major development within the City of Pickering is underway with residents moving into new communities like Seaton and future development in northeast Pickering. By 2030, the City of Pickering projects that the population of Pickering will increase by 50%.<sup>1</sup>
- The Library anticipates demand for regular library services from these new communities at PHCC.

### **The Opportunity**

In the most recent PHCC blueprints, the architect designed display millwork for the Museum and Library in the 150-foot corridor leading up to the Library’s resource room. Recent discussions with the Pickering Museum Manager and the City’s Manager of Facilities, Capital Projects have revealed an opportunity for the Library to borrow this display space for a period of up to 10 years and use it to provide library services.

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<sup>1</sup> <https://corporate.pickering.ca/weblink/1/edoc/235035/January%204,%202021.pdf>



A similar, self-service library operates in a shared facility in Calgary with the YMCA and Calgary Public Library. Incidents and issues at this location are minimal given its removed location in the far-west corner of Calgary. The picture below shows the library positioned in the open foyer, adjacent to the YMCA membership desk.



### Financial implications

The current capital budget for PHCC for 2021-2023 without extended library service:

	2021	2022	2023	TOTAL
Accessibility	\$300,000			\$300,000
Construction	\$6,302,600			\$6,302,600
FF&E			\$331,000	\$331,000
<b>TOTAL</b>	<b>\$6,602,600</b>	<b>\$0</b>	<b>\$331,000</b>	<b>\$6,933,000</b>

The proposed capital budget for PHCC for 2021 with extended library service:

	2021	2022	2023	TOTAL
Accessibility	\$300,000			\$300,000
Construction	\$6,302,600			\$6,302,600
FF&E			\$401,000	\$401,000
Collections		\$80,000		\$80,000
<b>TOTAL</b>	<b>\$6,602,600</b>	<b>\$80,000</b>	<b>\$401,000</b>	<b>\$7,083,600</b>

Through conversations with Managers of Facilities, Capital Projects, no additional construction costs are anticipated.

The current FF&E budget is an estimate based on the overall cost of the building. A detailed calculation of the FF&E for the storage area and resource room will be completed in 2021. The estimated FF&E for the corridor is \$70,000 – this amount has been added to the existing FF&E budget. A budget of \$80,000 for new collections has also been added. This results in an overall

increase of \$150,000 or 2.1% of total budget. It is expected that these additional costs would be eligible for funding through development charges.

### **Impact**

The expected impacts of implementing enhanced library services at PHCC are:

- Growth in circulation of materials and active membership
- New and strengthened relationships between the Library and residents of new communities and existing hamlets
- Embedded support for planned library facilities in Seaton and future northeast Pickering communities
- More equitable provision of library services across the city
- Evaluate self-service operating model for consideration in planned shared facilities such as Seaton

### **Conclusion**

The implementation of extended library service at PHCC will increase equitable access to library services for existing and new communities around PHCC and merits additional resources to support the corridor concept proposed above.

## 2021 Pickering Public Library Workplan

<b>Mission / Strategic Goal</b>	<b>Outcome/Initiative</b>	<b>Goal</b>	<b>Timeline</b>
1.0 Life Long Learning	Summer Reading and Learning	Implement online platform to support summer reading program.	Complete Q3
2.0 Access to Technology and Welcoming spaces	Outreach vehicle	Design outreach vehicle and service model.	Complete Q4
2.0 Access to Technology and Welcoming spaces	Weeding Project at Central and George Ashe	Complete weeding at Central and GAL.	Complete Q3
2.0 Access to Technology and Welcoming spaces	Upskill Info and Tech staff to provide client support	Enhance staff skills through training.	Complete Q4
2.0 Access to Technology and Welcoming spaces	Bring Makerspace Online	Restore client access to Makerspace technology in a safe manner.	Complete Q2
4.0 Improve Library Experience	PHCC Service Model	Design an Innovation plan to inform the PHCC service model.	Complete Q4
4.0 Improve Library Experience	Curated Collections at Central and George Ashe	Design and implement curated book collections for clients.	Complete Q4
4.0 Improve Library Experience	Marketing Plan	Create Marketing Plan.	Complete Q4
4.0 Improve Library Experience	Donation Campaign	Fundraise \$10,000 in donations through mail campaign.	Complete Q4
4.0 Improve Library Experience	Project Management Framework for PPL	Create a process for project management to be used at Pickering Public Library.	Complete Q4



4.0 Improve Library Experience	Results Based Accountability Evaluation Framework for Pickering Public Library	Create and implement evaluation framework for library programs.	Complete Q4
4.0 Improve Library Experience	ILS Review	Complete ILS review and make recommendations for future ILS strategy.	Complete Q3
4.0 Improve Library Experience	Community Engagement project	Seek input of the community in designing spaces, services and programs that shape future library construction/renovation projects and the outreach vehicle.	Complete Q3
4.0 Improve Library Experience	Claremont Open Access service	Implement extended self service hours at the Claremont Library.	Complete Q3
4.0 Improve Library Experience	Spaces Committee	Launch new Spaces Committee to improve library environments.	Complete Q2
4.0 Improve Library Experience	Values Roll out	Nurture an organizational culture built on collaboration, trust, respect and designing for better and better.	Complete Q4
4.0 Improve Library Experience	Costing Exercise for City Centre	Calculate operating costs for proposed City Centre Library.	Complete Q2
5.0 Support Financial Knowledge & Success	City of Pickering Finance software roll out	Create and implement processes required for the City of Pickering's new SAP financial system.	Based on City timelines
5.0 Support Financial Knowledge & Success	Financial Literacy	Deliver programs for all ages related to financial literacy.	Complete Q4
6.0 Lead Inclusion and Belonging	Anti-Black Racism Working Group action plan	Implement the approved recommendations of the Anti-Black Racism Working Group.	Complete Q4
6.0 Lead Inclusion & Belonging	Age Friendly Services	Complete 50% of year 1-2 City of Pickering Age Friendly goals that are relevant to the Library.	Complete Q4

6.0 Lead Inclusion & Belonging	Public Service Incident Report	Identify best practices for reinstating banned clients and preventing future incidents.	Complete Q4
7.0 Physical, Social & Mental Wellbeing	Pilot of Senior Book Club Express	Develop strategy for Senior Book Express Service pilot.	Complete Q4
7.0 Physical, Social & Mental Wellbeing	Family Friendly Programs (Non Digital)	Develop family friendly programs that can be delivered safely outdoors.	Complete Q3



## INTERNAL MONITORING REPORT

**POLICY TYPE:** Executive Limitations (EL 3)  
**POLICY TITLE:** Staff Treatment

I hereby present my monitoring report on your Executive Limitations policy “Staff Treatment” 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/Director of Public Libraries)

18 February 2021

\_\_\_\_\_  
Date

### **Policy Element: Header Paragraph**

With respect to the treatment of paid and volunteer staff, the CEO will not cause or allow conditions that are unfair, undignified, unsafe or in violation of any applicable labour or human rights legislation.

#### **I interpret this as follows:**

1. “applicable labour and/or human rights legislation”: the Ontario *Employment Standards Act*; the *Ontario Human Rights Code*; Health and Safety Legislation, *Municipal Freedom of Information and Protection of Privacy Act* and the Collective Agreement between the Pickering Public Library Board and CUPE Local 3506; and any other legislation relating to workforce management.

#### **Compliance will be demonstrated when:**

There are no incidents where I have caused or allowed conditions as defined within EL3. Overall, staff feel that the working conditions at Pickering Public Library are safe and healthy.

#### **Evidence Available:**

- 1 grievance was submitted in 2020.
- 0 investigations were completed by HR (e.g. harassment, workplace violence, inappropriate behaviour).
- Direct inspection of Manager, People & Culture.

### **Policy Element #1**

Accordingly the CEO will not:

1. Operate without written personnel policies and procedures that:
  - a) clarify rules for staff,

**I interpret this as follows:**

1. “written personnel policies and procedures”: those documents that deal with employment-related conditions.
2. “clarify rules”: set out specific processes which make explicit expected workplace conduct

**Compliance will be demonstrated when:**

The Library has in place written policies and procedures covering all necessary employment-related conditions and all necessary aspects of workplace behaviour.

**Evidence Available:**

Direct inspection of library personnel policies and procedures and the Collective Agreement.

**Policy Element #2**

- b) provide for effective handling of grievances

**I interpret this as follows:**

“grievances”: both formal and informal complaints.

**Compliance will be demonstrated when:**

There is a clear and efficient process for handling all staff complaints (union and non-union).

**Evidence Available:**

- The Collective Agreement includes a grievance process; the Labour Management Committee meets regularly and provides an opportunity for informal resolution of problems.
- Direct inspection of Labour Management meeting minutes. In 2020, there were 13 Labour Management Meetings.
- Direct inspection of Manager, People & Culture.
- Direct inspection of the Collective Agreement and the Management Manual which includes a process for handling non-union complaints.

**Policy Element #3**

- c) protect against wrongful conditions such as preferential treatment, unsafe conditions, or harassment.

**I interpret this as follows:**

1. “wrongful conditions”: conditions which are unfair or contrary to established workplace standards.

2. “such as preferential treatment, unsafe conditions, or harassment”: are some, but not all, examples of wrongful conditions.

**Compliance will be demonstrated when:**

Library policies and procedures identify and protect against wrongful conditions.

**Evidence Available:**

1. Direct Inspection of written policies and procedures as under Policy Element #1 above.
2. The Library continues to follow the national voluntary psychological health and safety guidelines which are aimed at protecting employees from workplace conditions and practices which may cause psychological harm.
3. Direct inspection of People and Culture Manager. Psychological Health & Safety continues to be a priority for the Library. Action plans coming out of the leadership and employee focus groups were created and implemented. This included a partnership with The Centre for Addiction and Mental Health (CAMH) to provide us with a virtual workshop on “Building Personal Resilience in the Workplace”. Overall, employees learned practices that foster self-awareness, emotional regulation, social connectedness and purpose. Additionally, Library employees received Customer Service and De-escalation Training in order to build skills to successfully self-de-escalate and interact successfully with our diverse clients either in our physical spaces, on the phone or online. The Recognition and WorkWell Committees have now been combined and rebranded as The Engagement Committee to involve employees in social, engagement and wellness activities.

**Policy Element #4**

2. Allow staff to be unaware of their rights under this policy.

**I interpret this as follows:**

1. “allow staff to be unaware”: not informing staff through various methods and channels.
2. “under this policy”: all policies referred to in EL3

**Compliance will be demonstrated when:**

An orientation process is in place for all new staff outlining their rights and the resources available. An ongoing process provides opportunities for staff to reacquaint themselves with all personnel policies. New staff-related personnel policies are introduced to staff with an orientation as to their purpose and content.

**Evidence Available:**

- Direct inspection of annual staff performance plans. The performance plan review process will include a sign off to show that staff have read all relevant personnel policies.
- Direct inspection of memo for new hires which includes rules and rights.
- Direct inspection of staff orientation checklist.

- Direct inspection of People and Culture Manager.

I verify that since this report was last updated:

- **83 employees worked at the library as of the end of 2020** (including casual/contract employees and Task Force/IT Task Force employees of which 15 were on declared emergency leave). The library had 54 FTE (full-time equivalents) as of the end of December 2020.
- **8** manager(s) completed bi-annual online Workplace Mental Health refresher training through e-learning modules on HR Downloads.
- **5** new employees completed online Health & Safety Awareness training through a Ministry of Labour approved e-learning module on HR Downloads. Safety tours were conducted for these employees in the library by a manager during the first month of employment.
- **82** employees have completed bi-annual online Health & Safety Awareness which includes the Respect in the Workplace e-learning module on HR Downloads. Typically training for all staff is bi-annual and we strive to have ½ of our employees trained in even years and the other ½ in odd numbered years; as a result of the pandemic and library closure in Q2 2020, all staff completed the training.  
Topics include H&S roles, rights, and duties, hazards, workplace violence, harassment, incident reporting, workplace-related illnesses, WHMIS, ergonomics, and more. Management employees complete the Supervisor version of the module on a bi-annual basis.
- All employees have now gone through a full cycle of the new Performance Management Program with the completion of the 2020 year-end review. The Program allows for continuous employee engagement and alignment with the Library's Mission and Strategic Plans through self-assessments and rating of their Performance Agreements (PAs). Furthermore, everyone provides examples of how they have demonstrated living the PPL's Values in their year-end reviews. Performance Plans for all employees are currently being finalized for 2021.
- **5** employees have attended New Hire Orientation with HR as part of the onboarding process.
- **0** Welcome surveys were completed by new staff members sharing their views of their new workplace.
- **3** exit interview surveys were completed with departing employees to learn and consider employee views for ongoing workplace enhancement.
- The Library's absenteeism rate in 2020 was **2.32%**.