

1. **Approval of Agenda** Chair MOTION
Conflict of Interest Disclosure to Approve

2. **In Camera Matter**
The Board will move into a 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:
b) Personnel matters about an identifiable individual.

3. **Indigenous Land Acknowledgement Statement**
The Board Chair will read the Indigenous Land Acknowledgement Statement.

4. **Public Delegations**
(Public attendance registration not required – refer to [By-laws pgs 6-7](#))

5. **Consent Agenda** Chair MOTION
to Approve
 - 5.1 Minutes of the Previous Board Meeting **Pg 1**
– November 25, 2021
 - 5.2 Library Information Update – January **Pg 6**
2022
 - 5.3 Minutes of the Anti-Black Racism **Pg 9**
Working Group Meeting – January 12,
2022
 - 5.4 2022 Annual Board Calendar **Pg 14**
 - 5.5 2021 KPI Statistics **Pg 15**

6. **Presentations**
 - 6.1 Stephen Linton, Chair MOTION
Anti-Black Racism Working Group To Accept
Re: ABRWG 2021 Recommendations & 2022
Work Plan [provided under separate cover]

7. **Correspondence**
 - 7.1 S. Cassel, City Clerk **Pg 16** Chair MOTION
City of Pickering to Receive
Re: Direction as per Minutes of the
Meeting of City Council held on
December 13, 2021

8. **Ends Discussion**
 - 8.1 EP 1 Global Ends **Pg 19** MOTION
To Adopt

9. Staff Reports

9.1 2022 Staff Work Plan Verbal Update J. Flowers

10. Monitoring Reports – Executive Limitations

10.1 [EL 8 Asset Protection](#) Pg 23 D. Barham MOTION to Adopt

11. Board Committee Reports

11.1 Report of the Linkage Committee Verbal Update K. Williams

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

11.3 Report of the MOU Ad Hoc Committee Under Separate Cover R. Coelho

12. Governance

None

13. Board Policy Review

13.1 The following EL Policy will be discussed at the next Board meeting. All members to review prior to the next meeting.
EL 3 Staff Treatment S. Beckett

14. New Business

14.1 Member Community Reports

14.2 Councillor Ian Cumming Memorial Verbal Update E. Bird

15. Confidential Matter

None

16. Adjournment

Chair MOTION to Adjourn

Next Meeting:

To be Held: Thursday, February 24, 2022, 7:00 pm
Location: Virtual

Preliminary List of Motions

Item # Motion

- 1.** THAT the items in the Agenda be approved by the Board as presented/amended.

- 2.** a) THAT the Board will move into a 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 personnel matters about an identifiable individual.

b) THAT the Board will ratify the recommendations from the closed session.

- 5.** THAT the items in the Consent Agenda be approved by the Board as presented/amended.

- 6.1** THAT the Board accept the Anti-Black Racism Working Group 2021 Recommendations & 2022 Work Plan as presented/amended.

- 7.1** THAT correspondence from Susan Cassel, City Clerk, City of Pickering, dated December 17, 2021 regarding Direction as per Minutes of the Meeting of City Council held on December 13, 2021 be received for information by the Board.

- 8.1** 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/amended, the Policy being complete, sound and effective.

- 10.1** THAT the Board adopt EL 8 Asset Protection Monitoring Report as presented; and THAT the Board adopt EL 8 Asset Protection Policy as presented/amended, the Policy being complete, sound and effective.

- 16.** THAT the meeting be adjourned.

The City of Pickering Public Library Board

DRAFT Meeting Minutes

Held: Thursday, November 25, 2021

Location: Virtual meeting
www.pickeringlibrary.ca/board

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

Absent: S. Beckett, M. Fatema

Guests: George Buckles – Principal, Thelma Sakamoto – Principal, twopointO partners inc.

Staff: J. Flowers – CEO/Director of Public Libraries, E. Bird – Director of Support Services, K. Williams – Director of Public Services, Brenda Gregory – Executive Assistant

Meeting Commencement Time: 7:07 pm

1. Public Delegations

None.

2. Approval of Agenda, Conflict of Interest Disclosure

No interest was declared.

Motion #21.62

Moved by M. Anderson, Seconded by A. Maginley **Motion THAT** the Agenda be adopted as presented.

Carried.

3. Board Education

3.1 City Centre Design Presentation

J. Flowers began the presentation by introducing G. Buckles and T. Sakamoto, Principals with twopointO partners inc., in attendance to support the presentation.

J. Flowers shared the latest version of the Library building design plans. Reviewing the plans floor by floor, J. Flowers highlighted the unique features and changes made to design since the plans were last presented to the Board. It was noted that many of these changes were made as a result of community engagement and meetings with staff.

A question-and-answer period ensued between Board members and G. Buckles, T. Sakamoto, and J. Flowers, regarding:

- The feature staircase and the new building code coming in 2022 requiring use of handrails on stairways exceeding 1.1 metres in width. Two proposed designs were shared with Board members. The recommendation was made to forward plans to the Accessibility Advisory Committee for their feedback;

The City of Pickering Public Library Board Meeting Minutes

- “The River” – a conveyor belt in floor to move materials – was not structurally or financially feasible so will not be included in design;
- The book sorter and whether it accepts all items and if it could be a noise issue for staff working in the area;
- The family washroom, specifically the privacy of the nursing room and accessibility needs in the toilet area; and
- The 2nd floor and 4th floor washrooms and confirming they are designed to be accessible and assigned as gender neutral.

G. Buckles and T. Sakamoto departed the meeting at 8:25 pm.

4. Consent Agenda

- 4.1 Minutes of the Previous Board Meeting – October 28, 2021**
- 4.2 Minutes of the MOU Ad Hoc Committee Meeting – November 17, 2021**
- 4.3 MOU Ad Hoc Committee Terms of Reference – November 17, 2021**
- 4.4 Library Information Update – November 2021**
- 4.5 Financial Update as of November 10, 2021**

Motion #21.63

Moved by D. Sharma, Seconded by R. Coelho **Motion THAT** the items on the Consent Agenda be adopted.

Carried.

5. Ends Discussion

None.

6. Staff Reports

6.1 Anti-Black Racism Working Group Update

J. Flowers updated the Board on the recent activities of the Anti-Black Racism Working Group (“ABRWG”). She explained that the Group has just completed a list of recommendations for staff related to recruitment, staff training, and client experience. It was noted that the survey results were driving these recommendations, highlighting where improvements can be made. The Group has also started the 2022 ABRWG Work Plan.

A small youth committee, who will look at how the library can improve in the area of surveillance and security experienced by BIPOC youth while in the Library has been formed. Staff have already met with this group and will continue to engage the group in 2022.

The ABRWG Chair, Romina Diaz, has resigned due to new work commitments and a move out of Pickering. The Group will continue under the guidance of the Vice-Chair. The Group plans to discuss their recruitment process at their December meeting; recruitment for open positions will happen in early 2022.

6.2 Library on Wheels Project Update

J. Flowers updated the Board on the Library on Wheels project current online and in-person community engagement activities and the estimated timeline for the project. The goal is a September 2022 launch – a conservative guess to allow for current supply chain issues being experienced due to the pandemic. In answer to a question regarding the type of vehicle, J. Flowers indicated that the RFP was for a Mercedes-Benz Sprinter van.

7. Monitoring Reports – Executive Limitations

7.1 EL #7 Emergency Executive Succession

M. Anderson advised the Board that she met with J. Flowers, who confirmed her understanding of the process of executive succession. When asked about the rare and unlikely situation that the CEO, Director of Support Services, and Director of Public Services all became unavailable, J. Flowers indicated that she was confident the leadership team could step in. M. Anderson expressed her confidence that the Library is in compliance with this policy.

Motion #21.64

Moved by D. Sharma, Seconded by A. Maginley **Motion THAT** the Board adopt Monitoring Report Executive Limitation EL #7 Emergency Executive Succession as presented; and **THAT** the Board adopt Policy Executive Limitation EL #7 Emergency Executive Succession as presented, the Policy being complete, sound and effective. Carried.

8. Board Committee Reports

8.1 Report of the Board Building Committee

None. See item 11.3 for details on plans for a December Committee meeting.

8.2 Report of the MOU Ad Hoc Committee

R. Coelho was introduced as the Chair of this new committee. R. Coelho reported that the inaugural meeting of this committee was held on November 17, 2021. The terms of reference were established, and both the meeting minutes and the Terms of Reference are included in the consent agenda. Future meetings will be held once per month, for the next 3 to 4 months, after which the committee will be disbanded.

9. Governance

None.

10. Board Policy Review

10.1 Executive Limitations policy **EL #8 Asset Protection** will be discussed at the January 27, 2022 Board meeting. All members to review prior to this meeting. Discussion will be led by D. Barham.

11. New Business

11.1 Member Community Reports

No reports given.

11.2 Councillor Ian Cumming Memorial

The Board discussed possible memorial suggestions for remembering Councillor I. Cumming in the Library space. M. Brenner indicated that whatever the Board decides, it should be through the lens of I. Cumming as a PPL Board member, not a Member of

Council, as the City will be planning for that. It was also suggested that consideration be given to a memorial that could be moved to the City Centre Library. He also suggested that the PPL Board look to creating a naming rights policy for these circumstances. The memorial ideas will be reviewed and presented to the Board at the January meeting.

On a related noted, M. Brenner asked about a Member of Council taking the empty Library Board seat. J. Flowers advised that she had spoken with the City Clerk and, because there were other committees that Councillor Cumming served on, whomever would be appointed to take over the empty Council seat would also include appointment to these committees. J. Flowers suggested that M. Brenner follow up with the City Clerk.

11.3 December 16, 2021 Meeting Plans

S. Sheehy reminded the Board that the December Board meeting is generally a brief Board meeting, followed by an opportunity for Board members to get together. It was decided that an in-person meeting will be planned, followed by dinner at a local restaurant. Details will be forwarded along to Board members when known.

The opportunity for Board members to review the City Centre designs with the architect was offered. Due to the anticipated length of the presentation, and in the interest of keeping the December Board meeting brief, it was decided to schedule a Building Committee Meeting for this purpose. The meeting will be open to all Board members. Once a date is determined, an invitation will be sent.

11.4 2022 Board Meeting Format

J. Flowers advised that the results of the survey to determine preference amongst Board members for 2022 Board meeting format showed a continued preference for virtual meetings. It was decided that it was not necessary to plan for all of 2022; meetings will be held virtually for the first quarter and in March, that decision will be revisited.

11.5 Other

M. Brenner congratulated the City of Pickering who partnered with the Rotary Club of Pickering, Honouring Indigenous Peoples, and the Pickering Public Library for the informative and engaging virtual community screening of the Aboriginal Peoples Television Network's "First Contact" followed by a panel discussion with Indigenous Elders, Alice Williams and Anne Taylor. It was noted that this was a live streamed event but, at the request of the panel, was not filmed. However, the "First Contact" series is available online through TVO and APTN; a link will be sent to the Board members should they wish to view.

D. Sharma had a question about employee recognition, specifically what PPL does to formally recognize employees. Further comments were noted about recognition efforts from the point of view of the Board. J. Flowers will arrange for a presentation on this topic to be included as a Board Education item at the January Board meeting.

12. Confidential Matter

None.

13. Date of Next Meeting and Adjournment

The next **regular** Board meeting will be held on Thursday, January 27, 2022 at 7:00 pm as a virtual meeting.

Motion #21.65

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

The meeting was adjourned at 9:16 pm.

Signature of Library CEO:

Date:

Signature of Library Board Chair:

Date

Board End: Lifelong Learning

Escape Rooms: Blackbeard's Brig & Twisted Room

On December 9th, PPL partnered with Confundrum Escape Rooms to provide free escape rooms to teens in Pickering. We had a full attendance of 16 teens with a waiting list for both rooms. The event provided a social space that developed new connections. Since the program, one participant joined the teen Discord community and has signed up for our other teen programs.

New Learning Resources

The Library has added two new digital learning platforms this month:

Transparent Language

Based on client feedback, the Library has replaced the Mango Languages platform with [Transparent Language](#). Transparent Language provides a fun, effective, and engaging experience for learners of all levels looking to build their listening, speaking, reading, and writing skills in another language. The resource includes 110+ languages, including Indigenous languages as well as courses for ESL students. Transparent Language also includes KidsSpeak, a fun, easy to use language learning program for young learners.

iVox Books

[iVox Books](#) brings children's picture books to life using 3D technology and animation! The collection has 16 iVox storybooks (with 2 more to be added by March) that can be accessed with the free iVox Books [app](#). iVox titles can be on demand - no waiting, no holds!

Board End: Culture of Reading

TAG Trivia

The Teen Advisory Group (TAG) ran a teen books trivia event on January 13th. The program - run by teens and for teens - had a total of 23 participants. The trivia questions connected to the teen book collection and gave teens the opportunity to suggest future book series and topics.

Board End: Inclusive and Welcoming Public Facilities & Virtual Spaces

Makers & Artisans

Our Makers & Artisans event series continues to welcome a diverse group of participants over Zoom to share a myriad of creative projects. Fourteen clients attended the January 6 event, including a client who is deaf, and a client who shared the history of the jingle dress and the different jingle dresses that she had created.

Board End: Supporting Financial, Physical, Social, and Mental Well-Being

Knit Items for Donation

Our Makers and Artisans group used wool purchased by the Library and some of their own wool, to make hats, mitts, scarves, and other knitted/crocheted items for two Durham charities: The Super Sophia Project Love Boxes and St. Paul's-on-the-Hill Food Bank Christmas Hampers. Altogether, they made over 150 items to be distributed by these two charities!



Take & Make: Winter Fun Fest

On Friday December 3, 2021, the Library presented Take & Make: Winter Fun Fest where children could decorate an ugly sweater cookie, make a greeting card, make Rudolph's nose glow, make Fake snow, or create a snowflake. EarlyON joined us in making a snow globe. All 50 registration spots filled up quickly and 35 children attended the Zoom program.

Supporting Organizational Excellence

Anti-Black Racism Working Group (ABRWG)

The ABRWG wrapped up its first full year with a set of recommendations for library services and operations and a workplan for 2022 that will be formally shared with the Board at the January meeting.

The group also established an annual self-evaluation tool (as outlined in the Terms of Reference) and will conduct the reflection exercise in January for review at the February meeting.

In December, the group identified the need to conduct a new membership appointment cycle at the start of 2022. The group decided to use the membership appointment process developed during the first recruitment phase which utilizes a Community Panel of partners and stakeholders. A public call out for expressions of interest will commence mid-January and the group hopes to welcome the new members at the March meeting.

Lastly, the ABRWG's Youth Subcommittee met to develop an action plan. The Subcommittee is intended to strengthen consultation with Black youth with respect to client experience. The subcommittee consists of two ABRWG members and 3 Library staff (one manager and two teen focused team members). The group hopes to establish additional youth representation on the subcommittee. More details are captured in the 2021 Recommendations and 2022 Work Plan document.

What's New?

With the increased risk due to the Omicron variant, Library staff have been provided KN95 masks. Staff can choose to wear these masks that were generously provided to the Library by the Fire Department from their existing stock.

Meeting Minutes

Anti-Black Racism Working Group

Wednesday, January 12th 2022, 6:30 pm

Online – Zoom Web Call

Attendees: Samantha Adebisi (Notetaker), Nicole Facey, Charmain Brown, Stephen Linton, Bernadette Hood-Caesar

Library Staff: Sabrina Yung

Absent: --

1. Welcome and Land Acknowledgement (1minute)

- Land Acknowledgement city of Pickering and the library was read by Sabrina.
- Ancestral Land Acknowledgement was read by Stephen.

2. Conflict of Interest Declaration (1 minute)

- No conflicts of interest declared.

3. Review Last Meeting Minutes (5 minute)

- Minutes reviewed and approved by the ABRWG.

4. International Decade for People of African Descent: Proclamation Request Preparation (30 minutes)

- Draft content was not received as planned.
- Group deferred this to the next meeting (February 9, 2022).
- Stephen followed up with Carwyn on what he has developed and it will be presented at the next meeting for the group to review.

5. One-Year Evaluation Process (30 minutes)

Action: Determine survey questions and completion deadline

- Group looked over different evaluation samples.
- Group reviewed draft presented by Sabina, and group agreed to proceed with the first format option that Sabrina presented.
- The ABRWG reviewed various options, such as survey questionnaires, open ended questions, evaluation criteria and rating scales. Group decided on a rating scale, from 0-5. Zero being not at all and 5 excellent.
- Sabrina will transfer accepted draft statements to an online survey tool and create a survey link by Monday for members to individually complete before the next meeting.
- Results will be reviewed together at the February meeting.

6. New Membership Framework Review (30 minutes)

- Group came to a consensus of recalling the Community Panel for the new membership appointment interview process.
- Sabrina has received confirmed interest to return from one representative (Kashauna) and is waiting for a reply from the second. Should the other representative not able to commit we do have other community partners that we can reach out to.
- Open public call out: aiming to have the expression of interest period open for two weeks. Open to applicants who meet the minimum eligibility criteria as noted in the ABRWG New Membership Appointment Process Framework.
- Interview panel will consist of two BIPOC community organization representatives, 2 Library Board members and a Library staff (Sabrina).
- Prior to the interview there would be a briefing with the Community Panel to go over the ABRWG Terms of Reference, work plans, and any other context to help form evaluation priorities when looking for strengths and weakness in the interviewed candidates and skill sets for the role.
- Everything will be conducted virtually in consideration of current COVID-19 public health measures and pandemic realities.
- We understand that community panelist are volunteers, so a small gift of appreciation will be provided to them. This remains supported by the ABRWG.
- ABRWG members do not want to be a part of the interview process, but want to support advertising/forwarding the open call to persons they think might be a good fit, and share questions that will help seek out a diverse group member that will represent the needs and areas of growth.
- Once the Community Panel determines who they want to appoint as new members, they will share the decision with the Library Board for endorsement and advise the ABRWG Chair. Successful candidates would then need to complete all documentation with the library.
- Current planned timeline:
 - Open call out with the expression of interest form to be published January 19th, 2022 to February 6th, 2022.
 - Review of expressions of interest and selecting interview list to take place February 7th, 2022 to February 11th, 2022.
 - Interviews to take place February 14th, 2022 to February 25th, 2022.
 - Decision on new appointed members to be submitted to Library Board and ABRWG Chair by March 4th 2022.
 - Goal is to welcome new incoming members to the March 9, 2022 ABRWG monthly meeting.
- Hope to have at least 3 new members. The group currently has 5 active members and per the Terms of Reference, the group is ideally 8 to 10 members.

7. Board Meeting Preparation (10 minutes)

Action: Review final document to share with Board.

- The Anti-Black Racism Working Group 2021 Recommendations and 2022 Work Plan document has been completed.
- Group reviewed the additions made, intended to strengthen the document and to provide the read some background information on where these recommendations came from (suggestion from CEO/Jackie).
- Sabrina will pdf the document and share with the group before the Board meeting.
- ABRWG Chair will be a delegate at the January 27 Library Board meeting. Stephen (back up: Charmain) will be able to speak to an overview of the recommendations and priorities for 2022. Note, the Board will be provided a copy ahead of the meeting.
- Other group members are invited to join the meeting as audience members. Sabrina will send the public registration link.

8. Youth Subcommittee Update (10 minutes)

- Committee is looking at recruiting new members, focusing on having more young people at the table. Looking at connecting with the Library's Teen Advisory Group (TAG) for new youth subcommittee members.
- Hoping to recruit three to four new members by March. Also, looking to have representation from the community like a youth worker, to advance some of the initiatives.
- The subcommittee is having conversations about ways to get more youth to engage in the feedback surveys. Thoughts have been around purchasing gift certificates. Stephen spoke about DurhamOne's recent community survey. They found success by being present at local fast food locations near high schools and popular with teens. DurhamOne team members paid, on site, for a meal (eg. pizza) for up to 20 meals once youth participated in their survey.
 - The Know Your Rights campaign across Durham and Pickering conducted the survey with this incentive and saw 800 surveys completed.
- The subcommittee is also trying to have 1-2 representatives in the local high schools as part of the strategy to speak on the best platforms' students are using. Perhaps the subcommittee can leverage these tools to have more young people participate in the surveys.
- Would also like to offer volunteers hours for community service, if they help increase survey participation.
- The subcommittee is working with Joel and Elaine at the library.
- Two Working Group members (Romina, Carwyn) have exited the subcommittee with their departure from the ABRWG.
- The library is working to fill a staffing vacancy in the teen area. Once that role is filled, that team member will join the subcommittee.

Question Stephen: Can the promotion for more youth engagement be promoted to the library's social media accounts? Sabrina confirmed yes.

9. Library Black history month updates:

- There are two new staff leads, one for adult and one for children.
- All functional areas (children's, teens, adults, and technology) are working on the Black History Month event details.
- From the adult team, there will be:
 - A month-long Beanstack Black History Month (reading) challenge. Participants will be entered into a draw to win gift cards from local Black-owned businesses. The challenge includes checking out mental health and wellness organizations that are Black-focused, reading recommended books celebrating and honouring the Black experience, and learning about key Black activists.
 - Month-long in-library display highlighting Black Canadian authors. The display will include the author's biography and links to the item's record in the library catalogue
 - Virtual Film Screening with the Congress of Black Women Ontario Region (Sun. Feb. 13)
 - A reflection prompts passive activity in-library February 11-19. This includes presenting questions to prompt discussion and reflection relating to three topics: anti-Black racism, allyship, and Black joy. Prompts will be from Black authors and attributed to the authors.
 - Sample prompts:
 - Anti-Black Racism: Have you ever described yourself as "not racist"? What does "not racist" mean to you? Why do you think so many people are invested in believing they are not "racist"? (*How To Be an Antiracist: A Journal for Awareness, Reflection, and Action by Ibram X. Kendi*)
 - Allyship: What I am willing to do and say in the fight against racism? What am I willing to surrender? What will I have to surrender? (*Antiracism Meditation Project by Iman Gibson and Tori Lund*)
 - Black Joy: What am I grateful for in my Blackness? (*The Shani Project by Shani Tran*)
 - Black Joy: When was a blissful moment in my childhood? (*Meghan Watson, psychotherapist at Bloom Psychology and Wellness*)
 - Button-making passive activity in-library February 21-28. Quotes from Black activists, authors, historical individuals, will be made available, along with button-making instructions. Clients will have the opportunity to choose a quote, design the button, and then make the button. Instructional signs will ask clients to consider why they chose the quote that they did and what it means to them, to support conversation and reflection
 - Partnership event: Black Excellence in STEM Careers and Research, online February 7. The event will feature Margaret Ikape, PhD candidate at the University of Toronto, who will speak about her experience and journey in the Astronomy and Astrophysics fields.

- From the technology team, there will be:
 - 5MFF Film Club - Honouring film legend Sidney Poitier, February 15.
 - The event will highlight and honour his life especially considering his enormous contributions to the civil rights movement and as an early pioneer in film discussing topics of race and racism. The event will feature the film "Paris Blues" which tackles issues of race and racism. The film is also available on Hoopla, which will allow us to feature and promote access to the Library's digital library products.
- The Group shared positive feedback about these plans.
- Sabrina will compile a full list from all the age groups and email the information to the group.

BOARD CALENDAR 2022

Meeting Date & Location	Activities & Ownership Linkage	Ends – Development & Monitoring	Board Education/Training (Staff Reports)	EL Policies / Monitoring Reports	Board Means / Activities	Other
January 27 7:00 pm Virtual	ABRWG Updates (Group Chair)	EP 1 Global Ends Policy 2021 Stats Review (KPIs) 2022 Staff Workplan		EL 8 Asset Protection		Land Acknowledgement Approval of Annual Calendar
February 24 7:00 pm Virtual	Presentation to Council	ILS Annual Expunge Report 2021 Q4 Financial Review	Employee Recognition	EL 3 Staff Treatment		OLA Super Conference
March 24 7:00 pm Virtual		Approval of the 2022 Capital and Current Budgets	City Community Services	EL 9 Compensation & Benefits		
April 28 7:00 pm Format: TBD		Q1 Stats Review Q1 Financial Review	Collections Update	EL 1 General Executive Constraint		Board By-Law Review
May 26 7:00 pm Format: TBD			Board Evaluation	EL 4 Staff Conduct	Annual Advocacy Plan	Policy Review
June 16 7:00 pm Format: TBD			Children's & Teens	EL 10 Communication and Counsel to the Board		Land Acknowledgement (Indigenous History Month)
No meetings during July & August – Summer Reading Club Kick-off and Completion Events, Board members welcome						
September 22 7:00 pm Format: TBD		2023 Budget Estimates Q2 Stats Review Q2 Financial Review	Community Engagement	EL 5 Financial Planning EL 6 Financial Condition	Audit	
October 27 7:00 pm Format: TBD		Q3 Stats Review Q3 Financial Review	Spaces Committee	EL 2 Treatment of Clients	Facilities Master Plan Review	
November 24 7:00 pm Format: TBD		Fine Free Annual Report		EL 7 Emergency Executive Succession	Board's Annual Report to the Community CEO Evaluation Committee	
December 15 7:00 pm Format: TBD					Celebration of Accomplishments	

2021 KPI Statistics

	2020	Per capita (pop: 100,000)
Total circulation	684,038	7
Cardholders	37,583	0.4
In-person visits	145,497	1.5
Website visits	246,397	2.5
Catalogue visits	251,402	2.5
Public Computer Use	624,637	6.2
Total Digital Learning Sessions	108,298	1.1
Number of programs	483	0.005
Program attendance	5,720	0.06
Public Printing / Copying (pages)	144,503	1.4
Outreach events	20	0.0002
Outreach attendance	1,051	0.01
Curbside Only Hours	Data not available	
Open Branch Hours	Data not available	

	2021	Per capita (pop: 100,000)
	758,202	8
	33,855	0.3
	121,216	1
	267,796	2.7
	339,464	3.4
	433,144	4.3
	108,099	1.1
	514	0.005
	9,088	0.1
	Data not available	
	6	0.0001
	134	0.001
	1,317	
	3,907	

Includes physical and digital items

Includes curbside visits

Changed counting process in 2021 - more accurate

Legislative Services Division
Clerk's Office
Directive Memorandum

December 17, 2021

To: Susan Cassel
City Clerk

From: Susan Cassel
City Clerk

Subject: Direction as per Minutes of the Meeting of City Council held on
December 13, 2021

Corr. 58-21
Susan Cassel, City Clerk, City of Pickering
Re: Council Appointments to Fill Councillor Representative Vacancies on
Boards and Committees
- ADM 045 Council Appointments to Committees

Council Decision

Resolution #744/21

1. That Councillor Shaheen Butt be appointed to fill the Councillor representative vacancy on the Pickering Public Library Board and the Animal Services Appeal Committee for the remainder of the 2018-2022 Term of Council; and,
2. That the Councillor representative vacancies on the Site Plan Advisory Committee and Civic Awards Selection Committee be filled by the new Member of Council, to be appointed in January 2022, for the remainder of the 2018-2022 Term of Council.

A copy of the original correspondence is attached for your reference.

Please take any action deemed necessary.

Susan Cassel

Copy: Chief Administrative Officer
CEO & Director of Libraries, Pickering Public Library
Director, Community Services
Director, City Development & Chief Building Official
Manager, Municipal Law Enforcement Services
Supervisor, Animal Services
Supervisor, Cultural Services

To: Mayor Ryan
Members of Council

December 13, 2021

From: Susan Cassel
City Clerk

Copy: Chief Administrative Officer

Subject: Council Appointments to Fill Councillor Representative Vacancies on Boards and Committees
- ADM 045 Council Appointments to Committees
File: A-1410

Further to Policy ADM 045, Council Appointments to Committees, when a vacancy occurs on any Board or Committee, Council appointments are required.

Due to the unfortunate passing of Councillor Ian Cumming on November 1, 2021, the Councillor representative vacancies that currently exist include:

Public Library Board
Animal Services Appeal Committee
Site Plan Advisory Committee
Civic Awards Selection Committee

The following is a summary of the interest expressed from current Members of Council to be appointed to each respective Board/Committee.

Public Library Board – 1 Member of Council required

Councillor Shaheen Butt

Animal Services Appeal Committee – 1 Member of Council required

Councillor Shaheen Butt

Due to the process currently underway to appoint an individual to fill the vacant seat of City Councillor, Ward 2, and the precedent of a City Councillor from each ward sitting on the Site Plan Advisory Committee and the Civic Awards Selection Committee, the newly appointed Member of Council, as the City Councillor, Ward 2 representative, will fill those vacancies once they are officially appointed in January 2022.

The following motion is provided to give effect to the appointments to fill the Councillor representative vacancies on the above noted Board/Committees:

1. That Councillor Shaheen Butt be appointed to fill the Councillor representative vacancy on the Pickering Public Library Board and the Animal Services Appeal Committee for the remainder of the 2018-2022 Term of Council; and,
2. That the Councillor representative vacancies on the Site Plan Advisory Committee and Civic Awards Selection Committee be filled by the new Member of Council, to be appointed in January 2022, for the remainder of the 2018-2022 Term of Council.

Respectfully,



Susan Cassel
City Clerk

Policy Type:	ENDS POLICY			EP 1
Policy Title:	Global Ends Policy			
Last updated:	June 2021	Reviewed:	Annually in January	

Ends Policy:

The Pickering Public Library exists to ensure that all Pickering residents have equitable access to the resources, information, and ideas that will enrich their civic, educational, career, and personal lives.

Second Level Ends

1. Residents will be supported in their lifelong learning needs at all ages and stages.
2. Residents will be enriched by a culture of reading.
3. Residents will have access to inclusive, accessible, and welcoming public facilities and virtual spaces where the entire community can read, work, connect, collaborate, create, play, learn, or simply be.
4. Residents will have access to library services that are high quality, efficient, and cost-effective, developed with community input and awareness.
5. Residents will have access to library services that support their financial, physical, social, and mental well-being.
6. Residents will have access to library services that champion inclusion, diversity and belonging.

POLICY TYPE:**ENDS Policy****POLICY TITLE:****EP 1 Global ENDS**

I hereby present my monitoring report on your Executive Limitations policy “Ends” 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)

January 20, 2022

Date**Policy Element: First Level Ends**

The Pickering Public Library exists to ensure that all Pickering residents have equitable access to the resources, information, and ideas that will enrich their civic, educational, career, and personal lives.

Interpretation:

1. “Pickering residents”: all members of the Pickering community (i.e., individuals who reside in Pickering and those who although they may not reside in Pickering are enrolled in a Pickering school, own property in Pickering, or are employed by a Pickering business).
2. “equitable access”: deliberate and intentional efforts to create service delivery models that will make sure that community members can access the resources, ideas, and information they need.
3. “resources, information and ideas”: the library collection, programs, and all facilities and services.

Compliance will be demonstrated when:

1. Most Pickering residents are aware of and/or use the Library service.
2. Library service is barrier free to residents and in compliance with AODA guidelines.
3. Library services are of value to the community.

Evidence:

1. The overall reporting on the global ends achieved in 2021 will show a fairly stable or slight uptick from 2020 levels.

As of December 2021, there were 33,855 active library accounts (2020: 37,583). The number of memberships fluctuates during the year as new cards accounts are created and unused accounts are switched to inactive. An active account can represent one individual or may be the single account for an entire household. Some library services can be accessed without a library account. As such, the number of accounts does not represent total number of residents who use the library in Pickering. In 2021, there were 2,722 library accounts created (2020: 1,775) which is a 53% increase over the prior year.

According to the latest provincial statistics (2020), the average membership per capita rate among comparably sized libraries is 33%; Pickering's membership rate is 33%.

2. As part of PPL's ongoing work to increase equitable access to library services, the Library launched its Books+ Express service in the summer 2021. This service offers a monthly delivery of library materials to homebound residents through a team of volunteers.

In addition, new types of library card membership were introduced in 2021 that included a library card for someone without a permanent address.

PPL's three facilities and the pickeringlibrary.ca website continue to meet accessibility standards. An audit was completed for PPL website in 2021 as part of a broader AODA compliance project led by the City resulting in improved accessibility for documents and media content.

Core library services remain free of charge as per the *Public Libraries Act*. Throughout the pandemic, the Library Board has approved the suspension of overdue fines and then subsequently passed a motion to remove overdue fines from late materials on an ongoing basis.

3. Despite the challenges of being reduced to curbside only service for the first three months of the year, the Library was able to successfully reintroduce many services of the course of 2021. This includes Maker Space technologies, in person programs, the children's activity area and the collaboration rooms at Central.

Of particular note are these examples of how the Library was able to improve services to the community during the pandemic: These included:

- Implementing a curbside printing service while the library was limited to curbside only service.

- Making over 1,000 courtesy calls to seniors in the community to provide information about vaccinations and library services.
- Providing space to a community group that meets weekly to offer support services to the housing insecure population.
- Offering printing and lamination of vaccination passports for clients without smartphones.
- Reinstating 9pm weekday closure at the Central Library in November/December for post-secondary students needing study space.

Measurement of this value can be seen in both the numerical data and the stories of the past year:

- We loaned nearly 760,000 physical and digital items. (2020: 685,000)
- Our digital learning resources were accessed over 108,000 times (2020: 108,000)
- We delivered over 500 programs to an audience of 9,000 attendees (2020: 480)

Stories and comments from staff and clients:

- “Client asked if we were open Mondays again. When I told her that we were open on Mondays and until 9 pm, she was so happy. She says that as a teacher, she needs a place where she can focus and get work done and the Library is the only place she can go to do this.”
- “A client sent his thanks to a staff member for helping him “open doors and create a new path” for himself. He has done about 48 courses via LinkedIn Learning (through the Library’s website) and the staff helped him print out his certificates and resumes for free. He was grateful for all the staff did to help him with his job search.”
- “Just wanted to let you guys know that I really enjoy your make and take sessions. They really help me relax and gives 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. I don’t talk much or message much in the sessions, but I love them! All the ladies hosting have been awesome! Keep up the great work! Thank you so much.”
- “A teacher called from Dunbarton HS wanting to know how her students could get library cards as she’s wanting to do an at home lesson showing them Hoopla & Kanopy. Told her if they don’t have library cards, they can sign up for one online and we’ll get them set up with library cards. She was very happy!”

Second Level Ends will be presented at the January Board meeting.

INTERNAL MONITORING REPORT

POLICY TYPE: Executive Limitations

POLICY TITLE: EL 8 Asset Protection

I hereby present my monitoring report on the Board's Executive Limitations policy "Asset Protection" 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)

January 20, 2022

Date

Policy Element: Header Paragraph

The CEO will not allow assets to be unprotected, inadequately maintained nor unnecessarily placed at risk.

I interpret this as follows:

1. "assets": the physical buildings, the collection and property of the Pickering Public Library.
2. "unprotected": without insurance or a designated fund to cover repair or replacement; or safeguarded through procedures and practices
3. "inadequately maintained": not properly serviced or housed according to the manufacturers specifications and accepted practice.
4. "unnecessarily": without good reason.

Compliance will be demonstrated when:

1. Library branches are properly maintained. The collection and all other property are protected against theft or damage.
2. In the event of an emergency, a process is in place to use designated funding available at the City; or safeguards are in place resulting in little risk to library assets.
3. Equipment and collections are protected by adequate maintenance contracts.
4. A process is in place to examine any cause of unexpected damage to ensure that assets were not placed at risk unreasonably.

Evidence Available:

1. Ongoing inspections of facilities, RFID & other security mechanisms.

2. Review of of current insurance certificates and various security systems at PPL (RFID, security cameras, security guard at Central, intruder alarm system at all branches).
3. Review of new service contracts for Library equipment and services.
4. Review of all relevant incident reports.

Policy Element #1

Accordingly the CEO will not:

Allow the organization, Board members, and staff to be uninsured against theft, fire, and casualty losses to a prudent replacement value and liability losses, in accordance with the City of Pickering procedures and practices.

I interpret this as follows:

“prudent replacement value”: replacement value as determined by the City’s current practices.

Compliance will be demonstrated when:

The Library has comprehensive and adequate insurance coverage.

Evidence Available:

1. Direct inspection of the current insurance certificate.

Policy Element #2

Subject facilities and equipment to improper wear and tear or insufficient maintenance.

I interpret this as follows:

1. “improper wear and tear”: misuse or overuse causing damage above what is expected under normal use conditions.
2. “insufficient maintenance”: not maintaining items according to supplier’s recommendations and good practice.

Compliance will be demonstrated when:

1. Facilities and equipment, whether under maintenance contract or not, are monitored on a regular basis to ensure they are in good order.
2. All library facilities and equipment are working properly or are quickly serviced if a breakdown occurs. Facilities and equipment are in a state of good repair. Valid maintenance contracts for all appropriate equipment are in place. A plan exists to manage future facilities maintenance.

Evidence Available:

1. Staff at the Library and the City quickly respond to service requests and engage external contractors where necessary.
2. Maintenance and lifecycle upgrades for library facilities are included in the annual operating and capital budgets by City of Pickering staff and are based on facilities database maintained by the City.

Policy Element #3

Unnecessarily expose the organization, its Board, or staff to claims of liability.

I interpret this as follows:

1. “unnecessarily” without good reason.
2. “claims of liability” legal claims of fault.

Compliance will be demonstrated when:

There are no claims where the Library failed to exercise reasonable and prudent precautions.

Evidence Available:

1. In 2021, there were no liability claims against the Library.

Policy Element #4

Make any purchase or contracted purchase:

- a) which does not comply with the terms and conditions outlined in the Pickering Public Library’s Purchasing Policy.
- b) wherein normally prudent protection has not been given against conflict of interest;

I interpret this as follows:

“conflict of interest”: the generally accepted definition as outlined in the *Municipal Conflict of Interest Act*.

Compliance will be demonstrated when:

All purchases are compliant with the Pickering Public Library’s Purchasing Policy which covers both procurement and conflict of interest.

Evidence Available:

1. Review of the Purchasing Policy. The implementation of SAP by the City in 2021 has resulted in automated permission controls.

Policy Element #5

Receive, process, or disburse funds under controls that are insufficient to meet the City of Pickering appointed auditor’s standards.

I interpret this as follows:

“auditor’s standards”: the standards expressed in the letter accompanying the most recent audit report.

Compliance will be demonstrated when:

The current audit report (“Financial Statements”) does not include a management letter outlining deficiencies.

Evidence Available:

1. A review of the draft audited financial statements for 2020 did not include a management letter. The final statements have not yet been received as of the date of this monitoring report.

Policy Element #6

Allow property, both real and intellectual, information and files to be unprotected against loss or significant damage.

I interpret this as follows:

1. “real property” land or buildings and the contents of the buildings.
2. “intellectual, information and files”: records and works created by Library staff for the Library and data collected by library staff.

Compliance will be demonstrated when:

1. Staff are trained and provided with necessary tools to ensure the security of all real property, ensuring that there is minimal risk to property.
2. Staff are made aware that intellectual property created on behalf of the library on paid time is the property of the Library. Library records and files are routinely backed up as insurance against loss.

Evidence Available:

1. Review of RFID system, security cameras, incident reports, security guard contract, intruder alarms, and Employee Code of Conduct Policy. The CEO’s Information Update reports on noteworthy security breaches. There were no known or reported noteworthy breaches in 2021. Standard, proactive systems for scanning and monitoring are in place to prevent any future breaches.
2. Review of Technology Policy and Employee Code of Conduct.

Policy Element #7

Endanger the organization’s public image or credibility, particularly in ways that would hinder its accomplishment of “Ends”.

I interpret this as follows:

“endanger the organization’s public image or credibility”: jeopardize the Library’s good reputation.

Compliance will be demonstrated when:

The Library’s reputation within the community remains positive.

Evidence Available:

1. Direct inspection of client feedback from surveys, comments, and media coverage reveals a positive perception of the library within the community. Social media and other methods of communication are monitored closely, and any negative or potentially negative issues are addressed by staff immediately.

Policy Element #8

Compromise the independence of the Board and City's audit or other external monitoring.

I interpret this as follows:

"compromise the independence": attempt to influence the outcome

Compliance will be demonstrated when:

The audit or any external monitoring process remains free of bias or influence.

Evidence Available:

1. Review of the draft audited financial statements for 2020 did not include a management letter. The final statements have not yet been received as of the date of this monitoring report.