

**1. Meeting Called to Order**

Chair

**2. Land Acknowledgement**

D. Sharma

**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  
Conflict of Interest Disclosure**

Chair

MOTION  
to Approve

**5. Presentations**

- 5.1 S. Mohamad, Client Experience Specialist – Children
- K. Graham, Client Experience – Library Youth Specialist
- R. Lewis, Client Experience Specialist – Adult
- Children’s/Teens/Adult Update

**6. Consent Agenda**

Chair

MOTION  
to Approve

- 6.1 Minutes of the Previous Board Meeting – May 23, 2024 [Pg 1](#)
- 6.2 Library Information Update – June 2024 [Pg 5](#)
- 6.3 Minutes of the Board Ends Ad Hoc Committee Meeting – May 23, 2024 [Pg 10](#)
- 6.4 Minutes of the CEO Evaluation Committee Meeting – June 6, 2024 [Pg 11](#)
- 6.5 A06 Health & Safety Policy [Pg 12](#)
- 6.6 A10 Hiring Policy [Pg 14](#)
- 6.7 A12 Purchasing Policy [Pg 26](#)
- 6.8 EP01 Global Ends [Pg 48](#)

**7. Correspondence**

None.

**8. Ends Discussion**

None.

**9. Staff Reports**

- |            |   |                       |            |                 |
|------------|---|-----------------------|------------|-----------------|
| <b>9.1</b> | Anti-Black Racism Working Group Update  | Verbal Update         | S. Oza     |                 |
| <b>9.2</b> | A41 Respect in the Workplace Policy     | <a href="#">Pg 49</a> | J. Flowers | Motion to Adopt |
| <b>9.3</b> | 2025 Current & Capital Budget Estimates | Verbal Update         | J. Flowers | Motion to Adopt |

**10. Monitoring Reports – Executive Limitations**

- |             |                                  |                       |           |                           |
|-------------|----------------------------------|-----------------------|-----------|---------------------------|
| <b>10.1</b> | EL 10 Communication to the Board | <a href="#">Pg 68</a> | D. Sharma | MOTION to Receive / Adopt |
|-------------|----------------------------------|-----------------------|-----------|---------------------------|

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

- |   |         |
|---|---------|
| EL 05 Financial Planning &<br>EL 06 Financial Condition | K. Smuk |
|---|---------|

**11. Board Committee Reports**

- |             |  |               |                 |
|-------------|--|---------------|-----------------|
| <b>11.1</b> | Report of the CEO Evaluation Committee | Verbal Update | Committee Chair |
| <b>11.2</b> | Report of the Board Building Committee | Verbal Update | Committee Chair |

**12. Governance**

None.

**13. Board Policy Review**

None.

**14. New & Unfinished Business**

- |             |  |               |            |                   |
|-------------|--|---------------|------------|-------------------|
| <b>14.1</b> | Member Community Reports   |               |            |                   |
| <b>14.2</b> | ILS Update   | Verbal Report | C. Moore   |                   |
| <b>14.3</b> | Claremont Library Shelving/Furniture – Temporary Closure           | Verbal Update | C. Moore   | Motion to Approve |
| <b>14.4</b> | George Ashe Library Closure – Staff Learn Day (September 13, 2024) | Verbal Update | J. Flowers | Motion to Approve |
| <b>14.5</b> | Outreach Vehicle Launch Event                                      | Verbal Update | J. Flowers |                   |
| <b>14.6</b> | Accessibility Training   | Verbal Update | J. Flowers |                   |

The City of Pickering Public Library Board Meeting Agenda

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14.7 Board Summer Get-Together Verbal S. Sheehy  
Update

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, September 26, 2024  
Location: Claremont 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.
- 9.2 THAT the Board approve policy A41 Respect in the Workplace as presented, the policy being complete, sound, and effective.
- 9.3 THAT the Board adopt the Draft 2025 Capital and Current Budget Estimates in principle, to enable the CEO to continue the budget process on behalf of the Board.
- 10.1 THAT the Board has received the monitoring report for policy EL 10 Communication and Counsel to the Board and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EL 10 Communication and Counsel to the Board as presented, the policy being complete, sound, and effective.
- 14.2 **THAT** the Board approve the temporary closure of Claremont Library for the installation of furniture and shelving.
- 14.3 **THAT** the Board approve the closure of George Ashe Library on Friday, September 13, 2024 for Staff Learn Day.
- 17. THAT the meeting be adjourned.

# The City of Pickering Public Library Board

## **DRAFT** Meeting Minutes

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Held: Thursday, May 23, 2024

Location: George Ashe Library

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

Absent:

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; R. Courtney, Assistant Manager, Collections

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### 1. Meeting Called to Order

Chair Sheehy called the meeting to order at 7:01pm

### 2. Land Acknowledgement

A. Mir read the City of Pickering Land Acknowledgement.

### 3. Public Delegations

None.

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

No interest was declared.

#### **Motion #24.25**

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

**Carried.**

### 5. Presentations

#### 5.1 R. Courtney, Assistant Manager, Collections

##### **Re: Collections Update**

R. Courtney provided the Board with a Collections update, covering the completed and in progress ABRWG collections recommendations; the picture book diversity audit; the performance of curated collections; the planned collection for the outreach vehicle; the Central Library collection reconfiguration; and the Local History service area.

The Board thanked R. Courtney for a great presentation. She departed the meeting at 7:36 pm.

### 6. Consent Agenda

## The City of Pickering Public Library Board Meeting Minutes

- 6.1 Minutes of the Previous Board Meeting – April 25, 2024
- 6.2 Library Information Update – May 2024
- 6.3 Minutes of the Board Ends Ad Hoc Committee Meeting – May 2, 2024
- 6.4 Minutes of the Community Linkage Committee Meeting – May 9, 2024

### **Motion #24.26**

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

**Carried.**

## 7. Correspondence

None.

## 8. Ends Discussion

None.

## 9. Staff Reports

### 9.1 Anti-Black Racism Working Group Update

S. Oza reported that the ABRWG did not meet in May, but instead completed library site visits and attended events. Next meeting is scheduled for June 12, 2024.

### 9.2 PPL Branding

J. Flowers shared the new PPL brand that had been designed alongside the development of the new strategy plan. The new brand will soft launch when the new strategic plan is officially released; a more robust launch of the new brand is planned for the summer. The new branding will be phased in and it is anticipated that it will take a few years to fully replace the existing brand.

## 10. Executive Limitations Policies & Monitoring Reports

### 10.1 EL 04 Staff Conduct

A. Mir met with J. Flowers earlier in the week. A. Mir noted that the monitoring report was straight forward and was confident that the Library was in compliance.

### **Motion #24.27**

Moved by A. Mir, Seconded by D. Sharma **Motion THAT** Board has received the monitoring report for policy EL 04 Staff Conduct as presented; and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EL 04 Staff Conduct as presented, the policy being complete, sound, and effective.

**Carried.**

Executive Limitations policy EL 10 Communication and Counsel to the Board will be discussed at the next Board meeting. All members were asked to review prior to the next meeting. Assigned to D. Sharma.

## 11. Board Committee Reports

### 11.1 Report of the Board Building Committee

No report as committee did not meet in May.

### 11.2 Report of the Community Linkage Committee

A. Maginley advised that the committee met on May 9, 2024; minutes from that meeting were included in this month's package. A. Maginley took time to highlight some of the speakers and activities from the meeting.

### **11.3 Report of the Board Ends Ad Hoc Committee**

J. Flowers reported that the Board Ends Ad Hoc committee met twice in the past month to review and update the EP 01 Global Ends policy to be more consistent with the new strategic plan goals. A draft of the revised policy was included in the Board package. Board Members were given the opportunity to provide feedback; all were satisfied with the proposed revisions.

The Board Ends Ad Hoc committee is now disbanded, and Committee members will move to the CEO Evaluation committee. Their first meeting is planned for June to perform the mid-year CEO evaluation. It was noted that the revised Ends will be used for this evaluation.

## **12. Governance**

None.

## **13. Board Policy Review**

None.

## **14. New & Unfinished Business**

### **14.1 Member Community Reports**

Chair Sheehy advised the Board that she had a scheduling conflict and is unable to attend the Drag Queen Storytime event this year. She added that she would like to ensure that there is Library Board representation at this event. B. Gregory was instructed to send out an email with the event information.

J. Flowers advised that she and Chair Sheehy will be attending the Executive Council meeting of Council on June 10, 2024 to delegate on the new strategy plan. A. Maginley confirmed that he will also be delegating.

Councillor Cook remarked on the fabulous Petapalooza event held the past weekend and that it was good to see the Library represented at an information booth.

D. Sharma reported that he was at the recent City of Pickering 2023 Civic Awards and offered his congratulations to PPL employee, C. Wascher, as the recipient of a Youth Volunteer Award. It was also noted that D. Sharma was in attendance at this particular event to see his daughter receive an award for Youth Leadership with the Devi Mandir Youth Group.

### **14.2 Canadian Urban Libraries Council – Spring Meeting**

J. Flowers reported that she attended the CULC spring meeting held in Montreal. This is a semi-annual meeting for Library CEOs of medium to large public libraries in Canada. J. Flowers shared details on three particular topics from the meeting: a presentation by Toronto, Hamilton, and London about lessons learned from recent cybersecurity attacks; the day-to-day challenging circumstances of safety and security in public libraries; and a presentation by Toronto Public Library on a new, social impact study that measures the

## The City of Pickering Public Library Board Meeting Minutes

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collections, spaces, programs, staff and digital services on social, emotional, creative and intellectual scales.

### 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, June 20, 2024, at 7:00 pm.

#### **Motion #24.28**

Moved by A. Maginley, Seconded by A. Mir **Motion THAT** the meeting be adjourned.  
**Carried.**

The meeting was adjourned at 8:11 pm.

Signature of Library CEO:

Date:

Signature of Library Board Chair:

Date:

## Board End: Lifelong Learning

### **Strategic Plan Launch Event**

The Library officially launched the 2024-2027 Strategic Plan with a big community event at the Central Library. A group of 40+ community members gathered for remarks and refreshments. Following the formal program, clients toured through four staff-run activity stations that highlighted the new strategic priorities. The station focused on innovation and sustainability showcased 3D-printed gardening equipment for clients to take home (e.g. shovels, garden stakes, and plant clips). These items were printed using PLA filament that is made from renewable materials such as corn starch or sugarcane.



### **Homeschoolers' Hub**

Library staff recently launched their first Homeschoolers' Hub event. Staff offered a presentation on library programs, services and digital resources, such as Brainfuse and Creativebug, to parents/caregivers. Afterwards, children participated in various activity stations such as Osmos robots, LEGO and the button maker. There were 45 children in attendance. The library will be offering this event once a month during the school year.

### **Author Talks: Drew Hayden Taylor and Joyce Perrin**

In collaboration with libraries across Durham Region, Drew Hayden Taylor, an award-winning playwright and author from the Curve Lake First Nation, delivered a program at the St. Francis Centre in Ajax. Drew shared a reading from his latest novel, *Cold*, and spoke about his personal journey to becoming a writer. The inspiring talk was followed by a question period and book signing. First Nations family owned, GoodMinds bookstore was also on hand to sell copies of Drew's works.

Local author, Joyce Perrin, recently delivered an engaging author talk at the Central Library in honour of Seniors Month. Joyce shared invaluable insights on successful aging, emphasizing key considerations for maintaining a healthy and fulfilling lifestyle. Drawing from her book, *Ants in My Pants—One Woman's Unexpected Adventures Across Seven Continents*, Joyce delighted the audience with stories of exploration and discovery.



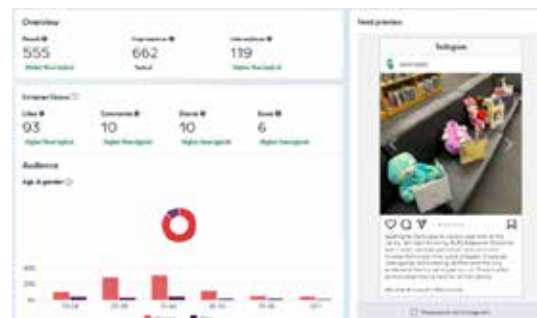
## Pickering's Parks and Trails Local History Display



The Local History windows are currently showcasing a display called *Pickering's Parks and Trails* and features images and text panels that highlight the Indigenous and settler histories of some of Pickering's most popular parks, trails, and conservation areas. A reading list with reference materials and other resources also accompanies the display. These items are on display from May 1 – June 30 outside the Local History staff office.

## Stuffy Sleepover Storytime

This month, the Library social media featured a charming story about the Stuffy Sleepover Storytime at the Central Library. The posts offered a behind-the-scenes look at the antics that the stuffies get up to when the library is closed. The posts generated fun conversation in the comments and included positive feedback from the event participants. Click [here](#) to see the post on Instagram.



## Book Sale

The third used Book Sale was held at the Central Library the last weekend in May, coinciding with the launch of the Strategic Plan and Artfest. The Book Sale raised over \$4,000 in donations. After the success of this event, the Book Sale is planned to become a semi-annual event, running every May and November.



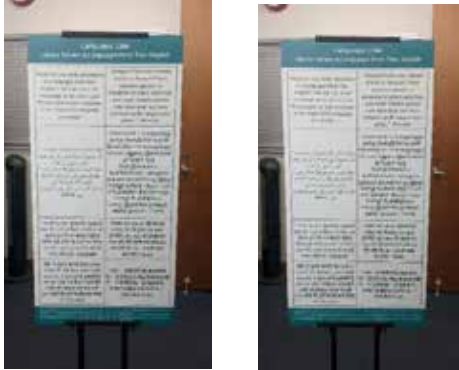
## Board End: Inclusive and Welcoming Public Facilities & Virtual Spaces

### Drag Queen Storytime

On June 10<sup>th</sup>, the Library once again hosted the popular, award-winning Drag Queen Storytime (organized by the Children's Aid Society of Durham Region). The event had close to 200 participants in the auditorium and watching the livestream in the children's area.



## Language Line



The Language Line services offers on-demand, live interpreters for over 110 languages. It is most often used by clients who are English language learners who are seeking assistance from staff. Clients can make use of this service either in-person or by calling the Library. New signage, translated into the top 15 spoken in Pickering, has been introduced at the Central Library and George Ashe Library.

## Telework Pods

Four new, state-of-the-art work pods are now available for client use at the Central Library. Located on the 2<sup>nd</sup> floor, these telework pods are designed to offer a quiet, private, and comfortable space for individuals seeking an optimal environment for work, study, or virtual meetings. Each work pod is equipped with power outlets, ergonomic seating, and a height adjustable desk. Notably, one of the four pods is fully accessible, ensuring that all members of the community have access to this valuable resource.



A reservation is required to use the pods and bookings can be made online or at the library up to 36 hours in advance using our room booking website. Each pod can be booked for up to 2 hours with an option to extend depending on availability. Since the launch, the pods are in high demand and are reserved most of the day.

This project is made possible through a grant from the Government of Canada.

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

### ArtFest



Library staff attended both days of the City of Pickering's Art Fest in Esplanade Park on May 25<sup>th</sup> and 26<sup>th</sup>. Over the course of the two-day event, staff engaged with 322 adults and 183 children. Staff promoted the new strategic plan, art books, Creative Bug, and adult and children's



events in the library. Staff created a 24" x 48" large colouring sheet with icons relating to the Library's new Strategic goals as an art-related engagement activity.

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

#### **DHRUC (Durham Region Unemployed Help Centre) Job Fair**



Outreach staff attended a large Job Fair as a Community Partner hosted by Durham Region Unemployed Help Centre at the Chestnut Hill Rec Centre. Staff engaged with 298 people and made 10 library cards. Staff promoted the Library's job-related Digital Resources: Brain Fuse, JobNow, LinkedIn Learning, and Gale Courses, as well as the upcoming Job Fair at the Library in June. For the engagement activity, staff invited job seekers to leave kind messages of motivation



for other job seekers on a board.

### Board End: Championing Inclusion and Belonging



#### **Wildlife Paint Night**

Local Anishinaabe Mi'Kmaq and Métis artist Vicky Grant guided clients in painting wildlife scenes on canvas, while also sharing knowledge on the connection between Indigenous cultures and wildlife. The event quickly reached its registration maximum with a waitlist.

#### **Pride Parade Vendor Market Booth**



Staff attended the Pride Parade organized by Pride Durham in Ajax and hosted a library outreach table with other community partners. Staff engaged with 154 people and promoted 2SLGBTQ+ Library events and resources.

## What's New?

### **New Integrated Library Systems (ILS)**

After more than 15 years, Pickering Public Library is excited to announce the launch of a new Integrated Library System (ILS), the cornerstone of our library operations. This state-of-the-art system introduces several innovative features designed to enhance both user experience and staff efficiency. Clients can now enjoy the convenience of self-serve library cards, enabling online sign-up at any time for immediate access to a variety of eContent services. Additionally, the new system offers the option to receive notifications via text message in addition to the standard email notification. These improvements will significantly streamline library processes and elevate the quality of service we provide to our community.



# The City of Pickering Public Library Board Ad Hoc Ends Committee **DRAFT** Meeting Minutes

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Held: Thursday, May 23, 2024  
Location: George Ashe Library  
Attendees: A. Maginley, D. Sharma, S. Sheehy, K. Smuk  
Absent:  
Staff: J. Flowers, CEO/Director of Public Libraries

Meeting Commencement Time: 6:25 pm

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1. Review of the updated primary and secondary Ends statements in the working draft at the last meeting.
2. Review of the proposed measurement and initiatives that correspond to the secondary ends.
3. Decision made that no additional ad hoc Ends committee meetings are needed. The CEO Evaluation Committee will meet June 13, 2024.

Meeting adjourned at 6:50pm.



# The City of Pickering Public Library Board CEO Evaluation Committee **DRAFT** Meeting Minutes

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Held: June 6, 2024  
Location: Virtual meeting  
Attendees: A. Maginley, S. Sheehy, K. Smuk  
Absent: D. Sharma  
Staff: J. Flowers – CEO/Director of Public Libraries

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Meeting Commencement Time: 5:35 pm

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## **1. Mid-year review of draft CEO evaluation metrics**

J. Flowers presented the draft annual evaluation document noting year over year comparisons for period of January to April highlighting where targets were met, on track or not on track. Discussion about trends and targets followed.

The committee reviewed the questions planned for the annual client survey.

The meeting was adjourned at 6:07 p.m.

<b>Policy Number:</b>	A06	<b>Pages:</b> 2
<b>Date Originated:</b> (m/d/y)		<b>Review Frequency:</b> Annually
<b>Date Revised:</b> (m/d/y)	<del>May 30, 2023</del> <u>June 20, 2024</u>	<b>Last Approved:</b> <del>June 15, 2023</del> <u>June 20, 2024</u> by Board Motion # 23.54XX
<b>Point of Contact:</b> Human Resources		

## Health and Safety

### Policy Statement

Pickering Public Library (“the Library”) considers its employees to be its most valuable resource and is committed to protecting the occupational health and safety of all employees. The Library considers mental health to be an important component of the overall health and safety of employees. The Library is committed to creating awareness and to the prevention of mental health issues in the workplace, in consultation with the appropriate committees and the Union through use of appropriate programs and resources.

### Policy Principles

1. The Library will comply with the *Occupational Health and Safety Act* as amended from time to time, and all other relevant legislation.
2. The Library will take every precaution reasonable in the circumstances to ensure that the workplace is safe and healthy for all employees. This includes establishing, supporting and enforcing programs and policies to control workplace hazards, including a Joint Health and Safety Committee, and informing all employees of their rights and responsibilities in the workplace and applicable standards and procedures for protecting their health and safety.
3. The Library recognizes that health and safety is a joint responsibility and requires all employees to protect their own health and safety by complying with relevant health and safety legislation, standards and safe practices and procedures established by the Library.
4. The Managers and Senior Management are responsible for ensuring that safe and healthy work conditions are maintained at all times. They will lead and demonstrate commitment to

health and safety by example and will ensure employees work in compliance with the law and follow guidelines and procedures established by the Library.

5. The Library will endeavour to prevent workplace injuries, illnesses, and property damage. All employees have an obligation to report any health and hazards and unsafe conditions or practices to their manager or the Joint Health and Safety Committee for corrective action. Employees who voice or identify a health and safety concern will not be subject to reprisal or retaliation.
6. Employees should refer to all associated Standard Operating Procedures for detailed processes related to this Policy.

Alternate formats of this document are available upon request.  
Please speak to Library staff for assistance.



<b>Policy Number:</b>	A10	<b>Pages:</b> 12
<b>Date Originated:</b> (m/d/y)		<b>Review Frequency:</b> Annually
<b>Date Revised:</b> (m/d/y)	<del>May 31, 2023</del> <u>June 2024</u>	<b>Last Approved:</b> <del>June 15, 2023</del> <u>June 20, 2024</u> by Board Motion # 23.54XX
<b>Point of Contact:</b> Human Resources		

# Hiring

## Policy Statement

The objective of this Policy is to:

1. Establish equitable and consistent employment practices.
2. Ensure that vacant positions are filled in a fair and consistent manner, recognizing the bona fide requirements and characteristics of the position being filled.
3. Ensure compliance with governing legislation, policy and conditions specified by the Library's collective agreement with its unionized employees.
4. Ensure that an adequate range of qualified individuals, representing the community we serve, are attracted for all vacancies.

## Policy Principles

### 1. Responsibilities

- 1.1 The Chief Executive Officer (CEO) to:
  - a. Approve the filling of all permanent vacancies;
  - b. Approve changes to job descriptions; and
  - c. Authorize negotiated entitlements related to compensation and vacation for non-union employees.
- 1.2 The Director to:
  - a. Work with the Human Resources department to assess and provide staffing requirements;
  - b. Review duties and qualifications of vacant positions and prepare up-to-date and accurate job descriptions;
  - c. Review and authorize all staffing actions initiated within their departments ; and

d. Participate in the individual selection process as appropriate.

### 1.3 The Manager to:

- a. Initiate Employment request for staffing within their area of responsibility;
- b. Initiate process for new staffing within their area of responsibility;
- c. Commit to following inclusive hiring practices and contributing to a workforce reflective of the community the Library serves.
- d. Develop criteria to assist with selecting applicants to interview;
- e. Review all or shortlisted resumes and job applications against criteria;
- f. Participate in the development of interview packages;
- g. Participate in the individual selection process; and
- h. Arrange for new employee's orientation on first day on the job.

### 1.4 Human Resources Department to:

- a. Prepare Internal Job Postings and external advertisements for job competitions;
- b. Receive and review all resumes and job applications;
- c. Assist in the development of interview questions and scoring evaluation;
- d. Coordinate and participate in the individual selection process;
- e. Ensure that interviews and hiring decisions are undertaken in a fair and consistent manner and in compliance with governing legislation, policy and terms and conditions in the collective agreement;
- f. Arrange relocation assistance where appropriate; and
- g. Provide new employee with benefit orientation and enrolment.

1.5 This policy will be supported with a detailed operating procedure which will address the actionable items of those directly involved in recruitment and their respective responsibilities.

## 2. Procedures/General Provisions

- 2.1 The Manager initiates employment request and forwards to Human Resources with appropriate approvals.
- 2.2 Posting and filling of jobs falling within the scope of a collective agreement will be carried out in accordance with the requirements of the collective agreement.
- 2.3 The job posting shall summarize typical duties of the position, minimum entry qualifications, salary range or pay grade, and application deadline.
- 2.4 All non-union job postings may be advertised internally and externally at the same time in the interests of expediting the filling of a vacancy.

- 2.5 Human Resources reviews applications received according to standards identified in the job description. For union positions, Human Resources will also verify the candidate's seniority date.
- 2.6 Candidates selected for interviews based on previously identified job criteria and job description.
- 2.7 Testing of required knowledge, skills and abilities may form an integral part of the screening process. Accommodation needs of an individual due to a disability will be addressed.
- 2.8 Interviews take place and applicants are rated against selection criteria.
- 2.9 The Interview Panel recommends a suitable individual to the Senior Management Team.
- 2.10 Once final approvals are obtained, Human Resources makes a conditional offer of employment to the successful individual which may be subject to a satisfactory pre-employment medical and/or a satisfactory criminal reference check/vulnerable sector screening.
- 2.11 Upon acceptance by the individual, Human Resources will notify the hiring department of the employee's commencement date.
- 2.12 If an internal candidate has been selected to fill a position, the employee's start date in the new position is established through mutual agreement by the two Managers involved.
- 2.13 Human Resources will notify all unsuccessful internal candidates and external applicants interviewed that the vacancy has been filled.
- 2.14 Human Resources will prepare an individual accommodation plan in consultation with the employee, where applicable a union steward (at the employee's request) and an outside medical or other expert at the Library's expense.
- 2.15 The Human Resources Department will arrange for the employee's benefit enrolment.
- 2.16 The immediate non-union Supervisor will schedule the employee for the first available orientation session.

### 3. Non-Discrimination

- 3.1 In accordance with the *Ontario Human Rights Code*, the Library will provide equitable opportunity for employment to all qualified individuals without discrimination because

of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, gender identity, gender expression, sexual orientation, age, record of offences, marital status, family status or disability.

#### **4. Equity, Diversity and Inclusion (EDI)**

- 4.1 Libraries are trusted and enduring institutions, central to their communities and are positioned to play a vital role in the movement for racial and social equity.
- 4.2 Diversity recognizes that our community is comprised of residents with intersecting identities that influence how we experience the world around us. These identities are defined by age, sex, gender, race, ethnicity, ability, income, employment, immigration status, and many other factors. Inclusion strives to ensure that all community members feel a sense of belonging and are able to fully participate in society. Equity further strives to ensure fairness in how people are treated, with respect to the various historical and contemporary circumstances that shape our lives and access to resources and opportunities.
- 4.3 As part of its commitment to EDI, the Library will strive to find opportunities to implement targeted recruitment, inclusive hiring and retention strategies and practices, and to eliminate systemic discrimination in order to attract a talented workforce that is broadly reflective of the community.

#### **5. Accessible Employment Standards**

- 5.1 In accordance with the Employment Standards set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, the Library shall follow the principles of dignity, independence, integration, and equal opportunity by addressing the following in sections 5 to 9:

#### **6. Recruitment, Assessment, and Selection**

- 6.1 The Library will notify employees and the public about the availability of accommodations during the recruitment process. Suitable accommodations will take into account the applicant's accessibility needs due to a disability.
- 6.2 Employees will be notified upon hire of the Library's policy to accommodate employees with disabilities and will be provided with updated information whenever there is a change to accessibility policies.

#### **7. Accessible Formats and Communication Supports for Employees**

- 7.1 Where an employee with a disability so requests it, the Library must provide or arrange for the provision of accessible formats and communication supports for the following:
  - a. Information needed in order to perform their job; and

- b. Information that is generally available to all employees in the workplace.

## **8. Workplace Emergency Response Information**

- 8.1 The Library shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability. The Library shall also provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee in the event of a workplace emergency.
- 8.2 This information shall be reviewed:
  - a. When the employee moves to a different location;
  - b. When the employee's overall accommodation needs, or plans are reviewed; and,
  - c. When the employer reviews its general emergency response policies.

## **8. Documented Individual Accommodation Plans**

- 9.1 The Library will document accommodation plans for employees with disabilities in accordance with the Library's Accessible Employment Standards Policy (A30).

## **10. Return to Work and Performance Management**

- 10.1 The accessibility needs of employees must be respected when utilizing performance management tools.
- 10.2 When providing career development and advancement to employees, the Library shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans.

## **11. Job-Related Medical Examination**

- 11.1 The objective of a job-related medical examination is to ensure that individuals are medically capable of performing the essential duties of the position for which they have been given a written conditional offer of employment.
- 11.2 The medical examination shall relate to the individual's ability to carry out the essential duties of the job and may be required upon appointment to permanent positions or positions which demand a greater degree of physical effort or fitness.

## **12. Verification of Credentials**

- 12.1 Successful individuals will be required to submit originals of all degrees, diplomas, or other relevant documents which they claim to hold, to the Human Resources Department. Copies will be maintained in the employee's personnel file for future reference.

### 13. Reference Verification

- 13.1 Employment references must be completed and documented prior to issuing an offer of employment. Human Resources conduct all external reference checks using a Telephone Reference Check form. Typically, this will involve contact with at least three (3) previous supervisors of an external applicant.
- 13.2 ~~People & Culture~~The Human Resources department will obtain written authorization from the applicant prior to conducting a reference check. Only the references provided by the applicant on the Employment Reference Consent Form will be contacted.

### 14. Unsolicited Applications

- 14.1 Unsolicited applications for employment will be retained in the Human Resources Department for a period of six months.
- 14.2 Unsolicited applications received by supervisors and elected officials should be forwarded to the Human Resources Department in all instances immediately upon receipt.

### 15. Documentation

- 15.1 In accordance with the administrative requirements set out in the *Municipal Freedom of Information and Protection of Privacy Act, 1990 Act* (MFIPPA), all recruitment and selection related data is to be retained in the Human Resources Department, or under custody and control of the City Clerk.
- 15.2 Upon completion of the interview process, interview panel members are required to return all documentation contained within the interview package to the Human Resources Department for central filing.
- 15.3 Documentation related to the interview and selection process will be retained within the Human Resources Department for a period of four years.

### 16. Nepotism

- 16.1 The Pickering Public Library recognizes that all qualified individuals should be provided with the opportunity to be considered for employment and that family relationships should not unduly or unfairly restrict an individual's right to seek employment opportunities.
- 16.2 The fact that a potential employee is related to an existing employee should neither prejudice nor advance that person's hiring opportunities.
- 16.3 Any attempts at interference, undue influence or coercion relating to employment shall be reported immediately to the CEO for investigation.

- 16.4 The hiring of immediate family or immediate relatives of employees is not appropriate in situations where the related employees would be in a direct reporting relationship.
- 16.5 Given the small size of the Library workforce, it may be necessary to assess the level of the position applied for and possible future impacts related to direct or indirect supervision.
- 16.6 Members of immediate family or immediate relatives shall not participate in the recruitment, promotion, or selection process where a candidate is an immediate family or immediate relative.

**17. Driver's Licence**

- 17.1 Where a position requires a valid driver's licence, the following guidelines will apply:
- a. The Library will determine all jobs within the Library where the ability to drive is an essential requirement of the position. This requirement will be identified in the job description.
  - b. Individuals in positions that require the ability to drive a Library vehicle will be required to sign a Driver's Abstract Consent Form and provide a copy of a valid Ontario Driver's Licence of the correct class for the vehicle to be driven, after a conditional offer of employment has been made.
  - c. The City's MTO Signing Authority will arrange to have a semi-annual driver abstract search undertaken for all employees who operate City vehicle and equipment.
  - d. Individuals in positions that require the ability to drive a personal vehicle shall complete a Contract for Personal Vehicle Use form and Confirmation of Liability Insurance Coverage form only after a conditional offer of employment has been made.

**18. Contract Staff Guidelines**

- 18.1 Individuals may be hired on an employment contract basis to perform specific functions for a specified period of time. Establishment of such contracts shall not violate the provisions of the Library's Collective Agreement.
- 18.2 Benefits will be provided to contract individuals in accordance with governing legislation. Additional benefits may be provided as negotiated between the respective parties.
- 18.3 Contracting of individuals shall be undertaken within the constraints of departmental budgets or other approved funding and will be subject to the approval of the CEO.
- 18.4 Each contract is subject to such terms and conditions as may be negotiated between the Library and the individual contractor.

18.5 Contracts will be prepared by the Human Resources Department in accordance with established format and procedures.

### 19. Recruitment Consultants

19.1 The Library recognizes that it may be necessary to rely on the services of outside management consultants to assist in the identification and referral of applicants for certain positions.

19.2 Outside consultants may be retained by the Library for:

- a. Senior managerial positions, including the CEO, where it has been determined that a consultant may be better able to attract well-qualified applicants; and
- b. Professional or specialized technical positions where it has been determined that suitably qualified applicants with specialized skills cannot be attracted by more conventional and traditional approaches to recruitment.

19.3 Use of consultants will be subject to review and approval of the CEO and Purchasing Policy.

19.4 If recruiting is for the position of CEO, the Board or its designated representatives will be responsible for coordinating the selection and retention of outside consultants and for liaison during the recruitment and selection process.

### 20. Relocation Assistance

20.1 Relocation assistance ensures that a qualified applicant will not be prevented from accepting employment with the Library because of the expense of relocation when:

- a. The position is a key position for which there is no suitably qualified individual available within the City of Pickering or in the immediate vicinity;
- b. It is mandatory that the position be filled as quickly as possible; and
- c. The Director recommends, and the CEO concurs, that such recruitment incentive is appropriate in the specific circumstances.

20.2 The Library may assist newly appointed non-resident employees with relocation assistance upon written acceptance of an offer of employment.

20.3 The Library will recover on a pro-rata basis, any relocation assistance paid to an employee who resigns or is terminated from employment for just cause within twenty-four (24) months of commencement of employment. Relocation assistance may include both moving expenses and relocation expenses.



## 21. Probationary/Trial Periods

- 21.1 The ~~City of~~ Pickering Public Library recognizes the importance of a period of evaluation for employees appointed to positions as a result of competition, promotion, or transfer.
- 21.2 Permanent appointments to all positions within the Library shall be subject to satisfactory performance during the probationary/trial period.
- 21.3 Unionized employees will serve a probationary/trial period in accordance with the provisions of the Library's Collective Agreement with its unionized employees.
- 21.4 The standard probationary/trial period for non-union employees of the Library shall be six working months. Any single period of absence during the probationary period in excess of 5 working days, for any reason, shall be added to the probationary period.

## 22. Criminal Reference Check & Vulnerable Sector Screening

- 22.1 The Library recognizes the importance of ensuring the personal safety and wellbeing of its employees and the safety and wellbeing of those members of the community who are receiving services.
- 22.2 The Library will undertake a Criminal Reference Check for all full-time and part-time volunteers, existing employees who have applied successfully and external applicants who will, as a result of their positions, meet one or a combination of the following criteria:
- a. Employees who occupy a position of trust, financial or otherwise. Otherwise is defined as the level of authority, importance of contacts, impact on the Library's image/reputation, and access to confidential/privileged information with the ability to control or manipulate data;
  - b. Employees who are required to enter private residences on a regular basis;
  - c. All levels of management; and
  - d. Employees who as part of their job requirements, work directly and interact with the vulnerable sector will form the basis for a Vulnerable Sector Screening.

## 23. Criminal Reference Check & Vulnerable Sector Screening Guidelines

- 23.1 Criminal Reference Checks Vulnerable Sector Screenings shall be carried out in accordance with the *Ontario Human Rights Code*. The Code prohibits discrimination on the basis of a person's record of offenses which is defined as:

- a. An offense in respect of which a pardon has been granted under the *Criminal Records Act* and has not been revoked; and
- b. An offense in respect of any provincial enactment.

23.2 A record of offenses does not include a conviction under the Criminal Code, Narcotics Control Act, Food and Drug Act, or Federal Criminal Enactment for which a pardon has not been granted or for which a pardon has been granted and revoked.

## Definitions

### Accessible Formats

Include but are not limited to large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

### Applicant

An external individual submitting a job application for employment with the Library.

### Candidate

An existing employee submitting a job application for a posted vacancy.

### CEO

The Chief Executive Officer of the Library or a designate.

### Children

From birth to 18 years of age.

### Common-Law Spouse

An adult man or woman who cohabits with a member of the same or opposite sex in a conjugal relationship outside of marriage.

### Criminal Reference Check

A check undertaken through the police department on individuals to determine whether they have a record of offences.

### Direct Reporting Relationship

A reporting relationship where an individual has the authority to directly control the activities or work assignments of another employee (as in a supervisor/subordinate relationship).

### Disability

- a. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or in a wheelchair or other remedial appliance or device;
- b. A condition of mental impairment or a developmental disability;

- c. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. A mental disorder; or
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997* ("handicap").

### Employment Reference

~~Telephone-Contact~~contact with company officials who have supervised the applicant and who have direct knowledge of the applicant's work record and job performance.

### Immediate Family

A husband, wife, including common-law spouse, children, including foster or stepchildren, of an employee.

### Interview Panel

Consists of Human Resources representative, and representative(s) from the hiring department (typically the immediate non-union supervisor).

### Immediate Relative

The parents, brothers, sisters, including foster or step, parents-in-law, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, grandparents, grandchildren, or any other relative living with an employee.

### Moving Expenses

The reasonable costs of packing, unpacking, cartage and freight of an employee's household effects to the City of Pickering. It will be incumbent upon the prospective employee to provide to the employer three (3) estimates on moving costs prior to authorizing final arrangements.

### MTO Signing Authority

The individual(s) authorized by the Ministry of Transportation Ontario to conduct Driver Abstract searches.

### Nepotism

Employment preference or other favouritism shown to immediate family or immediate relatives.

### Non-Resident Employee

For the purpose of determining relocation assistance under this Policy, a non-resident employee is a new employee who has been appointed to a position with the Pickering Public Library and who does not reside in the City of Pickering, the surrounding area or within commuting distance of the City.

### Probationary/Trial Period

A set amount of time during which a new employee appointed to a position must demonstrate the ability to effectively discharge the full range of duties of the position and

during which the employer may assess the employee's competence and suitability for the position.

### **Relocation Expenses**

- a. The cost of public transportation (air, rail, bus) of an employee and immediate family to the City of Pickering.
- b. Includes the cost of gas, meals and hotel accommodation for the employee and immediate family if traveling is completed by automobile to the City of Pickering.
- c. Accommodation and meals at a local hotel for a period of not more than fourteen (14) days to allow the employee to make accommodation arrangements.

### **Supervisor**

Immediate Non-Union Supervisor.

### **Systemic Discrimination**

Applying a neutral requirement or process that has a negative impact on a group protected under human rights legislation. Systemic discrimination occurs when policies and practices exclude, limit or restrict members of designated groups from employment or opportunities within employment. (e.g., opportunities to apply for other jobs, participate in training, attend conferences, obtain promotions, and receive special assignments).

### **Trial Period**

A set amount of time during which an existing employee appointed to a new position must demonstrate the ability to effectively discharge the full range of duties of the position and during which the employer may assess the employee's competence and suitability for the position.

### **Vacancy**

When the Library declares a position open and ready to be filled by advertising the position by a job posting.

### **Vulnerable Sector**

Persons who, because of their age, a disability or other circumstances, whether temporary or permanent are in a position of dependence on others; and otherwise at greater risk than the general population of being harmed by persons in a position of authority or trust relative to them.

### **Vulnerable Sector Screening**

A check undertaken through the police department on individuals to determine whether they have a record of offences involving the vulnerable sector.

Alternate formats of this document are available upon request.  
Please speak to Library staff for assistance.

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<b>Point of Contact:</b> <u>Director of Corporate Services and Collections</u> <del>Elaine Bird, Director of Support Services</del>		

# Purchasing

## Policy Statement

The Pickering Public Library is committed to provide quality services and seek value for the taxpayers of the City of Pickering through the provision of fair, transparent, competitive procurement policies, procedures, and processes.

The Library will achieve this through efficient and professional service delivery, appropriate commitment authority, consultation, cooperation, innovative solutions, standardization, education and collective knowledge of products and market conditions, and partnerships while developing and maintaining quality vendor and client relations.

## Policy Principles

### 1. Administrative Procedures

1.1. This Policy shall be read in conjunction with written administrative procedures.

### 2. Purchasing Principles

2.1. The Director of ~~Support Services~~ Corporate Services and Collections shall:

- a. Be responsible for the provision of all purchasing services for the acquisition and disposition of all goods and services required by the Pickering Public Library;
- b. Arrange for the procurement by purchase, rental or lease of the required quality and quantity of goods or services in an efficient and cost-effective manner;
- c. Ensure the greatest value for the Library by exercising professional purchasing practices, free from influence and interference, and encourage open, fair, transparent, and competitive bidding and where practical, sustainable practices.

- d. Promote acceptance of bids based on total acquisition and life cycle cost, or in the case of a service, the preferred or best level of service, rather than the lowest bid received;
- e. Provide for the appropriate level of delegated commitment authority to enable staff to meet service level expectations; and,
- f. Assist in the facilitation, comparison, and assessment of alternate service delivery options.

### 3. Sustainability Considerations

3.1. Staff shall consider, and where appropriate include, one or more of the following matters when preparing specifications for the acquisition of goods and services:

- a. Reducing green house gas emissions.
- b. Protecting indoor and outdoor air quality.
- c. Improving energy, fuel, and water efficiencies.
- d. Improving biodiversity.
- e. Protecting the quality and/or quantity of ground and surface water systems
- f. Minimizing packaging and waste.
- g. Making efficient use of natural resources, and using sustainable harvesting or extraction practices, including forest stewardship council (FSC) certified papers.
- h. Giving preference to high quality durable materials that can be repaired and/or upgraded.
- i. Requiring materials that contain reusable parts, and/or that are made from renewable, compostable, or recyclable materials or can be taken back for recycling.
- j. Reducing or eliminating hazardous or toxic substances.
- k. Minimizing human health impacts.

### 4. Authorities, Procurement Methods, and Dollar Limits

- 4.1. The Director of ~~Support Services~~Corporate Services and Collections, CEO and City Treasurer have the authority and responsibility to operate a centralized purchasing program on behalf of the Library.
- 4.2. The Manager of Supply and Services and/or the Director of ~~Support Services~~Corporate Services and Collections shall have the authority to negotiate terms or conditions of a contract or agreement on behalf of the Library as deemed necessary.
- 4.3. The CEO, Directors or delegates shall have the authority to sign contracts, agreements, and any other documents on behalf of the Library with third parties for the acquisition, delivery and maintenance of goods or services acquired in accordance with this Policy.
- 4.4. Dollar limits (in Canadian funds) include all costs of acquisition including delivery, custom fees and duties, disposal surcharges, and any other fees, charges, or costs, but exclude HST.

- 4.5. The CEO may delegate to an employee, all, or part of the authority to purchase up to an amount of \$1,000 on the understanding the employee promotes the objectives of this Policy.
- 4.6. The Director of ~~Support Services~~Corporate Services and Collections and / or the Manager of Supply and Services may recommend a bidder for the acquisition of goods or services upon such terms and conditions as they deem appropriate consistent with the requirements of this policy (summarized in Appendix 2).
- 4.7. The Manager of Supply and Services shall have the discretion to review pricing and processes undertaken to ensure compliance with this policy.
- 4.8. Pricing for goods or services over \$1,000 and up to \$5,000 not covered by a contract, service or blanket order may be obtained by the Director of ~~Support Services~~Corporate Services and Collections or delegate with a minimum of one informal quote. Where the Director or designate obtains one quote, they are responsible for:
  - a. Ensuring that all required Health and Safety and Insurance related documents and requisite approvals are obtained, and all requirements are met; and,
  - b. Monitoring and ensuring that work is not divided into multiple single quotes to circumvent the requirements of the Purchasing Policy and not routinely sourced to the same vendor.
- 4.9. Pricing for goods or services over \$5,000 and up to \$30,000 not covered by a contract, service, or blanket order may be obtained by the Director of ~~Support Services~~Corporate Services and Collections or delegate. Three informal quotes, where possible, are required.
- 4.10. For goods or services with an estimated total price over \$30,000 the CEO or Director of ~~Support Services~~Corporate Services and Collections shall determine when a Request for Proposal, Request for Quotation or Tender is the most appropriate method to acquire goods or services and shall solicit a minimum of three proposals, quotations, or tenders if possible. Advertising is at their discretion in consultation with the Manager of Supply and Services but an estimated value over \$100,000 shall be advertised.
- 4.11. Where the compliant quotation or tender meeting specifications and offering best value to the Library is acceptable or where the highest scoring proposal is recommended, and the estimated total purchase price is:
  - a. Over \$30,000 and up to \$75,000, the Director of ~~Support Services~~Corporate Services and Collections may approve the award, subject to consultation with the CEO and confirmation of financing by the City Treasurer.
  - b. Over \$75,000 and up to \$250,000, the Director of ~~Support Services~~Corporate Services and Collections may approve the award, subject to the written approval of the CEO and City Treasurer.

- c. Over \$250,000, the Director of ~~Support Services~~Corporate Services and Collections may approve the award, subject to the written approval of the CEO, City Treasurer, and the Library Board.
- 4.12. Revenue generating proposals for services with a value greater than \$100,000 are subject to the approval of the Library Board prior to the awarding of the contract.
- 4.13. Goods or services obtained by sealed public tender shall be advertised or by invitation from a list of qualified bidders, or a combination thereof.
- 4.14. Tendering documents shall be issued and opened in public at a specified date and time. Tenders that are late, illegible, unsigned, contain insufficient deposit, contain uncertified cheques, are incomplete or do not include a deposit, bond, or surety, shall be rejected.
- 4.15. The terms and conditions of the deposit, bond or surety are subject to the approval of the CEO. The Director of ~~Support Services~~Corporate Services and Collections and CEO shall jointly recommend a tendering award.
- 4.16. The Director of ~~Support Services~~Corporate Services and Collections shall ensure that all recommendations dealing with the award of a quotation, proposal or tender contains the appropriate funding statement from the City Treasurer.
- 4.17. Authorities and responsibilities shall be applied and administered having regard to the provisions of the Corporate Financial Control Policy and approved Signing Authorities.
- 4.18. If a bid has been approved by the Board and awarded to the selected Bidder and the selected Bidder fails to enter into a contract, the Director of ~~Support Services~~Corporate Services and Collections shall be granted the authority to proceed to the next lowest responsive and responsible Bidder or the next highest evaluated responsive and responsible proponent for a proposal call, for the award of this contract, without going back to the Board for approval, providing there are no bid irregularities, requirements remain unchanged and the new contract is within budget. The approval shall be obtained from the CEO. The Director shall prepare a report to the Board for information purposes for the next scheduled meeting.
- 4.19. When the Board meeting schedule does not allow for timely purchasing approvals by the Board, the CEO will first seek approval from the Board via email. Should sufficient responses not be forthcoming in a timely manner, the CEO will consult with the Chair, who may provide the approval on behalf of the Board provided that:
  - a. The project is in an approved budget;
  - b. Such actions are in compliance with the Purchasing Policy;
  - c. The project is not debt financed; and
  - d. A report respecting those approvals is subsequently submitted to the Board.



- 4.20 If purchasing cost exceeds budgeted amount for a capital purchase, the City Treasurer must be contacted to find a funding source and get Council approval for extra funds.

## 5. Single Source or Sole Source

- 5.1. The Director of ~~Support Services~~Corporate Services and Collections is authorized to make single or sole source purchases, without competitive bids, and enter into a contract if any of the following conditions apply.
- 5.2. Single Source examples:
- a. In an emergency.
  - b. A fluctuating market prevents the Library from obtaining price protection or owing to market conditions, the required goods or services are in short supply.
  - c. Bids have been solicited and no responsive bid has been received or bids fail to comply with the specifications or conditions, or the lowest bid received exceeds the estimated cost and it is impractical to recall.
  - d. The extension or reinstatement of an existing contract would prove most cost effective or beneficial. The extension shall not exceed one year.
  - e. Goods are required for resale and the determining criteria are marketability and profitability, e.g., promotional items.
  - f. The nature of the requirement would not be in the public interest to solicit competitive bids as in the case of security or confidentiality.
  - g. Due to market conditions or unexpected circumstances, required goods or services are in short supply.
- 5.3. Sole Source examples:
- a. Competition is precluded because of the existence of a sole source, patent rights, copyrights, secret processes, and control of basic raw material or similar circumstances.
  - b. A component or replacement part is involved for which there is no substitute.
  - c. Compatibility with an existing product is the overriding consideration.
  - d. The purchase involves goods or services for which there is no reasonable substitute or competitive product.
  - e. Supply of which is controlled by a vendor with a monopoly.
  - f. Purchase of goods in a commodity market.
  - g. Work to be performed on or about a leased building or portions thereof that may be performed only by the lessor.
  - h. Work to be performed on property by a contractor according to provision of a warranty or guarantee held in respect of the property or the original work.
  - i. For a contract to be awarded to the winner of a design contest.
  - j. Original works of art.
- 5.4. The Director of ~~Support Services~~Corporate Services and Collections shall summarize the rationale for a single or sole source request in a memo to the CEO.

- 5.5. The process for Single and Sole source purchases excludes Consulting and Professional Services (see Section 9).
- 5.6. A single source or sole source purchase up to \$30,000 is subject to the approval of the CEO.
- 5.7. A single source or sole source purchase over \$30,000 and up to \$125,000 is subject to the approval of the CEO, in consultation with the Manager of Supply and Services and the City Treasurer.
- 5.8. A single source or sole source purchase exceeding \$125,000 is subject to Board approval. The City Treasurer will be advised of the purchase and will recommend if Council approval is required.
- 5.9. Public Art Project purchases or Public Art projects with costs that exceed \$25,000 are subject to Board approval.
- 5.10. Subject to the above approvals, the Director of ~~Support Services~~Corporate Services and Collections or designate is authorized to enter into negotiations without competitive bids and enter into a contract if deemed advantageous.

### 6. Consulting and Professional Services

- 6.1. Notwithstanding the provisions of this Policy, which covers the acquisition of goods or services, the acquisition of Consulting and Professional Services shall be conducted in accordance with the provisions of this section.
- 6.2. Consulting and Professional Services will be acquired on a “quality-based selection” methodology rather than only the lowest price.
- 6.3. The Director of ~~Support Services~~Corporate Services and Collections may obtain the services of a particular consultant selected by the initiating Manager without going through a competitive process. Where the funds are available in the approved budget and the project or annual cost of a consulting or professional service assignment is expected to be:
  - a. less than \$30,000 is subject to the approval of the CEO.
  - b. Between \$30,000 and \$50,000 is subject to the approval of the CEO in consultation with the City Treasurer.
  - c. Above \$50,000 is subject to the additional approval of the Library Board.
- 6.4. The Director of ~~Support Services~~Corporate Services and Collections:
  - a. Is responsible for ensuring that all required Health and Safety and Insurance related documents and requisite approvals are obtained, and all requirements are met.
  - b. Must clearly identify phases of the work in the memo seeking approval, monitoring, and ensuring that work is not divided into multiple assignments to circumvent the requirements of the Purchasing Policy and not routinely sourced to the same consultant;

- c. Shall maintain a listing of the name of the consultant, project title, duration, scope, cost, purchase order number and other pertinent details of the engagement for quick access from enquiries; and,
  - d. Shall ensure that the project file includes objectives in measurable deliverables and at the end of the project, include a senior manager's signature signifying that the deliverables have been met.
- 6.5. Where written proposals are obtained in accordance with procedures set out in Section 4 and funds are available in the approved budget:
- a. Less than \$30,000 is subject to the approval of the CEO.
  - b. Between \$30,000 and \$50,000 is subject to the approval of the CEO in consultation with the City Treasurer.
  - c. Above \$50,000 is subject to the additional approval of the Library Board.
- 6.6. A purchase order is required to confirm a consulting agreement.

**7. Design and Development Service**

- 7.1. Where design or specification development is required, the vendor providing it shall be considered a consultant and contracted as such. The design or specifications shall become the property of the Library for use in obtaining competitive bids.
- 7.2. A vendor providing design, services, consulting, or specifications shall be advised up front they will not be permitted to submit pricing or bid in the competitive process for the requirement if a competitive advantage or conflict of interest is deemed to exist. The CEO, Director of ~~Support Services~~Corporate Services and Collections and City Treasurer will provide a final determination on this matter.
- 7.3. Where the design and end product is part of the same requirement or project, the scope of work will be combined and procured as one project in a competitive method.

**8. Emergency Purchase**

- 8.1. In an emergency, the Director of ~~Support Services~~Corporate Services and Collections shall obtain such goods and services as are necessary to respond to the emergency.
- 8.2. If the emergency purchase amount exceeds \$50,000, the City Treasurer shall be notified, and the CEO shall submit a report of the incident to the Board at the earliest possible time.

**9. Cooperative Purchasing**

- 9.1. The Library may enter into arrangements with municipalities, local boards, and other public bodies on a cooperative or joint venture basis where there are economic advantages and where the best interests of the Library would be served.
- 9.2. The policy of the government agency or public authority hosting the cooperative call for bids is to be the accepted policy of the Library for the cooperative call and

no other approval is required beyond that of the appropriate Director and CEO unless debt financing is required then Council approval must first be obtained.

9.3. Section 9.1. above does not preclude the issuance of a purchase order.

### 10. Purchasing Cards

10.1. Purchasing Cards shall be used in accordance with the Purchasing Card Procedure.

10.2. The Treasurer has the authority to temporarily adjust the transaction limit for one-time purchases provided the CEO has provided approval in writing to authorize the transaction.

### 11. Disposal of Surplus Assets

11.1. The Director of ~~Support Services~~ Corporate Services and Collections is authorized to dispose of surplus assets in a cost effective and efficient manner with the approval of the CEO.

### 12. Purchasing Ethics

12.1. The participation of employees of the Library in the procurement process shall be governed by the Library's Employee Code of Conduct.

### 13. Conflict of Interest

13.1. All members of the Library Board must comply with the *Municipal Conflict of Interest Act*.

13.2. With respect to all Library purchasing, Library employees must declare and disclose any actual or potential direct or indirect conflicts of interest with respect to their involvement in a procurement process, including all evaluation processes, and where necessary not participate in a procurement process where there is a conflict of interest.

13.3. A vendor will be required to declare any real or potential conflict of interest in all instances involving the procurement of goods and services.

13.4. The Library reserves the right to disqualify a vendor from further consideration in any instance involving the procurement of goods and services which demonstrates a conflict of interest.

13.5. A conflict of interest arising during the term of a contract must be reported immediately. If the Library and the vendor are unable to rectify the conflict of interest to the Library's satisfaction, the Library may terminate the contract.

13.6. Failure to disclose a potential conflict of interest during the term of a contract may result in termination of the contract.

### 14. Prohibitions

14.1. No employee or member of the Board shall bid on the sale of goods except those disposed of by public auction.

- 14.2. The Library shall make no personal purchase for any employee, member of City Council, Committee, or Board.
- 14.3. No employee, or member of City Council, Committee, or Board shall purchase or offer to purchase on behalf of the Library, except as may be provided for in this policy.
- 14.4. Contracts entered into in contravention of section 14.3 will not be binding upon the Library. The employee or member of City Council, Committee, or Board who entered into the contract will be responsible for the contract.
- 14.5. No requirement for goods or services shall be divided to avoid the requirements of this policy and the total project or annual requirement shall be considered.

**15. Exceptions**

- 15.1. Items listed in Appendix 1 are excluded from the requirements of this Policy. The items may be procured by obtaining one price, subject to the funds being available in the current or capital budgets. For accountability and transparency purposes, a Purchase Order may be required when there is a set pre-determined fee or an upset limit.
- 15.2. Notwithstanding, the Director of ~~Support Services~~Corporate Services and Collections is required to provide details to the CEO of any contractual arrangements under Appendix 1 with third parties that exceed \$25,000 annually or are for more than one year. Such details will be provided prior to the commencement of the contract arrangement.

**16. Confidentiality and Access to Information**

- 16.1. Contents of quotation, tendering, request for proposal documents, with the exception of the information read publicly at a tender opening or reported to the Library Board or Council, shall be treated as confidential and protected as set out under *The Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*, RSO, 1990, Section 11(c), as amended.
- 16.2. Subject to *The Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*, RSO 1990, no employee, or any appointed or elected official, shall divulge the unit prices paid by or quoted to the City or Library for goods or services. The total price in the case of public tenders or the total price in the case of quotations, the name of the successful bidder, as well as any prices included in public reports to the Library Board may be revealed.

**17. Disqualification of Bidders**

- 17.1. A tender, proposal or quotation submitted by a bidder shall be rejected,
  - a. If the bidder, or any officer or director of the bidder is or has been engaged either directly or indirectly through another corporation including by common ownership or control or otherwise related to a party in litigation with the City (including the Library), its elected or appointed officers, or its employees; and,

- b. In the opinion of the CEO, the litigation is likely to affect the bidder's ability to work with the Library, its consultants or representatives, and the Library's experience with the bidder in the matter giving rise to the litigation indicates that the Library is likely to incur increased staff and legal costs in the administration of the contract if it is awarded to the bidder.

**18. Bidder Terminated, Unsatisfactory Performance**

- 18.1. The Library reserves the right to not consider a bidder for a period of time or exclude a bidder from eligibility to submit a bid, when:
  1. A bidder has provided unsatisfactory performance by documented evidence of substandard performance or unfulfilled commitment; or
  2. A bidder has been deemed an unsafe contracting party, where there is documented evidence of disregard for or violation of the City or Library's Health and Safety regulations, practices, instructions or non-compliance of the *Occupational Health & Safety Act* and codes; or
  3. There is evidence that a bidder has attempted to exert illegal, undue, or inappropriate influence over an employee, consultant, official, other bidder, or any other person in connection with the Library's decision to accept or decline a bid.
- 18.2. In reaching a decision, the Library shall be entitled to rely upon results of performance evaluations relating to other contracts for the Library and outside parties performed by the subject bidder.
- 18.3. No tender, proposal or quotation will be considered or accepted from the subject bidder during the term of the suspension.
- 18.4. Previous experience or the results of any performance evaluation may be disclosed by Library staff to other municipalities or government bodies upon request, where the subject bidder has listed the Library as a reference.
- 18.5. The bidder may apply to the Library for reconsideration or reinstatement if the bidder is able to demonstrate that the practices or issues leading to the suspension have been rectified.
- 18.6. The Library reserves the right to not consider a tender/ quotation/ RFP from a bidder or any company affiliated with or controlled by the bidder who:
  - a. Has been prohibited from bidding on City or Library contracts;
  - b. Has had a contract with the City or Library terminated within three years of the bid close date due to default of the contract;
  - c. Has failed to rectify the performance of any previous contract default to the City or Library's satisfaction, and cannot provide assurances and demonstrate appropriate action to ensure the same or similar problems will not reoccur; or

- d. Has failed to provide health and safety documentation to the Library's satisfaction.

## 19. Tendering Irregularities

19.1. Guidelines for handling irregularities:

- a. To maintain the integrity of the public tendering process;
- b. To maintain a flexible process in which low bids are not rejected because of minor irregularities. This approach allows the Library to maximize the advantages of a competitive public tender process;
- c. To ensure that the Library's policy for dealing with irregular tenders promotes fair competition;
- d. To ensure that any bid accepted by the Library is legally capable of being accepted; and,
- e. To ensure that no bidder can avoid its bid by its own default or mistake.

19.2. Irregularities that go beyond the scope of these guidelines shall be reviewed with the CEO and City Treasurer who shall have the authority to waive irregularities deemed to be minor.

19.3. In exercising judgement, the advice of the City Solicitor may be requested. Where deemed to be a major irregularity, the City Treasurer and CEO shall have the final decision on acceptance or rejection of the bid.

19.4. Tendering irregularities will be dealt with as follows:

	<u>Irregularity</u>	<u>Response</u>
1.	Late bid.	Automatic rejection and will be returned unopened to the bidder. Bids will be deemed to have been received when the Library has stamped the envelope with the time and date of receipt. If the bidder's address is not clearly available on the envelope or package, it will be opened solely to access this information in order to return it to the bidder.
2.	Bid envelope or package is not sealed.	Automatic rejection.
3.	Bid not completed by non-erasable ink.	Automatic rejection.
4.	Bid not legible.	Automatic rejection.

5.	Bidder's original ink signature missing from signature page.	Automatic rejection.
6.	Bid qualified or restricted by a statement or alteration added to any part of the document.	Automatic rejection.
7.	Bid received on documents other than those provided by the Library.	Automatic rejection unless allowed for in the bid instructions or received on a true copy (not retyped) of the original document issued by the Library
8.	Bid does not meet specifications.	Automatic rejection.
9.	Alternate bid.	Automatic rejection unless allowed for in the bid instructions or bidder has completed original bid and provided an alternate bid in addition to the original.
10	Bid Security a) Surety's Corporate seal or Surety signature missing from Bid Bond or Agreement to Bond.	Automatic rejection.
	b) Bid Bond or Agreement to Bond <i>does have</i> Surety's Corporate seal and Surety signature but does not have bidder's corporate seal or bidder's statement to bind the corporation.	Two working days to correct.
	c) Bid Deposit, Bid Bond or Agreement to Bond not provided, or not in the form specified or does not name the correct municipality as obligee, or the Surety is not licensed to do business in Ontario.	Automatic rejection.
	d) Bid Deposit, Bid Bond of insufficient amount.	Automatic rejection.
	e) Agreement to Bond not sufficient.	Automatic rejection.



	f) Bid security is not in compliance with the number of days open for acceptance as stated in the bid documents.	Two working days to correct and if bidder fails to do so, bid will be rejected.
11.	Bid does not acknowledge addenda.	Automatic rejection unless every change set out in the addenda is clearly visible on the face of the bid OR the relevant addendum issued is solely for the purpose of revising the closing date and time.
12.	Bid received from a bidder who has not been approved as a pre-qualified bidder under a prequalification process.	Automatic rejection.
13.	Bid received from a bidder who did not sign-in at mandatory site visit when instructed to do so in the tendering instructions.	Automatic rejection.
14.	Failure to return the documents as specified.	Automatic rejection unless otherwise specified in the tendering instructions.
15.	Partial bid (all items not bid).	Automatic rejection unless allowed for in the tendering instructions.
16.	Tender envelope unclear as to contents.	Automatic rejection.
17.	Uninitialed changes to the bid documents that are minor (e.g., bidder's address is amended by over-writing but not initialed).	Two working days to correct. The Library reserves the right to waive initialling and accept the tender.
18.	Unit prices in the Schedule of Prices have been changed but not initialed.	Two working days to correct. The Library reserves the right to waive initialling and accept the tender.
19.	Other mathematical errors that are not consistent with unit prices.	Two working days to initial corrections as made by the Library. Unit prices shall govern and the tender will be corrected accordingly. The Library reserves the right to waive initialling and accept tender as corrected.

20.	Pages are missing from bid.	Two working days to supply the missing pages where in the opinion of the Library, the missing page(s) would not directly affect the bid submitted. The Library reserves the right to waive the need to receive the missing pages and accept the tender or to reject the tender outright at their discretion.
21.	Withdrawal of bid.	Withdrawal of bids received after the closing date and time will not be allowed.
22.	Tie bids.	One of the following methods of dealing with two low tied bids may be used, based on the specific situation. Request the two low bidders to resubmit pricing only. No other change to the bid is allowed. Bidders shall be allowed 24 hours from time of request. Use a coin toss to select a recommended bid. The outcome of the tie breaking method shall be final.
23.	Completion date is other than specified in the tendering specifications.	Two working days to clarify the completion date. The Library reserves the right to waive the clarification of the completion date and accept the tender, or to reject the tender outright.

### Definitions

**1. Acquisition**

The process of obtaining goods and services.

**2. Authority or Authorized**

The right to conduct the tasks outlined in this Policy.

**3. Bid**

An offer or submission received from a vendor in response to a request, which may be accepted, not considered, or rejected.

**4. Bidder**

The person, firm, or corporation submitting an offer to the Library.

**5. Blanket Order**

A type of purchase order which is an agreement between the Library and supplier to facilitate the reordering of repetitive use materials or services for a specified term (e.g., for repairs or maintenance purposes) and not to be used for a Capital expenditure.

**6. CEO**

The Chief Executive Officer of the Library or a designate.

**7. Centralized Purchasing**

The activities conducted by the Supply & Services Section of the Corporate Services Department.

**8. CAO**

The Chief Administrative Officer of the City or a designate.

**9. City**

The Corporation of the City of Pickering.

**10. City Treasurer**

The Treasurer of the City of Pickering

**11. Clerk**

The City Clerk or a designate.

**12. Consulting and Professional Services**

Services requiring technical skills provided on the basis of a defined project or undertaking to recommend and/or assist in implementing solutions including but not limited to supervision related to the project or undertaking.

**13. Contract**

A binding agreement between two or more parties. In the absence of any other document, a Purchase Order constitutes a contract.

**14. Contract Administrator**

A person with authority to administer the terms of a contract to oversee the work of a vendor or contractor.

**15. Cooperative Purchasing**

The participation of the Library with one or more public agencies in a bid solicitation.

**16. Council**

The Council of the City of Pickering

**17. Delegate**

A person given authority to acquire pricing on goods and services.

**18. Designate**

A person authorized to act on behalf of another which may include signing authority to purchase within prescribed limits and/or approval authority.

**19. Director**

The Library's Director of ~~Support Services~~ Corporate Services and Collections.

**20. Disposal**

The selling, trading, assignment, and/or scrapping of surplus assets.

**21. Emergency**

A situation that is, in the opinion of the CEO or designate, a threat to public health, safety, property, life or the environment and exists where the immediate acquisition of goods or services is essential to prevent serious delay, injury, damage, restore basic service provided by the Library and warrants operating outside this policy or limit potential liability.

**22. Evaluation Committee**

Procedures may be established to provide for an evaluation committee comprised of a minimum of two representatives from the Library Department and one from Administration to evaluate proposals in an RFP process for the purpose of making a recommendation.

**23. Goods and/or Services**

Labour, materials, products, equipment, services, supplies, act to be done, furnished or performed by a vendor that are the subject of the contract.

**24. Informal Quotation**

An offer received from a vendor through an informal process in response to a request for pricing which can be on a vendor's quotation form.

**25. Manager of Supply and Services**

City Manager under the general direction of the City Treasurer.

**26. Proposal**

A written offer from a vendor in response to a written request for proposal (RFP) which may be subject to discussion or negotiation. An RFP process may be used when the goods or services cannot be definitively specified, where such proposals would result in specific offers by the vendors.

**27. Purchase Order**

Contract, in an approved form, issued to a vendor to acquire goods or services, including Blanket Order and Limited Purchase Order.

**28. Purchasing Card (PCard)**

A credit card issued by the City that is used to purchase and pay for goods and/or services subject to spending and/or transaction limits.

**29. Quotation**

A written offer received from a vendor in a form prescribed by the Manager in response to a request for quotation (RFQ).

**30. Responsive and Responsible Bidder**

One who complies with the instructions of the bidding document, contractual terms, conditions, specifications and who can reasonably be expected to provide satisfactory performance of the proposed contract based on adequate financial and other resources, satisfactory reputation, references, and performance on similar contracts.

### **31. Single Source**

Where there is more than one source in the open market but only for reasons of function or service, one vendor is recommended for consideration of the particular goods and/or services.

### **32. Sole Source**

Only one source of supply available for particular goods and/or services.

### **33. Standardization**

The adoption of a single product or group of products to be used by one or more departments.

### **34. Systems Contract**

An agreement with a supplier carrying an inventory of specific items for the Library such as office supplies, janitorial supplies, work wear, etc.

### **35. Tender**

A written offer in a form specified by the Library received from a bidder in response to a request for tender.

### **36. Vendor**

Individual, firm, supplier, contractor, architect, consultant, or bidder.

## **Responsibilities**

### **1. Role of the Pickering Public Library Board**

- 1.1. The Board is responsible for active support and approval of the Purchasing Policy.

### **2. Role of the Chief Executive Officer**

- 2.1. The CEO is responsible for actively supporting the Purchasing Policy.
- 2.2. Recommending necessary amendments to this policy for consideration by the City Treasurer and Pickering Public Library Board.
- 2.3. Approving administrative changes to procedures required to implement the provisions of this Policy.

### **3. Role of the City Treasurer**

- 3.1. Review amendments to this Policy made for consideration by the Library Board.
- 3.2. When required or requested, provide final decisions in regard to matters of interpretation and implementation of this Policy.
- 3.3. Review and approve all award reports to ensure sufficient budgeted funds exist to support the recommendation for award.
- 3.4. Approve changes to the PCard transaction limit to reflect changes for efficiencies.

- 3.5. Assess the potential risks by vendors providing goods or services to determine appropriate insurance coverage and obtain requisite proof of coverage.

### Related Documents

Purchasing Card Procedure

### Resources

Appendix 1 - Exceptions

Appendix 2 – Summary of Procurement Method and Approval Authority

Alternate formats of this document are available upon request.  
Please speak to Library staff for assistance.

## Exceptions

The following items may be procured by obtaining one price, subject to the funds being available in the current or capital budgets. For accountability and transparency purposes, a Purchase Order may be required when there is a set pre-determined fee or an upset limit. Those categories where this may be applicable are marked with an asterisk.

Notwithstanding, it is expected that the objectives of this Policy will be promoted in any expenditures for goods or services.

1. Petty Cash expenditures
2. Purchases under \$1,000
3. Training and Education
  - a) Conference, Course, Convention and Seminar, including accommodation, travel
  - b) Magazine, Book, Periodical, Subscriptions
  - c) Membership Fee
  - d) Facilitator, Trainer Fee
4. Catering, Food or Entertainment Services \*
5. Advertising
  - a) Newspaper (national and local), periodical, trade journal, magazine (A contract arrangement for advertising such as the Community Page is not considered an exception).
6. Professional Fees \*
  - a) Consultant fee related to litigation
  - b) External Auditor
  - c) Legal Services
  - d) Ontario Land Surveyor
  - e) Property Appraisal
  - f) Medical Service
  - g) Mediation Service
  - h) Laboratory Service
  - i) Actuarial Studies and Reports
  - j) Assessment Appeal, Assessment Services and Related Expenses
  - k) Banking, Brokerage or Underwriting Service, Investment and Related Services Including Funds Transfer and Security
  - l) Liability, Property and Other Forms of Insurance and Adjusting Services
  - m) Temporary Help
  - n) Collection Services
  - o) Tax and Cost Recovery Reviews

## Appendix 1

7. Utility Services (acquisition, repairs, maintenance and minor replacements)
  - a. Natural Gas and Heating Oil
  - b. Sewer and Water
  - c. Postage
  - d. Electricity
  - e. Telecommunication Service Providers
  - f. Cable Television
  - g. Internet Service Providers
8. Work or services to or from other government agencies, utilities, Provincial or Federal agencies, Crown Corporations, municipalities, public agencies, or Boards. \*
9. Maintenance Contract (Proprietary, Non-Value Added Resellers)
  - a) Annual maintenance fees where the approved vendor is the sole source provider of the service;
  - b) Upgrades already approved including support and training where the vendor is the sole source provider of the upgrade.
10. Acquisition of goods or services under a government pricing program.
11. Library Materials such as books and audiobooks do not require a Purchase Order.  
Note: materials vendors are subject to a qualification process every ~~3~~4 years.

**Note:** \* Categories where a Purchase Order may be required.



## Appendix 2

### Summary of Procurement Method and Approval Authority

Purchase order required unless stated otherwise herein. Amounts exclusive of HST.  
 (Director = Director of ~~Support Services~~Corporate Services and Collections)

Procurement Method	Dollar Range	Approval
Purchasing Card or Invoice Purchase Order not issued Staff Purchase	Up to \$1,000	Delegated by CEO
1 Informal Price obtained by Staff	\$1,000 to \$5,000	Delegated by CEO
3 Informal Prices obtained by Staff	\$5,000 to \$30,000	Director
Quotation, RFP or Public Tender (Director to determine)	\$30,000 to \$75,000	Director and CEO
	\$75,000 to \$250,000	Director, CEO plus City Treasurer
	\$250,000 +	Director, CEO, City Treasurer plus Library Board
	Debt Financed	Director, CEO, City Treasurer, Library Board plus Council

Consulting & Professional Services – Section 9		
Procurement Method	Dollar Range	Approval
Director may obtain services directly from a particular consultant for specific project	Up to \$30,000	Director plus CEO
	\$30,000 to \$50,000	Director plus CEO and City Treasurer
	\$50,000 +	Director, CEO, City Treasurer plus Library Board
Quotation or RFP (Director to determine)	Up to \$30,000	Director plus CEO
	\$30,000 to \$50,000	Director plus CEO and City Treasurer
	\$50,000 +	Director, CEO, City Treasurer plus Library Board

## Appendix 2

<b>Single Source, Sole Source – Section 8</b>		
Procurement Method	Dollar Range	Approval
Single Source or Sole Source	Up to \$10,000	Director plus CEO
	\$10,000 to \$30,000	Director plus CEO
	\$30,000 to \$125,000	Director, CEO plus City Treasurer
	\$125,000 +	Director, CEO, City Treasurer plus Library Board

<b>Emergency Purchase – Section 11</b>		
Procurement Method	Dollar Range	Approval
Emergency Purchase	Up to \$5,000	Director
	\$5,000 to \$50,000	Director Notify CEO
	\$50,000 +	Director, CEO plus City Treasurer, and report to Library Board

<b>Policy Type:</b>	<b>ENDS POLICY</b>		<b>EP 1</b>
<b>Policy Title:</b>	<b>Global Ends Policy</b>		
<b>Last updated:</b>	<b>May 2024</b>	<b>Reviewed:</b>	<b>Annually in January</b>

**Ends Policy:**

The Pickering Public Library exists to inspire a thriving community and be a place where everyone comes together to discover, learn, play, and connect.

**Second Level Ends**

1. Residents are provided access to high quality learning experiences, resources, and collections.
2. Residents enjoy using fresh, inclusive, welcoming, accessible, and safe spaces that reflect our diverse community and accommodate a variety of needs.
3. Residents are aware of, and are able to access, a wide range of innovative library services that are developed with community input.
4. Residents feel supported to participate in civic engagement, respectful conversation, and increased understanding about what matters to the community.
5. Residents will have access to library services that champion care, inclusion, diversity and belonging.

<b>Policy Number:</b>	A41
<b>Policy Title:</b>	<b>Respect in the Workplace</b> (Replacing A05 Workplace Harassment Prevention & A27 Workplace Violence Prevention Policies)
<b>Date Originated:</b>	June 2024
<b>Date Last Reviewed/Revised:</b>	
<b>Date Last Approved:</b>	
<b>Point of Contact:</b>	Human Resources

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## Policy Statement

Pickering Public Library (the “Library”) is committed to providing and maintaining a work environment that is free from violence and harassment and where the dignity and self-esteem of every employee is respected.

Under the provisions of the Ontario Human Rights Code, every employee has the right to freedom from discrimination and harassment in the workplace by the employer, by an agent of the employer, or by another employee because of sex, sexual orientation, gender identity, gender expression, race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, record of offences, marital status, family status, or disability. Furthermore, in accordance with the Occupational Health and Safety Act, this policy prohibits all forms of harassment, psychological harassment, and violence, including interchangeably, Intimate Partner Violence (IPV)/Domestic violence/Interpersonal Violence that is related or unrelated to any of the prohibited grounds mentioned above.

In keeping with its legal and social responsibilities as an employer and to prevent and manage workplace harassment and violence, the Library will treat any complaint of workplace harassment and violence as a serious matter which, if proven, constitutes a serious offence that will not be tolerated or condoned.

## Policy Objectives

- (a) Demonstrate the Library’s commitment to the provision of a working environment that is free of violence and all forms of harassment;
- (b) Provide all Library employees with an opportunity to bring forward and remedy allegations of workplace violence and harassment in a fair and impartial manner;
- (c) Set out the types of behaviour that may be considered to be offensive;

- (d) Establish a mechanism for receiving complaints of workplace violence and harassment and to provide a procedure by which the Library will deal with these complaints;
- (e) Ensure that all complaints are dealt with expeditiously and objectively and that the rights of all parties are respected; and,
- (f) Ensure that risk assessments of workplace violence are conducted and ensure that reasonable measures are taken to control such risks.

## 1. Definitions

- 1.1 Complaint** – A statement by an employee containing full particulars of an allegation of a violation of this Policy. Such particulars include a factual account of the incident(s), relevant times, dates, circumstances, the person(s) involved, and the names of any witnesses. Employees may be encouraged to document the allegations in a signed and dated written statement.
- 1.2 Complainant** – Any person who makes a formal complaint.
- 1.3 Discrimination** – Any distinction, exclusion or preference based on a protected ground in the Ontario Human Rights Code which nullifies or impairs equal opportunity in employment.
- 1.4 Retaliation** – Action taken against an individual in response to having invoked the Respect in the Workplace Policy on behalf of oneself or another individual or for having participated or cooperated in any investigation under this Policy.
- 1.5 Respondent** – The person(s) in which allegations of harassment and/or violence are taken against.
- 1.6 Workplace** – The working or work-related environment including, but not limited to, the offices, buildings, washrooms, staff rooms, parking lots, vehicles, and worksites or any other location where Library business is being conducted and places where employees have gathered as a result of employment responsibilities or social gatherings sanctioned by the Library.
- 1.7 Workplace Harassment** – Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome which creates an intimidating or hostile work environment, interferes with an employee's work performance, or threatens economic livelihood. Harassment which occurs outside of the workplace, but which has repercussions in the work environment, adversely affecting employee relationships may also be defined as workplace harassment. Workplace harassment can involve the following:

- (a) **Harassment** – Engaging in a course of vexatious comments or conduct that is known, or ought reasonably to be known, to be unwelcome or offensive, and includes, for purposes of this policy, one or a series of unwanted, unsolicited actions, behaviours, remarks or communications in any form, directed toward an individual or a group, and which are related to any of the prohibited grounds of workplace or employment harassment under the Human Rights Code. Harassment can include, but is not limited to the following examples:

racial or ethnic slurs;  
repeatedly asking when they are going to get married or have children;  
inappropriate comments about specific genders or age groups;  
unwelcome remarks, jokes, taunts, suggestions about a person's body, attire, religion, disability, ethnic or racial origin, etc.; and/or,  
practical jokes which result in embarrassment or insult.

- (b) **Psychological Harassment** – Engaging in behaviour that is intended to intimidate, offend, degrade, or humiliate a particular person or group of people. Examples of psychological harassment can include, but are not limited to:

verbally abusive behaviour such as yelling, insults and name calling;  
persistent, excessive and unjustified criticism and constant scrutiny;  
spreading malicious rumours;  
excluding or ignoring someone;  
sabotaging someone else's work, equipment or belongings;  
written or verbal abuse or threats;  
making false allegations about someone in memos, emails or other work related documents; and/or,  
actions which create a poisoned work environment which occurs when an activity or behaviour is not necessarily directed at anyone in particular but creates a hostile or offensive workplace for those who are exposed to it.

- (c) **Sexual Harassment** – Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome. Sexual harassment can include, but is not limited to the following examples:

unwelcome sexual remarks, invitations or requests;  
unwelcome remarks, jokes, taunts, and/or suggestions about a person's body;  
displays of pornographic, sexist, or other offensive or derogatory material, such as graffiti or pictures;

leering (suggestive staring) or other offensive gestures;  
unnecessary physical contact; and/or,  
persistent, unwanted attention after a consensual relationship ends.

- (d) **Bullying:** a common form of repetitious workplace harassment and is defined as unreasonable behaviour, both obvious or indirect, that intimidates, humiliates, offends, or causes harm to an individual or group within a workplace that is repeated over a period of time.

**1.8 Workplace Violence** – the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker; an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; or a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker. Workplace violence can include but is not limited to the following examples:

physically abusive or threatening behaviour such as pushing, hitting, finger pointing or standing close to someone in an aggressive manner;  
leaving threatening notes or sending threatening emails to the workplace;  
using or threatening to use a weapon;  
Situations where two non-employees (e.g. library clients) are fighting and an employee could be injured if the violence spills over; and/or,  
Intimate Partner Violence (IPV), also called Domestic or Interpersonal Violence refers to different and multiple forms of harm caused by a current or former intimate partner or spouse regardless of the gender and sexual orientation of the partners and whether or not the partners live together. IPV may include a single act of abuse and may take several forms including but not limited to physical assault, threats, stalking/surveillance, and emotional, psychological and sexual abuse.

## 2. Responsibilities

### 2.1 Board to:

- (a) Approve the policy and any amendments to it from time to time; and,
- (b) actively support and adhere to the Respect in the Workplace Policy.

### 2.2 Board Chair to:

- (a) Initiate an expeditious and confidential investigation into any complaint of apparent workplace violence brought forward by any employee where the alleged perpetrator is the CEO or member of the Board.

### **2.3 Chief Executive Officer (CEO)/Director of Public Libraries) to:**

- (a) Actively support and adhere to the Respect in the Workplace Policy;
- (b) ensure that all Library employees are provided with a work environment free from any form of harassment or violence;
- (c) prevent and discourage workplace harassment and violence through action and example by ensuring that their own conduct and that of their employees is not hurtful, intimidating or embarrassing;
- (d) create an environment that encourages prospective complainants to report incidents of harassment and violence should they occur; and,
- (e) cooperate in any investigation arising from complaints made under this Policy; and,
- (f) undertake appropriate corrective or disciplinary action making decisions to terminate employment as required.

### **2.4 Directors to:**

- (a) Actively support and adhere to the Respect in the Workplace Policy;
- (b) create and maintain a harassment and violence free workplace for all employees within their department;
- (c) prevent and discourage workplace harassment and violence through action and example by ensuring that their own conduct and that of their employees is not hurtful, intimidating or embarrassing;
- (d) ensure that workplace behaviour contrary to this Policy is not permitted, condoned, or ignored;
- (e) ensure that all employees within their department are conversant with the Library's Respect in the Workplace Policy and with their rights and responsibilities under this Policy;
- (f) treat all complaints of workplace harassment and violence seriously and respond in a timely and expeditious manner to complain in accordance with the procedures outlined in this Policy;
- (g) cooperate in any investigation arising from complaints made under this Policy; and,
- (h) undertake appropriate corrective or disciplinary action including making recommendations to terminate employment as required.



## **2.5 Management to:**

- (a) Take reasonable precautions to protect the health and safety of workers which includes preventing workplace violence by creating and maintaining a harassment and violence free workplace for all employees within their work unit;
- (b) prevent and discourage workplace harassment and violence through action and example by ensuring that their own conduct and that of their employees is not hurtful, intimidating or embarrassing;
- (c) offer training and information to workers to ensure that workplace behaviour contrary to this Policy is not permitted, condoned or ignored;
- (d) treat all complaints of workplace harassment and violence seriously and respond in a timely and expeditious manner to complaints in accordance with the procedures outlined in this Policy;
- (e) communicate and reinforce the Library's Policy and Procedures on workplace harassment and violence to all employees within their work unit;
- (f) refer the matter to senior management in a timely fashion when they become aware of workplace harassment or violence so that the matter can be investigated; and
- (g) In accordance with the procedure below, initiate or conduct an expeditious and confidential investigation into any complaint of apparent workplace violence brought forward by any employee; and,
- (h) cooperate in any investigation arising from complaints made under this Policy.

## **2.6 In-Charge staff to:**

- (a) Take reasonable precautions to protect the health and safety of workers which includes preventing workplace violence by creating and maintaining a harassment and violence free workplace for all employees within their work unit;
- (b) prevent and discourage workplace harassment and violence through action and example by ensuring that their own conduct and that of their employees is not hurtful, intimidating or embarrassing;
- (c) treat all complaints of workplace harassment and violence seriously and respond in a timely and expeditious manner to complaints in accordance with the procedures outlined in this Policy;
- (d) communicate and reinforce the Library's Policy and Procedures on workplace harassment and violence to all employees within their work unit;

- (e) refer the matter to management in a timely fashion when they have knowledge of workplace harassment or violence so that the matter can be investigated; and,
- (f) cooperate in any investigation arising from complaints made under this Policy.

## **2.7 Human Resources to:**

- (a) provide training and education to all employees on the interpretation and application of this Policy;
- (b) serve as a resource to management and staff on workplace harassment, violence and related issues;
- (c) provide consultation and advice to Library management regarding appropriate corrective or disciplinary action to be undertaken to resolve a complaint;
- (d) receive complaints and undertake a prompt and confidential investigation into all complaints brought forward;
- (e) maintain a centralized record of all workplace harassment and violence complaints and related documentation;
- (f) undertake follow-up interviews with the complainant in accordance with the procedures outlined in this Policy;
- (g) initiate and conduct regular reviews of the Respect in the Workplace Policy and provide a written report and recommendations to the Chief Executive Officer/Director of Public Libraries;
- (h) take every reasonable precaution given the circumstances to protect the worker if made aware or ought reasonably to be aware that Intimate Partner Violence would likely expose the worker to physical injury;
- (i) assess the risk of workplace violence that may arise and to report the results of the assessment to the Joint Health & Safety Committee or its representative; and,
- (j) provide information to worker(s), including personal information, related to a risk to workplace violence from a person with a history of violent behaviour if:
  - the worker can be expected to encounter that person in the course of their work; and,
  - the risk of workplace violence is likely to expose the worker to physical injury.
- (k) Refer any company-related Employee and Family Assistance Program (EFAP) to employees for post-incident counselling, if appropriate.

## **2.8 Employees to:**

- (a) Ensure that their actions and behaviour do not cause embarrassment or humiliation to co-workers;
- (b) have the right to refuse to work or do particular work where they have reason to believe that workplace violence is likely to endanger themselves;
- (c) comply with this Policy and take all steps to maintain a harassment and violence free workplace;
- (d) report any incident or observations of inappropriate action or behaviour to their Manager, Director or to the Human Resources Division;
- (e) notify their Manager and Human Resources if they have a legal court order (e.g. restraining order) against another individual if the employee believes the aggressor may put them or other employees at risk of workplace violence; and,
- (f) cooperate fully in any investigation arising from complaints brought forward under this Policy.

## **3. Procedures**

- 3.1** Any employee who considers that they have been subjected to workplace harassment (or retaliation related to a complaint of harassment) is encouraged to bring the matter to the attention of the individual(s) responsible, advising the person that the behaviour is unwelcome, contrary to the Respect in the Workplace Policy and request that it be stopped.
- 3.2** Employees who believe that they are being harassed or who have tried unsuccessfully to deal directly with the individual(s) responsible for the behaviour or who feel that such an approach is inappropriate, should report the incident(s) using the Harassment Complaint Form (Appendix 1) to their Manager or Director who will take immediate steps to resolve the problem. Any Manager or Director should notify the Chief Executive Officer/Director of Public Libraries, Human Resources immediately upon receipt of the complaint.
- 3.3** When attempts to resolve the matter through the above methods are inappropriate or fail, the employee may submit their formal complaint (Appendix 1) to the Human Resources Division within a reasonable time from when the incident occurred.
- 3.4** When a complaint has been forwarded directly to Human Resources, the Director, Human Resources or designate shall conduct an investigation into the complaint. Such investigation shall include interviews with the complainant(s), the respondent, witnesses to the incident(s) and any other person who may provide relevant information. Allegations of workplace violence will be investigated by Human Resources and if required, a Ministry of Labour Inspector.

- 3.5** The respondent will be given a copy or a synopsis of the complaint as soon as possible and will be given an opportunity to respond in writing using the Response to Harassment Complaint Form (Appendix 3).
- 3.6** Once the investigation has been completed, a written report summarizing investigation findings will be prepared for the appropriate Director with recommendations for corrective action as appropriate in the circumstances.
- 3.7** Where the results of the investigation support a specific complaint of harassment, appropriate corrective action will be taken, and the complainant and respondent will be advised of the findings. Where the results of the investigation do not support allegations of harassment, no further action will be taken, and the complainant will be advised as such.
- 3.8** The test for determining if workplace harassment has occurred may be met by assessing if:
- (a) the complainant specifically says the conduct is unwelcome; and/or
  - (b) the complainant conveys through conduct or body language that the behaviour is unwelcome; and/or
  - (c) a reasonable person would have recognized that the behaviour would be unwelcome under the circumstances.
- 3.9** No reprisals will be taken against any party for having invoked their rights under this Policy. However, where as a result of an investigation it is determined that a complaint was made maliciously or in bad faith, formal disciplinary action may be taken against the complainant. Documentation regarding disciplinary action will be retained in the employee's personnel file.
- 3.10** The Human Resources Division will undertake follow-up interviews with the complainant as required. All follow-up interviews will be documented and retained in the Human Resources Division.
- 3.11** For employees covered by a collective agreement, a complaint may be filed through their union as a grievance, if not satisfied with the investigation
- 3.12** When a complaint is made against the Chief Executive Officer/Director of Public Libraries, or a Director, or when the Chief Executive Officer/Director of Public Libraries considers it appropriate, the resolution of a complaint under this Policy may be referred to an outside consultant who will conduct a prompt and confidential inquiry into the complaint.
- 3.13** Acts or threats of violence involving a weapon or incidents where the violence is extreme must be reported to the police and management immediately. Employees can take whatever emergency steps are available and appropriate to protect themselves from immediate harms, such as leaving the area. All instances of

workplace violence must be reported using the Workplace Violence Reporting Form (Appendix 2) and will be investigated accordingly.

#### **4. Confidentiality**

- 4.1** The Library recognizes that allegations of workplace harassment and violence involves sensitive disclosures and respects a complainant's interest in keeping the matter confidential.
- 4.2** All complaints of workplace harassment (including the identities of the complainant, the respondent and any witnesses) will therefore be held in confidence and will be disclosed only to the extent necessary to investigate and resolve the matter. It is the Library's expectation that the complainant, the respondent, and any witnesses to the incident(s) will also maintain confidentiality.
- 4.3** All records of complaints, including contents of meetings, interviews, results of investigations, and all other documentation, will be retained by the Human Resources Division.
- 4.4** All information pertaining to the results of the risk of workplace violence that may arise from an assessment will be provided to the Joint Health & Safety Committee or its representative and will be disclosed only to the extent necessary to generate statistics.
- 4.5** All records pertaining to a complaint under this Policy are subject to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*, the *Ontario Human Rights Code*, the *Occupational Health & Safety Act* or the rules governing Court proceedings.

#### **5. Application**

This Policy is applicable to all Library employees, contractors, visitors, clients, patrons, volunteers and appointed officials. It applies to all matters identified occurring in the course of any person's employment or contract of services.

#### **6. Limitations**

The Library is committed to providing all its employees with a supportive and satisfying work environment. Every employee has the right to make a complaint or to enforce his or her rights under this Policy, without retaliation or the threat of retaliation and in the expectation that complaints of workplace harassment and violence will be successfully resolved by the Library without recourse to other avenues.

Notwithstanding the existence of this policy, under the provisions of the Ontario Human Rights Code all Library employees may at any time pursue their rights independent of this Policy.

Please refer to all associated Procedures, if applicable, for detailed processes regarding this Policy.

## Appendices

Appendix 1 Harassment Complaint Form

Appendix 2 Workplace Violence Reporting Form

Appendix 3 Response to Harassment Complaint Form



# Harassment Complaint Form

All complaints of workplace harassment will be held in confidence and will be disclosed only to the extent necessary to investigate and resolve the complaint. It is the Library's expectation that the complainant, the person against whom the complaint is made, and any witnesses to the incident(s) will also maintain confidentiality.

**Complainant Information (anonymous complaints will not be investigated)**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Date \_\_\_\_\_ Position Title \_\_\_\_\_

Department \_\_\_\_\_ Manager \_\_\_\_\_

**Subject of Complaint Information**

Name of individual you are complaining about \_\_\_\_\_

Position Title \_\_\_\_\_

Department \_\_\_\_\_

Date(s) the incident(s) occurred \_\_\_\_\_ Time \_\_\_\_\_

Place the incident occurred \_\_\_\_\_

Date(s) the incident(s) occurred \_\_\_\_\_ Time \_\_\_\_\_

Place the incident occurred \_\_\_\_\_

Nature of the allegation(s):

Describe your reaction.

Outline what you have done in response to this problem to date, if anything, including speaking to the person you are complaining about, or raising your concerns with someone else.

---

I am hereby filing this complaint because I honestly believe that the person noted below is harassing me.

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

I hereby certify that to the best of my knowledge the above-mentioned information is true, accurate and complete. I understand that making false allegations is in violation of



## Harassment Complaint Form

the Respect in the Workplace Policy and could subject me to discipline up to and including termination. I understand that by filing this complaint, an investigation will be initiated.

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date

## Workplace Violence Reporting Form

This form is to be used in instances where a person has exercised or attempted to exercise **physical force** against an employee that could cause physical injury. You may also use this form when a person makes a statement or exhibits a behaviour that is reasonable enough for a person to interpret as a **threat** to exercise physical force that could cause physical injury.

### Complainant's Information

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Date \_\_\_\_\_ Position Title \_\_\_\_\_

Department \_\_\_\_\_ Manager \_\_\_\_\_

### Incident Details

Name of aggressor (if known)

Familiarity with aggressor

Position Title (if applicable)

Department (if applicable)  Division (if applicable)  Section (if applicable)

Date(s) the incident(s) occurred  Time   am  pm

Location of incident

Date(s) the incident(s) occurred  Time   am  pm

Type of Incident  Mail  Email  Voicemail  Telephone

Was the incident reported to the Police?  yes  no

If yes, please provide Officer name

If yes, please provide Incident No.

Extension call received at  Call display number (if applicable)

Describe the sequence of events and factors leading up to the threat/violence.

What was the nature of the threat/violence? (What was said and done specifically).

List any witnesses who observed the conduct, or individuals who may have information about the complaint.

Provide a physical description if the aggressor's identity is known (height, weight, clothing, hair, ethnicity, etc.).

What was the state of emotion of the aggressor? (check all that apply).

- |                                   |                                  |                                      |                                     |
|-----------------------------------|----------------------------------|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> Calm     | <input type="checkbox"/> Angry   | <input type="checkbox"/> Crying      | <input type="checkbox"/> Confused   |
| <input type="checkbox"/> Shouting | <input type="checkbox"/> Anxious | <input type="checkbox"/> Intoxicated | <input type="checkbox"/> Irrational |

Describe the manner of speech of the aggressor (for telephone threats).

- |                                 |                                 |                                     |                                 |
|---------------------------------|---------------------------------|-------------------------------------|---------------------------------|
| <input type="checkbox"/> Fast   | <input type="checkbox"/> Slow   | <input type="checkbox"/> Frightened | <input type="checkbox"/> Lisper |
| <input type="checkbox"/> Vulgar | <input type="checkbox"/> Polite | <input type="checkbox"/> Stuttering | <input type="checkbox"/> Accent |

Any other pertinent details? Please attach an additional page if necessary.

## Workplace Violence Reporting Form

---

I hereby certify that to the best of my knowledge the above-mentioned information is true, accurate and complete. I understand that making false allegations is in violation of the Respect in the Workplace Policy and could subject me to discipline up to and including termination. I understand that by filing this complaint, an investigation will be initiated.

---

Signature of Complainant

---

Date

---

Signature of Manager

---

Date

- original report forwarded to Human Resources
- copy to your Manager



## Response to Harassment Complaint Form

All complaints of workplace harassment will be held in confidence and will be disclosed only to the extent necessary to investigate and resolve the complaint. It is the Library's expectation that the complainant, the person against whom the complaint is made, and any witnesses to the incident(s) will also maintain confidentiality.

### **Respondent's Information**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Date \_\_\_\_\_ Position Title \_\_\_\_\_

Department \_\_\_\_\_ Manager \_\_\_\_\_

### **Name(s) of Complainant(s)**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Department \_\_\_\_\_ Manager \_\_\_\_\_

### **Response to the Complaint**

Include as much information to the complaint as possible, including dates and times. Please respond to each allegation contained in the complaint. (Attach extra pages if required.)

## Response to Harassment Complaint

List any individuals who may have information about the complaint, or who may have observed the conduct in question.

\_\_\_\_\_  
Respondent's Signature

\_\_\_\_\_  
Date

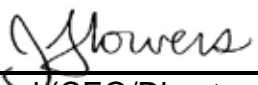


# INTERNAL MONITORING REPORT

**POLICY TYPE:** Executive Limitations

**POLICY TITLE:** [EL 10 Communication and Counsel to the Board](#)

I hereby present my monitoring report on your Executive Limitations policy “Communication and Counsel to the Board” 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)

\_\_\_\_\_  
June 13, 2024  
Date

**Policy Element: Header Paragraph**

The CEO shall not permit the Board to be uninformed or unsupported in its work.

**I interpret this as follows:**

“not permit”: take an active and anticipatory role.

“uninformed or unsupported”: as interpreted specifically in elements 1 through 8 below.

**Compliance will be demonstrated when:**

The Board is aware and informed of all matters specified in elements 1 through 8 below.

**Evidence:**

As specified in elements 1 through 8 below.

**Policy Element #1**

Accordingly, the CEO shall not:

Allow the Board to be uninformed of the monitoring data required by the Board (see policy on Monitoring Executive Performance) in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored.

**I interpret this as follows:**

“timely”: adherence to the schedule in the Board’s Annual Calendar (ELs and Ends).

“accurate and understandable”: candid and expressed in jargon-free language with implications clearly articulated.

**Compliance will be demonstrated when:**

Relevant reports are submitted on schedule and are fully understood by the Board.

**Evidence:**

In the last year, monitoring and Ends reports have been approved by the Board in accordance with the approved Annual Calendar.

**Policy Element #2**

Allow the Board to be unaware of relevant trends, significant changes in provincial or municipal policies, anticipated adverse media coverage, material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established.

**I interpret this as follows:**

1. “unaware”: ignorant of
2. “relevant trends ... and internal changes”: any information or event having a major impact on the Board and its work.

**Compliance will be demonstrated when:**

The Board is aware of important information, changes, and trends in a timely manner.

**Evidence:**

The Board has received consistent and appropriate formal and informal reports and communications which contain relevant changes, trends, and possible media coverage. In the last year, these have included:

- Monthly Information Updates as part of the Board meeting package
- Monthly meeting minutes from the Anti-Black Racism Working Group
- Annual Ends Reports
- Semi-annual updates from Canadian Urban Libraries Council meetings
- Updated GP01 Global Ends Policy
- Semi-annual summary of library incidents
- Emails from Library CEO to share information, articles and resources about relevant library news, events, and issues.

**Policy Element #3**

Fail to advise the Board if, in the CEO’s opinion, the Board is not in compliance with its own policies on Governance Process and Board-CEO relationship, particularly in the case of Board behaviour that is detrimental to the work relationship between the Board and CEO.

**I interpret this as follows:**

“Governance Process”: the Board’s Governance Policies and Board Bylaws

“Board-CEO relationship”: the Board’s Board-CEO Delegation Policies

**Compliance will be demonstrated when:**

The Board is informed of any serious breach of compliance.



**Evidence:**

In the last year, there have been no occurrences of the Board failing to comply with any of its own policies. The Board reviewed the Governance policies, Board-CEO Delegation policies and the Board By-Laws in 2023.

**Policy Element #4**

Fail to provide for the Board as many staff and external points of view, issues, and options as needed for fully informed Board choices.

**I interpret this as follows:**

“staff and external points of view”: a wide range of opinions both in favour and opposed to a particular course of action.

“issues and options”: various aspects of a course of action and a range of possible choices.

**Compliance will be demonstrated when:**

CEO recommendations are accompanied by a discussion of alternatives and potential outcomes by the Board.

**Evidence:**

Monthly Board Reports from staff, correspondence, and staff presentations to the Board have highlighted relevant issues, allowed the Board to request additional information and made space for Board discussion. The Board had opportunities to work closely with staff on committees such as the Building Committee, Linkages Committee and Ends ad hoc Committee.

**Policy Element #5**

Present information in unnecessarily complex or lengthy form or in a form that fails to differentiate among information of three types; monitoring, decision-preparation or other.

**I interpret this as follows:**

“unnecessarily complex or lengthy”: not in brief or understandable language.

“decision-preparation”: information presented formally or informally prior to adopting a course of action.

“other”: reports presented for information only.

**Compliance will be demonstrated when:**

All Board reports are presented in a form that is understandable and is not excessively complex or technical, and the purpose of the information is clear.

**Evidence:**

There have been no incidents where the Board has informed the CEO that they found the reports too complex or unclear for decision making.

**Policy Element #6**

Fail to provide a mechanism for official Board, officer or committee communications.

**I interpret this as follows:**

“mechanism”: methods for the Board to send and receive its official information.

**Compliance will be demonstrated when:**

The Board is provided with appropriate means of communication.

**Evidence:**

The Board has been provided with support for the following official communications:

- Board section of website with member information and official records
- Board section of the SharePoint intranet
- The email address for the Board available on <https://pickeringlibrary.ca/board/> . This email account is monitored by the CEO and the Executive Assistant. Communication is brought to the attention of the Chair and added to Board correspondence when appropriate.

**Policy Element #7**

Fail to report in a timely manner any actual or anticipated non-compliance with any policy of the Board.

**I interpret this as follows:**

“timely manner”: as soon as possible

**Compliance will be demonstrated when:**

The Board is informed in a timely manner of any non-compliance with policy.

**Evidence:**

Review of Monitoring Reports which report compliance or non-compliance with all policies. In April 2024, the CEO reported compliance issues with:

EL 01 – Where the Board may not be in compliance with the *Public Libraries Act* due to an interpretation of the Act which requires that the Chair be appointed for a full Board term rather than PPL’s specified two-year term for Board Chair. The Board By-Laws outline that the Chair role is a two-year term. It is also common to have one- and two-year terms for a Board Chair in many Ontario Libraries.

**Policy Element #8**

Fail to supply for the agenda all items delegated to the CEO, but still required by law or contract to be Board-approved, along with the monitoring assurance pertaining thereto.

**I interpret this as follows:**

“monitoring assurance”: background and other information necessary to understand the significance of the document being approved.

**Compliance will be demonstrated when:**

The Board’s agenda regularly contains relevant items which the Board is required to approve.

**Evidence:**

Direct inspection of Library Board packages for the last 12 months confirms that the following were provided to the Board:

- Purchasing Policy
- Hiring Policy
- Health & Safety Policy
- Respect in the Workplace Policy
- Draft Operating and Capital Budget submissions
- 2022 financial statement audit
- Purchases documents and contracts that required Board approval:
  - Above \$250,000: ILS Software
  - Sole source purchases over \$125,000: n/a
  - Consulting services over \$50,000: Strategic plan professional fees