

- |  |           |               |
|--|-----------|---------------|
| <b>1. Meeting Called to Order</b>      | Chair     |               |
| <b>2. Land Acknowledgement</b>         | D. Sharma |               |
| <b>3. Approval of Agenda</b>           | Chair     | MOTION        |
| <b>Conflict of Interest Disclosure</b> |           | to<br>Approve |

**4. Confidential Matters**

This will be a closed session in accordance with the provisions of Section 16.1(4) of the *Ontario Libraries Act* and Section 3.9 of the Pickering Public Library Board Bylaws, in that the matters to be discussed are related to: (b) personal matters about an identifiable individual; and (d) labour relations or employee negotiations.

- 4.1** Presentation from the Director, Human Resources  
 Re: HR Matter  
 [Confidential Attachment Provided Under Separate Cover]
- 4.2** Verbal Update from the CEO/Director of Public Libraries  
 Re: Delegation Appeal

**5. Public Delegations**

Members of the public looking to provide a verbal delegation to the Board are required to register by email to [board@pickeringlibrary.ca](mailto:board@pickeringlibrary.ca). For more information, refer to Section 3.10.5 of the [PPL Board Bylaws](#).

Please be advised that your name will appear in the public record and will be posted on the Library's website as part of the meeting minutes.

**6. Presentations**

None.

- |  |                       |                         |
|--|-----------------------|-------------------------|
| <b>7. Consent Agenda</b>   | Chair                 | MOTION<br>to<br>Approve |
| <b>7.1</b> Minutes of the Previous Board Meeting – September 28, 2023            | <a href="#">Pg 1</a>  |                         |
| <b>7.2</b> Library Information Update – October 2023                             | <a href="#">Pg 6</a>  |                         |
| <b>7.3</b> Minutes of the Community Linkage Committee Meeting – October 12, 2023 | <a href="#">Pg 9</a>  |                         |
| <b>7.4</b> Community Linkage Committee 2023 Workplan – Updated October 2023      | <a href="#">Pg 10</a> |                         |

**7.5** 2023 Q3 Statistics Review (KPIs) [Pg 12](#)

**7.6** 2023 Q3 Financial Review [Pg 13](#)

**8. Correspondence**

None.

**9. Ends Discussion**

None.

**10. Staff Reports**

**10.1** Anti-Black Racism Working Group Update Verbal S. Oza  
[Minutes of the June to September 2023 Update  
ABRWG meetings attached - [Pgs 16-24](#)]

**10.2** 2023 Projected Surplus Verbal J. Flowers  
Update

**10.3** Report 09-23 Purchase of Integrated [Pg 25](#) J. Flowers MOTION  
Library System (ILS) Software & Services to  
Approve

**10.4** Report 10-23 CEO Signing Authority [Pg 26](#) J. Flowers MOTION  
to Receive  
/ Approve

**11. Monitoring Reports – Executive Limitations**

**11.1** EL 02 Treatment of Clients [Pg 28](#) D. Sharma MOTION  
to Receive  
/ Adopt

The following EL Policy will be discussed at the next Board meeting. All members to review prior to the next meeting.

EL 07 Emergency Executive Succession K. Smuk

**12. Board Committee Reports**

**12.1** Report of the Board Building Committee Verbal K. Danylak  
Update

**12.2** Report of the Community Linkage Verbal A. Mir  
Committee Update

**13. Governance**

None.

**14. Board Policy Review**

None.

**15. New & Unfinished Business**

**15.1** Member Community Reports

## The City of Pickering Public Library Board Meeting Agenda

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<b>15.2</b>	PLA Conference	Verbal Update	J. Flowers	
<b>15.3</b>	Public Libraries of Durham Region Board Meetups	Verbal Update	J. Flowers	
<b>15.4</b>	Civic Complex Events	Verbal Update	J. Flowers	
<b>15.5</b>	December Board Meeting/Social	Verbal Update	J. Flowers	
<b>16.</b>	<b>Board Meeting Evaluation</b>			
<b>16.1</b>	Review of Previous Meeting Results	Verbal Update	Chair	
<b>16.2</b>	Completion of Evaluation for Current Meeting			
<b>17.</b>	<b>Adjournment</b>		Chair	MOTION to Adjourn

### Next Meeting:

To be Held: Thursday, November 23, 2023  
Location: Claremont Library

## Preliminary List of Motions

### Item #      Motion

3.      THAT the items in the Agenda be approved by the Board as presented.
4.
  - 1) THAT the Board moved into a closed session in accordance with the provisions of Section 16.1(4) of the *Ontario Libraries Act* and Section 3.9 of the Pickering Public Library Board Bylaws, in that the matters to be discussed are related to: (b) personal matters about an identifiable individual; and (d) labour relations or employee negotiations.
  - 2) **Item 4.1** THAT the Board approve...[motion while in camera; wording provided under separate cover]
  - 3) THAT the Board rise from the closed session and ratify the decision(s) made while in the closed session.
7.      THAT the items in the Consent Agenda be approved by the Board as presented.
- 10.3    That the Board approve the recommendation that Innovative Interfaces Inc. be selected as the successful proponent for the purchase of a new Integrated Library System (ILS) for the Pickering Public Library.
- 10.4    THAT the Board approve the addition of the Pickering Public Library CEO as a signing authority on the Pickering Public Library Board CIBC bank account.
- 11.1    THAT the Board has received the monitoring report for policy EL 02 Treatment of Clients and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EL 02 Treatment of Clients as presented, the policy being complete, sound, and effective.
17.      THAT the meeting be adjourned.

# The City of Pickering Public Library Board

## **DRAFT** Meeting Minutes

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Held: Thursday, September 28, 2023

Location: Central Library Auditorium

Attendees: Councillor M. Brenner; Councillor L. Cook; K. Danylak; B. Kenworthy; A. Maginley; F. Mahjabeen; A. Mir; S. Sheehy (Chair); K. Smuk

Absent: Councillor S. Butt; D. Sharma

Staff: J. Flowers – CEO/Director of Public Libraries; E. Bird – Director of Support Services; S. Oza, Director, Engagement & Client Experience; B. Gregory – Executive Assistant

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### 1. Meeting Called to Order

Chair Sheehy called the meeting to order at 7:03 pm

### 2. Land Acknowledgement

A. Mir read the City of Pickering Land Acknowledgement.

### 3. Public Delegations

There were no public delegations.

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

No interest was declared.

#### **Motion #23.57**

Moved by L. Cook, Seconded by K. Smuk **Motion THAT** the Agenda be adopted as presented.

**Carried.**

### 5. Presentations

There were no presentations.

### 6. Consent Agenda

6.1 Minutes of the Previous Board Meeting – June 15, 2023

6.2 Confidential Minutes of the In-camera Portion of the Previous Board Meeting – June 15, 2023

6.3 Minutes of the CEO Evaluation Committee Meeting – June 21, 2023

6.4 Library Information Update – September 2023

6.5 2023 Q2 Stats Review (KPIs)

6.6 May – August 2023 Financial Review

6.7 Review of Incident Report – January to June 2023

6.8 Community Linkage Committee Meeting Minutes – June 8, 2023

6.9 Community Linkage Committee 2023 Workplan

**Motion #23.58**

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

**Carried.**

**7. Correspondence**

There were no correspondence items.

**8. Ends Discussion**

**8.1 Report 08-23 2024 Current & Capital Budget Estimates**

J. Flowers presented the 2024 current and capital budget estimates and how they align to the current Board Ends. She acknowledged that the future Board Ends (to be determined from the results of the upcoming Strat Plan) may be different, but assured the Board that it was felt that there was flexibility in the budget to incorporate the updated Board Ends.

J. Flowers explained that the budget approval process may be different for 2024 given the introduction of strong mayor powers. J. Flowers will keep the Board informed as the budget process progresses and will provide the Board with an updated draft budget at their December meeting prior to it being publicly presented in January 2024.

Concerns were raised by the Board regarding the adequacy of the budget proposed for conference attendance. It was decided that a thorough review of the budget needs for staff and Board members to attend 2024 conferences was warranted. To that end, it was noted that the largest attendance conference costs are anticipated to be the PLA 2024 Conference being held in Columbus, OH. J. Flowers will circulate the PLA 2022 Conference program to the Board Members to allow them to review the content of the sessions and requested that Board members advise if they are interested in adding the 2024 conference.

**Motion #23.59**

Moved by B. Kenworthy, Seconded by L. Cook **Motion THAT** the Board adopt the Draft 2024 Capital and Current Budget Estimates in principle, to enable the CEO to continue the budget process on behalf of the Board.

**Carried.**

**9. Staff Reports**

**9.1 Anti-Black Racism Working Group (“ABRWG”) Update**

S. Oza provided an update on a pause to the ABRWG’s workplan over the summer and into the fall. The ABRWG is taking the time necessary to work through a review of the terms of reference, mandate, and structure. These discussions are expected to conclude in October and approved minutes from past meetings will be provided in an upcoming Board package.

**9.2 Pickering Heritage Community Centre (“PHCC”)**

J. Flowers advised that, as per Report to Council OPS 22-23, the tender for the construction of PHCC was cancelled without award due to all bids exceeding the approved budget. It was further recommended that staff be directed to explore options to reduce overall project costs by obtaining an updated Class A cost estimate; to work with the project consultants to reduce the project scope and related costs; and re-tender the project in time to secure new pricing prior to the approval of the 2024 capital budget.

These recommendations were approved by Council at the September 5, 2023 meeting. In answer to a question about the impact of this on the planned library space in PHCC, J. Flowers advised that the reduction of square footage is not expected to impact the Library's spaces.

### **9.3 Strategic Plan**

J. Flowers provided an update on the progress of the strategic plan. Community engagement events have begun and the community survey launches in October. Other engagement strategies include a strategic plan advisory committee which is comprised of community volunteers that equitably represent the community.

The consultants will host a session with the Board on November 2, 2023. At the December Board meeting, the draft of the strategic plan will be presented to the Board. It was noted that the Library values, mission, and vision, will be informed by the survey results and developed in collaboration with staff and the Board

### **9.4 Claremont Library**

J. Flowers reported that the Claremont Library renovations are almost complete. Next step will be installation of the new furniture and shelving and a soft launch of the Extended Access/Self-Service program. Invitations will be sent out shortly to the Board for a Grand Reopening event.

## **10. Executive Limitations Policies & Monitoring Reports**

### **10.1 EL 05 Financial Planning**

A. Mir reported that he met with J. Flowers. Based on the conversation he had, he felt that all seemed reasonable. He did note that with the strong mayor powers, there may be some uncertainty around the budget, but assured the Board that he did not anticipate or forecast any issues.

#### **Motion #23.60**

Moved by L. Cook, Seconded by M. Brenner **Motion THAT** Board has received the monitoring report for policy EL 05 Financial Planning as presented; and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EL 05 Financial Planning as presented, the policy being complete, sound, and effective.

**Carried.**

### **10.2 EL 06 Financial Condition**

A. Mir reported that he also discussed this policy during his meeting with J. Flowers. A. Mir reported that he was pleased with his conversation with J. Flowers and felt comfortable in recommending approval of the monitoring report and policy. He noted that his main takeaway from the discussion was that the 2023 approved budget vs actual year-to-date position shows a projected surplus that is a little less than in previous years. J. Flowers explained that this lesser amount was due mainly to the effect of the pandemic and gapped positions in previous years.

In answer to a question about the surplus and how it compared to other City departments, J. Flowers stated that she was not privy to how other departments stand. It was asked if there was an incentive for us to have a surplus or is it a "spend it or lose it" scenario. J.

Flowers confirmed it was the latter. It was requested that J. Flowers provide more explanation on the projected surplus in the 2023 budget at the October meeting.

**Motion #23.61**

Moved by K. Danylak, Seconded by A. Maginley **Motion THAT** Board has received the monitoring report for policy EL 06 Financial Condition as presented; and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EL 06 Financial Condition as presented, the policy being complete, sound, and effective.

**Carried.**

Executive Limitations policy EL 02 will be discussed at the next Board meeting. All members were asked to review prior to the next meeting. Discussion will be led by D. Sharma.

**11. Board Committee Reports**

**11.1 Report of the Board Building Committee**

K. Danylak advised that the committee did not meet over the summer.

**11.2 Report of the Community Linkage Committee**

A. Mir advised that the committee did not meet over the summer. The Committee plans to meet in two weeks and will have a more substantial report for the October Board meeting.

**11.3 Report of the CEO Evaluation Committee**

Chair Sheehy advised that the CEO Evaluation Committee had met in June with the CEO for their mid-year check-in. She reported that the meeting went well, and the committee felt satisfied that everything was on track. Next committee meeting scheduled for December to finalize the CEO evaluation. If the Board had any questions, they were asked to direct them to the committee members.

**12. Governance**

There were no governance items.

**13. Board Policy Review**

There were no policies reviewed.

**14. New & Unfinished Business**

**14.1 Member Community Reports**

A. Mir reported that he made good use of the Maker Space over the summer. He was happy to hear that many community members use this space and he strongly supports the proposed budget increases for the Maker Space.

B. Kenworthy and F. Mahjabeen both mentioned that they attended, along with their families, the CBC Kids event held in the summer. Both remarked on how amazing this event was and how much fun their children had meeting CBC personalities in person.

M. Brenner and L. Cook advised that while attending the counter-protest held on September 20<sup>th</sup>, they had a chance to meet up with the Chair of the Oshawa Public Library Board of Trustees who was part of the counter-protest. During their encounter, they talked about the possibility to create opportunities for Library Board members across Durham Region to meet up to share experiences and to discuss challenges facing



libraries today. It was suggested that this could be coordinated through the Chairs with L. Cook advising that she would be happy to facilitate a connection with the Oshawa Library Board Chair. J Flowers advised that she would bring this idea forward to the other Library CEOs to confer with their Board Chairs.

#### **14.2 City Centre Survey**

J. Flowers advised that the City Centre survey held over the summer is now closed, and results are being reviewed. Next steps include sharing the results with the community and using the results to help inform the future design of the City Centre library for sharing with Council when considering proposals on design. This is expected to be done in early 2024.

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

There were no confidential matters discussed.

#### **16. Board Meeting Evaluation**

Chair Sheehy shared the results of the previous month's Board meeting self-evaluation. Board members were asked to complete the evaluation for the current Board meeting.

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

The next Board meeting will be held on Thursday, October 26, 2023 at 7:00 pm.

##### **Motion #23.62**

Moved by B. Kenworthy, Seconded by F/ Mahjabeen **Motion THAT** the meeting be adjourned.

Carried.

The meeting was adjourned at 8:19 pm.

Signature of Library CEO:

Date:

Signature of Library Board Chair:

Date:

### Board End: Lifelong Learning

#### **Art Hub: Mandalas with Harsh Raghav**

Local artist Harsh Raghav presented a tutorial on drawing a mandala of her own design. Seventeen clients participated in the event, which took place in the Library's Auditorium as part of the monthly Art Hubs on the first Thursday of every month.

### Board End: Culture of Reading

#### **Firefighter Storytime**



Pickering Fire Services staff Julie Ineson hosted Firefighter Storytime. Families in attendance heard stories about fire safety, met Sparky the Dog, and toured a real firetruck!

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

#### **Work Pods Community Engagement**



To address the community's need for individual workspaces to support quiet work, virtual meetings, interviews and more, the library is installing "Work Pods" at the Central and George Ashe libraries. These phonebooth-sized rooms offer privacy and additional quiet for one to two users. Over a 2-week period, clients provided feedback about the features and potential uses of the Work Pods on a talkback wall. At Central, over 100 pieces of data were received.

## Seaton Pop-up Library

The Outreach Team continued to offer the Seaton Pop-up Library every Wednesday in Rick Johnson Memorial Park in September. During the months of July and August, the project was very well received by returning and new families, therefore it was extended into the early fall months, providing book browsing and checkout, library card registration and family activities to appreciative members of the Seaton community.



## Board End: High Quality, Efficient, and Cost-Effective Library Services

### Watch Repair/Jewelry Repair Kit

After receiving feedback from clients about wanting tools to perform simple repairs on their own items in the Maker Space, the Library will soon begin loaning a Watch Repair and Jewelry Repair Kit at the Central Library.

## Board End: Championing Inclusion and Belonging

### Cultural Fusion Fair

The Outreach Team represented the Library at the Cultural Fusion Fair held in Esplanade Park, connecting with over 140 people, and signing up 10 new clients for library cards. Members of the community were able to engage with equipment from the Maker Space, such as book binding machines and printing press to create their own books. They were also able to browse and check out a selection of multilingual books, as well as books by diverse authors, in a “Reading Garden”, as part of the Library’s activation for this event.



## **National Truth and Reconciliation Day**

On Friday, September 29<sup>th</sup>, the Library joined City staff and members of the Indigenous Relationship Building Council (IRBC) to support the National Truth and Reconciliation Day event in Esplanade Park. This event included speeches by community leaders, ceremonial dances, and a drum circle. Over 200 people attended.

## **Networking for Newcomers**

In collaboration with the Welcome Centre Immigrant Services, ten newcomers were joined by Welcome Centre and library staff for an informational session. This session covered the importance of mentoring and networking during job search, different employment services offered by the Welcome Centre, as well as what employment resources clients can access with a Pickering Public Library card.

## **Supporting Organizational Excellence**

### **Empowering Staff with Cybersecurity Awareness Training**

We are excited to announce the implementation of a new annual cybersecurity training module for all staff members, aimed at bolstering our organizational defenses against cyber threats. This online training course is designed with interactive scenarios that educate employees on the multifaceted threats posed by cyber risks. This course compliments the Library's cyber security program and is instrumental in teaching practical techniques that are pivotal in reducing IT risks in the workplace, ensuring a robust cybersecurity posture. This strategic initiative underscores our commitment to safeguarding our organization's sensitive information and systems from the ever-evolving landscape of cyber threats and vulnerabilities.

### **Land Acknowledgement Workshop**

Library staff attended a Land Acknowledgement and Semah exchange workshop led by Indigenous community leader, Jocelyne Pelletier. In this workshop, staff learned why, how, and when to deliver more meaningful Land Acknowledgements.

## **What's New?**

### **New High-Speed Fibre Internet Available at All Branches**

The Library has recently undergone a significant internet upgrade to enhance the digital experience for clients. Both the Central branch and George Ashe branches have been supercharged, elevating their internet service from 100mb to 1Gb, providing up to ten times the speed. This significant upgrade ensures that both staff and clients at our branches will experience lightning-fast, symmetrical upload and download speeds, facilitating smoother streaming, browsing, and downloading. With new fibre services now available in rural Pickering, the Claremont branch internet has been boosted to 100mb service, ensuring that visitors to this branch also enjoy a robust and reliable internet connection.

# The City of Pickering Public Library Board Community Linkage Committee

## APPROVED Meeting Minutes

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Held: October 12, 2023

Location: Virtual meeting

Attendees: A. Maginley, A. Mir, K. Smuk

Regrets: M. Fatema

Staff: S. Oza, Director, Engagement & Client Experience

Commencement Time: 7:00 pm

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### 1. Welcome

### 2. Updates to teen related work at PPL

- New staff – Ky (Kyana) Graham, Client Experience – Library Youth Specialist
  - Ky's educational background and experience in working with equity seeking youth and with facilitation, program planning, and working within an anti-oppression and 2SLGBTQIA+ positive framework, is so valuable for the Library and the teens in our community.
- TAG – maintained regular activities with change of staffing this summer.
- Members are interested in attending youth events over October and November as appropriate.

### 3. Review of Community Linkage Work Plan 2023, including Strategic Plan Engagement Options

- See updated Work Plan.
- Outreach to teens re strategic plan survey: If support is required with connecting with schools, members are willing to join in. We currently have youth champions that will be working with promoting with schools.

### 4. Date of Next Meeting and Adjournment

The next meeting will be held on November 9, 2023, at 7pm.

The meeting was adjourned at 7:40 pm.

## PPL BOARD COMMUNITY LINKAGE PLAN 2023

**APPROVED & Updated (October)**

EVENT/GROUP	DATE	PLANNED BOARD ACTIVITY	DESIRED OUTCOMES	ACTIONS
<b>2023 Primary Focus:</b>  <b>Teens</b>  <b>Strategic Plan</b>	March	Finalize work plan. Review current teen-focused events at PPL.	Develop an understanding of the Library's current work with teens.	Draft work plan completed.
	April - May	Meet with staff leading work in this area, including overview of TAG (Teen Advisory Group) & ABRWG (Anti-Black Racism Work Group) youth subcommittee, and external partnerships.  Meet with members of TAG and ABRWG youth subcommittee.	Develop a deeper understanding of the current work underway; reflect on what the Library is already doing in collaboration and identify possible other options for the Library to explore in the future to support teens in our community.  Consider local issues and service/support gaps, as opposed to operationalizing deliverables.	Met with staff to review teen calendar of activities to learn about work underway and identify appropriate events for members of this committee to attend. Met with TAG members to learn about this work and feedback around teen programming. Reviewed findings of the ABRWG Youth Subcommittee survey results.
	June - August	Attend events where possible.	<ul style="list-style-type: none"> <li>Pride Party, June 29</li> <li>Cold Case Challenge, July 20</li> <li>Kids v Adult trivia, August 16</li> </ul>	Due to scheduling conflicts, members were not able to attend.
	Sept Oct - Nov	Once the <b>With</b> strategic planning process <b>underway</b> , the Linkage Committee can support the work and specifically outreach to the community.	Obtain feedback that will assist in the creation of a new Strategic Plan that will meet the needs of the community.	Options: 1. Promote community survey with networks. 2. Join Library leadership with GO community engagement on Thursday Nov.2 3. Support with school outreach as needed.

# **PPL BOARD COMMUNITY LINKAGE PLAN 2023**

**APPROVED & Updated (October)**

EVENT/GROUP	DATE	PLANNED BOARD ACTIVITY	DESIRED OUTCOMES	ACTIONS
<b>Attend various Library events</b>	Ongoing	<p>Attendance at Library programs or events.</p> <p>Staff will forward requests for Board members to attend events in the Library as they arise.</p> <p>Board members will know about upcoming Library programs via our publicity vehicles, such as What's On, email alerts, or our upcoming website calendar and specific emails sent to draw their attention to select programs.</p>	<p>Board member visibility to the community. Demonstrated support for staff work internally. Board learning.</p>	<p>Members attended:</p> <p>Community Tree Planting and Clean Up</p> <p>Drag Queen Story Time event</p> <p><a href="#">CBC Kids Book Club Live Event</a></p>
<b>Attend various community events</b>	Ongoing	<p>Outreach staff to determine suitable events for board consideration.</p> <p>The Library Board will be informed about specific outreach events that may lend themselves to Board linkage.</p>	<p>Board member visibility. Feedback about Library service from the community.</p>	<p>Members attended:</p> <p><a href="#">Ontario Library Association Library Awards Gala</a></p>



## 2023 KPI Statistics Q3

	2022	Per capita (pop: 100,000)
Total circulation	860,735	8.6
Cardholders	33,497	0.3
In-person visits	253,737	2.5
Website visits	449,059	4.5
Public Computer Use	29,381	0.3
Total Digital Learning Sessions	57,199	0.6
Number of programs	591	0.006
Program attendance	14,870	0.1
Outreach events	59	0.001
Outreach attendance	2,236	0.02

2023 YTD January to September	Extrapolated to full year 2023	Per capita (pop: 100,000)	Change Year over Year
635,476	847,301	8.5	-2%
36,692	36,692	0.4	10%
272,784	363,712	3.6	43%
496,314	661,752	6.6	47%
26,765	35,687	0.4	21%
42,115	56,153	0.6	-2%
734	979	0.010	66%
16,362	21,816	0.2	47%
84	112	0.001	90%
3,761	5,015	0.038	124%



# Q3 Financial Review

## January - September 2023

### Expenditures

Cost Elements	2023 YTD Actual	2023 Budget	Remaining	Remaining (%)	Comments/Explanation
501000 Salaries & Wages	2,556,379	3,729,961	1,173,582	31.46%	Truth and Reconciliation Day staffing (September) not yet charged
501010 Overtime	0	3,275	3,275	100.00%	
501020 Employee Benefits	707,271	1,042,079	334,808	32.13%	
501025 Employee Recognition & Appreciation	158	3,800	3,642	95.84%	Employee Recognition event to be held in December
501040 Uniforms	1,402	1,070	-332	-31.06%	
501100 Conferences	8,450	10,000	1,550	15.50%	
501110 Seminars & Education	7,995	23,500	15,505	65.98%	
501130 Travel	2,381	3,540	1,159	32.75%	
502000 Postage	1,185	1,200	15	1.24%	
502010 Freight, Express & Cartage	25	500	475	95.04%	
502020 Cellular Phones	10,919	17,280	6,361	36.81%	
502030 Telephones & Data Services	10,648	22,300	11,652	52.25%	
502040 Internet Services	26,288	51,960	25,672	49.41%	
502050 Cable TV	951	1,425	474	33.24%	
502100 Advertising	4,386	20,000	15,614	78.07%	
502130 Printing - Brochures/News Ltr	3,626	11,000	7,374	67.03%	Costs for Cyber Insurance for part of the year (not budgeted)
502210 Insurance Premium	28,730	27,313	-1,417	-5.19%	
502220 Insurance Deductible	0	2,000	2,000	100.00%	
502230 Consulting & Professional Fees	28,683	135,000	106,317	78.75%	
502240 Meals/Promotion/General	4,079	7,000	2,921	41.73%	

<b>Cost Elements</b>	<b>2023 YTD Actual</b>	<b>2023 Budget</b>	<b>Remaining</b>	<b>Remaining (%)</b>	<b>Comments/Explanation</b>
502250 Memberships	13,815	14,580	765	5.25%	
502260 Outside Agency Services	54,813	343,910	289,097	84.06%	Charge back for HR staff to be processed at end of year
502340 Building Repairs & Maintenance	71,950	252,818	180,868	71.54%	Charge back for cleaning staff to be processed at end of year
502370 Vehicle Repairs & Maint	1,380	2,000	620	30.98%	
502375 Gas, Oil, Tires, Etc.	1,540	3,430	1,890	55.09%	
502380 Misc Equip Rep & Maintenance	32,701	43,140	10,439	24.20%	
502500 Stationery & Office Supplies	17,233	19,000	1,767	9.30%	
502520 Program & Event Supplies	41,748	46,000	4,252	9.24%	
502530 Committee Expenses	2,800	11,100	8,300	74.77%	First half of year stipend for ABRWG has not yet been charged to this account.
502540 Supplies & Tools	1,322	5,000	3,678	73.57%	
502541 Shop Supplies	3,562	4,500	938	20.85%	
502550 Library Materials	230,336	306,000	75,664	24.73%	
502600 Utilities - Water	10,769	17,300	6,531	37.75%	
502610 Utilities - Gas	30,498	38,185	7,687	20.13%	
502620 Utilities - Hydro	80,357	165,000	84,643	51.30%	
502700 Sfwr/Hdwr Maintenance Contracts	193,944	239,026	45,083	18.86%	
502720 System & Software Upgrade	40	20,000	19,960	99.80%	
502730 Hardware Replacements	10,353	16,000	5,647	35.29%	
502740 Furniture & Fixtures	2,241	10,000	7,759	77.59%	Purchases have been planned but not yet charged.
502899 General Government Expense (Misc)	5	0	-5		
503090 Exchange Rate - Gain or Loss	0	0	0		
506610 Loss on Asset Disposal	97	0	-97		

<b>Cost Elements</b>	<b>2023 YTD Actual</b>	<b>2023 Budget</b>	<b>Remaining</b>	<b>Remaining (%)</b>	<b>Comments/Explanation</b>
508036 Trsf to Library Building Reserve	100,000	100,000	0	0.00%	Funds not yet transferred to reserve
509500 Disbursement Recoverable - YE JE require	317	0	-317		
<b>Expenditures totals</b>	<b>4,305,376</b>	<b>6,771,192</b>	<b>2,465,816</b>	<b>36.42%</b>	
Revenues					
402500 Federal Grants	-99,163.69	-37,000.00	62,163.69	-168.01%	Unbudgeted grant for telework pods received \$97,000. Young Canada Works funding pending. Lump sum \$100,000 Provincial funding and balance of accessibility grant (12,000) yet to be received
402510 Ontario Grants	-600	-157,425.00	-156,825.00	99.62%	
403000 Departmental User Fees	-28,587.01	-53,000.00	-24,412.99	46.06%	
403030 Vending Machines	-1,272.73	-2,500.00	-1,227.27	49.09%	
403060 Rentals - User Fees	0	0	0		
403064 Rentals - Mtg. Room/Publi	-1,358.39	-5,500.00	-4,141.61	75.30%	
403120 Other User Fee Revenue	-5,506.23	-10,000.00	-4,493.77	44.94%	
405000 Fines & Charges	-4,668.67	-20,000.00	-15,331.33	76.66%	
406500 Donations	-4,636.91	-20,000.00	-15,363.09	76.82%	
408607 Trf fr DC Library Services Oblig Res Fun	0	-78,750.00	-78,750.00	100.00%	Funds not yet transferred
<b>Revenues totals</b>	<b>-145,793.63</b>	<b>-384,175.00</b>	<b>-238,381.37</b>	<b>62.05%</b>	
<b>Total</b>	<b>4,159,582.42</b>	<b>6,387,017.00</b>	<b>2,227,434.58</b>	<b>34.87%</b>	

# Meeting Minutes

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

Wednesday, June 14, 2023, 6:30 pm

In-Person – George Ashe Library Quiet Study Room

**Attendees:** Romina Diaz, Samantha Adebiyi, Charmain Brown, Stephen Linton, Titi Katibi, Shaibu Gariba, Marsha Hinds Myrie, Teronie Donaldson

**Library Staff:** Sabrina Yung, Shobha Oza, Clara Addo-Bekoe

**Guests:** Sarah Sheehy (Library Board)

**Absent:** Nicole Facey, Bernadette Hood-Caesar

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1. Land Acknowledgements and Ancestral Acknowledgements
  - Read by Sabrina and Romina.
2. Conflict of Interest Declaration (Standing Agenda Item)
  - No conflict of interest declared.
3. Review Previous Meeting Minutes
  - May meeting minutes were shared.
  - No edits or omissions were brought forward.
  - Minutes were approved.
4. Loblaws Incident Debrief
  - ABRWG members took time to acknowledge the harmful incident of anti-Black racism that took place at the Pickering Loblaws (grocery store). Note: the victim's family member circulated a video recount for public viewing and many community members have shared their awareness of the local incident.
  - Two ABRWG members along with some Pickering Anti-Black Racism Taskforce (PABRT) members spoke about this incident during a subcommittee meeting and proposed issuing a joint statement. To help ensure this message represented the sentiments of both groups' members' sentiments, members from both groups are encouraged to share their thoughts and input.
    - A PABRT member who is connected to the victim was tasked with seeking input from the victim regarding their preferred way for the two groups to demonstrate their support. The intention is to ensure a joint statement will reflect the victim's input and feedback as well.
  - ABRWG members acknowledged the hurt and harm the Loblaws incident has had on themselves and in the greater community.

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- A question arose regarding the Library's role in such community incidents. What is permitted and within scope of the Library and the ABRWG? Some members were unsure if they should support without knowing what type of response actions are within scope of the group vs. what are activism actions individuals may need to take as individuals outside of the ABRWG group.
  - Staff from the Library and the City were present in the Proclamation sub-committee meeting last Thursday, where the incident and a call to action were tabled for discussion. The Library confirmed in that meeting, support for the ABRWG/PABRT joint statement and confirmed the statement can be published via the Library's social media channels (as ABRWG is not independent of the Library). The City team confirmed the same support and confirmed the statement can be posted through the City's social media platforms, and additionally advised that the Mayor would support a joint statement by reposting to his social media as well, followed by his own statement.
    - Next steps: SL and MHM will draft the joint statement, share with ABRWG members, PABRT members, and the victim for feedback. Once the statement in final draft form, it will be shared with the City and Library.
    - There was a discussion around a community town hall to see what the community wants in such circumstances and what supportive action would look like, when anti-Black racism incidents occur in Pickering. It would help shape roles, resources, and opportunities for community to come together during difficult incidents. Preliminary conversations determined PABRT, and the City will take that back for further exploration. ABRWG members support this idea and expressed interest in helping move it forward.
  - ABRWG members acknowledged there isn't a clear process for how the ABRWG specifically should respond in such circumstances. The group agreed the ABRWG will explore and establish a process. SL has a sample draft model to share with the group for review and further modification for ABRWG scope.
  - Some ABRWG members acknowledged their uncertainty about the role and responsibility for the ABRWG in such circumstances. This has shaped their limited commenting or input. Some uncertainty was raised around the purpose and intention of the ABRWG/PABRT joint statement.
  - It was noted that the Library Board has a crisis response procedure, and perhaps that may be a model to consider for the ABRWG.
5. City of Pickering EDI Community Working Group Opportunity – Determining ABRWG Representative.
- CAB shared information about this opportunity with the group, with an invitation for participation. The ABRWG has been invited to nominate one person to represent the group, at the City's EDI working group table.
  - The City is are still gathering information from community members and is working with different community groups and the information gathered along with survey will be brought back to the consultant.
  - At this time, it's anticipated that the group will have no more than 10-15 members.
  - Currently, the plan is to host a total of 5 sessions for the working group.

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- Workshop 1: Go over details about the group and seek input.
  - Workshop 2: Form pillars and what recommendations should look like for the City and the community.
  - Out of the 5 sessions, 2 will be in person in July/August, followed by 3 virtual sessions in the fall months.
  - The EDI Working Group/ABRWG rep will share information with ABRWG members along the way.
  - Honorarium will be provided for each EDI Working Group participant (\$500).
  - TK was nominated to represent the group. CB and RD are backups.
6. 2021 Recommendations – People and Culture Check-In
- Clara provided progress updates with respect to the existing People and Culture recommendations.
  - A copy of the presentation will be shared with the group.
  - ABRWG members were pleased with the progress, noting the impacts of the discussions they've had are clearly reflected in the work taking place.
7. Introduction to Collections Marketing and Events Marketing Debrief
- Deferred.
8. Youth Subcommittee Update
- RD advised that the summary of the youth consultation will be ready to be shared at the July meeting.
9. Proclamation Subcommittee Update (ABR Identifier Collaboration with PABRT) – August Event Planning
- The subcommittee is looking for feedback on Expression of Interest, artist eligibility criteria. Currently drafted:
    - Individual artist needs to self-identify as Black and
    - Live in Pickering or have a strong connection to Pickering (perhaps lived here but recently moved).
    - Youth ages 16-24
  - The sub-committee is also working on how much the honorarium will be. Actively reviewing comparable Expressions of Interest from other municipalities and public art opportunities, with the guidance of the City of Pickering public art team.
  - Planning for the August 31<sup>st</sup> event is progressing. PABRT is taking the lead in the planning. The Library is responsible for funding and organizing the identified youth t-shirt art consultation activity. Please continue to save the date.

# Meeting Minutes

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

Wednesday, July 12, 2023, 6:30 pm

Online – Zoom

**Attendees:** Romina Diaz, Samantha Adebiyi, Charmain Brown, Stephen Linton, Titi Katibi, Shaibu Gariba, Marsha Hinds Myrie, Nicole Facey

**Library Staff:** Sabrina Yung, Muhammad Rafeh

**Absent:** Teronie Donaldson, Bernadette Hood-Caesar

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1. Land Acknowledgements and Ancestral Acknowledgements
2. Conflict of Interest Declaration (Standing Agenda Item)
  - No conflict of interest declared.
3. Review Previous Meeting Minutes
  - June meeting minutes are delayed. Review deferred.
  - SA has been the main notetaker since the start of the ABRWG and has requested a change of duties. RD volunteered to take on the main notetaker responsibilities with the group's support. NF will remain as backup.
4. Youth Sub-committee Survey Outcomes Review and Action Plan Progress Check
  - MR presented a summary of the results from the youth survey. MR shared the survey methodology, key results, recommendations from the sub-committee, and next steps.
  - A copy of the presentation will be shared with the group.
  - Staff surveyed teens at St. Mary's and in the library and received a total of 224 surveys completed. Participants were offered food and an opportunity to enter a draw for prizes in exchange for their participation.
  - The intent was to conduct the survey at 3 Pickering high schools, however despite all efforts, permission was only achieved for St. Mary's.
  - Some result highlights from the 224 respondents:
    - More teens visited the Central Library recently (46%) compared to other locations.
    - 67 respondents self-identify as Black.
    - 51% visited one of the library branches within the last month.
    - 119 teens rated their experience when visiting the Pickering Public Library as 'excellent', followed by 86 who selected 'good'.
    - When asked why their experience was excellent or good, 31% selected 'welcoming staff'.

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- 94% of respondents feel comfortable asking staff for assistance.
  - 194 teens said they feel comfortable asking security for assistance, while 25 said no.
  - When asked to rate their awareness regarding various teen services, there was a balance of responses across the awareness spectrum, with many teens noting they are either 'aware and have used the service/space' listed or are 'aware but have not used the service/space'.
  - Sub-committee recommendations:
    - To improve engagement with teens, (continue to) have weekly free programs for teens by staff and partners.
    - Conduct further staff training on how to develop positive relationships with Teens and manage problematic behavior.
    - Dedicate safe space for Teens which allows for increased noise level, play, collaboration and learning opportunities.
    - Increase awareness of programs and initiatives for teens through outreach and marketing.
    - Offer a wider variety of events to increase youth engagement.
  - Next steps:
    - Staff to develop a work plan to implement the recommendations.
    - ABRWG members to visit the library between 3:00 pm to 5:00 pm during the school year to engage with teens more, and to provide another avenue for teen feedback.
  - The Library is also in the process of consulting the community for the new Strategic Plan. This will include further community engagement which will shape the Library's goals for the next few years. All community members are encouraged to participate in the various input opportunities, including teens.
  - As the sub-committee work plan has concluded and the recommendations now move onto to staff for implementation, the sub-committee has officially wrapped up (disbanded). Thank you to all ABRWG members who supported the sub-committee at various stages and to the two teen volunteers who shared their lived experiences along the way as well.
  - ABRWG feedback, comments, questions:
    - It's evident that more physical space (for teens) is needed.
      - The Library does hope to achieve better space arrangements with the new Central Library in the future, however in the short term, staff are working on creative solutions to create scheduled times where certain spaces are designated for youth in addition to enhancing the teen program offerings.
    - Members are in support of the idea of visiting the library during the after-school hours to observe firsthand how youth are using the library's space and services. Members will aim to do this in the fall, the school year is a good time to observe how teens use the library.
    - It's important to note youth perception changes because they're changing at the same time. Their ideas or perceptions can be very different from reality, and/or their input may differ from how they may utilize spaces or services in actuality.
    - Designated quiet zones may help address the noise conflict.



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- The Library currently has a noise zone signage campaign waiting to be rolled out (postponed to September due to the high traffic of the summer months). The noise zone signage was created as a direct result of client feedback. Clearly marked areas for the 'chat zone', 'quiet zone', and 'silent zone' will give clients a more reliable experience.
  - The Library needs to use data to inform the community of how their input was used to better the library.
    - The ABRWG recommendations are currently being summarized into more digestible infographics – aiming for one page per set of recommendations. This will be publicly circulated to improve awareness of the direct link between the community survey and the resulting work.
    - Certainly, more information needs to circle back to the community to enhance trust that feedback does shape changes.
5. Introduction to Collections Marketing and Events Marketing Debrief
- No questions were raised from the Part 1 presentation.
  - The Marketing Team has been brainstorming potential creative ways the ABRWG can get involved with promoting library services and experiences.
  - Members are encouraged to send SY any questions or thoughts, and they can be shared with the team in preparation for the Part 2 discussion (rescheduled to August).
6. PABRT/ABRWG Joint Statement (re: Loblaw's Incident)
- A draft joint statement was circulated to ABRWG members, PABRT members, and the victim's family member (who was in contact with PABRT).
  - Given the time that has gone by, it is feared that the appropriate time to respond has passed and therefore the general sentiment is to no longer proceed.
  - This was a learning opportunity, and the group agreed there is a need to create an ABRWG specific plan/procedure for how to respond in a timely manner, when similar circumstances arise. Further to this, it was identified that there is uncertainty around the scope or role of the ABRWG in broader community incidents. Members do not have shared understanding on this matter and there is concern about a lack of collective agreement regarding what action falls within scope as an ABRWG member or group, versus individual advocacy in the community.
  - Concern arose regarding the pathways to respond as a group versus as individual residents.
  - Shared understanding and resolutions to concerns raised were not achieved, and it was agreed it is necessary to pause the discussion. Further discussions will be deferred to the next meeting.
7. Proclamation Subcommittee Update (ABR Identifier Collaboration with PABRT) – Jury Suggestions
- Discussion deferred.

# Meeting Minutes

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

Wednesday, August 9, 2023, 6:30 pm

In Person – Central Library Auditorium

**Attendees:** Romina Diaz, Samantha Adebiyi, Charmain Brown, Titi Katibi, Shaibu Gariba, Marsha Hinds Myrie, Nicole Facey, Teronie Donaldson, Stephen Linton (via Zoom)

**Library Staff:** Shobha Oza, Sabrina Yung

**Absent:** Bernadette Hood-Caesar

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Reflecting on the final discussion during the July meeting, it was determined that all regular Work Plan business and standing agenda items would be deferred. This August meeting would be designated for regrouping, restoration of safe space, and re-establishing shared understanding.

After all members had an opportunity to share their thoughts, it was determined that the next steps would be to revisit the ABRWG Terms of Reference. The goal being to re-establish a collective understanding of the scope of the ABRWG.

Members have committed to meeting in-person in September to support this discussion.

# Meeting Minutes

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

Wednesday, September 13, 2023, 6:30 pm

In Person – Central Library Auditorium

**Attendees:** Romina Diaz (via Zoom), Samantha Adebiyi, Charmain Brown, Shaibu Gariba, Marsha Hinds Myrie (via Zoom), Nicole Facey, Teronie Donaldson, Stephen Linton (via Zoom)

**Library Staff:** Shobha Oza, Sabrina Yung, Clara Addo-Bekoe

**Absent:** Titi Katibi, Bernadette Hood-Caesar

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1. Land Acknowledgement and Ancestral Acknowledgement
  - Read by Sabrina and Charmain.
2. Conflict of Interest Declaration (Standing Agenda Item)
  - No conflicts of interest declared.
3. Regroup and Restoration Continued
  - As determined during the August meeting, this meeting will focus on reviewing the Terms of Reference (TOR) with the intention of identifying shared understanding on scope and to identify any further revisions needed.
  - CAB has joined the group today as facilitator. This will also allow SY and SO to fully participate in the discussions as well.
  - Members took time to read through the existing TOR.
  - Sections 2 (Mission) and 6 (Boundaries and Scope) were reviewed.
    - Clarification was added/revised pertaining to the scope of the ABRWG, as follows:
      - “Members of the ABRWG are volunteers who provide feedback, observations, insights, and recommendations *exclusively on library related matters*.”
      - “The ABRWG is not responsible for actioning identified *staff* deliverables”.
    - Members discussed the scope and/or responsibility of the ABRWG when a ‘call to action’ is circulating in the community and/or brought forward to the ABRWG specifically. As a result, the following amendment was added:
      - “*ABRWG members may bring forward issues related to anti-Black racism from the wider community to the Library to explore how the Library may support advocacy efforts.*”

- MHM requested the minutes record that MHM does not agree with the group's decisions regarding the scope of the ABRWG.
- There remains additional items on the TOR that require further discussion and review, however the group agreed to defer to the next meeting for further discussion. Members are encouraged to continue to note them and bring them back to the next meeting for further discussion, with hopes that we can come to a consensus.
- SY will send a working draft to the group, reflecting today's noted edits.

#### 4. Sharing the Work of the ABRWG

- SY shared that PPL has been selected to present about the ABRWG at the Public Library Association conference in 2024, taking place in Ohio. More information to come.

#### 5. The International Day for People of African Descent

- A reminder that all ABRWG members are invited and encouraged to attend the August 31st event taking place in Esplanade Park.
- PABRT has taken lead on the event coordination and the library will be facilitating two components – an information booth promoting the work of the ABRWG and a youth t-shirt painting consultation activity.
- Members are welcome to attend for as long as they are available and will be invited to join Library staff at either station, to engage with community members.

#### 6. October Meeting

- Due to scheduling conflicts, the October meeting date has been postponed by one week to October 18.
- As discussed today, we will meet in-person to finalize the TOR discussions and with the intention of returning to the Work Plan and regular business in November.

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

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**Subject:** Purchase of Integrated Library System (ILS) Software and Services  
- Proposal No. RFP2023-6

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**Recommendation:**

That the Board approve the recommendation that Innovative Interfaces Inc. be selected as the successful proponent for the purchase of a new Integrated Library System (ILS) for the Pickering Public Library.

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**Executive Summary:**

Board approval is requested for the awarding of the contract to **Innovative Interfaces Incorporated as the top-ranked proponent.**

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**Financial Implications:**

The budget for this project spans 2023 and 2024 (\$20,000 in 2023 and \$80,000 has been submitted as part of the 2024 budget). The winning proponent bid of **\$84,928.00 plus HST** is well within this limit.

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**Discussion:**

In conjunction with the City's Supply and Services Department, Library staff issued RFP 2023-6 for the supply and installation of a new ILS for the Pickering Public Library. Three responses were received and scored by library staff.

The Library's Purchasing Policy requires Library Board approval for this procurement as the total over 5 years will exceed \$250,000 when ongoing maintenance fees are considered.

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**From:** Jackie Flowers  
CEO / Director of Public Libraries

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**Subject:** CEO Signing Authority

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**Recommendation:**

1. THAT the Board approve the addition of the Pickering Public Library CEO as a signing authority on the Pickering Public Library Board CIBC bank account.
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**Background:**

In January 2023, the Library Board moved a motion to appoint J. Flowers, CEO/Director of Public Libraries as Secretary-Treasurer of the Pickering Public Library Board for the 2022-2026 term.

Section 15 of the Public Libraries Act ("PLA") outlines the list of responsibilities for the Treasurer as follows:

- (4) A board shall appoint a treasurer who shall,
- a) receive and account for all the board's money;
  - b) open an account or accounts in the name of the board in a chartered bank, trust company or credit union approved by the board;
  - c) deposit all money received on the board's behalf to the credit of that account or accounts; and
  - d) disburse the money as the board directs. R.S.O. 1990, c. P.44, s. 15 (4).

With respect to section 15(4b) of the PLA, it is estimated that 15 years ago, the City of Pickering Treasurer set up a bank account on behalf of the Pickering Public Library Board at the local CIBC branch in Pickering. The present-day signing authorities on this account are the City Treasurer and the City of Pickering Manager of Accounting Services.

The account was established in order for the Pickering Public Library to qualify to apply for the annual Provincial Library Operating Grant; the granting body, the Ministry of Heritage, Sport, Tourism and Culture, requires that the Library have an account separate from the accounts of the municipality.

Additionally, an account at a financial institution in the name of the Pickering Public Library is a requirement for the Library to qualify to apply for other grants as a registered charity.

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The only funds that flow through this account are from provincial or federal granting bodies, online donations received from Canada Helps and other electronic sources of donations, or external funders such as the United Way. The City transfers funds from the Library's CIBC account into their accounts in order to process the Library's invoices.

This recommendation is made in order to ensure that the Board is compliant with the PLA and has a direct connection to the account set up in its name. Adding a third signing authority to the account also increases the chance of administrative continuity in the event of turnover or retirement by City staff.

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**Financial Implications:**

There is no financial impact. There is no change to the current processes in place to receive grant funds and pay invoices.

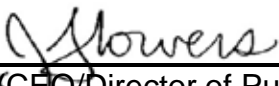
## INTERNAL MONITORING REPORT

**POLICY TYPE:**

Executive Limitations

**POLICY TITLE:**[EL 02 Treatment of Clients](#)

I hereby present my monitoring report on your Executive Limitations policy "Treatment of Clients" 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)

October 19, 2023  
\_\_\_\_\_  
Date

**Policy Element: Header Paragraph**

With respect to interactions with clients or those applying to be clients, the Chief Executive Officer shall not cause or allow conditions, procedures, or decisions which are unsafe, undignified or unnecessarily intrusive or which fail to provide appropriate confidentiality and privacy.

**I interpret this as follows:**

1. "clients": any member of the public who uses the Pickering Public Library either physically or virtually. This definition is not limited to card holders as there are many people who use the Library who are not cardholders.
2. "unsafe": physical and virtual risk.
3. "undignified": disrespectful.
4. "unnecessarily intrusive": requiring information of a personal nature, without an identifiable and specific need.
5. "appropriate confidentiality and privacy": the exercise of protection of personal information as defined by the *Privacy Act*.

**Compliance will be demonstrated when:**

1. All relevant policies, rules and procedures apply to all clients regardless of their use of the Library.
2. All library branches are operated with strict adherence to health and safety policies and practice, with behaviour codes to ensure respectful conduct. Virtual services are operated with policies and practices to protect client safety.
3. There are policies in place to govern staff conduct and public behaviour in physical and virtual library spaces.
4. No information is requested for which there is no clear necessity and lawful purpose.
5. All client information and communications are protected to the extent that no information concerning any client is released without the client's permission, or through a legal process; all such information is protected against improper access;



and measures are in place to ensure that all client information is collected in a manner which respects client privacy.

**Evidence:**

1. While there are differing rules and policies for those who do not have a library card, or who do not have a library card in “good standing”, these variations are well understood by both library clients and the Board.
2. The [Code of Conduct](#) outlines the Library’s commitment maintain a safe and respectful environment for all. There are no unresolved client complaints about either physical or virtual safety.
3. The Library’s [Code of Conduct](#) outlines the Library’s commitment to maintaining a safe and respectful environment for all who visit. An internal procedure document titled “Exclusion of Use of Library Spaces and Services” was created in August 2021 to provide a standard process for Library staff to follow when removing and reinstating an individual’s privileges to use Library spaces and services. Individuals are excluded from using services and spaces when they have caused a significant negative impact on others because of disruptive or abusive behaviour, vandalism, theft, violence or threatening words or actions.
4. Review of the membership registration process. There have been no client complaints regarding intrusive information requests.
5. Review of the registration process ensuring that client privacy is respected. The Library’s [Freedom of Information and Protection of Privacy Policy](#) and [Video Surveillance Policy](#) outlines the Library’s commitment to protecting client privacy.

**Policy Element #1**

Accordingly the CEO will not:

Elicit information for which there is no clear necessity;

**I interpret this as follows:**

1. “clear necessity”: necessary for library service to be provided.

**Compliance will be demonstrated when:**

1. Only necessary information is requested.

**Evidence:**

1. Review of the [Membership Policy](#), membership registration process and other procedures in which clients provide information to obtain library service. There are no unresolved client complaints about intrusive information requests.

**Policy Element #2**

Use methods of collecting, reviewing, transmitting, or storing client information that fail to protect against improper access;

**I interpret this as follows:**

1. “collecting, reviewing, transmitting, or storing client information”: these activities include both electronic and physical methods.
2. “improper access”: access to personal information by unauthorized persons.

**Compliance will be demonstrated when:**

1. The [Freedom of Information and Protection of Privacy Policy](#) and other relevant library policies apply to both electronic and physical data.
2. Procedures are in place to ensure that physical items with personal information are not accessible to unauthorized individuals. Library electronic data is protected by security systems which are updated regularly. Library staff are trained in data security and monitor the network on a regular basis.

**Evidence:**

1. Review of the [Freedom of Information and Protection of Privacy Policy](#).
2. The Board was made aware of a privacy event in April 2023 involving the printing software used by our clients. While patching the software, an internal investigation uncovered a data vulnerability that affected a few hundred accounts and included full names, email addresses, and hashed passwords used for accessing the software. (Password hashing is a technique used to protect user passwords by converting them into a unique string of characters, preventing the original password from being revealed in a breach such as this incident.) The breach did not involve any financial information. The vulnerability was addressed, and the affected clients were notified advising them to reset their passwords. An incident report was submitted to the Information and Privacy Commissioner of Ontario. This type of incident is rare at the Library; additional safeguards have since been implemented.

**Policy Element #3**

Operate facilities without appropriate accessibility and privacy;

**I interpret this as follows:**

1. “facilities”: all buildings and virtual services.
2. “accessibility”: physical and electronic access to library resources.
3. “privacy”: protection of client’s personal information including video surveillance footage.

**Compliance will be demonstrated when:**

1. All buildings are physically accessible and continuous electronic access to library services is provided.
2. Library facilities and services are accessible to clients with disabilities.
3. Client personal information is protected from unauthorized access.

**Evidence:**

1. Library facilities are included in the latest version of the City of Pickering’s [Council-approved Five Year Accessibility Plan \(2021-2025\)](#). The Central, George Ashe, and Claremont Libraries meet accessibility requirements. Continuous electronic access to the Library’s website, local history and electronic collections is accessible.
2. Provincially mandated Accessibility Standards ensure that library services are available to all. The Library offers the following accessible services:
  - Public documents in accessible formats
  - NVDA screen reader software
  - AODA-compliant website

- Daisy Talking Books
- Physically accessible internet and catalogue stations
- Accessible self-checkout station (Central Library)
- Large print and other formats

3. Personal information is safeguarded through logins and passwords.

#### **Policy Element #4**

Allow clients to be unaware of what may be expected and what may not be expected from the service offered.

#### **I interpret this as follows:**

1. “unaware of what may be expected”: lack of full knowledge of the range of services available.
2. “not be expected”: lack of knowledge of features, limitations and rules governing services.

#### **Compliance will be demonstrated when:**

1. All clients are informed of the full range of services available in a format which is easily accessible and understandable.
2. Relevant policies are made easily available for clients to consult.

#### **Evidence:**

1. Beginning with the registration process, there is a range of information available about new and existing services available in various formats and platforms (brochures, website postings, signs, media releases, staff interactions etc).
2. The website contains the full-text policies mentioned in this Executive Limitation Policy, namely:
  - [Accessibility Customer Service Standards](#);
  - [Freedom of Information and Protection of Privacy Policy](#);
  - [Video Surveillance Policy](#);
  - [Code of Conduct Policy](#)

#### **Policy Element #5**

Allow clients to be unaware of this policy nor to provide a way to be heard for persons who believe that they have not been accorded a reasonable interpretation of their rights under this policy.

#### **I interpret this as follows:**

1. “way to be heard”: an opportunity to dispute their treatment under this policy.
2. “reasonable”: fair, moderate, and balanced.

#### **Compliance will be demonstrated when:**

1. Clients are aware of the mechanisms to bring forward concerns.
2. There are no unresolved complaints under this policy.

**Evidence:**

1. Information for new clients outlines communication methods for expressing their concerns or complaints. The Library website contains the several options for communicating with the CEO, the Board, and members of the leadership team including email address, phone numbers, and an anonymous client feedback form.
2. There are no unresolved complaints under this policy.