

**1. Public Delegations**

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

**2. Approval of Agenda**

**Conflict of Interest Disclosure**

Chair

MOTION  
to Approve

**3. Consent Agenda**

Chair

MOTION  
to Approve

**3.1** Minutes of the Board Building Committee Meeting – December 7, 2021 **Pg 01**

**3.2** Minutes of the Previous Board Meeting – January 27, 2022 [Confidential Minutes of the In-Camera Session provided under separate cover] **Pg 02**

**3.3** Minutes of the Special Board Meeting – February 10, 2022 [Confidential Minutes provided under separate cover] **Pg 08**

**3.4** Library Information Update – February 2022 **Pg 09**

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

**4.1** Motion 22.11 – February 10, 2022 Special Board Meeting

Chair

Motion to  
Ratify

**5. Ends Discussion**

None

**6. Staff Reports**

**6.1** Employee Recognition

Verbal Update Clara Addo-Bekoe

**6.2** Report 01-22 ILS Database Account Maintenance 2022

**Pg 15** E. Bird

**6.3** Anti-Black Racism Working Group Update [Draft Minutes of the February 9, 2022 ABRWG meeting attached]

Verbal Update J. Flowers

**6.4** 2022 Budget Update

Verbal Update J. Flowers

**7. Monitoring Reports – Executive Limitations**

7.1	EL 03 Staff Treatment	<b>Pg 22</b>	S. Beckett	MOTION to Adopt
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**8. Board Committee Reports**

8.1	Report of the Board Building Committee	Verbal Update	D. Sharma	
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8.2	Report of the MOU Ad Hoc Committee	Verbal Update	R. Coelho	
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**9. Governance**

None

**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. <a href="#">EL 09 Compensation &amp; Benefits</a>	R. Coelho	
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**11. New Business**

11.1 Member Community Reports

11.2	Board Committee – CEO Annual Evaluation	Verbal Update	S. Sheehy	
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**12. Confidential Matter**

None

**13. Adjournment**

Chair	MOTION to Adjourn
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**Next Meeting:**

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

**Preliminary List of Motions**

**Item #    Motion**

- 2.**     THAT the Board approve the items in the Agenda as presented/amended.
- 3.**     THAT the Board approve the items in the Consent Agenda as presented/amended.
- 4.1**    THAT the Board ratify Motion 22.11 passed in-camera at the Special Board Meeting held on February 10, 2022.
- 7.1**    THAT the Board adopt EL 03 Staff Treatment Monitoring Report as presented; and THAT the Board adopt EL 03 Staff Treatment Policy as presented, the Policy being complete, sound, and effective.
- 13.**    THAT the meeting be adjourned.

# The City of Pickering Public Library Board Building Committee

## DRAFT Meeting Minutes

A Building Projects folder is in SharePoint "Documents"

<https://pickeringpl.sharepoint.com/:f:/r/sites/LibraryBoard2/Shared%20Documents/Building%20Projects?csf=1&web=1&e=kE0b3h>

Held: Tuesday December 7, 2021

Location: Virtual

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

Absent:

Board Visitors: M. Fatema, S. Jeffrey, D. Barham, A. Maginley.

Visitors: Councillor S. Butt, S. Janjanin, Architects Alliance

Staff: J. Flowers – CEO, E. Bird – Director of Support Services. K. Williams – Director of Support Services.

Meeting Commencement Time: 6:35 pm

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### 1. Review of City Centre Library plans

S. Jeffrey welcomed Councillor Butt to the meeting.

D. Sharma welcomed everyone to the Building Committee meeting and specifically welcomed S. Janjanin to present the latest building plans for the City Centre Library from Architects Alliance.

S. Janjanin shared the most recent plans and renderings for each of the four floors of the City Centre Library and highlighted important features. The group asked various questions and S. Janjanin and J. Flowers provided answers.

It was noted that the designs for all 3 City Centre buildings would be presented to the City's Accessibility Committee the following week.

D. Sharma expressed his thanks to all attendees and his appreciation for all of the information that was shared.

Next meeting not yet scheduled.

The meeting was adjourned at 8:00 pm.

# The City of Pickering Public Library Board

## DRAFT Meeting Minutes

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Held: January 27, 2022

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

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

Absent: 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

Meeting Commencement Time: 7:05 pm

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

No interest was declared.

#### **Motion #22.01**

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

Carried.

#### **Motion #22.02**

Moved by D. Sharma, Seconded by M. Brenner **Motion THAT** The Board 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.

Carried.

### 2. In Camera Matter

#### 2.1 CEO Evaluation

This portion of the meeting was closed to the public. Refer to the confidential In-Camera meeting minutes for further information.

#### **Motion #22.03**

Moved by S. Beckett, Seconded by D. Sharma **Motion THAT** The Board rise from the closed session.

Carried.

S. Sheehy advised that during the closed portion of the meeting, the Board discussed the CEO evaluation. No decision was made, and the CEO evaluation was tabled for further discussion.

Regular meeting resumed 7:48 pm.

**3. Indigenous Land Acknowledgement Statement**

S. Sheehy read the Indigenous Land Acknowledgement Statement.

**4. Public Delegations**

See item 6.1 below. No other members of the public in attendance.

**5. Consent Agenda**

**5.1 Minutes of the Previous Board Meeting – November 25, 2021**

**5.2 Library Information Update – January 2022**

**5.3 Minutes of the Anti-Black Racism Working Group Meeting – January 12, 2022**

**5.4 2022 Annual Board Calendar**

**5.5 2021 KPI Statistics**

**Motion #22.04**

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

Carried.

**6. Presentation**

**6.1 Stephen Linton, Chair**

**Anti-Black Racism Working Group**

**Re: ABRWG 2021 Recommendations & 2022 Work Plan**

Stephen Linton, Chair of the Anti-Black Racism Working Group (“ABRWG”) was in attendance to present the Board with the ABRWG 2021 Recommendations and the ABRWG 2022 Work Plan. Also in attendance was ABRWG members Charmain Brown and Samantha Adebiyi, and S. Yung, Staff Liaison for the ABRWG.

Mr. Linton began his presentation with the reading of the ABRWG Ancestral Land Acknowledgement. He proceeded to provide the Board with an overview and the intent behind the recommendations and work plan.

In answer to a concern expressed about ensuring equitable representation from all Black communities, S. Yung advised that there are minimum eligibility requirements to participate in the working group and there are additional opportunities to voluntarily share identity details during the expression of interest process, adding that the Community Panel guides the interview process for new members and ultimately can only connect with as diverse as a group that comes forward. It was noted that the group, as currently formed, is very open to evolving and is on a learning journey to diversify the group. They have talked about missing voices at the table and parts of the community that are not being heard. If needed, a subcommittee would be struck to address this issue. For example, a youth subcommittee has been created to generate input from local youth. S. Linton added that at the meetings, group members have spoken about lived experiences and shared best practices and learning.

In answer to a question regarding how many new members are being sought out for the working group, S. Yung advised that the group is looking for three to five more members.

Currently the group has five members but should include eight to ten members, as per their Terms of Reference.

In answer to a question regarding the timelines, S. Linton noted that the timelines are outlined in the documents and were decided upon based on time-sensitive opportunities, to ensure accountability, and that deliverables would be relevant. S. Yung added that some of the recommendations have accountability placeholders, and the group will be working towards determining these additional timelines and action items.

The Board expressed concern regarding the actionable goals and measures of success regarding the enhancement of the PPL's new hire interviewing process as outlined in the 2021 Recommendations. It was suggested that such goals and actions could create an inequity in applicants, favouring applicants that have had benefit of EDI training. C. Brown clarified that intent behind these actionable goals was to ensure that applicants have some sort of vocabulary around the issues and can articulate it through lived experiences, not simply having participated in EDI training. S. Linton added that such measures do not mean applicants have to be from a racialized community or of a certain age and are in place to ensure that staff serving our community can apply a empathetic lens.

In answer to a question about how to move forward working with the municipality and Pickering as a whole, S. Yung indicated that these are preliminary steps built into the work plan for this year. Recommendations arose from direct meetings with People & Culture and Client Experience staff and engagement continues to ensure that the conversation is not stuck in a silo. S. Yung cited the recommendations around the next security guard RFP as an example of bridging into a bigger picture with the City of Pickering; as well, the group is working with the broader Durham community and other Durham libraries so that the learning and sharing of best practices continues.

In reply to a question about baseline EDI scores and measure at PPL, S. Yung advised that this was part of the conversations at the group but as race-based data is not currently collected at PPL, the group chose different attainable measures of success.

The Board expressed their gratitude for the commitment and work done this year by the Anti-Black Racism Working Group.

**Motion #22.05**

Moved by D. Sharma, Seconded by R. Coelho **Motion THAT** accept the Anti-Black Racism Working Group 2021 Recommendations & 2022 Work Plan as presented.  
Carried.

**7. Correspondence**

**7.1 S. Cassel, City Clerk**

**City of Pickering**

**Re: Direction as per Minutes of the Meeting of City Council Held on December 13, 2021**

**Motion #22.06**

Moved by S. Sheehy, Seconded by D. Sharma **Motion 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.

Carried.

## **8. Ends Discussion**

### **8.1 EP 1 Global Ends**

J. Flowers provided an overview of the highlights and activities from 2021 related to the secondary Board Ends.

In answer to a question about the continuation of the phone calls to seniors' project, J. Flowers stated that the relationship between the library and clients was very important. Feedback from the seniors was very positive and while a similar campaign is not likely this year, PPL is working on a project this year to create customer service standards based on establishing connections with clients.

#### **Motion #22.07**

Moved by S. Sheehy, Seconded by D. Sharma **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.

## **9. Staff Reports**

### **9.1 2022 Staff Work Plan**

J. Flowers provided a verbal update on the staff 2022 work plan developed by the leadership team. The work plan was developed in alignment with the Board Ends and a few projects that aligned with each of the Board Ends were highlighted.

## **10. Monitoring Reports – Executive Limitations**

### **10.1 EL 8 Asset Protection**

D. Barham reported that she met with J. Flowers to discuss the EL 8 Asset Protection policy and monitoring report. They spoke of the importance of the CEO protecting the library's assets and ensuring there is no unnecessary risk. After reviewing, D. Barham reported that she feels confident that the policy is in good standing and that good care of PPL assets is being taken.

#### **Motion #22.08**

Moved by D. Barham, Seconded by R. Coelho **Motion THAT** the Board adopt Executive Limitation 8 Asset Protection Monitoring Report as presented; and **THAT** the Board adopt Executive Limitation 8 Asset Protection Policy as presented, the Policy being complete, sound and effective.

Carried.

## **11. Board Committee Reports**

### **11.1 Report of the Community Linkage Committee**

No report was provided as this committee is still on hiatus. K. Williams noted that she would be retiring in April and that fact combined with the ongoing challenges in connecting with the community during the pandemic, the committee will remain in hiatus at this time. It is expected that the committee will reconvene later this year.



### **11.2 Report of the Board Building Committee**

D. Sharma reported that the Committee met in December for a presentation by the architects of the City Centre project which was open to all Board members. He remarked that it was a very detailed presentation, proceeding floor by floor and included answers to questions from Board members. Minutes for this committee meeting will be included in the February Board meeting package.

In answer to a question about the results of the City Centre library plans discussion with the Accessibility Advisory Committee, J. Flowers reported that there were comments and concerns received related to the feature staircase banister which were taken back to the architect. No resolution has been received yet as the architects are still actively working on designs.

It was suggested that the Building committee meet towards the end of February to receive an update on the progress of the project and to share further details.

### **11.3 Report of the MOU ad hoc Committee**

R. Coelho began by thanking J. Flowers and E. Bird for all their hard work on the MOU documents and then proceeded to providing an overview of the general agreement and the five schedules.

If Board members have any comments about the documents, they are asked to submit those comments to J. Flowers by February 9, 2022. The committee will then meet to review and finalize the draft MOU. The documents will then be submitted to the CAO for her review.

M. Brenner thanked the committee for their work. He commented that it would be likely that the document would be reviewed by the city solicitor to ensure that the City's interests are protected and enquired about the library doing the same through their own lawyer.

## **12. Governance**

None.

## **13. Board Policy Review**

**13.1** EL 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 S. Beckett.

## **14. New Business**

### **14.1 Member Community Reports**

S. Butt, as Ward 3 Councillor, reported that Claremont community members have expressed some concerns to him with the library services in their community and wondered what we can be done to improve services considering the new, younger community moving in and need for programs for seniors and children. J. Flowers replied that it was important to get staff and community talking and the upcoming Claremont Library Extended Access pilot was a good opportunity to do some engagement and hear more about the community needs. Engagement will be planned for the spring of this year.

E. Bird agreed that this was a realistic timeline and works with the Extended Access project timelines. J. Flowers and E. Bird will liaise with S. Butt.

Related to the above, M. Brenner reminded the Board that in the past, Board meetings were moved to different branches to encourage engagement of local community groups physically located in library catchment areas and suggested this be considered for future meeting planning. J. Flowers will take suggestion and discuss with the library team on a future plan.

D. Sharma enquired about the request made at the November 2021 Board meeting to have an update about employee recognition at PPL. J. Flowers advised that the Library's Manager of People and Culture will attend the February 2022 meeting to provide an update.

#### **14.2 Councillor Ian Cumming Memorial**

E. Bird spoke to a memorial in the library for Councillor Cumming. Noting that Councillor Cumming was a big fan of the popular new fiction collection, it was proposed that the old acrylic book display in the lobby at Central be removed and replaced with attractive, well-lit new shelving. A plaque would be installed beside the shelving dedicating the area to Councillor Cumming. Timelines to be determined but once installed, the Board and family of Councillor Cumming will be invited to join in the unveiling.

In a question about moving the memorial to the new library space, E. Bird reported that there was no specific plan to do so but it would be considered as part of the planning for the City Centre Library.

#### **15. Confidential Matter**

None

#### **16. Date of Next Meeting and Adjournment**

The next Board meeting will be held on Thursday, February 24, 2022 at 7:00 pm as a virtual meeting.

##### **Motion #22.09**

Moved by M. Brenner, Seconded by D. Barham **Motion THAT** the meeting be adjourned. Carried.

The meeting was adjourned at 9:31 pm.

Signature of Library CEO:

Date:

Signature of Library Board Chair:

Date

# The City of Pickering Public Library Board

## **DRAFT** Public Special Meeting Minutes

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Held: February 10, 2022

Location: Virtual meeting

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

Absent: M. Anderson, D. Barham, S. Beckett

Meeting Commencement Time: 7:10 pm

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### 1. Disclosure of Interest

No interest declared.

#### **Motion #22.10**

Moved by D. Sharma, Seconded by R. Coelho 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 personnel matters about an identifiable individual.

Carried.

### 2. Confidential Matters

#### 2.1 CEO Evaluation

This meeting was a continuation of the in-camera session held at the start of the January 27, 2022 Regular Board Meeting and was closed to the public and library staff. A detailed discussion period ensued. Refer to the in-camera minutes.

#### **Motion #22.12**

Moved by D. Sharma Seconded by A. Maginley Motion **THAT** the Board rise from the closed session of the Special Meeting of the Pickering Public Library Board.

Carried.

### 3. Adjournment

#### **Motion #22.13**

Moved by M. Brenner Seconded by D. Sharma Motion **THAT** the meeting be adjourned.

Carried.

The meeting was adjourned at 8:40 pm.

Signature of Library Board Chair:

Date:

### Board End: Lifelong Learning

#### **New Year / New Tech & Create a Blog/Portfolio Website for Free**

The “New Year/New Tech” series included two events last month: “Intro to Windows 10/11” and “Intro to Android Phones”. These events had a combined attendance of 11 people. Clients learned the basics of Windows 10 and 11 (Windows 11 being the new version of the Windows operating system that many clients are upgrading to) as well as how to operate an Android phone, for those who recently received or switched to an Android device. Also in January, PPL hosted an event called “Create a Blog/Portfolio Website for Free” which has an enthusiastic attendance of 8. Clients learned how to create and host a website for free on Stackbit. Client engagement was very high with many questions posed and positive comments sent post-event.

#### **The Secrets of Scholarship Research & Writing**

Last month, the teen team partnered with Dr. Christopher Grafos, from BridgesEDU, to deliver an in-depth workshop on scholarships. The audience of 17 teens was very engaged, asking lots of questions about applying for scholarships.

### Board End: Culture of Reading

#### **Books+ Express**

Staff celebrated the Books+ Express volunteers at an event early this month. All volunteers were provided with a small gift package and thanked for their service. This is the final activity for the grant-funded project. These volunteers were a critical part of our pilot and helped to shape this new service. Books+ Express is now a permanent service offered at the Library. 100 flyers and promotional materials for Books+ Express were delivered to Pickering Meals on Wheels clients by Community Care Durham.



## Themed Picture Books Collection



Themed Picture Books is the latest collection at the Central branch. This is a curated collection of brand-new picture books divided into 4 popular themes:

- Celebrate Diversity (inclusive picture books)
- Things that Go (books about transportation)
- Beautiful Earth (books about the natural world)
- Laugh Out Loud (funny picture books)

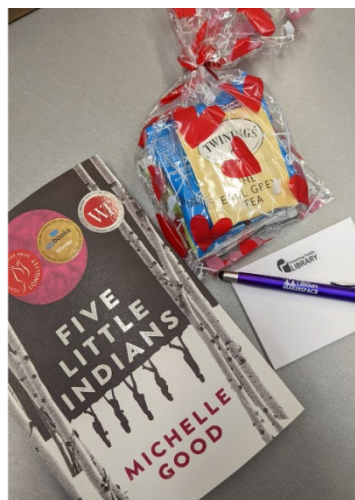
Themed Picture Books are housed face forward in attractive bins with surrounding seating, perfect for browsing and reading aloud.

## Tea & Books Event

22 clients attended our Tea & Books event hosted virtually last month. Staff spotlighted book from our Popular Picks collection, with tea and copies of the books provided to registered clients. This program is funded through the Books+ Express grant.

Feedback received from program participants include:

- *"Just want to thank you so much for this session. I also would like to thank you for the book in my Tea and Books package - The Rose Code - is excellent. I started reading it yesterday and can hardly put it down!"*
- *"Thanks for this session! Also my 1st time attending. Was super excited to see the book in my package as well. Will start it tonight. Good use of my 'lunch hour.'"*
- *"Thank you very much for the great session. Lots of good books to add to my hold list!"*





## Board End: Inclusive and Welcoming Public Facilities & Virtual Spaces

### Trivia-Ingo

This month PPL partnered with Ajax Public Library, Whitby Public Library, and Oshawa Public Library to provide an inclusive Trivia and Bingo program. This program had 33 teens present from across the region, connecting some teens who were competing in our annual Battle of the Books competition. This program aims to facilitate positive relationships and connections across Durham Region for teens.

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

### Take & Make: At Home Spa Night

In January, PPL hosted a virtual, At Home Spa Night with 16 participants. Clients learned how to create bath bombs, lip scrubs, and face masks. Library resources, including books for alternative recipes, and Freegal for free relaxing music, were promoted. The following photo and feedback was received from a client that attended the program:

*"I attended the at home spa night session with my mom. We both had a lot of fun learning to make the products and are looking forward to using them... The photo I'm attaching is what my mom and I made.... Thank you for the recipes. I look forward to trying some in the future."*



### Salmon Hatchery



PPL partnered with the Ontario Federation of Anglers and Hunters (OFAH) and the City of Pickering's Sustainability department to bring back salmon locally. In early January, a salmon hatchery was set-up at the Central Library lobby. In the hatchery, there are salmon eggs living in tiny condos. Clients are encouraged to view the salmon eggs when they visit the library. The salmon eggs will grow to the 'fry' stage before being released some time in the spring in Duffin's Creek.

## **Donations for Herizon House**

In early December, the Library partnered with Herizon House to help collect new hats, mittens, scarves and clothes. Over the course of one month, the community donated 75 items and 25 packages of toiletries!



## **Board End: Championing Inclusion and Belonging**

### **DARS & Pickering Library Covered in Toronto Star**

On February 3, the Toronto Star published an article titled “[Ajax and Pickering libraries are helping homeless people get out of the cold](#),” which profiled DARS volunteer group and the ways that the Pickering Library is supporting them. The article was the first of a two-part series on homelessness in west Durham.

## **Black History Month at PPL**

### *Book Displays*

Adult displays featuring books by Black Canadian authors have been created for Black History Month. The displays featured jars of reflection prompts, asking clients to choose a prompt and reflect on the themes of anti-Black racism, what it means to be an ally, and honouring Black joy.



## *Programs*

### **Celebrating Black Excellence in STEM – Adults**

PPL partnered with libraries across Ontario for a presentation featuring Black Excellence in the field of STEM. Margaret Ikape, PhD candidate at the University of Toronto, shared her passion for science, her academic journey, and her research interests in the fields of Astronomy and Astrophysics in a virtual session.

### **Dance with Afiwi Groove**

The Library partnered with Afiwi Groove for Black History Month. 15 children participated virtually in this event that explored dance styles that reflected African, Caribbean and Pop Culture.

### **5MFF Film Club: Honoring Sidney Poitier - Maker**

In February, PPL and local filmmaker/ 5MFF contributor, Romina Diaz, hosted a discussion that honoured the life and times of the late, great Sidney Poitier. This event highlighted his 1961 film, "Paris Blues" and included a discussion about the relevant themes in the film and Poitier's pioneering contributions to both the world of cinema and the early civil rights movement.

## *Passive Programming*

### **Quotable Buttons - Adults**



From Saturday, February 19<sup>th</sup> to Saturday, February 26<sup>th</sup>, clients visited the Central Library to make their own button featuring inspiring quotes from Black activists, authors, and historical figures. Participants were asked to consider why the quote they chose if personally meaningful.

### **Black History Month Beanstack Challenge – Adults**

Our Beanstack challenge asks readers to celebrate Black History Month by reading works by Black Canadians, learning about Black Pioneers and Black history. The challenge also provides links to recommended reads, wellness resources, movies and podcasts! Participants in the challenge had the chance to win a gift card from a local Black-owned business.



## Supporting Organizational Excellence

### OLA Super Conference Presentations

- Manager of Client Experience, Joel Sutherland, presented with staff from three other library systems (Oshawa, Vaughan, and Richmond Hill) about the York-Durham Regions collaboration formed in late 2020 that resulted in the Superstar Storytellers Summer Series programming in 2021. This was the first time all seventeen libraries in both regions worked together to deliver library services, and Pickering Public Library was one of the first systems to initiate the collaboration and took a leadership role throughout the planning process.
- Outreach Coordinator, Shahin Dashtkian, and Manager of Client Experience, Joel Sutherland, presented as part of the OLA Super Conference Main Stage to a live audience of approximately 1,000 members. They spoke about the success of the Pickering Public Library digital recording studio (*The Set*), as well as the introduction of original content production using the innovative theories and practices of Human Centered Design by the *Disruptors* team.



## **REPORT TO: The Pickering Public Library Board**

**Report Number:** 01-22

**Date** February 17, 2022

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**From:** Elaine Bird, Director of Support Services

**Subject:** ILS Database Account Maintenance 2022

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### **Summary**

The purpose of this report is to inform the Pickering Public Library Board of client account balances written off in 2022 under the delegated authority provided to the CEO/Director of Libraries. These are outstanding fines and fees on client accounts expunged from the Integrated Library System (ILS) on an annual basis according to the criteria set out in Board motion 21.58. A total of \$674,453 was written off in 2022. Of importance to note is that this maintenance is larger in scale due to a procedure covering multiple years and the average client account balance expunged is \$19.92.

### **Financial Impact**

As client balances are recorded as revenues for accounting purposes only when received, the amounts cleared will not be shown as a loss in the 2022 operating results. The operating budget is based only on client fines and fees that are expected to be collected during the year. This budgeting and accounting practice for fines and fees has been reviewed with the external auditors and the City's Treasurer.

### **Alignment with Strategic Plan**

The Library's 2019 - 2023 Strategic Plan includes a focus on equity and inclusion. This process of expunging old fines and fees will allow the Library to advance its commitment to understanding and breaking down barriers to access and increasing inclusion.

## **Decision History**

At its October 28, 2021 meeting, the Library Board approved motion #21.58. The following recommendations were approved:

1. Initiate a large-scale, ILS database maintenance project to expunge account balances based on the following criteria:
  - a. Accounts with balances less than \$100 are expunged after three years
  - b. Accounts with balances over \$100 are expunged after 5 years.
  - c. Any single account balance greater than \$2,000 would need Board approval to be written off.
2. Annually expunge ILS database account balances resulting from overdue fines or lost materials based on the following criteria:
  - a. Accounts with balances less than \$100 are expunged after three years
  - b. Accounts with balances over \$100 are expunged after 5 years.
  - c. Any single account balance greater than \$2,000 would need Board approval to be written off.
3. Present an annual report to the Board with the total amount expunged.

It should be noted that periodic database maintenance and expunging of fines has been done over the years, but there has never been a regular plan to expunge this data; Therefore, the fines and fees expunged in 2022 form a catch-up process and amounts to be expunged in future years would be expected to be significantly less.

## **Issue Background**

The Public Libraries Act is based on the principle of free library services. PPL's mission is:

To provide equitable access to the resources and ideas  
that inspire lifelong learning and well-being.

Fines are charged as an incentive to encourage the return of library materials on time. When an item is lost or damaged, a replacement charge is assessed based on the original cost of the item, regardless of the age or condition of that item or whether it is replaced in the collection.

Libraries' experience, including Pickering's, and literature on the topic has shown that there is a point of diminishing returns. Higher fines do not necessarily increase revenue and have, in fact, been shown to have detrimental effects on the financial and business performance of the library as clients choose not to pay fines or return materials. They may also be a barrier to accessing services as customers stop using the library altogether.

The Library expunges fines and fees only after taking the following actions to collect them:

- Suspending borrowing privileges when \$20 is owed (adults) or \$10 is owed (children)
- Notifying clients by email or telephone at 5, 14 and 24 days after the due date;
- Mailing a final notice with account billing 33 days after the due date. The notice also contains a collection agency warning; and
- Referring accounts to a collection agency for amounts over \$50; Note that this part of the process is currently suspended because of the pandemic.

Only when these measures have failed and the requisite time has passed are the accounts purged. The purging and subsequent clearing out of unpaid fines and fees that are deemed uncollectible is standard business practice for libraries and serves a practical business and financial purpose.

### **2022 Write Off Information**

	<b>Balances less than \$100</b>	<b>Balances more than \$100</b>	<b>Totals</b>
\$ Fees Cleared	\$492,161	\$182,292	\$674,453
# Client records	32,955	898	33,853

Note that there were no client records with fees owing over \$2,000 in the current account maintenance process.

The average client account balance purged in 2022 is \$19.92.

# DRAFT Meeting Minutes

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

Wednesday February 9<sup>th</sup>, 2022, 6:30 pm

Online – Zoom Web Call

**Attendees:** Samantha Adebisi (Notetaker), Nicole Facey, Charmain Brown, Stephen Linton

**Library Staff:** Sabrina Yung

**Absent:** Bernadette Hood-Caesar (left at 6:45)

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1. Welcome, PPL Land Acknowledgement and ABRWG Ancestral Acknowledgement (read by Sabrina and Steven respectively).
2. Conflict of Interest Declaration (Standing Agenda Item)
  - Noting no conflicts of interest declared.
3. Review of last meeting minutes
  - Jackie has asked that we share the minutes with the Board, which means that we will need to finalize our minutes in time for the Board package. Due date typically one week after the ABRWG meeting. Notetakers and SY agreed this is feasible.
4. January Board Meeting Delegation Debrief
  - Thanks to Stephen and Charmain in presenting the group and doing a great job at the meeting.
  - Any questions will be captured in the Board meeting minutes and Sabrina will share with the group once that is posted to the public.
  - **Stephen's Feedback:** He felt that it was a great opportunity, and that a lot of the questions that were asked explored the richness of the Black community and it felt good to have a foundation to rely on.
  - **Charmain's Feedback:** She was very impressed with the questions, and that it was very clear that the conversation on the Board indicated that they wanted to talk about the work we are doing and what it means for other communities. Questions asked showed that they really listen and that there was a genuine interest and dedication in this work. Other members of the group felt that the presentation went well.
5. International Decade for People of African Descent:  
**Action:** Complete the submission draft. Stephen received the proclamation draft from Carwyn.

**Sabrina question:** What is the outcome desired from the proclamation? Is there a call to action the group has in mind, pertaining to the proclamation? What is the date and significance of the date the group is proposing as part of the proclamation request?

**Charmin:** Having the City of Pickering do the acknowledgment of the of the proclamation might be something to start with.

**Stephen:** The City of Toronto acknowledges proclamations and uses the proclamation as a measure of accountability. It is not just the proclamation, it is the action, so what are the other things we are looking for the City to commit to? This may be where we might want work with Anti-Black Racism Taskforce involved.

**Sabrina:** Re-shared the City of Pickering request for proclamation process.

**Action:** Determine submission next steps and point of contact.

The group wants to explore some ideas around the possible outcomes/call to action to be included, and what actions may bring more awareness around it (as opposed to a purely acknowledgement of an initiative that exists. We will add it back to the agenda in March. From the draft received from Carwyn, the group will determine the ideal date to propose and present some context as to how this could tie into the proclamation we're proposing. The group also needs to think about the context on what we are looking for the city of Pickering to proclaim.

Stephen shared some links to some information on the importance of recognizing the proclamation.

<https://fmjf.ca/programming/special-projects-and-partnerships/>

<https://www.thestar.com/opinion/star-columnists/2017/12/10/an-important-moment-for-black-p>

<https://pm.gc.ca/en/videos/2018/01/30/pm-trudeau-announces-canadas-recognition-international-decade-people-african>

## 6. One-Year Self- Evaluation Results

**Action:** Review outcomes and determine action items.

- Four out of five self-evaluation were completed. Sabrina is still waiting for 1, but the group agreed to still review the results.
- All evaluation statements rated well, generally most were 4.5 or higher (out of 5). Wanted to talk about statement 7 and 8, as they saw lower ratings. Group reviewed to see if there is any action plan needed and no action was needed.
- **Stephen Feedback:** In responds to the presentation he was not sure what would have happened if the Board did not support the 2021 Recommendations and 2022 Work Plan. It was observed that the Board put forward a motion during the meeting, after the presentation, and Stephen was curious about the significance if the outcome was that the motion was denied. What would happen?
- Sabrina noted that the Board's motion was to acknowledge they received the information. However, Sabrina will take our questions to Jackie and assure that the Board is taking our conversation seriously.

- The ABRWG is creating a space to have important conversations about what is happening in the library with regards to the experiences of Black clientele.
- The Board would welcome us back to have these types of discussions at their meetings.
- Jackie/Sabrina would like to know if we would be interested in sharing this model at a future library conference (example: Ontario Library Association Conference). The group agreed to consider this for future opportunities to share what we're learning as we develop the ABRWG and the work we do collaboratively.

#### 7. New Membership EOI Call Out Update and Interview

- We currently have 8 EOIs! The EOI deadline extension seemed to help.
- The group interviews will be held next week.
- The interviews will be conducted in groups of 3 to 4 depending on how many candidates confirm their attendance.
- New! As discussed at the January meeting, as question came up about Vulnerable Sector Check since ABRWG members may work with the Vulnerable Sector Check (example, ABRWG members on the youth subcommittee would be working directly with youth). Sabrina looked into this internally and yes, we will align the ABRWG volunteers with the same requirement as all PPL volunteers. We will now mention this during the interview process.
  - Group agreed.
  - New ABRWG members will be processed as they begin.
  - Existing members will be included this requirement. Sabrina will send more information and next steps.
- Review of questions to be asked (Sabrina screen shared document).

#### **Listening Notes for Interviewers.**

##### **Interviewers are listening for:**

- People who are interested in the library and interested in making it a better experience.
- Looking for people who are active in the local Black community and are involved with a unique network where they can bring forward community feedback and experiences.
- People who have previously worked in the DEI space or have advisory experience.
- Candidates that have an understanding of available library services (from a client perspective).
- People who have an ability to collaborate through conflict or who won't share their honest lived experiences.

#### 8. ABRWG Proposal for DEI 'Officer' Role at the Library

**Action:** Per the 2022 Work Plan, the goal for February 2022 is to draft a proposal for the DEI 'Officer' (role title to be further

determined through this work). Amendment consideration: Draft work plan and timeline for this task.

- What do we need to do to get the draft of the proposal? The group identified some considerations and research needed prior to beginning a draft. We need to build a role for this person that doesn't overlap what the different teams are already doing.

**Example:** The DEI officer would build a collection that is relevant and specific to the community. It has been challenging when it comes to DEI/anti-Black racism. How will this role function in relation to existing Collections/Librarian staff roles?

- Where is the focus and what is needed for the role? Will the candidate be focused on DEI broadly? Anti-Black racism? What aspects of the library experience?

**The group determined some preliminary thoughts on needs:**

- Someone who has an anti-oppressive lens with the ability to train and mobilize to bring changes to the library.
- Experience with and understanding of marginalization (the isms)
- Someone who has the ability to mobilize others (collaboration) with a variety of expertise to solve DEI issues
- Someone who can work on training staff and ensure they have an understanding of the work.
- The DEI officer should be there to set up a system to educate as opposed to being the go-to person to solve issues regarding racism

**Next steps:**

- We can pool together our efforts to find examples of job requirements for a DEI position that aligns with each member's vision for this role.
- Source the requirements that were used to hire the DEI officer for the City.
- Invite the DEI city officer to speak to the ABRWG.

9. Youth Subcommittee Update (TAC – Teen Advisory Community)

- Possibly up to 7 members with the addition of some new volunteer teens from the City's youth committee (Pac 4 Teens).

10. From Durham One

- Seeking Black owned spaces for youth to record the sessions for Know Your Rights. Please provide any Black owned businesses or establishments that would be interested in participating.
- Sabrina mentioned the Library could be an option. We've had successful, well attended youth programs have happened after hours and could explore that for this initiative if interested. Stephen to let Sabrina know after considering other venues/agencies.



## INTERNAL MONITORING REPORT

**POLICY TYPE:**

**Executive Limitations**

**POLICY TITLE:**

**EL 03 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)

February 17, 2022

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 is currently under review by HR. All incidents are handled in compliance with our Workplace Harassment & Violence Prevention Policies.
- Interview with Manager of People & Culture and City of Pickering HR Director, Jennifer Eddy.

### **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:**

Review 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.
- Review of Labour Management meeting minutes. In 2021, there were 13 Labour Management Meetings.
- Interview with Manager of People & Culture.
- Review 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. Review 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. Interview with Manager of People and Culture.  
Action plans resulting from the 2019 Psychological Health & Safety survey of staff (conducted by Thomson Reuters) were shared with staff and continued to be implemented in 2021. Engagement Committee created in 2020 successfully launched staff-led activities covering Wellness, Social and Recognition initiatives at the Library.

**Policy Element #4**

- d) 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:**

- Review 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. All new hires also sign off that they’ve reviewed the policies.
- Review of staff orientation checklist for new hires.
- Interview with People and Culture Manager.

I verify that since this report was last updated:

- **70** employees worked at the library as of the end of 2021 (including 3 Taskforce employees on declared emergency leave).
- **0** manager(s) completed bi-annual online Workplace Mental Health refresher training through e-learning modules on HR Downloads. (all managers completed this training in 2021)
- **10** employees (new or returning from declared emergency leave) completed an 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.
- **0** 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. However, because of the pandemic and the library closure in Q2 2020, all staff completed the training in 2020 and no bi-annual H&S training was completed in 2021. Bi-annual learning for 1/2 of the employee population will return in 2022. All employees participate in the annual Performance Management Program. The Program allows for continuous employee engagement and alignment with the Library's Mission, Values and Strategic Plan through self-assessments and rating of their Performance Agreements (PAs). Performance Plans for all employees are currently being completed for 2021.
- **4** employees have attended New Hire Orientation with HR as part of the onboarding process.
- **1** Welcome surveys were completed by new staff members sharing their views of their new workplace.
- **6** exit interview surveys were completed with departing employees to learn and consider employee views for ongoing workplace improvements.
- The Library's absenteeism rate in 2021 was **4.65%**.