

# The City of Pickering Public Library Board Meeting Minutes

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Held: October 28, 2021

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

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

Absent: S. Beckett, Councillor I. Cumming, M. Fatema

Staff: J. Flowers – CEO/Director of Public Libraries, E. Bird – Director of Support Services, K. Williams – Director of Public Services, S. Yung, Manager of Community Engagement & Marketing, B. Gregory – Executive Assistant

Guests: M. Carpino, Chief Administrative Officer, City of Pickering

Meeting Commencement Time: 7:05 pm

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## 1. Public Delegations

None.

## 2. Approval of Agenda, Conflict of Interest Disclosure

No interest was declared.

### **Motion #21.54**

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

Carried.

## 3. Board Education

### 3.1 Updates from the City of Pickering Chief Administrative Officer (CAO)

J. Flowers introduced M. Carpino, City of Pickering CAO. Ms. Carpino, in a verbal update, provided information to the Board about some of the current and future plans and activities in the City of Pickering, including impacts of the pandemic to City services and infrastructure; the Corporate Strategic Plan, the City Centre project, the opening of Durham Live and the receipt of the first quarterly profit cheque; equity, diversity and inclusion focus work; and the many studies completed or in the works.

M. Carpino closed her update by thanking the Board for their strong participation and engagement, remarking that the Library is a leader in the sector and has found new and improved ways to serve the community even during a pandemic.

S. Sheehy thanked M. Carpino for taking the time to join the meeting and providing an informative update. M. Carpino departed the meeting at 7:35 pm.

**4. Consent Agenda**

- 4.1 Minutes of the In-Camera Meeting – September 23, 2021**
- 4.2 Minutes of the Previous Board Meeting – September 23, 20221**
- 4.3 Minutes of the Building Committee Meeting – October 14, 2021**
- 4.4 Library Information Update – October 2021**
- 4.5 KPI Stats Q3 2021**

**Motion #21.55**

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

Carried.

**5. Ratification of In-Camera Motion**

**Motion #21.56**

Moved by R. Coelho, Seconded by M. Anderson **Motion THAT** Motion 21.44 from the In-Camera portion of September 23, 2021 Board meeting be ratified.

Carried.

**6. Ends Discussion**

**6.1 Report 04-21 Budget Estimates 2022**

J. Flowers provided a verbal update of the highlights of the budget estimates for 2022. She indicated her confidence that the budget estimates, as presented, serve to build organizational capacity to innovate and be responsive to community needs during the pandemic and meet the Board's Ends.

It was noted that there was an error in the heading of the % CHGE column in Attachment 1 to Report 04-21: It reads 2020 but should read 2021.

In a related budget matter, M. Brenner spoke of a recent item before the Durham Region Council: the availability of free menstrual products in the washrooms of regional buildings. He suggested that the Library should also consider providing this service and that funding be included in the 2022 budget for this purpose. J. Flowers indicated that this was already a topic of discussion within the Library senior leadership team and the issue was being researched. She added that the availability of free menstrual products would only be needed in Central Library washrooms; the washrooms in other Library locations are maintained by the City's Community Services department. It was determined that no change was required to the motion as wording allows for future changes.

**Motion #21.57**

Moved by D. Sharma, Seconded by M. Brenner **Motion THAT** the Board adopt the Draft 2022 Capital and Current Budget Estimates in principle, to enable the CEO to continue the budget process on behalf of the Board.

Carried.

**7. Staff Reports**

**7.1 Fundraising**

S. Yung, Manager of Community Engagement & Marketing, provided Board Members with an update on the fundraising and donations project currently underway. S. Yung stated that the goal of the project was to grow PPL fundraising activities. She remarked

that research into library fundraising campaign strategies has yielded many interesting ideas, successes, and challenges and that this research is being used to help inform the PPL project.

S. Yung provided details on a pilot fundraising campaign slated to start in the next 2 weeks and run to the end of the year. A direct mail campaign will target 1,000 households and will be addressed to the specific residents. Simultaneously, a digital campaign will also be run. She added that this is a great opportunity to engage donors and increase the understood value in the eyes of potential donors.

In reply to a question about the content of the campaign literature, S. Yung indicated literature will focus on what impact the Library has in the community, rather than on specifically what the donation funds would be used for.

A question was raised about the reach of the campaign. Besides the 1,000 households receiving the direct mail, S. Yung advised that an e-blast will be sent to the approximately 15,000 PPL e-newsletter subscribers and information would also be shared across all the Library's social media platforms, which have over 500 subscribers.

S. Yung departed from meeting at 7:58 pm.

### **7.2 City Centre Updates**

J. Flowers provided the Board with an overview on the community feedback from the City Centre engagement project. She shared some quotes from community members, the most popular design features, areas that require further consideration, and additional ideas presented by respondents.

J. Flowers advised that there would be an additional Council meeting on November 1, 2021, to address the City Centre and some outstanding issues after which it should be clear whether the City Centre project will proceed.

### **7.3 Report 05-21 Procedure for Integrated Library System (“ILS”) Database Management**

E. Bird explained that periodic database maintenance and expunging of fines has been done over the years, but there has never been a regular plan to expunge fine data; this report addresses this gap.

E. Bird noted that amount listed as owing is considered uncollectable based on conversations with the collection agency. The Treasurer, in conversation with the auditor on our behalf, confirmed that fine revenue is only considered revenue when actively collected so there would be no impact on the audit. The auditor agreed with the recommendation to have fine expunging occur as a routine activity, preferably annually.

In answer to a question from the Board about clients with overdue accounts being notified of the expunging, E. Bird advised that they will be advised, although it is uncertain if will be advised directly or through a general “Welcome Back” campaign slated for the spring of 2022.

It was suggested by the Board to put in some controls to ensure minimal impact on the returning of library materials. E. Bird noted that there is little expectation that that client

behaviour will change in any measurable way and an annual report to the Board will be presented about the amounts expunged. If a worrying trend was detected, then the Board would be notified and solutions examined.

The Board raised a concern about the recommendation that account balances greater than \$5,000 need Board approval to be written off. They considered \$5,000 too high and asked that the amount be changed to \$2,000. Upon this request, recommendation 2.b. will be amended to read:

“Accounts with balances over \$100 are expunged after 5 years. Any single account balance greater than **\$2,000** would need Board approval to be written off.”

**Motion #21.58**

Moved by R. Coelho, Seconded by A. Maginley **Motion THAT** the Board give the authority to the CEO to proceed with the recommendations in Report 05-21 as amended. Carried.

**8. Monitoring Reports – Executive Limitations**

**8.1 EL #2 Treatment of Clients**

D. Sharma confirmed that he met with J. Flowers to review EL #2 Treatment of Clients and the accompanying monitoring report. He confirmed that evidence indicates that there is compliance and he had no concerns or changes to recommend.

**Motion #21.59**

Moved by M. Anderson, Seconded by D. Barham **Motion THAT** the Board adopt Monitoring Report Executive Limitation EL #2 Treatment of Clients as presented; and **THAT** the Board adopt Policy Executive Limitation EL #2 Treatment of Clients as presented, the Policy being complete, sound, and effective. Carried.

**9. Board Committee Reports**

**9.1 Report of the Board Building Committee**

D. Sharma indicated that the minutes from the last Committee meeting were included in the consent agenda. The only item covered in the meeting was the review and finalization of the Facilities Master Plan.

**9.2 Facilities Master Plan**

D. Sharma gave an overview of the Plan, highlighting the key areas and findings.

S. Sheehy commented on the high quality of the Plan, adding that the Plan will be beneficial for the Library and City staff and Council as to the services required related to projected population growth.

In answer to a question about Plan updates, J. Flowers advised that this is would be a living document and it would be updated and provided to the Board for review annually.

**Motion #21.60**

Moved by D. Sharma, Seconded by M. Brenner **Motion THAT THAT** the Board adopt the Facilities Master Plan as presented. Carried.

**10. Governance**

None.

**11. Board Policy Review**

**11.1 EL Policy #7 Emergency Executive Succession** will be discussed at the next Board meeting. All members to review prior to the next meeting. Discussion will be led by M. Anderson.

**12. New Business**

**12.1 Member Community Reports**

M. Brenner commented on the excellent display set up in the Library honouring Muslim Heritage Month. J. Flowers will forward his comments to PPL staff.

J. Flowers advised the Board that J. SanAntonio, Senior Advisor, Equity, Diversity & Inclusion with the City of Pickering, sent an invitation for the official unveiling of the commemorative orange crosswalk developed through a collaborative effort between the City of Pickering and the Indigenous Relationship Building Circle (IRBC). Board members are welcome to attend the event; J. Flowers will forward the invitation to the Board members.

**12.2 2022 Meeting Survey**

Board members were asked to complete a small survey to determine their preference for the format of 2022 Board meetings. A copy of the survey link was sent through the chat function of the Zoom meeting and will be sent to all Board members via email.

**13. Confidential Matter**

None

**14. Date of Next Meeting and Adjournment**

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

**Motion #21.61**

Moved by R. Coelho, Seconded by D. Sharma **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