
Meeting Minutes

Anti-Black Racism Working Group

Wednesday, April 10, 2024, 6:30 pm

Online – Zoom

Attendees: Charmain Brown (Notetaker), Nicole Facey, Romina Diaz-Matus, Teronie Donaldson, Samantha Adebisi

Library Staff: Shobha Oza, Sabrina Yung, Joel Sutherland

Absent: Titi Katibi, Bernadette Hood-Caesar, Marsha Hinds Myrie

1. Welcome, Land Acknowledgement, and Ancestral Acknowledgement
 - Read by SY and SA.
 - SY announced on behalf of TK, due to competing commitments, TK has decided to resign from the ABRWG.
 - The order of today's agenda was amended to review items that did not require quorum until enough members arrived to make quorum for discussions.
2. March Library Board Meeting Presentation and Public Library Association (PLA) 2024 Appreciations
 - CB and RDM shared about the ABRWG update they facilitated at the March Board Meeting. CB and RDM noted there was positive feedback from the Board members and some questions as to the impact of the work and youth initiatives.
 - SY gave an update on the Public Library Association 2024 ABRWG presentation she facilitated in Columbus, Ohio. SY shared the presentation was well attended (over 100 attendees), there was positive engagement from the audience and many questions about the work (for how to bring a similar approach to other libraries).
3. Conflict of Interest Declaration
 - No conflicts declared.
4. Review Meeting Minutes
 - March minutes reviewed.
 - No edits were tabled. March minutes were approved.
5. Client Experience Progress Update and Next Steps
 - JS shared about the changes in leadership within the Client Experience department.
 - JS gave an update on various initiatives and continued work within Client Experience including:

- New and continued client feedback mechanism.
- Youth focus sub-committee.
- New services staff focused on teen services.
- Revamping of the incident reporting tool.
- A new youth survey is coming in May.
- Lobby redesign lead by Jackie.
- Branded vests identifying staff.
- Outreach Vehicle
 - The outreach vehicle is currently in development. The official name of the vehicle is to be decided. This mobile service will allow access to a variety of library services throughout the community.
 - Considering community access to the outreach vehicle based on needs (socio-economic, proximity to brick and mortar library, etc.).
- Language Line
 - Language Line is a service available at the library that allows access to live translators on demand for staff and the community. New promotion of this service will be taking place to increase interest and use.
 - Consideration of city and provincial demographic data has informed the promotion/signage development (focusing on the top languages spoken in Pickering households).
 - Discussion took place on the benefits of this initiative and ways to promote it in the community.

6. Preparing for May Activity

- Reminder, in lieu of the monthly ABRWG meeting in May, all ABRWG members have agreed to spend some time visiting Claremont, Central and George Ashe libraries to observe the user experience.
- Discussion took place amongst members, including an interest in gathering and visiting the different locations as ABRWG members together. TD will be sending out available dates to members and will coordinate a group visit to Claremont library.

7. June Meeting

- When the group reconvenes in June, per the 2024 Work Plan, People and Culture will join the meeting to share a progress update and to introduce new Human Resource team members from the City that will be taking on some of the work (due to recent department changes).

Next Meeting: June 12 @ 6:30 pm (online)