

PABRWG Meeting Minutes

Date: August 11th 2021

Attendees: Bernadette Hood, Carwyn Holland, Charmain Brown, Nicole Facey, Stephen Linton, Romina Diaz,

Library staff: Sabrina Yung, Jackie, Joel, Mohammad, Doug

Minutes: Samantha Adebisi

❖ **Honorarium Finalization with Jackie Flowers**

- Base on the group decision Jackie review and share final decision on Honorarium
- Group also agree to final decision on honorarium (see below)
- Sabrina will update the TOR for amendment and documentation will be submitted before the first honorarium issue in September.

The ABRWG honorarium program officially commenced on August 11, 2021.

Appointed working group members will be given the option to participate in the honorarium program. This 'opt in' will be confirmed by submission of the required documentation annually. Honorariums will be issued from the Pickering Public Library.

An honorarium of \$400 per every six months will be given to members of the working group for a total of up to \$800 a year. The rate set is \$66.67 per member, per each two-hour monthly meeting. Attendance is required and will be recorded in the minutes. The Chair or Vice-Chair may seek clarification if an individual only attends for a partial duration, and may exercise discretion based on the following breakdown:

Two hours = Full remuneration
One hour = Half remuneration
30 minutes or less = Remuneration not applicable

All group members are requested to communicate in advance any scheduling conflicts with the Chair or Vice-Chair.

The honorarium will be issued twice a year at the end of June and December. Opt in documentation must be received two weeks prior to June 30 for the calendar year. Any newly appointed members commencing after June 30 must submit opt in documentation two weeks prior to the December 31, for the respective calendar year.

Maximum yearly income per Working Group member is \$800.00. A T4 will be issued at the conclusion of the year, or the service of the Working Group Member.

A Working Group member is not entitled to participate in the honorarium program following their last day of active service. Any appointed members exiting prior to June 30, will still be provided with the opt in documentation and eligible for an honorarium covering the months they have attended in the current calendar year. Exiting members who opt into the

honorarium program, will receive the honorarium issued at the next interval in alignment with the rest of the group (either end June or end of December dependent on date of departure), regardless of member's service end date. Once an appointed member ceases to be an active member, they will no longer be eligible for any retroactive payments or other payments including honorarium increases. Members will be informed of this at the time of their start date.

❖ **Client Experience Follow Up Discussion**

Key points flag: (conversation on surveillance, security and reopening.)

Speaker: Mohammad:

- DEI training for security Guards: Paladin, company the library is using is currently providing ongoing DEI training
- Some of the training topics are: Diversity and Culture, and Diversity awareness.
- Training are provided to security guards before they start their role at the library.
- **Question:** What is included in the RFP? Evaluation of the existing RFP that shows that they company has 30% of their employees trained. However, with the evaluation there is no specific DEI evaluation process, and the library does have some input but majority is decided by the city.

PABRWG Questions to Mohammad:

- **How long is the 2 two trainings?** One training is 1 ½hr and other 2hrs
- **Is this training virtually or in person?** Before covid the company was doing its training in person, but not sure if they are doing it in person now.
- **Are there any criteria as an element of this training?** Do not think there is an element of this in the DEI training like a quiz, but maybe for another training.
- **Is there any way of finding out who the trainer is?** The company do their training internally.
- **Can the library include the security guards in their training?** Yes, we can support including the guards within the library DEI trainings.
- **Would there be a way youth can speak about their concerns around issues?** The library would like to work with PABRWG to come up with mechanism or framework to report these types of situation and the library will do all the internal follow up with the staff.
- **Does paladin give the guards refresher courses?** Not sure, but will follow up to see if they do.
- **What would warrant letting go or switching a security guard?** The company has its union, so the library would inform their manager on the situation. Manage will address concerns during their performance plan and other measures will be taken if they fail or did not do well.

Statement of importance (Charmain): It is important to note that there is a difference between Equity, Anti- racism or Anti- oppressive than just an Equality and Diversity training. Encourage the library to think about this when providing training to staff. (Sabrina response) I will share this with Clara and the team for the next staff training.

Question to Joel:

Do you have within your message for the library crafted on participants sharing their experience around DEI?

- Before the pandemic we wanted to improve not using paper forms only, and so a new online feedback and suggestion form is in place.
- Library will be working on the type of questions for the participants suggestion or feedback box.
- Plans are in place for a touch screen (keyas) at the door that client can use to share their feedback instantaneously instead of waiting for a staff to collect feedback from a box.

Group suggestion: Making feedback form on the website visible for quick and easy access, and having a poster with a QR code for feedbacks.

Surveillance and Confrontation: Joel responses

- Focus on staff getting up from their desk and moving around with the intent in meeting clients where they are before they become frustrated and leave.
- Library is creating spaces with less desk and more standing stations allowing staff to work around more to assist clients
- Library Anti-black working group, manager, staff learning ways to connect to black community more.

PABRWG Question:

- Is there a budget to move this forward?
- What resources are available?
- What are the volunteer hrs like?

Suggestion: Holding space instead focus group and connect with local high school and student groups are some ways in reaching out and connecting with Black youth.

Sabrina Question:

- What is the action or the next step that the group will be looking for?
- What is the next plan, the time line for this work?

Joel suggestion: Library is changing and I think that we should start the work early fall.

Sabrina Suggestions:

- October the group can start discussion, and the second term for the new year may be around strategies.
- Group to have a list of some action items and what those recommendation will be.

A subcommittee can be form to work with Joel on this (Carwyn and Bernadette, Stephen and Romina nominated themselves for this.

Update from Doug:

- reopening for the fall: One of the biggest thing is that the security guard station would no longer be at the front.
 - Guards(he/she) will be walking through the building and all their work is being done in the back office, so that it would not be the first thing client see when they come in.
 - Also, bringing back a dedicated team space, and making it more permanent by removing some shelving, and by using large white board, and making more of a hangout space for teens.
 - Also, a more quitter second floor and more reflective of a study space and doing so by using smaller table and limited seating.
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- ❖ TOR declaration of conflict of interest (will be done at the beginning of every meeting)
 - ❖ Clara was unable to join us and they will be providing a package for the September meeting.