

- | | | |
|--|-----------------------|------------|
| 1. Meeting Called to Order | Chair | |
| 2. Land Acknowledgement | B. Kenworthy | |
| 3. Public Delegations | | |
| <p>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 or refer to Section 3.10.5 of the PPL Board Bylaws.</p> <p>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.</p> | | |
| 4. Approval of Agenda | Chair | MOTION |
| Conflict of Interest Disclosure | | to Approve |
| 5. Presentations | | |
| 5.1 C. Moore, (Acting) Director, Corporate Services & Collections
Cybersecurity Report | | |
| 6. Consent Agenda | Chair | MOTION |
| 6.1 Minutes of the Previous Board Meeting –
January 18, 2024 | Pg 01 | to Approve |
| 6.2 Library Information Update – February
2024 | Pg 05 | |
| 7. Correspondence | | |
| None. | | |
| 8. Ends Discussion | | |
| 8.1 Report 01-24
ILS Database Account Maintenance 2024 | Pg 09 | C. Moore |
| 9. Staff Reports | | |
| 9.1 Anti-Black Racism Working Group Update
[Minutes of the November 8, 2023 and
December 13, 2023 ABRWG meetings
attached - Pg 11] | Verbal
Update | S. Oza |
| 9.2 Strategic Plan | Verbal
Update | J. Flowers |
| 9.3 Facilities Projects | Verbal
Update | J. Flowers |

10. Monitoring Reports – Executive Limitations

- | | | | | |
|-------------|-----------------------|------------------------------|--------------|---------------------------------|
| 10.1 | EL 03 Staff Treatment | <u>Pg 17</u> | B. Kenworthy | 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 09 Compensation & Benefits	A. Maginley
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11. Board Committee Reports

- | | | | |
|-------------|--|------------------|--------------------|
| 11.1 | Report of the Board Building Committee | Verbal
Update | Committee
Chair |
| 11.2 | Report of the Community Linkage
Committee | Verbal
Update | Committee
Chair |
| 11.3 | Report of the Ends Ad Hoc Committee | Verbal
Update | Committee
Chair |

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
Update | Chair |
| 16.2 | Completion of Evaluation for Current Meeting | | |

17. Adjournment

Chair	MOTION to Adjourn
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Next Meeting:

To be Held: Thursday, March 28, 2024
 Location: Central Library

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.
- 10.1** THAT the Board has received the monitoring report for policy EL 03 Staff Treatment and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EL 03 Staff Treatment 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

Held: Thursday, January 18, 2024

Location: Central Library

Attendees: K. Danylak; B. Kenworthy; A. Maginley; A. Mir; D. Sharma; S. Sheehy (Chair); K. Smuk

Absent: Councillor M. Brenner; Councillor S. Butt; Councillor L. Cook; F. Mahjabeen

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

1. Meeting Called to Order

Chair Sheehy called the meeting to order at 7:12 pm

2. Land Acknowledgement

K. Smuk read the City of Pickering Land Acknowledgement.

3. Public Delegations

None.

4. Approval of Agenda, Conflict of Interest Disclosure

No interest was declared.

Motion #24.01

Moved by D. Sharma, Seconded by A. Maginley **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 – December 14, 2023

6.2 Confidential Minutes of the In-Camera Board Meeting – December 14, 2023 [Provided under separate cover]

6.3 Library Information Update – December 2023

6.4 2023 Stats Review (KPIs)

6.5 2023 Incident (Security) Report

6.6 2024 Annual Board Calendar

Motion #24.02

Moved by B. Kenworthy, Seconded by K. Danylak **Motion THAT** the items on the Consent Agenda be adopted.

Carried.

7. Correspondence

There was no correspondence.

8. Ends Discussion

8.1 EP 01 Global Ends Monitoring Report and Policy

J. Flowers advised that the monitoring report was included in the package and provided a brief year in review, highlighting some notable activities and programs that demonstrated compliance with the EP 01 Global Ends policy.

Motion #24.03

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

Carried.

9. Staff Reports

9.1 Anti-Black Racism Working Group Update

S. Oza reported that the Anti-Black Racism Working Group (“ABRWG”) met in January. Two ABRWG members gave notification that they were stepping down due to other commitments. The vacant positions will not prompt a recruitment cycle as the Terms of Reference outlines this happens when there are less than 6 members. Minutes from the meeting will be included in the February Board package.

9.2 Strategic Plan

S. Oza advised that the Strategic Planning Advisory Committee (SPAC) met the previous week and engaged in a lively conversation about the preliminary findings from the strategic plan consultants. J. Flowers shared the draft mission statement and priorities with the Board for their feedback and comments. All feedback will be brought back to the consultants for their consideration.

10. Executive Limitations Policies & Monitoring Reports

10.1 EL 08 Asset Protection

K. Danylak advised that she met with J. Flowers to review the policy and monitoring report. She determined that the policy elements and evidence were straight forward and demonstrated compliance.

Motion #24.04

Moved by K. Danylak, Seconded by A. Maginley **Motion THAT** Board has received the monitoring report for policy EL 08 Asset Protection as presented; 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.

Carried.

Executive Limitations policy EL 03 Staff Treatment will be discussed at the February Board meeting and assigned to B. Kenworthy. Future assignments are A. Maginley for the Executive Limitations policy EL 09 Compensation & Benefits at the March meeting, and F. Mahjabeen for the Executive Limitations policy EL 01 General Executive Constraint at the April meeting.

11. Board Committee Reports

11.1 Report of the Community Linkage Committee

A. Mir advised that the committee will be meeting in the coming weeks. On the agenda will be development of their workplan. An update can be expected at the next Board meeting.

11.2 2024 CEO Evaluation Committee Member Selection

Motion #24.05

Moved by S. Sheehy, Seconded by B. Kenworthy **Motion THAT** the Board confirm the selection of A. Mir, D. Sharma, S. Sheehy, and K. Smuk as members of the CEO Evaluation Committee for 2024.

Carried.

11.3 Decision to Establish 2024 Building Ad Hoc Committee

Motion #24.06

Moved by K. Danylak, Seconded by A. Maginley **Motion THAT** the Board confirm the establishment of the Building Ad Hoc Committee for 2024.

Carried.

11.4 2024 Building Ad Hoc Committee Member Selection

Motion #24.07

Moved by D. Sharma, Seconded by A. Maginley **Motion THAT** the Board confirms the selection of M. Brenner, K. Danylak, B. Kenworthy, and A. Maginley as members of the Building Ad Hoc Committee for 2024.

Carried.

11.5 Decision to Establish 2024 Ends Ad Hoc Committee

Motion #24.08

Moved by K. Danylak, Seconded by B. Kenworthy **Motion THAT** the Board confirm the establishment of the Ends Ad Hoc Committee for 2024.

Carried.

11.6 2024 Ends Ad Hoc Committee Member Selection

Motion #24.09

Moved by K. Smuk, Seconded by K. Danylak **Motion THAT** the Board confirms the selection of K. Danylak, A. Maginley, and D. Sharma as members of the Ends Ad Hoc Committee for 2024.

Carried.

11.7 2024 Committee Staff Liaisons

J. Flowers was confirmed as Staff Liaison to the CEO Evaluation and Ends Ad Hoc Committees, S. Oza was confirmed as Staff Liaison to the Linkage Committee, and C. Moore was confirmed as Staff Liaison to the Board Building Committee.

12. Governance

There were no governance items discussed.

13. Board Policy Review

There were no Board policies reviewed.

14. New & Unfinished Business

14.1 Member Community Reports

J. Flowers advised that at the OLA Public Library Award Gala on January 25, 2024, the public libraries (and Boards) of Durham Region and the Durham Region Children's Aid Society will receive two awards: OLA Les Fowlie Intellectual Freedom Award and The Joyce Cunningham Award for their collaboration on Drag Queen Storytime. Also at the gala, E. Bird will be presented with an OPLA Lifetime Achievement Award.

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, February 22, 2024 at 7:00 pm.

Motion #24.10

Moved by B. Kenworthy, Seconded by K. Smuk **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

Outreach Initiatives

The Central Library hosted a local Girl Guides group for a tour and introduction to library services. The orientation included catalogue instruction and a tour of online resources. The group of 20 Girl Guides was then challenged to an engaging scavenger hunt where they used the knowledge gained to find books and other resources in the library.

The Outreach team also visited two local public schools to offer coding workshops to primary and intermediate classes. 71 students were introduced to the basics of block coding through play-based learning, and staff registered 17 students for library cards.

P.A. Day Fun: The Salmon Are Coming!

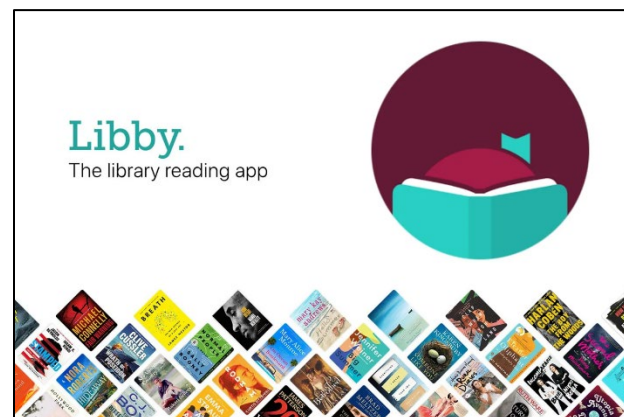
The City of Pickering, the Ontario Federation of Anglers and Hunters, and Library staff, hosted an educational salmon event to celebrate the delivery of 100 salmon eggs to the library salmon hatchery. After an informative presentation about the life cycle of salmon, children participated in multiple salmon related activity stations and had the opportunity to see the salmon eggs be placed in the tank. There were 65 children in attendance. The salmon hatchery will be on display at the Central Library until early June.



Board End: Culture of Reading

More Libby Titles on the Way

The Library offers eBooks and eAudiobooks through both Libby and CloudLibrary. Collections staff have noticed that the number of holds and checkouts on Libby is higher than on CloudLibrary. To get these high-demand titles into the hands of clients more quickly, the majority of new titles will be available in Libby going forward. At the same time, clients who use CloudLibrary will still have access to a popular and broad collection.



Celebrating Family Literacy Day

To celebrate Family Literacy Day on January 27th, staff ran a drop-in event for families. There were various literacy-based activities, puzzles, and games for parents and children. There was also a reading nook which was very popular. The event had 20 participants.

OTF grant award for LiNDR

In early February, the Central Library hosted a funding announcement for the Literacy Network of Durham Region (LiNDR). In attendance were the Honorable Peter Bethlenfalvy, MPP Pickering/Uxbridge and Minister of Finance, as well as a representative from the Ontario Trillium Foundation (OTF). The grant received by LiNDR will help them expand their facilitator training for Bibliotherapy programs, an important program and partnership for the Pickering Public Library and other libraries in Durham Region.

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

1-1 Device Assistance Service

An evaluation of the [1-1 Device Assistance](#) initiative in 2023 has shown there is increased demand from the community for this service. As a result, the hours for the service will be increased at both locations starting February 14, 2024. The appointment-based service is now available twice a week at Central and monthly at George Ashe.

Board End: Championing Inclusion and Belonging

Together We Rise Durham: Black History, Intersectionality and Joy

Library staff attended Together We Rise Durham: Black History, Intersectionality and Joy, hosted by the Region of Durham at the Chestnut Hill Developments Recreation Complex as part of the Region's Black History Month events. Library information and swag items were provided to attendees through the City of Pickering's Anti-Black Racism Taskforce resource table. Staff networked with local community representatives with hopes of extending library resources to new and existing community interest groups that may benefit from collaborating with the Pickering Public Library. Staff heard from some community organizations looking to strengthen their presence in Pickering and expressed interest in exploring future collaboration opportunities.

Tales from Afar: African and Caribbean Folklore

To kickoff Black History Month, 10 Durham and York libraries came together for a virtual event for children in grades 1-5 with author and storyteller, Kesha Christie. The event focused on defining folktales and their role in preserving history and lessons. Kesha highlighted the unique blends of cultures in the



Caribbean and the impact of folklore and great stories. The event was very successful with over 1,300 students in attendance on the Zoom call.

Freedom to Read Week February 18-24



Freedom to Read Week is an annual event that encourages Canadians to think about and reaffirm their commitment to intellectual freedom. In recent years, there have been an increasing number of attempts to censor library collections and events, especially in the US. Intellectual freedom has long been a core principle in libraries. As the Ontario Library Association's Statement on Intellectual Freedom and the Intellectual Rights of the Individual states: "Ontario Libraries have the important responsibility to facilitate expressions of knowledge, creativity, ideas, and opinion, even when viewed as unconventional or unpopular". The Library is raising awareness of Freedom to Read through a Lobby display and social media marketing.

Antiracist Deck Question of the Week

Teen staff purchased the Antiracist Deck by Ibram X. Kendi to provide questions for teens to reflect on during Black History Month and beyond in the teen area of the library. A new reflective question will be added each week of February.

Supporting Organizational Excellence

OLA Awards for Drag Queen Storytime



At this year's Ontario Library Association Super Conference Awards Gala, the Pickering Library, along with other Durham libraries was recognized for their outstanding work in championing intellectual freedom with the Les Fowlie Intellectual Freedom award, as well as the Joyce Cunningham award for collaboration. These awards recognize the work of libraries in Durham Region in hosting Drag Queen Storytime in 2023.

3Cs Training Update

In January, a final review was conducted of 2023's year-long all-staff training initiative called the "3Cs" (or Compassionate Client Care). Staff at PPL completed 44,340 minutes of training (739 hours or 105.5 FT days). This included the 10 assigned courses, as well as 22 optional courses that some staff elected to complete on their own initiative. As a result of the training and through analysis of pre- and post-learning surveys, staff reported an increase in confidence when dealing with disruptive behaviour, interacting with clients experiencing housing insecurity, handling escalated client complaints, assisting with client-to-client complaints, providing compassionate care, and supporting coworkers.

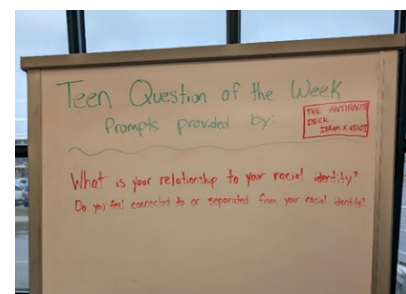
What's Your First Read of the Year?

Marketing has been committed to creating content for social media that provides users with an experience equivalent to visiting in person. Marketing created a community reel for social media that incorporated staff and the spirit and culture of reading at the library. The 'What's Your First Read of the Year' reel went around and asked staff to highlight what they were reading to kick off the year. By doing this, viewers get to connect with staff as well as with their choices. The reel received great engagement and can be seen [here](#).

What's New?

Interactive Whiteboard

The Teen Advisory Committee suggested that the library implement an interactive whiteboard in the teen space to generate teen engagement. Teens have been answering questions on the board and using it to express themselves and play games.



From: Chris Moore
 (Acting) Director of Corporate Services and Collections

Subject: ILS Database Account Management 2024

Summary:

The purpose of this report is to inform the Pickering Public Library Board of client account balances that will be written off in 2024 under the delegated authority provided to the CEO/Director of Libraries. These are outstanding fines and fees on client accounts expunged from the Integrated Library System (ILS) on an annual basis according to the criteria set out in Board motion 21.58. A total of \$22,754 will be written off in 2024. The average client account balance expunged will be \$54.05.

2024 Write Off Information:

	Balances less than \$100 (3 – 5 years)	Balances more than \$100 (5+ years)	Totals
\$ Fees Cleared	\$12,205	\$10,548	22,754.66
# Client Records	369	52	421

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

Financial Impact:

As client balances are recorded as revenues for accounting purposes only when received, the amounts cleared will not be shown as a loss in the 2023 operating results. The operating budget is based only on client fines and fees that are expected to be collected during the year. This budgeting and accounting practice for fines and fees has been reviewed with the external auditors and the City’s Treasurer.

Decision History:

At its April 27, 2023 meeting, the Library Board approved motion #23.28. The following recommendation was approved:

1. "Any single account balance greater than \$2,000 would need Board approval to be written off." be rescinded; and that annual report to the Board with the total amount expunged includes notation of any account balances over \$2,000.

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

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

Meeting Minutes

Anti-Black Racism Working Group

Wednesday, November 8th, 2023, 6:30 pm

Online – Via Zoom

Attendees: Romina Diaz-Matus (Notetaker), Charmain Brown, Shaibu Gariba, Marsha Hinds Myrie, Nicole Facey, Titi Katibi, Teronie Donaldson

Library Staff: Shobha Oza, Sabrina Yung

Absent: Samantha Adebisi, Bernadette Hood-Caesar, Stephen Linton

1. Land Acknowledgement and Ancestral Acknowledgement
 - Read by SY and RDM.
2. Conflict of Interest Declaration
 - No conflicts of interest declared.
3. Review Meeting Minutes
 - October minutes review: Typo on page 2, second last point. Corrected to “*The group decided the TOR should reference the Code of Conduct that exists.*”
 - No additional edits were tabled. October minutes were approved.
4. Terms of Reference – Confirmation of Public Posting
 - SY confirmed revised TOR has been posted to pickeringlibrary.ca/abrwg.
5. Self-Evaluation Draft Review
 - SY shared the live draft. Group members had the opportunity to comment and/or identify edits, additions and/or deletions.
 - Key changes:
 - Identified in the 2022 self-evaluation debrief, the group wanted several “we” statements changed to “I” statements. This was to add an element of assessing one’s individual contributions as opposed to assessing the group’s contributions. SY reviewed the notes and applied the edits.
 - Dimension one was amended from “Team Contribution and Group Process” to “Individual Contribution and Group Process”.
 - New: #4 “I actively visit the library in-person to observe the user experience in library spaces and bring forward my informed observations to the Working Group discussions.”
 - New: #5 “I actively use or trial library services (physical and/or digital) to observe the user experience and bring forward my informed observations to the Working Group discussions.”

- New: #27 “ABRWG information (history, framework, recommendations, work plans, etc.) is shared through community presentations to other organizations and/or other public libraries, such as at the Ontario Library Association Super Conference. Sharing ABRWG information in presentations helps spread the reach of the ABRWG’s work and is an effective strategy for sharing our learning journey.”
- New section: Annual Membership Eligibility Declaration and Commitment Renewal. As decided during the TOR review, all members must declare they continue to meet eligibility criteria and declare their intent to renew and actively participate for another term (one calendar year).
- Members agreed to complete this self-evaluation by November 24. SY to compile results and will flag statements with noteworthy scores for discussion at the December meeting.
- Today’s meeting will adjourn earlier than usual to allow members time to complete the self-evaluation. SY shared the link in the chat and will email as well.

6. New Chair and Vice Chair Discussion

- Reminder from recent TOR discussions, the positions involve a one-year commitment, including an annual review of the position in November.
- With quorum confirmed, all present members were invited to nominate themselves or a fellow member.
 - CB was nominated by TD and seconded by NF.
 - TD was nominated by CB and seconded by NF.
 - CB declined the nomination.
 - RDM was nominated by SG and seconded by CB.
- All present members were invited to give their feedback on nominations.
- Consideration was suggested for two Co-Chairpersons instead of one Chairperson and one Vice Chairperson. Members discussed and agreed. SY to amend TOR to reflect this change.
- RDM and TD confirmed acceptance of Co-Chair roles – Effective immediately.
- CB confirmed as Notetaker (outgoing Notetaker is RDM due to new Co-Chair appointment). NF to remain as second Notetaker. Also, effective immediately.

7. Strategic Plan Engagement at December Meeting

- SO noted that the Library’s strategic plan community survey is live. All members are invited to participate and help promote the survey. Full details can be found via pickeringlibrary.ca/strategicplan/.
- Language translation for the survey is also available. Residents needing the survey in a language of their choice can request staff assistance by filling out the form online: pickeringlibrary.ca/surveytranslate/
- The library is working with consultants from Saffy. In addition to the survey, they are working on facilitating in-person focus groups to gather input from community members who may not be strongly represented in a survey format.
- SO requested feedback for having Saffy facilitate a focus group session during the December ABRWG meeting. And all ABRWG members would be asked to bring a community member with them, to help extend the focus group reach.
 - Concern was raised that the ABRWG is not an accurate representation of the community it serves.

- The focus group should be made up of community members and not the ABRWG. The concern around bringing in someone would still not address the issues of representation.
 - Concern was raised that the additional family or friend that each member brings may be too like-minded, and therefore different perspectives could be missed.
 - Concern was raised that the ABRWG members, due to working together as a group for so long, may share similar perspectives, and not accurately represent the spectrum of wider experiences.
 - SO noted the additional varied efforts have been made (and are planned) including outreaching at community events, Go train station, high traffic community spaces, as well as digital promotions and pushes to community partners.
 - Based on the feedback, SO will advise Saffy that the ABRWG recommends a separate focus group date, open to the public. ABRWG members will be invited and can still bring additional family and friends, but by opening it to the public, ideally diverse representation will be better achieved.
 - The December ABRWG meeting therefore will be a regular meeting (online).
8. Events and Collections Marketing Part 2 Meeting
- Marketing Strategist, Events staff and Collections staff will return to meet with the group for the follow-up conversation. The goal is to collaboratively identify recommendations for staff implementation, to improve community reach and awareness around library events and library collections.
 - This part 2 discussion was deferred during the last few months.
 - ABRWG members are encouraged to review the minutes and to email SY any questions you may have for the Marketing Strategist.
9. 2024 Draft Work Plan
- SY working on draft. To be shared at the December meeting.
 - Members to think about 2024 and consider any areas of focus the group could lean into next year. Share at the December meeting.
 - The current draft includes accountability/progress updates from Client Experience, People and Culture, Events, and Collections. Now that the recommendations are well underway, are there additional or new recommendations to add?
 - A fifth set of recommendations will come from the meeting with the Marketing Strategist in January focusing on events and collections marketing.
10. Library Board Update – March 2024
- We are currently behind schedule with the 2023 Work Plan. As such, the in-person ABRWG Board update typically conducted in January by the ABRWG Chair has been rescheduled to the March Board meeting.

Meeting Minutes

Anti-Black Racism Working Group

Wednesday, December 13, 2023, 6:30 pm
Online – Via Zoom

Attendees: Romina Diaz-Matus, Charmain Brown (Notetaker), Marsha Hinds Myrie, Nicole Facey, Samantha Adebisi (partial)

Library Staff: Shobha Oza, Sabrina Yung

Absent: Bernadette Hood-Caesar, Stephen Linton, Shaibu Gariba, Titi Katibi, Teronie Donaldson

1. Land Acknowledgement and Ancestral Acknowledgement
 - Read by SY and RDM.
2. Conflict of Interest Declaration
 - Quorum (6) not achieved.
 - No conflicts of interest declared.
 - SO suggested that this could be sent out via email to ABRWG members and any new conflicts of interest could be declared there.
3. Review Meeting Minutes
 - November minutes reviewed.
 - No additional edits were tabled.
 - Without quorum, it was agreed that while minutes were approved, members may still identify by email if there are edits or omissions.
4. Self-Evaluation Feedback Review
 - SY shared on behalf of SG that he will no longer be continuing as a member of the ABRWG moving forward. Through SY, SG shared sentiments of gratitude and thanks for being part of PPL ABRWG and encouraged the group to continue the good work within the library.
 - SO shared on behalf of SL that he will no longer be continuing as a member of the ABRWG group moving forward. Through SO, SL shared that it was a hard decision to leave the group however SL has new commitments requiring his attention and time. Additionally SL shared that he recognizes he would like to seek an opportunity with a broader community focus.
 - SY shared missing self-evaluation and declaration response from BH. Have not been able to make contact. This may be an indication that BH may not renew for 2024. SY will continue to reach out to BH to confirm this and update the group.
 - Discussion ensued as to possible options to thank the departing members for their service during their time with ABRWG. A consideration is to have departing

members attend an in-person ABRWG meeting in January for the first part in order for the group to personally honour and thank them. SY will ask for availability from the outgoing members and confirm with the group. Note, second/additional option may be to invite the outgoing members to the March Board presentation, so that acknowledgement can also be shared with the Board.

- Results of the Self-Evaluation review deferred to January meeting, due to quorum not being achieved.

5. Library Visits/In-Library Observations 2024 Planning

- Discussion took place as to possible in-person visits to various Pickering Library locations to increase the firsthand client library use observations for ABRWG members.
- Possible visit options include self-guided tour, guided tour or independent visit in replacement of regular ABRWG monthly meeting.
- SY will plot these ideas into the work plan for ABRWG members to decide which library visit and location they would like to attend.
- Members also discussed the idea of mentoring youth, and what role the ABRWG members may be able to play.
 - It was noted that in the Youth Consultation Survey, youth seeking mentorship was identified in the feedback but not reflected directly in the action plans.
 - SY shared that the library partner with Affiliation for Inspiring Youth Upliftment (AFIYU) (<https://afiyuenterprise.com/>), and this collaboration sees AFIYU facilitate youth focused mentorship programs at the library.
 - Consideration: Would ABRWG members like to mentor youth in their professional specialties? Could there be an opportunity to offer your mentorship through AFIYU's library partnership? Hold for future discussion and follow up.

Other Business

6. Durham Family and Cultural Centre (DFCC) Kwanzaa Event (December 28) – Requested Support

- SY shared a request from the DFCC to have representation from PPL ABRWG at this event as community outreach.
- Members discussed their participation. RDM and CB stated that they would be available to represent ABRWG at this event. NF tentative.
- SY noted there were some leftover funds from the Youth Consultation Survey allocation ('ABRWG community engagement supplies' budget). It was agreed that some remaining funds could be used towards covering some food/refreshments at the Kwanzaa event.
- Suggestion was tabled to consider spending part of the remaining ABRWG community engagement supplies budget towards children's books to be given away at the Kwanzaa event. SY to confirm total amount of remaining funds and arrange ordering of books in addition to the food contribution.
- Note for clarification, the budget was initially allocated to the Youth Consultation Survey and the August 31st event.

7. Strategic Plan Engagement Focus Group Invitation and Promotions
 - SO shared the success of the strategic plan survey and thanked the ABRWG for their help spreading the word and promoting.
 - PPL is working towards getting more input from the Black community and the consultants will be hosting a focus group for the Black community to allow a safe space to provide input to the strategic plan. An honorarium for participants will be provided. SO requests the assistance of the ABRWG to help promote the focus group.

8. Events and Collections Marketing Discussion Part 2
 - A reminder the Marketing Team will return to the ABRWG meeting in January to conduct part 2 of the Events and Collections Marketing discussion. Next discussion will be focused on recommendations and action planning.

9. Library Board Update – March 2024
 - Per the ABRWG Terms of Reference, there is a commitment to engage with the Library Board twice a calendar year.
 - Dates selected for 2024: March and October.



INTERNAL MONITORING REPORT

POLICY TYPE: Executive Limitations

POLICY TITLE: [EL 03 Staff Treatment](#)

I hereby present my monitoring report on your Executive Limitations policy “Staff Treatment” according to the schedule set out. I certify that the information contained in this report is true and represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.

Signed (CEO/Director of Public Libraries)

February 15, 2024

Date

Policy Element: Header Paragraph

With respect to the treatment of paid and volunteer staff, the CEO will not cause or allow conditions that are unfair, undignified, unsafe or in violation of any applicable labour or human rights legislation.

I interpret this as follows:

1. “applicable labour and/or human rights legislation”: the Ontario *Employment Standards Act*; the *Ontario Human Rights Code*; Health and Safety Legislation, *Municipal Freedom of Information and Protection of Privacy Act* and the Collective Agreement between the Pickering Public Library Board and CUPE Local 3506; and any other legislation relating to workforce management.

Compliance will be demonstrated when:

1. There are no incidents where I have caused or allowed conditions as defined within EL3. Overall, staff feel that the working conditions at Pickering Public Library are safe and healthy.

Evidence Available:

1. No grievances are under review by HR. All incidents are handled in compliance with our Workplace Harassment & Violence Prevention Policies.
2. Interview with City of Pickering HR Director.

Policy Element #1

Accordingly, the CEO will not:

1. Operate without written personnel policies and procedures that:
 - a) clarify rules for staff,

I interpret this as follows:

1. “written personnel policies and procedures”: those documents that deal with employment-related conditions.
2. “clarify rules”: set out specific processes which make explicit expected workplace conduct

Compliance will be demonstrated when:

1. The Library has in place written policies and procedures covering all necessary employment-related conditions and all necessary aspects of workplace behaviour.

Evidence Available:

1. Review of library personnel policies and procedures, the Non-Union & Management Employee Manual and the Collective Agreement. Note that the latest round of collective bargaining was completed in June 2023 and the current Collective Agreement was ratified in August 2023. The current collective agreement has not yet been signed because final revisions to the wording in the collective agreement are still being made.

Policy Element #2

- b) provide for effective handling of grievances

I interpret this as follows:

1. “grievances”: both formal and informal complaints.

Compliance will be demonstrated when:

1. There is a clear and efficient process for handling all staff complaints (union and non-union).

Evidence Available:

1. The Collective Agreement includes a grievance process; the Labour Management Committee meets regularly and provides an opportunity for informal resolution of problems.
2. Review of Labour Management meeting minutes. In 2023, there were 7 Labour Management Meetings.
3. Interview with HR Director.
4. Review of the Collective Agreement and the Non-Union & Management Employee Manual which includes a process for handling non-union complaints.

Policy Element #3

- c) protect against wrongful conditions such as preferential treatment, unsafe conditions, or harassment.

I interpret this as follows:

1. “wrongful conditions”: conditions which are unfair or contrary to established workplace standards.
2. “such as preferential treatment, unsafe conditions, or harassment”: are some, but not all, examples of wrongful conditions.

Compliance will be demonstrated when:

1. Library policies and procedures identify and protect against wrongful conditions.

Evidence Available:

1. Review of written policies and procedures as under Policy Element #1 above.

Policy Element #4

- d) Allow staff to be unaware of their rights under this policy.

I interpret this as follows:

1. “allow staff to be unaware”: not informing staff through various methods and channels.
2. “under this policy”: all policies referred to in EL 03

Compliance will be demonstrated when:

1. An orientation process is in place for all new staff outlining their rights and the resources available. An ongoing process provides opportunities for staff to reacquaint themselves with all personnel policies. New staff-related personnel policies are introduced to staff with an orientation as to their purpose and content.

Evidence Available:

1. Review of annual staff performance plans. The performance plan review process will include a sign off to show that staff have read all relevant personnel policies. All new hires also sign off that they’ve reviewed the policies.
2. Review of staff orientation checklist for new hires.
3. Interview with HR Director.

I verify that since this report was last updated:

1. **83** employees worked at the library as of the end of 2023.
2. **3** manager(s) completed bi-annual online Workplace Mental Health refresher training through e-learning modules on HR Downloads.
3. **11** new employees completed an online Health & Safety Awareness training through a Ministry of Labour approved e-learning module on HR Downloads. Safety tours were conducted for these employees in the library by a manager during the first month of employment.
4. **26** employees have completed bi-annual online Health & Safety Awareness which includes the Respect in the Workplace e-learning module on HR Downloads. Typically training for all staff is bi-annual and we strive to have ½ of our employees trained in even years and the other ½ in odd numbered years.
5. All employees participate in the annual Performance Management Program. The Program allows for continuous employee engagement and alignment with the Library’s Mission, Values and Strategic Plan through self-assessments and rating of their

Performance Agreements (PAs). Performance Plans for all employees are currently being completed for 2022.

6. **9** employees have attended New Hire Orientation with HR as part of the onboarding process.
7. **6** employees completed the New Hire Satisfaction survey
8. **8** exit interview surveys were completed with departing employees to learn and consider employee views for ongoing workplace improvements.
9. The Library's absenteeism rate in 2023 was **4.9%** (2022 – 4.4%).