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# The City of Pickering Public Library Board Meeting Minutes

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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

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## 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

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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 of the last meeting. It was very positive. Virtual meetings are a new format and they felt it was a successful 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 effective 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**

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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.

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Signature of Library CEO:

Date:

Signature of Library Board Chair:

Date:

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