

1. **Meeting Called to Order** Chair
2. **Land Acknowledgement** K. Smuk
3. **Public Delegations**  
Members of the public looking to provide a verbal delegation to the Board are required to register by completing a [Delegation Request form](#). For more information please email [board@pickeringlibrary.ca](mailto:board@pickeringlibrary.ca) or 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.
4. **Approval of Agenda** Chair MOTION  
**Conflict of Interest Disclosure** to Approve
5. **Presentations**  
None.
6. **Consent Agenda** Chair MOTION  
to Approve
  - 6.1 Minutes of the Previous Board Meeting – December 14, 2023 [Pg 1](#)
  - 6.2 Confidential Minutes of the In-Camera Board Meeting – December 14, 2023  
[Provided under separate cover]
  - 6.3 Library Information Update – December 2023 [Pg 6](#)
  - 6.4 2023 Stats Review (KPIs) [Pg 10](#)
  - 6.5 2023 Incident (Security) Report [Pg 11](#)
  - 6.6 2024 Annual Board Calendar [Pg 12](#)
7. **Correspondence**  
None.
8. **Ends Discussion**
  - 8.1 EP 01 Global Ends Monitoring Report and Policy [Pg 14](#) J. Flowers MOTION  
to Receive  
/ Adopt
9. **Staff Reports**
  - 9.1 Anti-Black Racism Working Group Update Verbal Update S. Oza

**9.2** Strategic Plan Verbal J. Flowers  
Update

**10. Monitoring Reports – Executive Limitations**

**10.1** EL 08 Asset Protection [Pg 18](#) K. Danylak 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 03 Staff Treatment B. Kenworthy

**11. Board Committees**

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

**11.2** 2024 CEO Evaluation Committee Member Chair MOTION  
Selection to Confirm

**11.3** Decision to Establish 2024 Building Ad Chair MOTION  
Hoc Committee to Confirm

**11.4** 2024 Building Ad Hoc Committee Member Chair MOTION  
Selection to Confirm

**11.5** Decision to Establish 2024 Ends Ad Hoc Chair MOTION  
Committee to Confirm

**11.6** 2024 Ends Ad Hoc Committee Member Chair MOTION  
Selection to Confirm

**11.7** 2024 Committee Staff Liaisons J. Flowers

**12. Governance**

None.

**13. Board Policy Review**

None.

**14. New & Unfinished Business**

**14.1** Member Community Reports

**15. Confidential Matter**

None.

**16. Board Meeting Evaluation**

**16.1** Review of Previous Meeting Results Verbal Chair  
Update

**16.2** Completion of Evaluation for Current Meeting

**17. Adjournment**

Chair

**MOTION**  
to Adjourn

**Next Meeting:**

To be Held: Thursday, February 22, 2024

Location: Central Library Auditorium

**Preliminary List of Motions**

**Item # Motion**

4. THAT the items in the Agenda be approved by the Board as presented.
6. THAT the items in the Consent Agenda be approved by the Board as presented.
8. THAT the Board has received the monitoring report for policy EP 01 Global Ends and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EP 01 Global Ends as presented, the policy being complete, sound, and effective.
- 10.1 THAT the Board has received the monitoring report for policy EL 08 Asset Protection and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EL 08 Asset Protection as presented, the policy being complete, sound, and effective.
- 11.2 THAT the Board confirm the selection of ..... as members of the CEO Evaluation Committee for 2024.
- 11.3 THAT the Board confirm the establishment of the Building Ad Hoc Committee for 2024.
- 11.4 THAT the Board confirms the selection of ..... as members of the Building Ad Hoc Committee for 2024.
- 11.5 THAT the Board confirm the establishment of the Ends Ad Hoc Committee for 2024.
- 11.6 THAT the Board confirms the selection of ..... as members of the Ends Ad Hoc Committee for 2024.
17. THAT the meeting be adjourned.

# The City of Pickering Public Library Board

## DRAFT Meeting Minutes

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Held: Thursday, December 14, 2023

Location: Central Library

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

Absent: B. Kenworthy

Staff: J. Flowers – CEO/Director of Public Libraries; E. Bird – Director of Support Services; C. Moore – (Acting) Director, Corporate Services and Collections; S. Oza, Director, Engagement & Client Experience; B. Gregory – Executive Assistant

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### 1. Meeting Called to Order

S. Sheehy called the meeting to order at 6:14 pm.

### 2. Land Acknowledgement

Chair Sheehy 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 #23.84

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

**Carried.**

### 5. Presentations

#### 5.1 N. Galati, Principal; C. Hinton, Senior Strategist

Saffy

#### Re: PPL Strat Plan & Brand Survey Update

N. Galati and C. Hinton shared with the Board an update on some preliminary findings of the strategy plan and brand survey results.

### 6. Consent Agenda

6.1 Minutes of the Previous Board Meeting – October 26, 2023

6.2 Confidential Minutes from the In-Camera Portion of the Previous Board Meeting – October 26, 2023

6.3 Minutes of the Board Building Committee – November 21, 2023

6.4 Library Information Update – November & December 2023

6.5 2022 Audited Financial Statements

**Motion #23.85**

Moved by L. Cook, Seconded by F. Mahjabeen **Motion THAT** the items on the Consent Agenda be adopted.

**Carried.**

**7. Correspondence**

There was no correspondence.

**8. Ends Discussion**

There were no Ends discussion items.

**9. Staff Reports**

**9.1 Anti-Black Racism Working Group Update**

S. Oza reported that at the November ABRWG meeting, the Group updated their terms of reference as per discussions held at their previous two meetings. At the most recent meeting in December, the Group took the time to reflect on their work over the year. S. Oza highlighted an upcoming Kwanzaa event on December 28<sup>th</sup> that the ABRWG was supporting. S. Oza also noted that some members of the Group will be supporting S. Yung in a presentation she is doing at the upcoming Public Library Association conference.

**Motion #23.86**

Moved by D. Sharma, Seconded by A. Maginley **Motion THAT** the Anti-Black Racism Working Group Terms of Reference – Revised November 2023 be accepted as presented.

**Carried.**

**9.2 Report 11-23 Update to 2024 Current and Capital Budgets**

**Motion #23.87**

Moved by A. Mir, Seconded by A. Maginley **Motion THAT** the Board receive the updated information concerning the 2024 Current and Capital budget submissions from Report 11-23.

**Carried.**

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

**10.1 EL 07 Emergency Executive Succession**

K. Smuk reported that she met with J. Flowers to review the EL monitoring report and policy. K. Smuk felt confident that the evidence supported compliance with the policy. She recommended that a small language change in the interpretation of “executives” from the monitoring report be made:

1. “executives”: ~~management~~ **leadership** staff holding senior positions such as that of Director.

**Motion #23.88**

Moved by K. Smuk, Seconded by Linda **Motion THAT** Board has received the monitoring report for policy EL 07 Emergency Executive Succession as amended and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT

the Board adopt policy EL 07 Emergency Executive Succession as presented, the policy being complete, sound, and effective.

**Carried.**

Executive Limitations policy 08 Asset Protection will be discussed at the next Board meeting. All members were asked to review prior to the next meeting. Discussion will be led by K. Danylak.

## **11. Board Committee Reports**

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

K. Danylak reported that the committee met in November. Discussion, as captured in the minutes, was wide-ranging and animated and three recommendations resulting from the review of the Facilities Plan were made; endorsement from the Board of these recommendations was requested.

#### **Motion #23.89**

Moved by K. Danylak, Seconded by D. Sharma **Motion THAT** the Board endorse the recommendations made as a result of the review of the updated Facilities Plan by the Board Building Committee as detailed in the November 21, 2023 Board Building Committee meeting minutes.

**Carried.**

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

The committee did not meet in November. No report given.

### **11.3 Report of the CEO Evaluation Committee**

S. Sheehy reported that the committee met with J. Flowers on December 7, 2023 to review the year-end CEO Evaluation. This draft CEO Evaluation was then brought to the Board for their review and approval at the In Camera meeting held prior to this meeting. Refer to the In Camera meeting minutes for further information. [City of Pickering Clerk has custody and control of the In Camera minutes.]

During the closed session, the 2023 CEO Evaluation was approved with amendments. The following motion was now before the Board in open session:

#### **Motion #23.90**

Moved by S. Sheehy, Seconded by L. Cook **Motion THAT** the 2023 CEO Evaluation be approved as amended, and the Director, Human Resources be authorized to take the necessary actions.

**Carried.**

## **12. Governance**

There were no governance discussion items.

## **13. Board Policy Review**

### **13.1 Pickering Public Library Board By-Laws – Updated December 2023**

J. Flowers advised that per the direction of the Board at the October meeting, the Pickering Public library Bylaws were updated. Specific updates were made to Section

3.10.5 Delegations as well as some minor housekeeping edits throughout. A copy of the updated bylaws was included in the Board package.

**Motion #23.91**

Moved by D. Sharma, Seconded by A. Mir **Motion THAT** the Board adopt the Pickering Public Library Board Bylaws as amended.

**Carried.**

**14. New & Unfinished Business**

**14.1 Member Community Reports**

A. Maginley reported that he attended the recent writing series event at the Library. He found it to be an amazing and inspirational event and wished to pass along his kudos to staff.

Councillor Butt advised that there is a documentary project about Claremont in the works. He suggested that this be a project that Library and Museum staff could get involved in. J. Flowers advised that Library and Museum staff have already been informed about this project so an action plan can be developed.

Councillor Brenner reported that he was at a DARS lunch recently and remarked on the all-time high number of attendees, suggesting that if numbers continue to increase, the capacity to hold these lunches in our auditorium could become an issue. It was noted that calls for volunteers, prepared meals, and food donations are made on the DARS Facebook page; Board members who wish to provide support were encouraged to visit the site.

J. Flowers advised that the annual Ajax Pickering Science Fair is scheduled for March. Board members interested in participating as a judge were asked to reach out by email.

**14.2 Library Boards of Durham Meeting**

J. Flowers reported that interest in a group meeting of Durham Library Boards was received from Clarington, Whitby, and Uxbridge. She did not yet have a chance to connect with the other library CEOs but expects to bring back more at the January meeting.

**14.3 E. Bird Retirement**

J. Flowers reminded the Board that E. Bird was retiring at the end of year and that the current meeting would be the last for E. Bird. Heartfelt comments and reflections on Elaine's tenure at PPL were made with the Board expressing their collective wishes to E. Bird for a happy retirement and thanks for her support and expertise over the years.

**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, January 18, 2024 at 7:00 pm.

**Motion #23.92**

Moved by L. Cook, Seconded by F. Mahjabeen **Motion THAT** the meeting be adjourned.  
Carried.

The meeting was adjourned at 7:26 pm.

Signature of Library CEO:

Date:

Signature of Library Board Chair:

Date:



**Board End: Lifelong Learning****STEM Workshops at Pickering Islamic Centre**

Staff facilitated coding and STEM workshops at the Brock Elementary School of the Pickering Islamic Centre for four different grades. The activities included Coding Awbie, Little Bits, Edison Bots, and VR, some of which used the Pickering Library iPads and iPhones. For the twenty-seven students we visited, seven new library cards were made.

**DIY Personalized Gifts: Vinyl Cutter**

In December, staff held a program featuring the Maker Space vinyl cutter. Clients were coached on how to use the computer to create a design for customized items such as a shirt, bag, or other cotton/polyester material. Ten clients attended and each was able to create a custom design that was then cut by the vinyl cutter and applied using the heat press. Clients were very excited to learn how to use the device and most showed a desire to come back and try making another design.

**Revive Your Old Computer with Chrome OS Flex**

In December, Staff ran a program that allowed clients to repurpose their older desktop/laptop computers with ChromeOS Flex, a version of ChromeOS for non-Chromebook devices. Staff presented a brief presentation with details on the benefits of ChromeOS Flex such as repurposing their computers for basic computing tasks such as web browsing, as well as how to go about downloading and installing Flex. Engagement was very high for this program with lots of questions and comments being asked; 10 people attended.

## **Board End: Culture of Reading**

### **Writing Project Series Launch**

The Writing Project Series ended successfully in December. In the monthly program that ran from March to December, clients learned about the different stages of the writing process, from drafting to publication. In December, the efforts of the group culminated in a published Writers' Anthology that was added to the Library's collection. During the Writing Project Launch, the writers shared their work with their friends and family during the event celebration.

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

### **That's a Big Book!**

At the end of the year, the Central Library's Children's Area welcomed a large addition to the space. The "big book" offers shelves to displays books, can be used as a stage, and supports imaginative and active play for young children. As the fixture was previously loved by another Library, we will shortly be updating the design of the book to make it our own.



### **Claremont Seniors Holiday Movie Night**

The Outreach team set up a Holiday Movie Night for the Claremont Seniors. This took place in the Claremont Seniors Meeting Room using a Pickering Public Library projector. The movie night was attended by sixteen seniors.

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

### **Local History Collection**

In 2023, the Pickering Library's Local History Collection added 1,279 new items, comprising documents, artifacts, and memorabilia. Additionally, 908 photos, 930 newspaper editions, and various historical documents were digitized, which will ensure they are preserved and accessible through the Pickering Local History Collection Digital Archive.

At the Central library, Pickering's local history was highlighted over the year with five public displays, showcasing local history content. These themed displays included the topics:

- 100 Years Later: The Chinese Immigration Act
- Exploring Treaties
- Pickering's Waterfront
- (Way) Back to School
- Code Talkers and Indigenous Veterans

As the year concludes, the local history team is looking forward to continuing its mission of preserving and sharing Pickering's vibrant history in the upcoming year, building on the successes of 2023.

### **2023 Year End Donation Campaign**

For the year end donation campaign, Marketing focused on sharing data about the Library's impact: an annual impact poster was displayed in library locations and social media posts featured photos of clients and staff.

To view the social media advertisements and some outcomes, please see the links below:

[Ad 1: Cardholders and Items Borrowed](#)

[Ad 2: In-person and Website Visits](#)

[Ad 3: Public Computer Sessions and Online Learning Sessions](#)

[Ad 4: Events and Event Attendees](#)

[Ad 5: Outreach Events and Outreach Residents Engaged](#)

The year-end donation campaign resulted in \$550 in donations. The total annual donation received in 2023 was \$7,200.

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

### **Seed Library Launch**

Thanks to funding from the TD Friends of the Environment Foundation, the Library will be launching a seed library in mid-February. The seed library encourages eating healthy and sustainable practices while preserving and protecting the biodiversity of plants and food crops. Clients can drop off seed donations to the library until mid-February. The Seed Library will offer a diverse collection of seeds for clients to browse and take home.

## **Game Night: Super Smash Bros Ultimate**

In December another successful monthly Video Game Night took place. The Super Smash Bros Ultimate tournament drew 13 clients to the event. Attendees expressed their appreciation for video game themed nights.

## **Durham College, Oshawa, Community Employment Services Open House**



The Outreach team attended an open house hosted by Durham College Community Employment Services. Outreach staff held a table with employment-focused resources offered at the library, such as LinkedIn Learning, Gale Courses, and Brainfuse. Staff presented a slideshow of additional resources offered by the library relating to job seeking, careers, and small businesses. The Outreach team connected with a total of 8 community partners in Durham Region who attended the event.

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

### **Celebrate Kwanzaa**

In December, staff partnered with Durham Family and Cultural Centre to host the second annual Celebrate Kwanzaa event at Chestnut Hill Developments Recreation Complex. Families in attendance enjoyed drumming, storytelling, delicious food and performances. Library staff and the Anti-Black Racism Working Group (“ABRWG”) facilitated an information table to raise awareness about the ABRWG’s achievements. They also provided food and children’s Kwanzaa books to participants and engaged with many of the 120 people in attendance. Many of the interactions demonstrated residents are still learning about the ABRWG, but overall, there was positive feedback, and an interest to learn more about, and support, the work.

## **Supporting Organizational Excellence**

### **2023 Staff Celebrate Event**

In December, the staff Celebrate Event was held, and this year’s theme was “PPL TV” with “live” broadcasting from all Libraries, a late-night talk show, celebrity guest stars, and even a game show where attendees had the opportunity to win door prizes!

Twelve staff celebrated years of service milestones from 5 to 25 years. In addition, four staff were recognized in the peer-to-peer recognition program for living the PPL Values and received Values Awards for Collaboration, Design for Better and Better, Respect, and Trust.



## 2023 KPI Statistics

	2022	2023	Change Year over Year
Total circulation	860,735	843,650	-2%
Cardholders	33,497	37,795	12%
In-person visits	253,737	362,881	43%
Website visits	449,059	679,808	51%
Public Computer Use	29,381	36,136	22%
Total Digital Learning Sessions	57,220	55,023	-4%
Number of programs	591	944	60%
Program attendance	14,855	21,295	43%
Outreach events	59	97	64%
Outreach attendance	2,236	4,484	200%

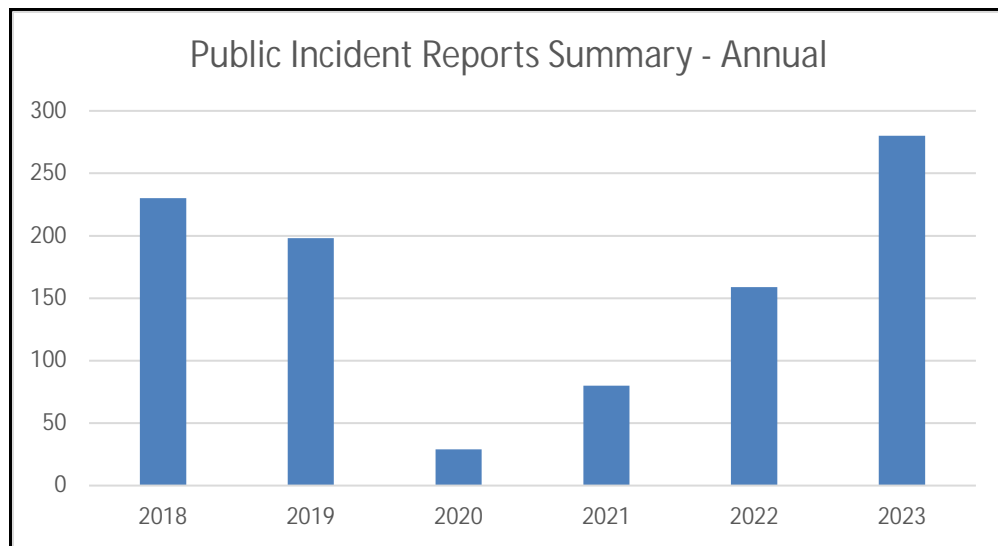
Physical circulation was +9%, digital was -7% due to changes in platform offerings and usage patterns.

Per capita: 37%

An enhanced method for web analytics was implemented to track both catalogue and website stats.

Digital learning may have been affected by the return to in-classroom learning.

Public Incident Reports		
Type of Incident	Number of Incidents	
	Jan – Jun	July - Dec
Disruptive Behaviour	66	42
Fighting/Violent Behaviour	4	7
Vandalism	3	5
Theft: Personal	5	3
Theft: Library	15	18
Trespassing	14	17
Injury/Illness for Client	8	4
Facilities Issues	12	4
Other	29	24
<b>TOTAL</b>	<b>156</b>	<b>124</b>



The first half of the year (from January to June), there were 156 incidents. During the second half, there was a drop in the number of incidents to 124. Notably, there were less disruptive behaviour incidents, particularly amongst teens. While there has been an increase in overall incidents with more clients onsite, staff continue to ensure all incidents (even minor ones) are documented.

Employee Incident Reports		
Type of Incident	Number of Incidents	
	Jan – Jun	July - Dec
Exposure		
First Aid	2	4
Health Care	2	
Lost time		
Near Miss	2	2
<b>TOTAL</b>	<b>6</b>	<b>6</b>



Meeting Date	Board Means / Activities	Board Committee Activities	Ends – Development & Monitoring	Presentations / Staff Reports	EL Policies / Monitoring Reports	Other
<b>January 18</b> <b>7:00 pm</b> <b>George Ashe</b> <b>Quiet Study</b> <b>Room</b>		Set-up of 2024 Building, CEO Evaluation, and Ends Committees	EP 01 Global Ends Policy 2023 Stats Review (KPIs) 2023 Incident (Security) Report		EL 08 Asset Protection	Approval of Annual Calendar OLA 2024 Super Conference
<b>February 22</b> <b>7:00 pm</b> <b>Central</b> <b>Auditorium</b>			2023 Financial Review 2023 ILS Expunge Annual Report	Cybersecurity Report	EL 03 Staff Treatment	Chair's Presentation to Council
<b>March 28</b> <b>7:00 pm</b> <b>Central</b> <b>Auditorium</b>		2024 Linkage Committee Workplan & 2023 Review 2024 Building Committee Workplan & 2023 Review	Approval of the 2024 Current Budget	Anti-Black Racism Working Group (ABRWG) Update #1	EL 09 Compensation & Benefits	Board Bylaws Review Annual Advocacy Plan
<b>April 25</b> <b>7:00 pm</b> <b>Central</b> <b>Auditorium</b>			1 <sup>st</sup> Quarter Stats Review (KPIs) 1 <sup>st</sup> Quarter Financial Review	Collections Update	EL 01 General Executive Constraint	PLA 2024 Conference
<b>May 23</b> <b>7:00 pm</b> <b>Central</b> <b>Auditorium</b>				Outreach Vehicle Update	EL 04 Staff Conduct	
<b>June 20</b> <b>7:00 pm</b> <b>Central</b> <b>Auditorium</b>		CEO Mid-Year Evaluation	Purchasing, Health & Safety, Hiring, and Workplace Violence Policies	Children's / Teens / Adults Update	EL 10 Communication and Counsel to the Board	
<b>No meetings during July &amp; August – Board welcome to attend TD Summer Reading Club Kick-off and Wrap-Up Events</b>						

Meeting Date & Location	Board Means / Activities	Board Committee Activities	Ends – Development & Monitoring	Presentations / Staff Reports	EL Policies / Monitoring Reports	Other
<b>Sept. 26</b> <b>7:00 pm</b> <b>Central Auditorium</b>			2025 Current and Capital Budget Estimates  2 <sup>nd</sup> Quarter Stats Review (KPIs)  2 <sup>nd</sup> Quarter Financial Review  Jan-Jun 2024 Incident (Security) Report	Brand Update  Claremont Extended Access Pilot	EL 05 Financial Planning  EL 06 Financial Condition	
<b>October 24</b> <b>7:00 pm</b> <b>Central Auditorium</b>	Approve 2023 Audited Financial Statements		3 <sup>rd</sup> Quarter Stats Review (KPIs)  3 <sup>rd</sup> Quarter Financial Review	Anti-Black Racism Working Group (ABRWG) Update #2	EL 02 Treatment of Clients	
<b>November 28</b> <b>7:00 pm</b> <b>Central Auditorium</b>		2025 Linkage Committee Workplan & 2024 Review  2025 Building Committee Workplan & 2024 Review		Maker Space	EL 07 Emergency Executive Succession	
<b>December 12</b> <b>7:00 pm</b> <b>Location TBD</b>	Board Dinner  Board's Annual Report to the Community	CEO Evaluation (In-Camera Meeting)	2025 Current & Capital Budget Forecasts*			*if no December regular meeting, deferred to January 2025 meeting



## INTERNAL MONITORING REPORT

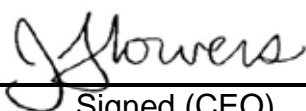
POLICY TYPE:

ENDS

POLICY TITLE:

[EP 01 Global ENDS](#)

I hereby present my monitoring report on your Ends Policy EP 01 Global Ends according to the schedule set out. I certify that the information contained in this report is true and represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.

  
\_\_\_\_\_  
Signed (CEO)

January 11, 2024  
\_\_\_\_\_  
Date

### Policy Element: First Level Ends

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

### Interpretation:

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

### Compliance will be demonstrated when:

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

**Evidence:**

1. The overall reporting on the Global Ends achieved in 2023 shows continued upward trends in use of library services and programs over the prior year.

One important indicator, the number of active library card membership, increased by 12% compared with the previous year (2023: 37,795; 2022: 33,497). This indicator fluctuates during the year as new cards accounts are created and unused accounts are switched to inactive. The growth in the number of library card memberships is attributable to:

- a new “reactivate” email communication sent to library cardholders whose accounts are about to be marked inactive;
- increased outreach efforts throughout the year, including new residents in Seaton

According to the latest provincial statistics, the average membership per capita rate among comparably sized libraries is 33%; Pickering’s membership rate is 37%.

In 2023, there were 5,871 library cards were created (2022: 4,593) which is a 28% increase over the prior year and is the highest number of new accounts created in a year since 2013.

With regards to residents’ awareness of library services, the social media channel engagement was up 8% to 9,200 subscribers across the three major platforms (2022: 8,500). Use of the library’s website, another important promotional tool, is up 65% to 680,000 visits (2022: 449,000 visits).

2. PPL’s three branches and the pickeringlibrary.ca website continue to meet accessibility standards. Core library services remain free of charge as per the *Public Libraries Act*. The Library eliminated charging for late fees in 2022.

Additional efforts from 2023 to remove barriers to accessing library service include:

- Extended Access program added 40 hours of self-serve Library hours per week to the Claremont Library
- Weekly outreach visits to new Seaton development over the summer (delivery of materials and programs)
- Addition of new hardware and software features at the accessibility computer station
- First Autism Town Hall was held in March 2023. Attended by community members and service providers. List of library services to support families was generated. Resulted in monthly Neurodivergent Drop-In program at the George Ashe Library.

3. The increasing use of Library services demonstrates the value that the Library provides to the community.

Indicators of the Library's value and importance can be seen in the 1,350 strategic plan surveys that were completed this year as well as the main statistics that shows robust use of the Library:

- In-library visits were up 43% over the prior year to 363,000 visits (2022: 254,000)
- We loaned 843,600 physical and digital items (2022: 860,700)
  - Decrease related to discontinuation of an expensive music streaming platform
- We delivered 940 in-library programs to an audience of 14,850 attendees (2022: 590 programs, audience of 21,300 attendees)
- We delivered 97 outreach programs to 4,500 attendees (2022: 59 programs to 2,200 attendees)

Stories and comments from staff and clients throughout this year also reflect the value of the Library to our community:

- A client came to the front desk to thank us for what we do. She said, "Thank you for being here. The job you do is essential, so thank you." She was very grateful to the library and all that it provides!
- A mom and her daughter came into CL but took off their boots before coming in. I told them that was not necessary, and the mom said, "We want to keep our new library clean." Such pride for their new refreshed space.
- Long time Claremont resident and library user talked to me during Extended Access hours. He wanted to thank the library for making the investment in Claremont with Extended Access and hoped other residents appreciated the time and money which the library has made to give them all the hours and access to library services they always requested in the past.
- Had several lovely interactions throughout the day today with a client who was making good use of Silent Study Room 1 to study for an exam. She expressed her gratitude that the room was not only available again, but also that the new zones provided clear guidance as to the best spot to find a quiet, distraction-free zone. She said she looked forward to coming back to study for the rest of her exams.
- A client came up to tell me that she has regularly been using the new small quiet study room and is very happy that it now exists. She said she especially loves that it has a standing desk.
- A client was checking out video games and was saying how our library had the best collection that he knew of.
- A client mentioned how much her children look forward to the scavenger hunts, and that the person who does it does such a good job.
- "Thank you for your beautiful and diverse Pride displays in multiple places! I really appreciate seeing the LGBTQIA2S+ community supported like this! Please keep up the great work! I love the library!"
- A client was checking out a couple of popular picks. She said they were always an excellent choice. At first, she would read one a month but lately she's been reading two or three every couple of weeks. She was curious about how the books were chosen. She was full of praise for the collections staff.

- “A young client, aged 5 or 6 years old, came into the library today and asked me why this place is called a library. I told them I honestly had no idea, it’s something I didn’t think of before, but it was a great question. A quick google search yielded the answer and I thought I would include it here in case anyone else was wondering why a library is called a library! Fun Fact: Library comes from the Latin word ‘libre’ which means ‘book.’ “
- As I was putting up a sign in the lobby, a client stopped to chat. He mentioned he’d just listened to a CBC show (Under the Influence) on the topic of libraries and marketing. He also mentioned he’s a huge fan of libraries and has been coming here for years. He and his wife travel a lot and they check out the library everywhere they go. He said that he feels we have the best library system for the size of our City! He was very enthusiastic about, and appreciative of, everything we do.

## INTERNAL MONITORING REPORT

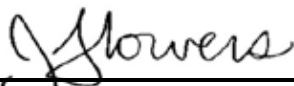
**POLICY TYPE:**

Executive Limitations

**POLICY TITLE:**

[EL 08 Asset Protection](#)

I hereby present my monitoring report on the Board's Executive Limitations policy "Asset Protection" according to the schedule set out. I certify that the information contained in this report is true and represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.



Signed (CEO/Director of Public Libraries)

January 11, 2024

Date

### **Policy Element: Header Paragraph**

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

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

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

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

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

### **Evidence Available:**

1. Ongoing inspections of facilities, RFID & other security mechanisms.
2. Review of current insurance certificates and various security systems at PPL (RFID,

- security cameras, security guard at Central, intruder alarm system at all branches).
3. Review of new service contracts for Library equipment and services.
  4. Review of all relevant incident reports.

#### **Policy Element #1**

Accordingly, the CEO will not:

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

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

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

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

The Library has comprehensive and adequate insurance coverage.

#### **Evidence Available:**

1. Direct inspection of the current insurance certificate.

#### **Policy Element #2**

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

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

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

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

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

#### **Evidence Available:**

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

**Policy Element #3**

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

**I interpret this as follows:**

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

**Compliance will be demonstrated when:**

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

**Evidence Available:**

1. In 2023, there were no liability claims filed against the Library.

**Policy Element #4**

Make any purchase or contracted purchase:

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

**I interpret this as follows:**

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

**Compliance will be demonstrated when:**

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

**Evidence Available:**

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

**Policy Element #5**

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

**I interpret this as follows:**

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

**Compliance will be demonstrated when:**

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

**Evidence Available:**

1. The 2022 audited financial statements and management letter did not include any deficiencies.

## **Policy Element #6**

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

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

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

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

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

### **Evidence Available:**

1. Review of incident reports, security guard contract, and Employee Code of Conduct Policy.

A cyber incident occurred in April 2023 that impacted 324 clients. This incident was reported to the Board, clients were notified, and a report was submitted to the Information and Privacy Commissioner of Ontario. Additional security measures have been implemented to prevent security breaches.

2. Review of Technology Policy and Employee Code of Conduct.

## **Policy Element #7**

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

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

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

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

1. The Library's reputation within the community remains positive.

### **Evidence Available:**

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

In the first two quarters of last year, it should be noted that there were negative sentiments about the Library connected to a few videos posted to YouTube (the video content was not authorized per the Library's policy). This is an isolated matter and does not impact the overall reputation of the Library within the community.



**Policy Element #8**

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

**I interpret this as follows:**

1. "compromise the independence": attempt to influence the outcome

**Compliance will be demonstrated when:**

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

**Evidence Available:**

1. The 2022 audited financial statements and management letter were reviewed. No issues were noted.