



Library Board Meeting Agenda
Thursday, September 26, 2024
7:00 pm
Claremont Library

- 1. Meeting Called to Order** Chair
- 2. Land Acknowledgement** K. Smuk
- 3. Public Delegations**

Members of the public looking to provide a verbal delegation to the Board are required to register by completing a [Delegation Request form](#). For more information please email board@pickeringlibrary.ca or refer to Section 3.10.5 of the [PPL Board Bylaws](#).

Please be advised that your name will appear in the public record and will be posted on the Library's website as part of the meeting minutes.
- 4. Approval of Agenda** Chair MOTION
Conflict of Interest Disclosure to Approve
- 5. Presentations**
 - 5.1** S. Yung, Manager, Marketing & Community Relations
Re: Pickering Public Library Branding Update
- 6. Consent Agenda** Chair MOTION
to Approve
 - 6.1** Minutes of the Previous Board Meeting – [Pg 1](#)
June 20, 2024
 - 6.2** Library Information Update – September [Pg 8](#)
2024
 - 6.3** Minutes of the Board Building Committee [Pg 14](#)
Meeting – June 13, 2024
 - 6.4** 2024 Q2 Stats Review (KPIs) [Pg 16](#)
 - 6.5** 2024 Financial Review (as of 2024/08/31) [Pg 17](#)
 - 6.6** January – June 2024 Incident (Security) [Pg 20](#)
Report
- 7. Correspondence**
None.
- 8. Ends Discussion**
None.
- 9. Staff Reports**
 - 9.1** Anti-Black Racism Working Group Update Verbal S. Oza
[Minutes of the April 10, June 12, and July Update

12, 2024 ABRWG meetings attached -
[Pgs 22 - 29](#)

- | | | | | |
|---|---|-----------------------|-----------------|---------------------------|
| 9.2 | Report 02-24 Respect in the Workplace Policy | Pg 30 | J. Flowers | MOTION to Approve |
| 9.3 | Report 03-24 Facilities Projects Update | Pg 51 | C. Moore | |
| 9.4 | 2025 Current and Capital Budget Estimates | Pg 52 | C. Moore | |
|
10. Monitoring Reports – Executive Limitations | | | | |
| 10.1 | EL 05 Financial Planning | Pg 55 | K. Smuk | MOTION to Receive / Adopt |
| 10.2 | EL 06 Financial Condition | Pg 59 | K. Smuk | MOTION to Receive / Adopt |
|
The following EL Policy will be discussed at the next Board meeting. All members to review prior to the next meeting. | | | | |
| | EL 02 Treatment of Clients | | K. Danylak | |
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11. Board Committee Reports | | | | |
| 11.1 | Report of the Board Building Committee | Verbal Update | Committee Chair | |
| 11.2 | Report of the Board Community Linkage Committee | Verbal Update | Committee Chair | |
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12. Governance | | | | |
| None. | | | | |
|
13. Board Policy Review | | | | |
| 13.1 | Annual Board Bylaws Review | Pg 63 | Chair | Motion to Adopt |
|
14. New & Unfinished Business | | | | |
| 14.1 | Member Community Reports | | | |
| 14.2 | Seaton Recreation Complex & Library Community Engagement – Public Open Houses | Verbal Update | J. Flowers | |
|
15. Confidential Matter | | | | |
| None. | | | | |
|
16. Board Meeting Evaluation | | | | |
| 16.1 | Review of Previous Meeting Results | Verbal Update | Chair | |

16.2 Completion of Evaluation for Current Meeting

17. Adjournment

Chair

MOTION
to Adjourn

Next Meeting:

To be Held: Thursday, October, 24, 2024

Location: Central Library Auditorium

Preliminary List of Motions

Item # Motion

- 4.** THAT the items in the Agenda be approved by the Board as presented.
- 6.** THAT the items in the Consent Agenda be approved by the Board as presented.
- 9.2** THAT the Board approves the Respect in the Workplace policy as presented, the policy being complete, sound, and effective.
- 10.1** THAT the Board has received the monitoring report for policy EL 05 Financial Planning and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EL 05 Financial Planning as presented, the policy being complete, sound, and effective.
- 10.2** THAT the Board has received the monitoring report for policy EL 06 Financial Condition and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EL 06 Financial Condition as presented, the policy being complete, sound, and effective.
- 13.1** THAT the Board adopt the Pickering Public Library Board Bylaws as amended.
- 17.** THAT the meeting be adjourned.

Held: Thursday, June 20, 2024

Location: Central Library Auditorium

Attendees: Councillor M. Brenner; Councillor S. Butt; K. Danylak (departed 7:56 pm); B. Kenworthy; A. Maginley; A. Mir; D. Sharma; S. Sheehy (Chair); K. Smuk

Absent: Councillor L. Cook; F. Mahjabeen

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

1. Meeting Called to Order

Chair Sheehy called the meeting to order at 7:06 pm

2. Land Acknowledgement

D. Sharma read the City of Pickering Land Acknowledgement.

3. Public Delegations

None.

4. Approval of Agenda, Conflict of Interest Disclosure

No interest was declared.

- Agenda was amended to include Item 9.4 LIB 01-24 Report to Council Re: Funding Out of Country Conference

Motion #24.29

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

Carried.

5. Presentations

5.1 Children's/Teens/Adult Update

R. Lewis, Client Experience Specialist, Adults; K. Graham, Client Experience – Library Youth Specialist; and S. Mohamed, Client Experience Specialist, Children each presented an overview of the 2023 program results and challenges for their area, and offered insights into 2024 thus far, along with plans for the remainder of the year.

Questions and comments from Board members included:

- Outreach: Appreciation expressed for PPL staff setting up information tables at City events to enhance the visibility of library programs and services.
- Expertise in program delivery: Programs that require specialized knowledge beyond core library service areas are delivered by external presenters and community partners.

- Benefits of partnerships: It was clarified that the Library waives room rental fees for partners delivering programs. This collaborative approach allows partners to contribute their expertise and often brings in new audiences to the library.
- Cost recovery for programs: It was clarified that public libraries adhere to a philosophy of reducing barriers to participation and making all library resources accessible for everyone. For more costly events like author talks, the public libraries of Durham Region often collaborate to share costs and resources.
- Volunteering: In response to inquiries about volunteering for the Teen Advisory Group (TAG), it was shared that a call for volunteers happens twice per year. The next call will be in October and details will be published on the website.
- Supporting youth mental health: The Library supports youth by ensuring the regular presence of a youth worker at teen drop-in programs, providing programs and an information board in the teen area about community mental health resources, and having K. Graham available to connect youth with necessary supports and referrals as required.
- Teen incidents: It was observed that incident reports have notably decreased since January 2023. The Library generally attracts highly engaged teens who register for numerous programs, and teens who prefer casual, unprogrammed hangout spaces. The challenge lies in bridging this gap and fostering a culture that allows teens to be teens. The Board Community Linkage Committee, currently focusing on teens, offered their help if needed.
- Programming in Seaton: Pop-up events are scheduled for the Seaton area this summer, featuring programs and storytimes. Councillor Butt requested that details be provided to him so that he can share them with the community.

The Board thanked R. Lewis, K. Graham, and S. Mohamed for their time and thorough presentations. They departed the meeting at 8:00 pm.

6. Consent Agenda

6.1 Minutes of the Previous Board Meeting – May 23, 2024

6.2 Library Information Update – June 2024

6.3 Minutes of the Board Ends Ad Hoc Committee Meeting – May 23, 2024

6.4 Minutes of the CEO Evaluation committee Meeting – June 6, 2024

6.5 A06 Health & Safety Policy

6.6 A10 Hiring Policy

6.7 A12 Purchasing Policy

6.8 EP01 Global Ends

D. Sharma requested that the last paragraph of Item 14.1 on the May 23, 2024 Board meeting minutes be revised to read:

"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 the Devi Mandir Youth Group received an award for Youth Leadership."

Motion #24.30

Moved by A. Mir, Seconded by A. Maginley **Motion THAT** the items on the Consent Agenda be adopted, with the last paragraph of Item 14.1 of the minutes from the May 23, 2024 Regular Board Meeting amended.

Carried.

7. Correspondence

None.

8. Ends Discussion

None.

9. Staff Reports

9.1 Anti-Black Racism Working Group Update

S. Oza informed that the ABRWG did not meet in April, instead taking this time to visit the library, attend events, and observe ongoing actions and interactions. At the May meeting, an informal roundtable provided an opportunity for group members to share their feedback. S. Oza subsequently presented some of the feedback and experiences from the group with the Board. Further details will be documented in the meeting minutes, expected to be included in the September Board package.

A. Maginley attended the May meeting to observe. Additionally, the City HR team joined to provide an update on goals achieved in 2023. It was also mentioned that there will be changes in the HR staff leading the ABRWG initiatives, specifically that S. Christou, Manager of Human Resources, will be taking over from C. Addo-Bekoe.

When asked about the ABRWG collaborating with schools, it was noted that the Group's focus has been Library programs, services, resources, policies, and internal functions. This contrasts with the City of Pickering's Anti-Black Racism Taskforce (PABRT) which is specifically mandated to engage and collaborate with the community.

It was asked if the ABRWG takes a summer break or continues to meet over the summer. S. Oza advised that it was the latter and offered to share the meeting schedule with Board members who are welcome to attend the meetings.

9.2 A41 Respect in the Workplace Policy

J. Flowers presented an update about the A27 Workplace Violence Prevention policy (which was not included in the consent agenda with the other policies that are typically reviewed by the Board annually in June). She explained that the Workplace Violence Prevention Policy was combined with another existing policy – A05 Workplace Harassment Prevention – to form the new A41 Respect in the Workplace policy, based on a template and guidance provided by City of Pickering Human Resources staff. J. Flowers presented this new policy with related forms to the Board for approval.

Questions were raised regarding the workplace harassment form that accompanied the policy. The form - which is modelled on the one used by the City – states that anonymous complaints would not be investigated. J. Flowers stated that the rationale behind this statement was that anonymous complaints will lessen the scope and thoroughness of an investigation and that staff submitting a form should be informed of this limitation.

Following a thorough discussion, it was recommended that the Board revisit the anonymity portion of the policy forms at their September meeting after J. Flowers has had the opportunity to consult with HR and other public libraries to gather more information into best practice.

It is the Board's request that the policy be revised to eliminate any mention of anonymous complaints not being addressed and to clarify that providing identifying information is optional, while acknowledging that anonymous complaints may limit the thoroughness of investigations. Given this request, the recommendation was made to approve the policy in principle, subject to J. Flower's discussion with HR and the follow-up review in September.

Motion #24.31

Moved by D. Sharma, Seconded by M. Brenner **Motion THAT** the Board approve policy A41 Respect in the Workplace *in principle*, subject to consultation with HR regarding the anonymous complaints clause and a follow-up review at the September 26, 2024, Board meeting.

Carried.

9.3 2025 Current & Capital Budget & Forecast Estimates

J. Flowers reviewed the budget timelines for the 2025 current and capital budget process. Typically, the Board reviews and approves the draft budgets in principle each year in September; under the new timelines, the draft budget was presented to the Board at the June meeting and will be submitted to the City at the end of June. In the last part of August, the CEO will begin to meet with senior leadership at the City to review the budget.

Discussion included increased spending aligned with strategic priorities. J. Flowers highlighted some of the budget allocations earmarked for various purposes, including:

- Capital budget includes purchasing furniture and fixtures for the Pickering Heritage Community Centre.
- Collection budget enhancements for the outreach vehicle, as well as an "opening day collection" for PHCC.
- Funds for the design work needed on the Central Library building envelope.
- The George Ashe Library renovation planned for 2026.

There was discussion regarding how facilities projects are identified and decisions are made about what to include in the capital forecast. J. Flowers responded by explaining that the capital projects team at the City develops project timelines and cost estimates based on anticipated expenses and include lifecycle replacement.

It was recommended to provide periodic updates to the Board about any major changes following budget meetings before the next Board meeting.

Motion #24.32

Moved by D. Sharma, Seconded by A. Mir **Motion 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.

Carried.

9.4 LIB 01-24 Report to Council Funding Out of Country Conference

J. Flowers requested endorsement of a report going to Council requesting approval for S. Oza to attend a conference in Springfield, Massachusetts. Due to international travel, council approval is required.

The purpose of the trip is for S. Oza to participate as part of a panel with other library leaders on safety challenges in public libraries. Attendance will also expand S. Oza's professional network and learning opportunities.

In response to a question about the impact this would have on the current budget, J. Flowers explained that there were funds to cover the cost.

Motion #24.33

Moved by B. Kenworthy, Seconded by A. Mir **Motion THAT** the Board endorse LIB 01-24 Report to Council Re: Funding Out of Country Conference.

Carried.

10. Executive Limitations Policies & Monitoring Reports

10.1 EL 10 Communication to the Board

D. Sharma met with J. Flowers to review and discuss the elements and interpretations of evidence of the EL 10. Based on their discussion and the evidence presented, D. Sharma indicated his confidence that compliance has been demonstrated.

Motion #24.34

Moved by D. Sharma, Seconded by A. Maginley **Motion THAT** Board has received the monitoring report for policy EL 10 Communication to the Board as presented; and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EL 10 Communication to the Board as presented, the policy being complete, sound, and effective.

Carried.

Executive Limitations policies EL 05 Financial Planning and EL 06 Financial Condition will be discussed at the next Board meeting. All members were asked to review prior to the next meeting. Assigned to K. Smuk.

11. Board Committee Reports

11.1 Report of the CEO Evaluation Committee

In June, the committee met with J. Flowers for a mid-year check in and to establish clear and measurable goals aligned with the new strategic plan. The committee will meet again in December to prepare and present the year-end CEO evaluation based on these goals.

11.2 Report of the Board Building Committee

Akeem reported that the committee met by Zoom in June. Discussion items included the community engagement activities conducted around the name for the Outreach Vehicle, the functional program for the Seaton Library and the plans for renovating the lobby at Central. Akeem highlighted that the PHCC project is progressing as planned, with staff actively involved in the planning for operations and furniture selection. The meeting minutes will be included in the September package for further review.

12. Governance

None.

13. Board Policy Review

None.

14. New & Unfinished Business

14.1 Member Community Reports

A. Maginley reported that he attended the June ABRWG meeting, highlighting its strong turnout. He also attended Drag Queen Storytime and commended the organizers for managing the event effectively.

Councillor Butt asked when the Library would connect with the two elders in Claremont and the proposed video memory project. J. Flowers advised she would follow up with staff and then send an email to the Councillor to provide a status update.

Chair Sheehy mentioned that she was recently at the Whitby Farmer's Market and found it interesting to see that the Whitby Library was hosting community elder conversations outside at the market. She also remarked that the Library was packed with teens, with the Library engaging therapy dogs to hang out with the teens.

14.2 ILS Update

C. Moore announced that the launch of a new Integrated Library System (ILS) occurred the previous day. He expressed gratitude to the staff for their efforts, noting that the migration process was very smooth with only minor data issues encountered.

14.3 Claremont Library Shelving/Furniture – Temporary Closure

C. Moore reported that they are ready to install permanent shelving in Claremont. It is scheduled to commence on Monday, June 24 and is anticipated to be completed in one day, although it may extend to two days if necessary. The Library will be closed during the install period, but curbside pickup services will be offered.

Motion #24.35

Moved by M. Brenner, Seconded by D. Butt **Motion THAT** the Board approve the temporary closure of Claremont Library for the installation of furniture and shelving. **Carried.**

14.4 George Ashe Library Closure – Staff Learn Day

This is an annual request to temporarily close the George Ashe Library to allow as many staff members as possible to participate in Staff Learn Day. Typically scheduled during the summer, this year Learn Day will be in the fall due to the high volume of projects being undertaken during the summer months.

Motion #24.36

Moved by K. Smuk, Seconded by A. Maginley **Motion THAT** the Board approve the closure of George Ashe Library on Friday, September 13, 2024 for Staff Learn Day. **Carried.**

14.5 Outreach Vehicle Launch

A soft launch of the Outreach Vehicle ("OV") is planned for August 2024. The plan is to prioritize the transportation of the OV to Seaton over the summer months. A formal launch and ribbon-cutting is scheduled for September; members of Council and the Library Board will be invited to attend. Board members can expect to receive an invitation by email once the date is confirmed; information about the soft launch will also be shared.

14.6 Accessibility Training

J. Flowers reminded the Board that all City and Library employees, volunteers, agents, and any individuals likely to interact with the public on behalf of the City or Library must undergo Accessible Customer Service Training. This training was assigned to Board members last July; however, there are a few members who have not yet completed it. These individuals will be emailed and provided with another copy of the link to the online learning module.

14.7 Board Summer Get-together

S. Sheehy will be sending some possible dates for the Board summer get-together to B. Gregory. Once these dates are received, the Board will be emailed to poll their availability.

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, September 26, 2024 at 7:00 pm.

Motion #24.37

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

The meeting was adjourned at 9:20 pm.

Signature of Library CEO:

Date:

Signature of Library Board Chair:

Date:

1 The Best Place for Everyone to Learn



TD Summer Reading Club

It was another successful TD Summer Reading Club program this year with 841 children registered to participate (2023 – 860 children) and over 220,000 minutes of reading logged. Staff also delivered 37 programs attended by 1,624 participants.

The kick-off party, the TDSRC Funtastic Fair, was a great day of activities with community partners and performers in

Esplanade Park. The event was attended by over 500 people.



Thank Goodness it's Summer! ("TGIS")

Beginning in July, Pickering teens joined the Library to kick off another year of TGIS. Over 60,000 pages were read by 40 teens (2023 – 63 teens) through daily reading challenges. Over the summer, nearly 300 teens (2023 – 170 teens) participated in 22 programs designed to promote literacy.

Adult Reading Challenge ("ARC")

This year, a new and improved summer reading program was launched for adults. The Library registered 70 Adults (2023 – 51 clients) who completed over 25 reading challenges.



Claremont P.S. Visits the Claremont Library

In June, Outreach staff facilitated a visit by the Grade 1 / 2 class from Claremont P.S. The class walked to the Library and Library staff facilitated a coding workshop using the Coding Awbie Osmo kits.

Showcasing Pickering's One Room Schools



Library staff set up a new bi-monthly display for September and October that showcases *Pickering's One Room Schools*. The display features images and text panels that highlight the history of one room schools and the rural school system in Pickering. A reading list with reference materials and other resources also accompanies the display. These items are on display from September 1 – October 31.

2 Committed to Care, Inclusion and Belonging

Central Library Accessible Study Desk

A new, accessible study desk with privacy panels was installed this summer at the Central Library on the second floor. This improvement resulted from a request made by a client for an accessible desk that would accommodate someone who uses a mobility device.



National Indigenous Peoples Day

Library staff set up a table for National Indigenous Peoples Day on June 21st in Esplanade Park. The table shared the Library's commitments and actions towards Truth and Reconciliation and featured a display of books by Indigenous authors.

Emancipation Day

Library staff were invited to set up a table at the 2024 Emancipation Day Celebration, hosted by Durham Region and community partners, in Esplanade Park. The table featured books by Black authors and other Library resources on Emancipation Day. The table also showcased the work of the Anti-Black Racism Working Group (ABRWG). Library staff were joined by a member of the ABRWG, Bernadette Hood, who spoke with members of the public about the work of the ABRWG.



Youth Pride Durham

In partnership with staff from the Equity, Diversity & Inclusion Office of the CAO at the City of Pickering, Library staff presented an information booth at the Youth Pride Durham event, hosted at the Durham Region Headquarters in Whitby. Staff offered Library resources for the 2SLGBTQIA+ community, such as booklists, Library resources, and information about upcoming Library events.

Promoting Drag Queen Storytime

The Library is committed to promoting events, services and partnerships that support a culture of care, inclusion and belonging. During June, promotions for Drag Queen Storytime on social media received higher than average reach and impressions - 110 interactions and 19 comments, many of which were from enthusiastic community members looking forward to this year's event. Click [here](#) to see the post.

Following the June 8 Drag Queen Storytime Event, Pickering Public Library's social channels received many supportive comments from community members sharing their positive experiences:

"Public libraries are so important I love this way of getting kids interested in reading and excited about the library!! What a fun day!!"
"It was great fun. My granddaughters thoroughly enjoyed themselves"
"Thank you so such an amazing event! My third year going!"



CDCD's Humanitarian Response Project

Library staff connected with the Durham Humanitarian Response Project (DHRP) through the Community Development Council Durham (CDCD) to offer workshops for refugees housed at a local hotel. Staff provided a Library tour, made library cards and hosted an art workshop for thirty children during a visit to the George Ashe Library. In a subsequent visit, staff provided toy stations such as Lego, train tracks, crafts, and sensory play. Additionally, arrangements were made to offer meeting space at the George Ashe Library as well as tours and workshops throughout 2024 and into 2025.

3 A Connected Community

Seaton Pop-Up Library

Throughout the summer, the Library hosted a Pop-Up Library at Rick Johnston Memorial Park in Seaton on Wednesday mornings. Residents could browse for books, check out and return Library items, register for Library cards, and learn about Library services. The team also organized weekly activities, such as gardening, games, and crafts, and staff invited local partners to the Pop-Up to provide art and STEM activities for children. Throughout the summer, staff connected with two hundred and forty-two adults and three hundred and sixteen children and created twenty-one new Library cards.



Teens Services Town Hall

In July, staff facilitated a Teens Services Town Hall and invited local teens, members of the community, and many Library partners to attend. This event focused on conversations regarding Teens services at the Library – informed by community engagement over the course of several months – with the goal of delivering better services to youth, as well as a safer and more welcoming environment. This event was attended by 25 members of the community.



Roots to Rebellion Exhibit at Pickering Museum Village

The Roots to Rebellion Exhibit at Pickering Museum Village explores untold stories of the Underground Railroad; the struggles, triumphs, and the powerful legacy of Black Loyalists; and the events leading up to the 1836 Rebellion of Upper Canada. Once again, the Library has partnered with Pickering Museum Village to provide a browsing collection of books as part of the exhibit to enhance the experience for visitors.

Durham College Lobby Outreach Table

In July, Durham College used an information table in the Central Library lobby to share information about how newcomer or mature students can benefit from programs, student services, and credential assessments.

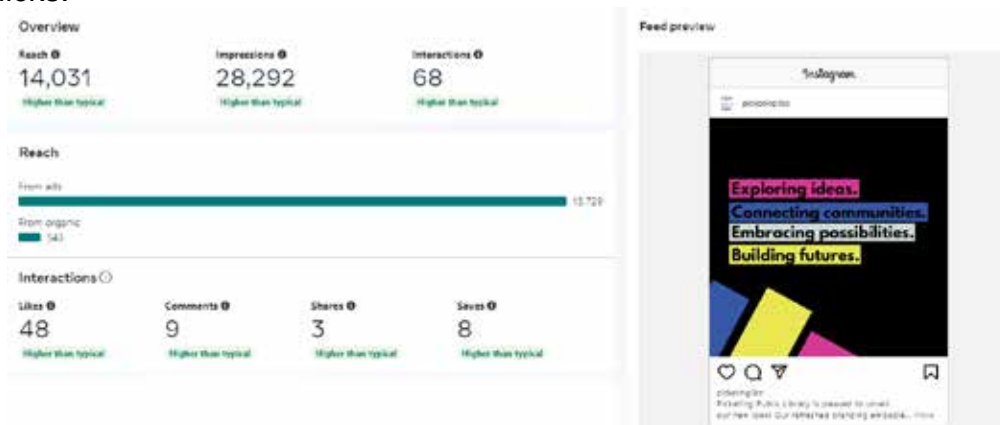
YMCA-GTA Job Fair

The YMCA-GTA hosted a multi-employer Job Fair in June at the Central Library. The event was attended by nearly 650 people. Library staff were busy during the event helping clients print resumes. Due to the overwhelming interest, not all attendees had a chance to meet face-to-face with employers, but everyone was able to submit their resume to their employers of interest.

4 Building for the Future

PPL's New Branding

The new branding has launched on the Library's social media channels and website; the new visual assets have created a noticeable change in visual identity across all platforms. A pinned post introducing the Library's updated priorities in the new palette received higher than typical reach and impressions on Facebook and Instagram, and garnered an encouraging number of reactions, including link clicks.



Installation of new Work Pods

During the installation of the new Work Pods at the Central Library, a [timelapse video](#) was shared on social media to raise awareness about access to this new client experience. The post included details about the Work Pods and invited clients to learn how to make a reservation. The engagement rate for this video was encouraging and illustrates an excitement for the new workspaces and interest in unique ways to utilize the Library.

AI Series: Create a Website with AI & ChatGPT

An artificial intelligence workshop was delivered to a full house of 15 attendees in July. Clients left this event with newfound knowledge of how to utilize AI to create websites for their businesses and hobbies.

Central Library Service Desk

A new service desk was installed in the lobby of the Central Library, replacing the large desk that previously greeted clients when they entered the building. The new desk is positioned on the side wall of the lobby to create more room in the center for seating and offer a more welcoming atmosphere. The desk includes two service points, one of which is accessible.



Organizational Excellence

Staff Learn Day

Library staff converged at the Pickering Soccer Centre in September to take part in the 2024 Staff Learn Day. Nearly 60 staff attended this event that focused on learning about Indigenous Land Acknowledgements, ABRWG Events and Collections updates, and Intellectual Freedom. This event was also filled with fun activities such as a staff soccer game, yoga, storytelling and drawing class, and board games.



New Brand Guidelines

Alongside the implementation of Pickering Public Library's new brand experience, new brand guidelines were developed to ensure all communications provide consistency, clarity and an inclusive brand experience that will elevate the brand's presence in the community.

Over the summer, staff have participated in creative activities—including painting, word searches, cookie and donut decorating, and bracelet-making, to deepen their connection with the refreshed Pickering Public Library brand experience. These activities have sparked enthusiasm and fostered a sense of ownership in our brand transition.

Held: June 13, 2024

Location: Virtual (Zoom)

Attendees: K. Danylak (Chair), A. Maginley, M. Brenner

Absent: B. Kenworthy

Staff: C. Moore, Director, Corporate Services and Collections; J. Flowers, CEO/Director of Public Libraries; D. Poida, Senior Project Manager, City of Pickering

Commencement Time: 6:35 pm

1. Review of the Seaton Library Functional Plan

J. Flowers presented a list of areas planned for the Seaton Library and asked the Committee members for feedback, ideas and questions. Comments included:

- More imaginative, creative play opportunities for children.
- Stroller parking.
- A family washroom near the children's area.
- A display area that can highlight heritage months, cultural days of celebration and importance, etc.
- Research into "The Well" in Toronto's arcadia earth and the snooze room in pickering to inform the snoezelen room.
- Consider offering office space for community groups to allow for ongoing activities.
- Adjacency between adult and children's maker spaces and whether they would be separated.
- Adding music practice rooms for teens and musicians.
- Adding private focus rooms / work pods (smaller than collab rooms).
- Adding screens and screencast technology to support business collaboration and entrepreneur incubators in collab rooms.
- Researching collab rooms that can be divided into smaller rooms.
- Considering library material vending machines for after-hours service.
- A room that allows smudging.
- A prayer/meditation room must be appropriately oriented to consider cardinal directions and the placement of a foot bath within the room.

2. Review of Library Building Projects for 2024

1. Pickering Heritage Community Centre (PHCC)

Construction has begun on this new facility and the foundation is currently being installed. The construction is expected to be completed by March 31, 2026, to comply with grant funding deadlines.

2. Outreach Vehicle

The vehicle is currently being outfitted and is expected to be completed by the end of July 2024. A staff committee has short listed the names Ovee, Lili and Olee/Oli as ideas for naming the vehicle.

3. Lobby Renovation

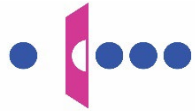
The lobby renovation project is moving forward with the goal of making the lobby a more vibrant space that is brighter and more welcoming for clients. A contractor has been retained following a thorough procurement process and the project is awaiting scheduling.

2024 Q2 KPI Statistics

	2023	Per capita (pop: 100,000)
Total circulation	843,650	8.4
Cardholders	37,795	0.4
In-person visits	362,881	3.6
Website visits	679,808	6.8
Public Computer Use	36,136	0.4
Number of programs	944	0.009
Program attendance	21,295	0.2
Outreach events	97	0.001
Outreach attendance	4,484	0.04
Electronic Product Use	55,023	0.6

	2024 YTD Jan to June	Extrapolated to full year	Per capita (pop: 100,000)
Total circulation	415,111	830,222	8.3
Cardholders	40,567	40,567	0.4
In-person visits	208,928	417,856	4.2
Website visits	501,005	1,002,010	10.0
Public Computer Use	18,943	37,886	0.4
Number of programs	358	716	0.007
Program attendance	9,721	19,442	0.2
Outreach events	88	176	0.001
Outreach attendance	5,813	11,626	0.058
Electronic Product Use	28,402	56,804	0.6

Change Year over Year (extrapolated data)
-2%
7%
15%
47%
5%
-24%
-9%
81%
159%
3%



Pickering
Public
Library

Pickering Public Library - 2024 Current Budget Update As of August 31, 2024

Revenue

	Actual	Budget	Available	Available %	
402500 Federal Grants	-603.88	-45,195.00	-44,591.12	99%	Young Canada Works Funding expected Q4
402510 Ontario Grants	-30,808.80	-136,425.00	-105,616.20	77%	PLOG grant from Province (\$106,400) to be recieved near end of calendar year.
403000 Departmental User Fees	-31,962.73	-50,000.00	-18,037.27	36%	
403030 Vending Machines	-993.14	-2,500.00	-1,506.86	60%	
403064 Rentals - Mtg. Room/Publi	-1,342.40	-5,000.00	-3,657.60	73%	
403120 Other User Fee Revenue	-1,610.00	-14,000.00	-12,390.00	89%	
405000 Fines & Charges	-3,145.02	-10,000.00	-6,854.98	69%	
406500 Donations	-9,302.58	-20,000.00	-10,697.42	53%	
Total Revenue	-79,768.55	-283,120.00	-203,351.45	72%	

Expenditures

	Actual	Budget	Available	Available %	
501000 Salaries & Wages	2,480,656.77	3,951,260.00	1,470,603.23	37%	
501010 Overtime	257.96	3,410.00	3,152.04	92%	Truth and Reconciliation Day staffing not yet charged.
501020 Employee Benefits	699,308.43	1,119,599.00	420,290.57	38%	

	Actual	Budget	Available	Available %	
501025 Employee Recognition & Appreciation	302.11	3,800.00	3,497.89	92%	Employee Recognition event to be held in September.
501040 Uniforms	1,116.16	3,250.00	2,133.84	66%	Orders deferred to Q4 (new branding)
501100 Conferences	8,916.16	11,000.00	2,083.84	19%	
501110 Seminars & Education	10,160.16	26,000.00	15,839.84	61%	Staff development and learn day event in September.
501130 Travel	4,454.77	5,000.00	545.23	11%	More travel has been required than anticipated.
502000 Postage	1,845.65	1,500.00	-345.65	-23%	Higher costs due to inter-library loans; program now paused.
502010 Freight, Express & Cartage	16.58	500.00	483.42	97%	
502020 Cellular Phones	10,906.74	23,000.00	12,093.26	53%	
502030 Telephones & Data Services	8,938.17	19,700.00	10,761.83	55%	
502040 Internet Services	22,739.69	32,100.00	9,360.31	29%	
502050 Cable TV	475.68	725.00	249.32	34%	
502100 Advertising	1,762.76	18,000.00	16,237.24	90%	Strategic plan and new brand launching in Q3.
502130 Printing - Brochures/News Ltr	3,057.18	13,000.00	9,942.82	76%	Strategic plan and new brand launching in Q3.
502210 Insurance Premium	34,625.00	34,625.00	0.00	0%	
502220 Insurance Deductible	0.00	2,300.00	2,300.00	100%	
502230 Consulting & Professional Fees	45,310.17	59,175.00	13,864.83	23%	
502240 Meals/Promotion/General	3,743.13	7,000.00	3,256.87	47%	
502250 Memberships	21,048.86	15,750.00	-5,298.86	-34%	Journal entry needed to correct accounting.
502260 Outside Agency Services	49,036.59	265,415.00	216,378.41	82%	HR staffing charge backs not yet processed.
502340 Building Repairs & Maintenance	37,157.09	289,310.00	252,152.91	87%	Cleaning staff charge backs not yet processed.
502370 Vehicle Repairs & Maint	371.36	2,000.00	1,628.64	81%	Outreach vehicle launching in Q3.

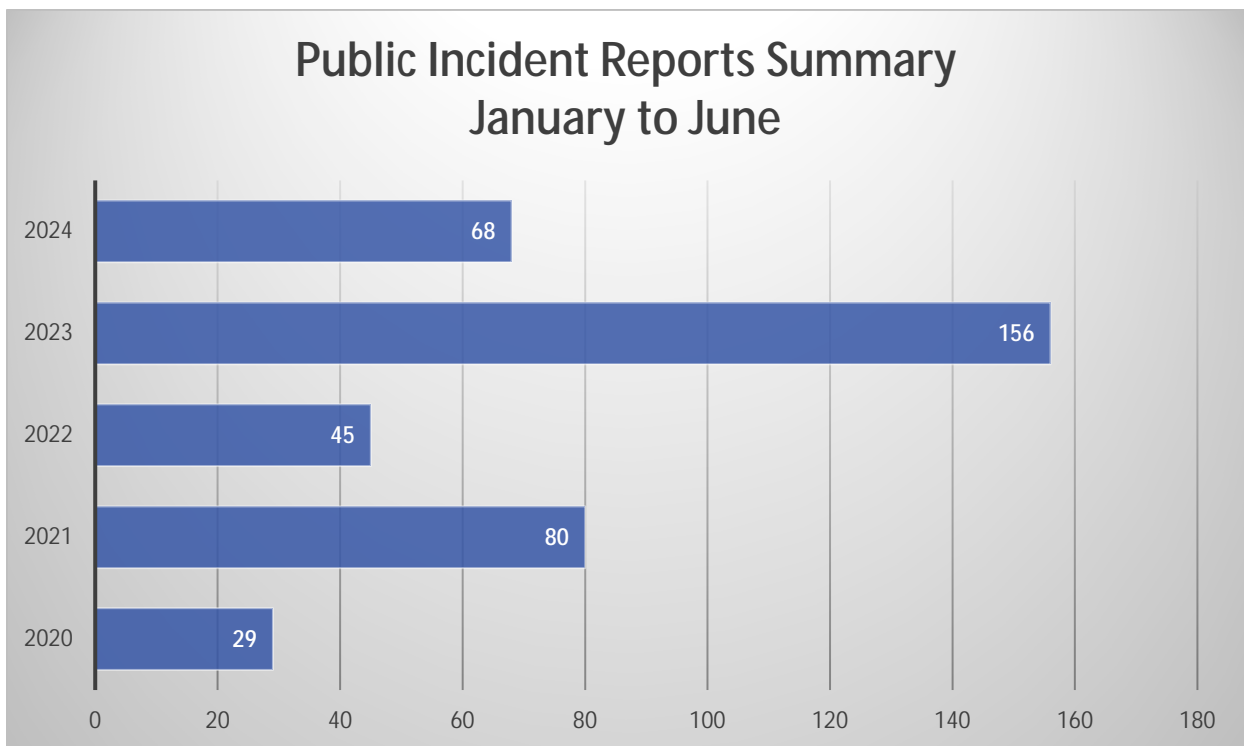
	Actual	Budget	Available	Available %	
502375 Gas, Oil, Tires, Etc.	1,274.33	3,773.00	2,498.67	66%	Outreach vehicle launching in Q3.
502380 Misc Equip Rep & Maintenance	30,753.16	41,300.00	10,546.84	26%	
502500 Stationery & Office Supplies	14,469.14	19,000.00	4,530.86	24%	
502520 Program & Event Supplies	22,233.36	38,000.00	15,766.64	41%	
502530 Committee Expenses	126.30	11,800.00	11,673.70	99%	Committee stipends not yet paid.
502540 Supplies & Tools	1,998.14	5,000.00	3,001.86	60%	
502541 Shop Supplies	9,389.32	4,200.00	-5,189.32	-124%	Higher usage of maker space services.
502550 Library Materials	217,032.41	301,000.00	83,967.59	28%	
502600 Utilities - Water	10,832.79	16,300.00	5,467.21	34%	
502610 Utilities - Gas	26,270.38	47,500.00	21,229.62	45%	
502620 Utilities - Hydro	60,256.95	138,400.00	78,143.05	56%	
502700 Sfwr/Hdwr Maintenance Contracts	190,390.27	220,990.00	30,599.73	14%	Majority of contracts are paid in Q1.
502720 System & Software Upgrade	43,712.15	100,000.00	56,287.85	56%	
502730 Hardware Replacements	4,434.34	19,000.00	14,565.66	77%	Majority of hardware orders to be completed in Q3.
502740 Furniture & Fixtures	3,993.36	7,250.00	3,256.64	45%	
Total Expenditures	3,608,543.00	6,671,192.00	2,797,558.43	41.93%	
Transfer to Reserve - for City Centre Library		-100,000.00	-100,000.00	0%	
Continuing Studies Reserve Funding for Strategic Plan (25%)		-8,794.00	-8,794.00	100%	
Transfer from DC Funding for Strategic Plan (75%)		-26,381.00	-26,381.00		
Net expenditures (revenues)	3,528,774.45	6,387,017.00	2,788,306.00	43.66%	

Projected Year End Surplus 220,144.00

Public Incident Reports		
Type of Incident*	Number of Incidents 2023	Number of Incidents 2024
Disruptive Behaviour	66	23
Fighting/Violent Behaviour	4	3
Vandalism	3	3
Theft: Personal	5	4
Theft: Library	15	8
Trespassing	14	7
Injury/Illness for Client	8	3
Other	29	17
TOTAL	156	68

*Although some incidents fit into more than one category, each incident is only counted once in the category it “best” fits to avoid inflating the statistics.

The total number of public incidents for the period of January 1 to June 30, 2024, was lower than the average number of incidents (76) during the same period over the last five years. It was also significantly lower than 2023, a period that saw a large increase in incidents in libraries across the country (likely due to the effects of the pandemic). The lower number of incidents in 2020 and 2022 are due to pandemic-related closures.



Employee Incident Reports		
Type of Incident	Number of Incidents 2023	Number of Incidents 2024
Exposure		
First Aid	2	
Health Care	2	
Lost time		
Near Miss	2	
TOTAL	6	0

*Although some incidents fit into more than one category, each incident is only counted once in the category it “best” fits to avoid inflating the statistics.

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)

Meeting Minutes

Anti-Black Racism Working Group

Wednesday, June 12, 2024, 6:30 pm

Online – Zoom

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

Library Staff: Shobha Oza, Sabrina Yung

Guests: Akeem Maginley (Library Board), Clara Addo-Bekoe (City of Pickering Human Resources), Soula Christou (City of Pickering Human Resources)

Absent: Teronie Donaldson

1. Land Acknowledgement and Ancestral Acknowledgement
 - SY welcomed the group and read the Land Acknowledgement
 - RDM read the Ancestral Acknowledgement
2. Conflict of Interest Declaration
 - No conflicts declared.
3. Review Meeting Minutes
 - April minutes reviewed.
 - No edits were tabled. April minutes were approved.
 - Note, there were no May minutes to review and approve, as members did not meet. Instead, members were to use this time to visit Pickering Public Library locations to observe the current day user experience.
4. People and Culture Recommendations Progress Report and Introduction to City of Pickering Manager of Human Resources
 - CAB shared a brief overview of how the current ABRWG People and Culture recommendations are still very much aligned with PPL's new strategic plan's values and priorities.
 - The group reviewed some historical context – recalling that the 2020 Community Survey results yielded community concerns regarding:
 - A lack of visible diversity in the library's workforce, particularly on the front lines.
 - A lack of visibility or access to job postings.
 - Staff training and accountability (for applying their learning).
 - CAB's progress update today focuses on the staff training and accountability components of the recommendations. Particularly, about the 2023 design,

implementation and collection of staff DEI goals and year end perform review assessments.

- From the 2023 results, we can see there has been measurable intentionality for going beyond learning about DEI, as the DEI goal setting practice is building accountability for internalizing and actualizing the work in daily practice.
 - 67% of staff completed the required 2 DEI goals and 26% of staff completed at least 1 of their 2 DEI goals.
 - Organizationally with all staff setting 2 DEI goals, that meant there were 94 possible learning opportunities and impacts that could have been made. 70 out of 94 goals were achieved.
 - Note – due to some staffing departures/changes throughout 2023 which impacted some of the incomplete goals.
 - It's important to recall that the DEI goal setting model was created directly because of the ABRWG's feedback and input, particularly around utilizing scenarios and a desire to see impact being measured. In 2024, the model is being further evolved/adjusted based on lessons learned in the first year. Two significant adjustments:
 - FT staff will be required to complete 2 DEI goals, whereas PT staff will be required to complete 1 DEI goal (due to work time constraints).
 - Staff will still have to demonstrate impact across 2 or more categories to obtain the 'achieved' assessment (there are 3 possible categories – personal impact, group impact, or organizational impact). We will be adding a data collection component to better track the volume of DEI goals that had an impact across each category.
 - The Equity, Diversity and Inclusion (EDI) Strategy for the City of Pickering was passed by council during the April Board meeting. The City's EDI Strategy prioritizes education and awareness, structure and resources, community consultation, engagement and outreach, policies, practices and programs, and measurement and accountability. Appreciation was expressed for the ABRWG's role in the consultation process during the development of the City's EDI Strategy. Special acknowledgement for TK, though no longer with the ABRWG, wanted to express appreciation for TK's representation of the ABRWG at the EDI Strategy Advisory Committee table. Additionally, we want to acknowledge the ABRWG's continued impact beyond the Library, as the Library's staff DEI goal setting tool has been shared with the City's Human Resources Team for consideration as part of their EDI Strategy implementation.
 - As part of the merging of the Library's People and Culture team with the City's Human Resource department, there are some new points of contact to introduce to the ABRWG. Soula Chistou, City of Pickering, Manager of Human Resources, will be collaborating with ABRWG moving forward. One of the areas under SC's responsibilities is recruitment and since many of the ABRWG recommendations are recruitment focused, SC will be providing progress updates going forward.
5. ABRWG May In-Library Observations Debrief and Action Planning
- Many, though not all members, were able to visit at least one of the library's locations during the past month. The next observation period, per the ABRWG 2024 Work Plan is September.
 - Observations shared:

- When placing books on hold at the Central Library, one more than one occasion the books were not there when arrived in person for pick up.
- When inquiring about the backpack park passes, staff had said these were not being offered (however they are).
- At the Central Library front desk, a Black male youth was observed seemingly apprehensive about asking staff for help. He looked at the women at the desk but didn't get in line. He seemed to approach a woman coming down the stairs who walked away and then approached the ABRWG member instead (asking about how to use the printers).
- Members visited Claremont Library for Extended Access (after getting the feature activated on their accounts) and were not able to enter through using the PIN pad. (Note from SY, the power had been out the day of this visit and unfortunately the PIN pad was not connecting properly with the system for verification as a result).
- Questions were raised about accessibility in multiple languages, considering many clients being new to the country along with wanting to ensure young children see themselves reflected in the library through signage, displays, and programming. Still think visual experience needs to represent different learning (and information receiving) styles. Could more signage or art be incorporated so that multilingual interactions are more prominent upon entry?
- Storytime is amazing – however there is a lack of offerings (frequency of program).
- It was noted that some ABRWG members see (repeat or) regulars in the library feeling very comfortable in the space, as if they feel at home.
- There is a positive change in the social media and in the racial/cultural make-up of the staff represented, both online and in person.
- Able to find brand new DEI focused materials that are not found in school library.
- At George Ashe, there is a feeling of nature and the environment that could support increasing the presence of Indigenous (community) perspectives (and representation).
- Teens were observed gaming at the Central Library – looked settled (comfortable).
- Clients were observed looking for quiet space, and were happy to be directed to the collaborative rooms.
- Second floor was full (all study carrels were in use) and it appeared as though people generally found a spots where they felt most comfortable (reflecting there are different seating options for clients with differing preferences and/or needs).
- Like the kids play area being tucked away from all the gaming and computers, and that it's spacious. There was a kid and his mom enjoying the space together.
- There were plenty of staff and they were ready to help us with what we needed.
- The space around the Local History Room, there could be more done there to expand the use of these areas as a multipurpose space.

- Claremont is a big distance and tucked away far. Perhaps it will have to be advertised more in order to get more people to visit but the concept is nice.
 - At George Ashe, had great interaction with staff who encouraged visiting the Seed Library and promoted upcoming library events.
 - Would like to see more programs that run at the Central Library only, offered at George Ashe.
6. August 31, International Day for People of African Descent Community BBQ
- PABRT will be moving forward with an event on August 31 to recognize the International Day for People of African Descent. The event time is still to be decided and communicated.
 - PPL and ABRWG will continue their support and collaboration with PABRT by hosting a table at the event to raise awareness about library services and the ABRWG. As well, ABRWG would like to additionally host a children's/family focused activity station. ABRWG members to think about what that activity could be, for discussion at the July meeting.
 - Members would like to see more inclusion of community partners (e.g., YMCA) offering tables and more active live demonstrations to get participants engaged together. SY will share this feedback with the PABRT staff liaison.
7. July Meeting
- Per the 2024 ABRWG Work Plan, July's meeting will focus on the ABRWG's Events recommendations. Staff from the Events Team will join the meeting to provide a progress update for both the Events recommendations and the Youth Survey Action Plan. If there are any questions you'd like the team prepare in advance, please email SY.

Next Meeting: July 10, 6:30 pm (online)

Meeting Minutes

Anti-Black Racism Working Group

Wednesday, July 10, 2024, 6:30 pm

Online – Zoom

Attendees: Charmain Brown (Notetaker), Marsha Hinds Myrie, Nicole Facey, Samantha Adebiji, Teronie Donaldson

Library Staff: Shobha Oza, Sabrina Yung, Shahin Dashtkian, Chloe Stoyanovski, Ky Graham

Absent: Romina Diaz-Matus, Bernadette Hood-Caesar

1. Land Acknowledgement and Ancestral Acknowledgement
 - SY welcomed the group and read the Land Acknowledgement
 - TD read the Ancestral Acknowledgement
2. Conflict of Interest Declaration
 - No conflicts declared.
3. Review Meeting Minutes
 - June meeting minutes were reviewed
 - No edits or changes were expressed.
4. Events Recommendations Progress Update/Teen Survey Action Plan Update/Introduction to Teen Services Staff
 - SD provided a detailed progress update on the Event's team ABRWG recommendations work plan.
 - Over 80 events have taken place in the last 7 to 9 months.
 - In 2024, 150 community organizations have partnered with PPL regarding events including several organizations that honour and affirm anti-Black racism (ABR) and anti-Indigeneity.
 - As well, in 2024, 10 events supporting anti-Black racism have taken place outside of Black History Month (February).
 - Changes in staffing allowed for more capacity to better reach out to and support the relationship building with Black community partners.
 - Teen Survey Action Plan Update
 - An affirming space for all teens has continued to be made available.
 - KG has been encouraging teens to participate in the current Teen Survey and has received feedback once a personal connection has been made. Additionally, the Library has planned a [Teen Services Town Hall](#), open to

- teens and teen focused service providers. ABRWG members are invited and encouraged to attend.
- The new security guard has been supportive in building positive connections with the teens, which has helped when there are issues that need to be addressed. This observation has also been noted in the teen survey
 - The focus is on relationship building and sustainable initiatives that will guide the work of the Teen Advisory Group (TAG), along with TAG members' feedback and leadership.
 - There are discussions about improving the Central Library teen area so that it is more engaging, welcoming and a space that teens can have a sense of ownership over.
 - For the next Events Team progress update, SD will arrange for the Adult Services team to attend and share more on adult events.
5. August 1 – Durham Region Emancipation Day at Esplanade Park
- Event will take place from 2:00 pm to 8:00 pm.
 - Library Outreach staff will facilitate a table with ABRWG information available.
 - No ABRWG members confirmed attendance during the meeting but are encouraged and welcome.
 - Members will contact SY if willing and available to attend.
6. International Day for People of African Descent, August 31 - Event Update and Planning:
- PABRT to confirm event time. ***Post meeting note: PABRT confirmed the event time will be 1pm to 8pm.
 - Library Liaisons and staff will facilitate two tables – one focusing on sharing the new Strategic Plan and the second sharing information about the ABRWG.
 - SA and CB volunteered to attend representing the ABRWG.
 - Members will contact SY if willing and available to attend.
7. Insert Topic 3 September 14 – City of Pickering Cultural Fusion at Esplanade Park
- Event takes place from 11:00 am to 5:00 pm
 - SA (1:00 pm to 5:00 pm) and CB (11:00 am to 1:00 pm) volunteered to attend representing the ABRWG.
 - Members will contact SY if willing and available to attend.

Next Meeting: Wednesday, August 14, 6:30 pm at George Ashe Library

From: Jackie Flowers
CEO / Director of Public Libraries

Subject: Respect in the Workplace Policy

Recommendation:

1. THAT the Board approve the revised Respect in the Workplace policy and appendices.
-

Background:

In June 2024, the Library Board was presented with the new Respect in the Workplace policy (A41) and related forms for approval. The new policy combined the existing Workplace Violence Prevention Policy (A27) and Workplace Harassment Prevention Policy (A05). The new policy and forms were modelled on the City of Pickering's documents with guidance from City of Pickering Human Resources staff.

Questions were raised regarding the workplace harassment complaint form that accompanied the policy. The form stated that anonymous complaints would not be investigated.

Following a thorough discussion, it was recommended that the Board revisit the anonymity portion of the policy forms at the September 2024 meeting and that the Library CEO consult with HR and other public libraries to gather more information into best practice.

Financial Implications:

There is no financial impact.

Discussion:

The Library CEO consulted with City of Pickering Human Resources staff and reviewed comparable policies from five public libraries in Ontario. All the policies contained statements that anonymous complaints would not be investigated.

Upon reflection of the Board's concern regarding the wording on the complaint form that anonymous complaints would not be investigated, revisions to the form were made. The new wording includes the following statements at the top of the form:

"When a complaint is anonymous, investigators may be limited in the extent to which they can address concerns directly with the complainant or take corrective actions. You may also

verbally notify a member of the Leadership Team or Human Resources instead of filling out the form.”

Also, in the section where the complainant information would be provided, it states: “*Optional - Leave blank if you wish to remain anonymous.*”

These revisions were made to ensure that all staff feel empowered to bring forward complaints and are also aware that the investigations into anonymous complaints have inherent constraints. It also offers staff the option to speak with a member of the Leadership Team or Human Resources about complaints.

The changes to the form were also reflected in the Respect in the Workplace Policy.

Attachments:

1. Respect in the Workplace Policy (A41)
2. Harassment Complaint Form
3. Workplace Violence Reporting Form
4. Response to Harassment Complaint Form

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

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 Supervisor** – A person who has charge of a workplace or authority over a worker.
- 1.7 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.
- 1.8 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.

1.9 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 (the public for example) 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) 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; and
- (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 domestic 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) verbally or 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 a harassment complaint form is submitted anonymously, investigators may be limited in the extent to which they can address concerns directly with the complainant or take corrective actions.
- 3.3.4** 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.
- 3.4.5** 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.

3-53.6 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).

3-63.7 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.

3-73.8 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.

3-83.9 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.

3-93.10 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.

3-103.11 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.

3-113.12 For employees covered by a collective agreement, a complaint may be filed through their union as a grievance, if not satisfied with the investigation

3-123.13 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.

3.133.14 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. **When a complaint is anonymous, investigators may be limited in the extent to which they can address concerns directly with the complainant or take corrective actions. You may also verbally notify a member of the Leadership Team or Human Resources instead of filling out of the form.**

Your Information (the Complainant)

Optional - Leave blank if you wish to remain anonymous

First Name _____ Last Name _____

Date _____ Position Title _____

Department _____ Manager _____

Subject of Complaint Information

Name of individual whom the complaint is 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 the sequence of events and factors leading up to the occurrence. Attach an additional page if necessary.

Describe your reaction.

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

Outline what you have done in response to this problem to date, if anything, including speaking to the person(s) involved, or raising your concerns with someone else.

If you have filled in your name above under Complainant, please complete the section below:

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 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

You may submit this form to your Manager, Director, the CEO, or Human Resources staff.

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"/> Lispering |
| <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.

I hereby certify that to the best of my knowledge the above-mentioned information is true, accurate and complete.

Signature of Complainant

Date

Signature of Manager

Date

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



Response to Harassment Complaint

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

From: Chris Moore
Director, Corporate Services and Collections

Subject: Facilities Projects Update

1. Pickering Heritage & Community Centre

In June, the building's foundation was completed and in September, the delivery and installation of the structural steel began. The project remains on schedule.

2. Seaton Recreation Complex & Library

National design firm, Perkins & Will, was selected through a rigorous procurement process to develop three architectural concepts for community feedback. These designs all include the same features and amenities but present different building layouts and positionings on the site. Public engagement begins October 1, 2024 and runs until November 8, 2024. A report will be presented to Council with the results in early 2025.

3. Central Library Lobby Refresh

The majority of the renovation work has been completed. The new service desk was installed, the lobby floor was retiled, water bottle filling stations were installed and most of the painting is completed. Still to be completed is the replacement of the stair treads and painting the stairwell. New furniture has been ordered to provide additional seating in the lobby.

4. Claremont Library Renovations

The remaining furniture and shelving at the Claremont library was installed over the summer. The Extended Access pilot is still underway. A report on the pilot will be presented to the Board in October.

**City of Pickering
2025
4th Draft Current Budget Summary**

Library

Run Date: Sep 18, 2024

Account Description	2024		2025	
	Approved	Increase /	Draft	% Change
	Budget	Decrease	Budget	From 2024
Expenditures				
Salaries & Wages	3,951,260	162,431	4,113,691	4.11%
Overtime	3,410	-	3,410	-
Employee Benefits	1,119,599	92,473	1,212,072	8.26%
Employee Recognition	3,800	-	3,800	-
Uniforms	3,250	750	4,000	23.08%
Conferences	11,000	(5,800)	5,200	(52.73%)
Seminars & Education	26,000	(7,200)	18,800	(27.69%)
Travel	5,000	-	5,000	-
Postage	1,500	700	2,200	46.67%
Freight, Express & Cartage	500	-	500	-
Cellular Phones	23,000	(2,000)	21,000	(8.70%)
Telephone & Data	19,700	(710)	18,990	(3.60%)
Internet	32,100	960	33,060	2.99%
Cable TV	725	25	750	3.45%
Advertising	18,000	-	18,000	-
Brochures/Newsletters Printing	13,000	11,000	24,000	84.62%
Insurance Premium	34,625	3,465	38,090	10.01%
Insurance Deductible	2,300	-	2,300	-
Consulting & Professional Fees	59,175	40,425	99,600	68.31%
Meals, Promotions & General	7,000	2,000	9,000	28.57%
Memberships	15,750	1,000	16,750	6.35%
Outside Agency Services	265,415	12,175	277,590	4.59%
Building - Repairs & Maintenance	289,310	11,800	301,110	4.08%
Vehicle - Repairs & Maintenance	2,000	500	2,500	25.00%
Gas, Oil, Tire, Etc.	3,773	177	3,950	4.69%
Misc. Equip. - Repairs & Maintenance	41,300	2,500	43,800	6.05%
Stationary & Office Supplies	19,000	5,000	24,000	26.32%
Programs & Event Supplies	38,000	(1,500)	36,500	(3.95%)
Committee Expenses	11,800	(2,800)	9,000	(23.73%)
Supplies & Tools	9,200	12,500	21,700	135.87%
Library Materials	301,000	(3,000)	298,000	(1.00%)
Utilities - Water	16,300	820	17,120	5.03%
Utilities - Hydro	138,400	10,150	148,550	7.33%
Utilities - Natural Gas	47,500	2,850	50,350	6.00%
Software & Hardware Mtce. Contracts	220,990	12,690	233,680	5.74%
System & Software Upgrade	100,000	(100,000)	-	(100.00%)
Hardware Replacements	19,000	-	19,000	-
Furniture & Fixtures	7,250	(50)	7,200	(0.69%)
Financial Services Charges	-	-	-	#DIV/0!
Exchange Rate - Gain or Loss	-	-	-	#DIV/0!
Total Expenditures	6,880,932	263,331	7,144,263	3.83%
Revenues				
Federal Grants	(45,195)	4,000	(41,195)	(8.85%)
Ontario Grants	(136,425)	-	(136,425)	-
Other Agency Grants	-	-	-	#DIV/0!
Department User Fees	(50,000)	(1,500)	(51,500)	3.00%
Vending Machines	(2,500)	(75)	(2,575)	3.00%
Rentals - Meeting Rooms	(5,000)	(150)	(5,150)	3.00%
Other User Fees	(14,000)	700	(13,300)	(5.00%)
Fines & Charges	(10,000)	3,000	(7,000)	(30.00%)
Donations	(20,000)	-	(20,000)	-
Total Revenues	(283,120)	5,975	(277,145)	(2.11%)
Transfers				
Transfer to/(from) DC Oblg RF	(26,381)	(20,519)	(46,900)	77.78%
Transfer to/(from) Cntg Sty Res.	(8,794)	8,794	-	(100.00%)
Transfer to/(from) Reserve	-	100,000	100,000	#DIV/0!
Total Transfers	(35,175)	88,275	53,100	(250.96%)
Net Expenditures (Revenues)	6,562,637	357,581	6,920,218	5.45%

2025

City of Pickering
Draft Capital Budget

10900 Library

Run Date: Sep 11, 2024

	Funding
C10900.2307 Public Telework at the Library spaces - George Ashe	
Additional funding for client workpods	
Total C10900.2307 Public Telework at the Library spaces - George Ashe	15,000
C10900.2405 PHCC - Archives and Library Space - FF&E	
Furniture, fixtures and equipment needed for library area of the Pickering Heritage & Community Centre project. Includes furniture, security, IT hardware, cabling, AV, appliances, program and facility equipment, fixtures and artwork, signage, wayfinding, moving, installation and related costs. Additional FF&E funds for this project appear in 10220. Year 2 of 2 - split between 2024 and 2025	
Total C10900.2405 PHCC - Archives and Library Space - FF&E	250,000
C10900.2501 Collection Materials	
Collection Materials include: Books, audio books, movies and other types of physical materials along with their processing and packaging. Additional funds to support Outreach vehicle collection.	
Total C10900.2501 Collection Materials	332,000
C10900.2502 PCL Computers Replacement	
Replacement of public and staff computers at the Pickering Central Library that are at least 5 years old.	
Total C10900.2502 PCL Computers Replacement	25,000
C10900.2504 PHCC - Collection Materials	
Collection Materials include: Books, audio books, movies, and other types of physical materials along with their processing and packaging. Create new collection for PHCC site.	
Total C10900.2504 PHCC - Collection Materials	50,000
C10900.2505 Building Envelope Retrofit - Central Library	
Consulting and related costs for lifecycle replacement to the existing building envelope including glazing systems, skylights, metal roofs, flat roof repairs and localized brick repairs. All components are original from 1990.	
Total C10900.2505 Building Envelope Retrofit - Central Library	260,000
C10900.2507 Lobby & Washrooms Retrofit	
Replacing aging fixtures, partitions, counters and finishes in the ground floor washrooms at the Library. A majority of these components are original from 1990.	
Total C10900.2507 Lobby & Washrooms Retrofit	235,000

2025

City of Pickering
Draft Capital Budget

10900 Library

Run Date: Sep 11, 2024

	Funding
C10900.2511 Central Library Shelving Replacement	
01 Capital	
504950 Cap Furniture&Fix	200,000
Replace aging furniture and shelving at Central Library	
Total C10900.2511 Central Library Shelving Replacement	200,000
Total 10900 Library	1,367,000



INTERNAL MONITORING REPORT

POLICY TYPE:

Executive Limitations

POLICY TITLE:

EL 05 Financial Planning/Budgeting

I hereby present my monitoring report on your Executive Limitations policy “Financial Planning/Budgeting” 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.

A handwritten signature in black ink that reads "Howers".

Signed (CEO/Director of Public Libraries)

September 19, 2024

Date

Policy Element: Header Paragraph

The CEO will not cause or allow financial planning for any fiscal year or the remaining part of any fiscal year to: deviate materially from Board Ends priorities; risk financial jeopardy; or fail to be created without an acceptable level of foresight.

I interpret this as follows:

1. “deviate materially from Board Ends priorities”: differ so substantially that it would affect the ability to achieve the Board’s Ends priorities.
2. “financial jeopardy”: planning for any fiscal year to end with insufficient assets to meet obligations; or planning to incur any of the unacceptable conditions (detailed in EL6) noted in Policy Element #1 below.
3. “acceptable level of foresight”: planning which anticipates various future requirements both fiscal and operational.

Compliance will be demonstrated when:

1. Proposed budgets can be reasonably expected to achieve the Ends.
2. Budget plans for sufficient assets to meet obligations, as outlined by the Library’s proposed budget; and the Board’s adoption of EL6 Monitoring Report.
3. Budget plans take into account the needs of the Board’s strategic plans and other plans and expected fiscal realities as articulated by City officials.

Evidence:

1. The draft 2025 Current and Capital Budgets were presented to the Board in June 2024 highlighting how it will serve the newly revised Board Ends. The most recent versions of the 2025 current and capital budgets will be shared with the Board at the September 2024 meeting.
2. The annual Capital and Operating Budgets plus the annual audited financial statements provide evidence of compliance.
3. Review of the 2024 Board budget presentation to confirm it is aligned with the Board approved Ends Policy and Strategic Plan.

Policy Element #1

Accordingly, the CEO will not cause or allow budgeting to:

Risk incurring those situations or conditions described as unacceptable in the EL policy, entitled "Financial Conditions and Activities".

I interpret this as follows:

"situations or conditions described as unacceptable": there are detailed prohibitions in EL6 regarding fiscal risks, failing to spend the budget to achieve Ends, presented in compliance with City requirements.

Compliance will be demonstrated when:

The CEO's Internal Monitoring Report on EL 06 (Financial Conditions and Activities) shows compliance with these conditions.

Evidence:

The anticipated Board Motion adopting the CEO's Internal Monitoring Report on EL 06 (Financial Conditions and Activities) in September 2024.

Policy Element #2

Omit:

- a) credible projection of revenues and expenses;
- b) separation of capital and operational items;
- c) disclosure of planning assumptions.

I interpret this as follows:

1. "credible projection of revenues and expenses": projections that can be substantiated based on known income and expenditures and using conservative estimates based on previous years.
2. "separation of capital and operational items": the separation as defined by the PSAB (Public Service Accounting Board) principles, and as currently implemented by the City of Pickering.
3. "disclosure of planning assumptions": all determining factors used in establishing estimates of revenues and expenses such as inflation, anticipated staffing levels and general activity are clearly stated.

Compliance will be demonstrated when:

- 1. The Board’s Budget Estimates outlines reasonable revenues and expenses.
- 2. There are separate Capital and Operating budgets developed using the PSAB guidelines.
- 3. Each budget line includes sufficient planning assumptions to substantiate the request.

Evidence:

Direct inspection of Board’s budget presentation from June 2024 shows:

- 1. Revenues and expenses that are reasonable based on the current year’s financial position.
- 2. Separation of the capital and operating budgets as two documents per the budget documents shared in September 2024.
- 3. Rationale provided for significant changes in revenues and expenditures over the previous year.

Policy Element #3

Provide less for Board prerogatives during the year than is set forth in the Governance Investment Policy;

I interpret this as follows:

“Board prerogatives”: all aspects of the Board’s governance responsibilities as set forth in the Policy (GP 09 Governance Investment): Board development; audit costs; monitoring expertise as required; and linkage costs.

Compliance will be demonstrated when:

The budget includes sufficient funds for all identified Board activities.

Evidence:

Direct inspection of the draft 2025 Budget shows sufficient funds for these activities.

Board Education	1,500
External Audit Fees	6,300
Stipend for ABRWG Members	8,000
Expenses for ABRWG Activities	1,500

Policy Element #4

Deviate from the budgeting procedures and limitations as set out by the City of Pickering.

I interpret this as follows:

“budgeting procedures and limitations”: all City directives for budget submission, including timelines, format and guidelines for cost estimation.

Compliance will be demonstrated when:

All City directives are followed.

Evidence:

Direct inspection of current comprehensive budget planning for 2024 and planned attendance at city-led staff budget meetings.



INTERNAL MONITORING REPORT

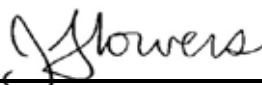
POLICY TYPE:

Executive Limitations

POLICY TITLE:

EL 06 Financial Conditions and Activities

I hereby present my monitoring report on your Executive Limitations policy “Financial Conditions and Activities” 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)

September 19, 2024

Date

Policy Element: Header paragraph

With respect to the actual, ongoing financial condition and activities of the organization the CEO may not cause or allow the development of fiscal jeopardy or a material deviation in expenditures from those included in the Library Budget adopted by the Board in order to accomplish its Ends and approved by Council, nor under the *Public Libraries Act, RSO 1990, c.P. 44*; nor deviate from the fiscal policies, procedures and practices of the City of Pickering.

I interpret this as follows:

1. “fiscal jeopardy”: permitting any fiscal year to end with more expenditures than revenues.
2. “material deviation”: a significant reallocation of funds from what was originally outlined to the Board in the submitted budget.
3. “deviation from the *Public Libraries Act RSO 1990, c.P. 44*”: the sections of the Act which directly refer to the Estimates, that is,
 - a. s. 24 (2) (the Board must adopt the budget approved by Council)
 - b. s. 24 (3) (the Council may authorize variation).
4. “deviate from the fiscal policies, procedures and practices of the City of Pickering”: the City’s requirements to process financial information in a prescribed format within a specific time frame.

Compliance will be demonstrated when:

1. Audited financial statements indicate no concerns regarding Library accounts.

2. A comparison of the 2024 Approved Budget vs Year to Date numbers shows no significant reallocation of funds from those approved by the Board in its budget without documentation or explanation as in 3b.
- 3a. Board passes a motion to adopt the Mayor's budget.
- 3b. Any significant variation from the budget submitted by the Board is properly documented, including authorization from City officials.
4. The Library's processing of all financial data (invoices, payroll, revenues, etc.) complies with financial accounting standards and processes as agreed to with the City's Finance department.

Evidence:

1. External audit of the Library's 2022 financial statements was completed in 2023 with no issues raised by the auditors. The 2023 financial statements are ***expected to be approved by Council at the October 2024 meeting and will be approved by the Library Board in November 2024 .***
2. Review of 2024 budget vs. actual year-to-date report shows no significant reallocation of funds from those approved by the Board. Budget vs. actual year-to-date report is available in the consent agenda of the September 2024 Board Package.
- 3a. In March 2024, the Board passed a motion to adopt the 2024 current and capital budgets that were deemed to be adopted by The City of Pickering Council on March 1, 2024. The approved budgets were not materially different from the draft budget that the Board adopted in principle in September 2023.
- 3b. Not applicable in 2023.
4. Review of internal processes related to financial management systems complies with procedures.

Policy Element #1

Accordingly, the CEO will not:

Expend more funds than have been received in the fiscal year;

I interpret this as follows:

At the end of the year, after all calculations are completed, expenses do not exceed revenues.

Compliance will be demonstrated when:

A comparison of the Approved Budget vs Actual Budgets demonstrates that expenditures do not over exceed budget allotted.

Evidence:

A comparison of the 2024 approved budget vs actual year-to-date position shows that as of the end of August (2/3 of the year) there is 63% of the budget still to be spent. This would result in a projected surplus of approximately \$300,000.

Policy Element #2

Fail to process payables and receivables for timely submission to the City's Treasury Department.

I interpret this as follows:

1. "payables and receivables": all accounts payable, and all Library revenues.
2. "untimely": for invoices, a turnaround time of more than 30 days from receipt. For revenues, a turnaround time of 14 days from receipt.

Compliance will be demonstrated when:

Pending invoices are received by the City from the Library within 30 days. Revenues are received within 14 days.

Evidence:

Review of staffing resources and procedures confirm that payable and receivables are regularly submitted within the timeframes indicated.

Policy Element #3

Allow tax payments or other government-ordered payments or filings to be overdue or inaccurately filed.

I interpret this as follows:

1. "tax payments": all tax payments and refunds which are completed on the Library's behalf by the City.
2. "government-ordered payments or filings": Ministry of Culture Annual Survey, grant reports, charitable status reports, and any other Provincial or Federal government-requested payment or filing.

Compliance will be demonstrated when:

All such submissions are accurately filed and submitted on time.

Evidence:

Direct inspection of submitted documents shows that all annual submissions and filings were accurate and completed by their respective deadlines.

Policy Element #4

Make any purchase which is not in compliance with the PPL Purchasing Policy;

I interpret this as follows:

“Purchasing Policy”: the Board-approved policy which outlines all purchasing and approval processes.

Compliance will be demonstrated when:

All purchases comply with the Policy.

Evidence:

The PPL Purchasing Policy references the Purchasing Card Procedures that outline the appropriate use of corporate credit cards by staff. Since the last monitoring report, no instances of misuse of staff purchasing cards have been identified.

1. BOARD OFFICERS

1.1 Chair

The position of Chair will be elected by a majority of the Board at the first meeting of the applicable calendar year during the first year and the third year of the Board term. The Chair will serve for a two-year term and until a successor is elected. A Board Member may not serve as Chair for more than 3 consecutive (two year) terms.

1.2 Vice-Chair

The position of Vice-Chair will be elected by a majority of the Board at the first meeting of the applicable calendar year during the first year and third year of the Board term. A Vice-Chair will serve for a two-year term and until a successor is elected. A Board Member may not serve as Vice-Chair for more than 3 consecutive (two year) terms. In the absence of the Chair, Vice-Chair will preside and will have all of the Chair's powers and responsibilities. If circumstances warrant, an additional Vice-Chair may be elected at any time during the Board term for a period that matches the Chair and Vice-Chair.

1.3 Election of Chair and Vice-Chair

The Secretary of the Board will assume the Chair for the process of electing the Chair and Vice-Chair(s). Nominations will be received from the floor and the election will be conducted by secret ballot. In the event of a tie vote a second secret ballot will be held. In the case where there is only one nominee for a position the need for a secret ballot shall be waived.

In the event that a Board Member intends to stand for the position of either Chair or Vice-Chair, and will be absent from the meeting at which the elections are to take place, the procedure below will be observed:

In advance of the meeting, the Board Member will provide the Board Secretary with a written notice, signed by the Board Member, along with the names of both the mover and seconder to the nomination.

1.4 Secretary-Treasurer

The Board will appoint a Secretary-Treasurer. Typically, that will be the Chief Executive Officer or their appointed designate.

The Secretary-Treasurer will:

- a) Keep minutes of Board and Committee meetings;
- b) Conduct the Board's official correspondence.
- c) Receive, keep safely, and account for all the Board's money;

- d) Provide the Board with regular financial position reports, quarterly or as otherwise required;
- e) Deposit all money received on the Board's behalf to the credit of that account or accounts; and
- f) Disburse funds as required by provincial and federal legislation, City and Library procedures, and Board resolutions.

1.5 Chief Executive Officer

The Library Board delegates the authority for management and operations of services to the Chief Executive Officer.

As a non-voting officer of the Library Board, the CEO:

- 1. Does not vote on Board business.
- 2. Attends all Board meetings.
- 3. Sits ex-officio on all the committees of the Library Board and acts as a resource person.
- 4. Acts as the Library Board representative at the presentation of the Library budget before ~~the c~~Council.
- 5. Reports directly to the Library Board on the affairs of the Library and makes necessary recommendations.
- 6. Interprets and communicates the Board's decisions to the staff.

2. BOARD MEDIA RELATIONS AND COMMUNICATIONS/PUBLIC STATEMENTS

~~If a Board Member receives a~~ Upon receipt of a media engagement opportunity inquiry, ~~they a Board Member~~ must notify the CEO/Director of Public Libraries and all members of the Board. Upon approval from the CEO/Director of Public Libraries, the Board Member may respond to the media inquiry. Board media relations must be supported by the Library's Community Engagement Relations & Marketing Department.

~~Unless otherwise designated, the Board Chair is the main spokesperson and signing authority for the Board.~~

Board members expressing individual comments of personal opinions ensure to clearly identify such remarks as personal and not those of the Board as a whole. Board members' interaction with the public, press or other entities must recognize the same limitation and the inability of any Board member to speak for the Board except to repeat explicitly stated Board decisions.

Unless otherwise designated, the Board Chair is the main spokesperson for the Board.

3. BOARD MEETINGS

The following rules and procedures have been adapted from various sources. The City of Pickering Clerk also provides procedural advice to the Board.

If at any point in the Board meeting there is lack of clarity in moving business forward, a recess may be called to allow for consultation of the sources.

3.1 Rules of Order

The Chair will use appropriate editions of Robert’s Rules of Order as tools to govern proceedings and Member conduct. In complex cases, advice is sought from the City of Pickering Clerk.

3.2 Inaugural Meeting in Each New Term

The *Public Libraries Act*, Section 14 (1) and (2) authorizes the CEO to call the first Board meeting in the new term.

The CEO calls the meeting to order and conducts the elections for the Chair and Vice-Chair positions.

Once the Chair and Vice-Chair are elected for their term, the Chair presides over the remainder of the meeting.

3.3 Regular Meetings

Regular Board meetings will be open to the public.

The Board will hold at least seven scheduled meetings each year. These regular meetings will typically be scheduled ~~be held~~ on the fourth Thursday of each month. The Board may change the scheduling of regular meetings from time to time. The Board will not hold a Board meeting that falls on a municipal, provincial, or federal election date.

The Board Secretary will provide a meeting date schedule to Members at the beginning of each year.

Virtual participation by individual Members in a regular or special public Board meeting is permitted when circumstances warrant, as long as the medium allows two-way communication (e.g., videoconferencing).

3.4 Meeting Notification and Documentation

The Board Chair, in consultation with the CEO, will prepare the agenda. Any Member wishing to place an item on the agenda may make a request to do so through the Chair or CEO no later than ten days prior to the meeting. Such requests will then be considered at the Chair’s discretion.

Minutes of the previous regular meeting and any special meetings will be provided to the Members in the same manner as the agenda, together with its supporting documents.

The meeting agenda package will be emailed to the Members at least five business days prior to the upcoming meeting. ~~It will also~~ The meeting agenda will be posted publicly to the Pickering Public Library Board webpage.

Lack of receipt of notice for a regular meeting will not affect the validity of holding the meeting or any action taken at the meeting, provided a quorum is obtained.

3.5 Meeting Agenda Items

The standard order of business at regular meetings will be as follows:

1. Call to Order
2. Land Acknowledgement
3. Public Delegations
4. Approval of Agenda, Disclosure of Interest
5. Consent Agenda
6. Correspondence
7. Presentations
8. Ends Discussion
9. Staff Reports
10. Monitoring Reports – Executive Limitations
11. Board Committee Reports
12. Governance
13. Board Policy Review
14. New & Unfinished Business
15. Confidential Matter
16. Board Meeting Evaluation
17. Adjournment

The discussion of items will be in the order most conducive to meeting effectiveness.

3.6 Special Meetings

The Chair or any two Members may summon a special meeting at any time. The meeting's purpose must be stated in the notice and no other business will be transacted without the consent of a Board majority.

Members of the Board and the community will be notified of special meetings in the most expeditious manner, and with reasonable notice.

Lack of receipt of notice for a special meeting will not affect the validity of holding the meeting or any action taken at the meeting, provided a quorum is obtained.

3.7 Board Education & Training Sessions

Board Education & Training Sessions are held as Special Meetings of the Board and may either by open or closed to the public.

The agenda for the Education & Training Session shall state the general purpose or purposes for which the Meeting is being held.

An Education & Training Session may be held as an In-Camera Meeting in accordance with the *Public Libraries Act*, provided that no Member discusses or otherwise deals with any matter in a way that materially advances the business or decision-making of the Board.

Delegations shall not be received at an Education & Training Session as no decisions shall be made or considered.

3.73.8 Decisions Requiring Urgent Board Approval

When the meeting schedule does not allow for timely or urgent decisions and approval of the Board is required, the CEO will first recommend that the Board hold a special meeting. If this is not feasible within the required timeframe, the CEO will consult with the Chair, who may either request approval from Board members via email or provide approval on behalf of the Board. Any decisions made in this manner will be included on the agenda for discussion and ratification at the next regular Board meeting. ~~Should this prove impossible in a timely manner, the CEO will consult with the Chair, who may provide approval on behalf of the Board. All decisions so made, will be placed on the agenda of the next regular Board meeting for discussion and ratification.~~

3.83.9 In-Camera Meetings to Discuss a Confidential Matter

3.8.13.9.1 Moving In Camera

A motion to move into an in-camera session must be moved, seconded, and approved by majority vote, prior to the meeting being closed. Motions to move in camera are not debatable.

3.8.23.9.2 Permitted In-Camera Business

Only the following subjects (from the *Public Libraries Act*) may be discussed at properly constituted closed meetings:

- a) The security of the property of the Board.
- b) Personal matters about an identifiable individual
- c) A proposed or pending acquisition or disposition of land by the Board.
- d) Labour relations or employee negotiations.
- e) Litigation or potential litigation, including matters before administrative tribunals, affecting the Board.

- f) Advice that is subject to solicitor-client privilege, including communications necessary for that purpose.
- g) A matter in respect of which a Board or committee of a Board may hold a closed meeting under another Act.
- h) A request under the *Municipal Freedom of Information and Protection of Privacy Act*.

A meeting may be closed to the public during a vote only if:

- a) Conditions permitting or requiring the meeting to be closed to the public exist; or
- b) The vote is for a procedural matter or for giving directions or instructions to Board officers, employees or agents or Board committee or persons retained by or under contract with the Board.

3.8.33.9.3 Staff Participation in In-Camera Meetings

The Board may invite appropriate persons, such as the CEO, the City Clerk, and other staff to attend an in-camera session.

~~3.8.4~~ Approval of In-Camera Motions; ~~In-Camera Minutes~~

~~3.8.53.9.4~~ The CEO or delegate designate (i.e., City Clerk) may take the minutes at in-camera meetings. ~~Two sets of minutes are produced: public and confidential. Public minutes are brief and do not contain the discussions of the in-camera meeting. They will be included in the consent agenda of the following month's Board package. Confidential minutes will be circulated to Board Members and staff (where appropriate) and a paper copy, signed by the Board Chair, is delivered to the City Clerk to be filed. The confidential minutes will be an item in the consent agenda for the following month but not included in the Board package.~~

Any motions passed in camera are ratified when the Board resumes open session of the regular meeting. Because the discussions are protected under the confidentiality criteria in 3.9.2 above, the motion to ratify in open session must not include any confidential detail. Minutes of the meeting are kept confidential. See Section 4.10 for the handling of these sets of minutes.

3.93.10 Board Meeting Procedures

3.9.13.10.1 Chair and Vice Chair's Role

The Chair will preside at all Board meetings, maintain order, decide whether motions are in order, and rule on all procedural matters. If the Chair is not present at the time for the meeting to begin, the Vice-Chair will call the meeting to order and will preside for that meeting or until the Chair arrives.

3.9.23.10.2 Absence of the Chair and Vice-Chair

If both the Chair and Vice-Chair(s) are not present within fifteen minutes after the time for the meeting to begin, the CEO or designate will call the meeting to order. In the absence of the Chair and Vice-Chair(s), the Board may appoint one of its members as Acting Chair. While presiding, the Acting Chair will have all the Chair's rights, duties, and responsibilities.

3.9.33.10.3 Attendance

Members will notify the Secretary if they are unable to attend the regular meeting. Meeting attendance will be recorded.

A Member may be disqualified from the Board if absent from regular meetings of the Board for three consecutive months without being authorized by a recorded Board motion. If a Board Member is disqualified, the Member's seat becomes vacant, and the remaining Members shall declare the seat vacant and notify the appointing Council accordingly. R.S.O. 1990, c. P.44, s. 13

3.9.43.10.4 Conflict of Interest

The *Municipal Conflict of Interest Act* will govern the Board; an agenda will include provision for Members to disclose a direct pecuniary interest in a matter and the general nature thereof. The pecuniary interest of the Board Member's spouse shall be deemed to be also the pecuniary interest of the Member.

According to the Act:

5(1) Where a Member, either on his or her own behalf or while acting for, by, with or through another, has any pecuniary interest, direct or indirect, in any matter and is present at a meeting of the council or local Board at which the matter is the subject of consideration, the Member:

- a) will, prior to any consideration of the matter at the meeting, disclose the interest and the general nature thereof;
- b) will not take part in the discussion of, or vote on any question in respect of the matter; and
- c) will not attempt in any way whether before, during or after the meeting to influence the voting on any such question. R.S.O. 1990, c. M 50, s. 5(1)

3.9.53.10.5 Delegations

Members of the public and community association representatives may attend and address the Board as a delegation at any regular meeting. A delegation concerning a topic on the current meeting's agenda must register 3 business days prior to the date of the Board meeting. A delegation

concerning a topic not on the current meeting's agenda must register 10 business days prior to the date of the Board meeting.

Delegates must register using the Delegation Request Form available at pickeringlibrary.ca/board. Delegates can choose to make their delegation either virtually or in-person.

No delegations shall be permitted on the following topics: a) labour relations or staff negotiations; b) a Notice of Motion; c) litigation or administrative tribunal proceedings that are either expected to proceed, that are currently proceeding, or that have already been decided by a court or tribunal; d) tenders, requests for proposals, or other procurement issues; e) any matter that is properly the subject of a Closed Session.

The Board Chair will indicate the rules for delegations at the time of the meeting. The Board reserves the right to request any additional information regarding a particular issue or association. Delegates are allotted up to five (5) minutes to make their delegation. Should there be more than one individual speaking to the same matter as a group, the group shall be allotted up to ten (10) minutes to present their delegation. Time allotted excludes the time required to answer questions posed by the Board.

The Board reserves the right to limit the number of delegations per meeting. An individual delegation, or a group of affiliated delegations, may not appear before the Board on the same issue a second time, unless approved by Board motion. All questions and communication by a delegation must be made through the Board Chair.

If the number of delegations exceeds what can reasonably be scheduled at any particular meeting, the Chair, after consulting with the Board, may move to: a) defer a decision to a time at a regular meeting at which all the delegations can be heard, or b) decide to hold a public participation meeting, rather than hear from delegations at a regular meeting.

In accordance with MFIPPA, notes taken of any presentation and/or written submission at the meeting, along with the delegation's name, will become part of the public record and will be published as part of the agenda and/or minutes of the meeting. These documents will also be posted to the Board's website.

~~Delegation names will appear in the public record and will be posted on the Pickering Public Library website as part of the meeting minutes.~~

Delegations may not provide personal information (including views or opinions) about someone else, as defined in MFIPPA as "personal information", without confirming in the presentation that prior agreement of that individual has been given.

Personal information about someone else, received in delegations, will not be published by the Board without the written permission of the identified individual, according to the requirements of MFIPPA.

Delegations may choose to remain for the balance of the public meeting but may not speak to other agenda items.

The Board can:

- Pass a motion to provide information or direct the CEO to provide information to a delegation.
- Pass a motion to direct the CEO to write a report or take other action related to a delegation.
- Ask questions of the delegation for clarification and/or to source additional, relevant information only.
- Respond directly to the delegation with a decision.

The Board is not obligated to pass a motion or make a decision at the time of the presentation.

3.103.11 Quorum

3.10.13.11.1 Definition

A quorum will be 50% of the Members of the Board plus one. As soon as there is a quorum present, the Chair will call the meeting to order. Participation by virtual means is permitted to allow official business to proceed.

3.10.23.11.2 Meeting Lacking a Quorum

Where a quorum is not present within fifteen minutes after the hour fixed for a meeting, the Board Secretary will record the names of the Members present. In the absence of a quorum, the meeting may continue; however, no motion may be made or passed. Any decisions made shall be recommended to the Board at the next regular meeting for approval.

3.113.12 Voting

The Chair or Acting Chair protects impartiality by exercising his or her voting rights only when this affects the outcome. In this case the Chair or Acting Chair can either vote and thereby change the result or can abstain.

Any question on which there is a tie vote will be deemed to be negative.

Voting will be by a show of hands, unless otherwise indicated. Upon the request of a Member who is present when a question is stated, a recorded vote will be taken. It must be requested immediately before the start of voting.

3.123.13 Chair's Duties

The Chair will:

- a) Open meetings by taking the Chair and calling the meeting to order.
- b) Determine the presence of a quorum.
- c) Recognize Members in the order in which they signalled that they wished to speak or ask a question.
- d) Receive and submit, in the proper manner, all motions presented by the Members, unless a motion is contrary to the Board's bylaws. If the Chair rules that a motion is contrary, the Chair will tell the Members immediately, before putting the question, and will cite the rule or authority applicable to the case without argument or comment.
- e) Determine whether a question is properly one which is admissible and to be dealt with immediately. The Chair's ruling on order or procedure may only be appealed by Board motion, duly seconded. If the motion is carried, the Chair's decision is overturned.
- f) State and put to a vote all valid motions which are moved and seconded in the course of proceedings and announce the result.
- g) Expedite business.
- h) Decide all questions of order.
- i) Ensure appropriate conduct of Members and the public.
- j) Be a signing authority ~~Sign~~ on behalf of the Board, where applicable.
- k) Ensure the decisions of the Board are in conformity with the laws and bylaws governing Board activities.
- l) Declare the meeting adjourned when the Board so votes.
- m) Exclude any person from a meeting for improper conduct.

3.133.14 Member's Conduct

A Member will be courteous and will not engage in any action that disturbs the meeting.

Board members are required to comply with the Board Members' Code of Conduct Policy GP 04.

A Member who wishes to speak will signal the Chair and wait for the Chair's recognition. A Member will address to the Chair all remarks and questions, including questions intended for another Member or staff.

A Member will not:

- a) Use unparliamentary or offensive language, including any expressions or statements in debate or in questions that attribute false or undeclared motives to another Member, charge another Member with being dishonest, be abusive or insulting, or cause disorder.

- b) Make any noise or disturbance that prevents Members from being able to participate in a meeting.
- c) Speak outside the debated question.
- d) Reflect upon any prior Board determination, except to conclude such remarks with a motion to rescind such determination.
- e) Interrupt a Member who is speaking, except to raise a matter of privilege or a point of order.
- f) Disobey Board bylaws.
- g) Disobey the Chair's decision on questions of order or practice or on the interpretation of Board bylaws.
- h) Speak more than once to the same question except:
 - i. upon the consideration of a report referred by a committee to the Board for a decision; or
 - ii. in explanation of a statement that may have been interpreted incorrectly; or
 - iii. — after all other Members who wish to speak have spoken at least once.
 - iv. —

3.143.15 Public Conduct Members of the Public - Attendance and Conduct

Members of the public may attend meetings.

The Library's Code of Conduct Policy P09 applies to members of the public, including delegates, in attendance at PPL Library Board meetings. Members of the public will not engage in any action that disturbs the meeting or prevents the Board from conducting its business.

Members of the public are welcome to ~~can only~~ address the Board as a registered delegation, within the Delegation section of the proceedings. Members of the public are not able to participate in discussion related to other agenda items of the Board meeting. Refer to Section 3.10.5 Delegations.

4. MOTIONS AND REPORTS TO THE BOARD

4.1 Decisions by Motion Only

All decisions and directions will be made on the basis of motions. To make a motion, a Member must first have the floor; that is, be recognized by the Chair.

4.2 Moving a Motion

A motion properly moved before the Board must be completed before any other motion can be received, except a motion to amend or adjourn, or on a matter of privilege (see glossary).

Another Member must second every motion, except for questions of privilege.

4.3 Seconding a Motion

A motion will not be debated until it has been moved and seconded.

The Chair will not put any matter to the vote, and a Member will not move a procedural motion to have the vote taken, until every Member who wishes to speak has spoken at least once. Members who have already spoken may speak again only after all other Members have been given the opportunity to speak/contribute additional perspectives or information. After Members ~~debate a motion~~have completed their debate and discussion, the Chair puts the question to a vote and announces the voting result.

Any Member may require the question or motion under discussion to be read at any time during the debate.

There will only be one substantive motion before the Board at any one time.

4.4 Notice of Motion

All motions other than routine business or those arising out of reports from standing or special committees may be void unless the mover gives notice thereof at least ten days before the meeting at which said motion is to be presented.

A~~This~~ notice of motion will be given in writing to the Chair and copied to the Secretary, and it will be accompanied by the copy of the proposed motion; and said notice and copy will be emailed to all Members five business days before the meeting. -In order to be included on the Board agenda, the motion must be signed by the mover and a seconder.

4.5 Amending a Motion

An amendment may be made to a motion but may not negate the main motion or materially alter its intent. An amendment may itself be amended once.

4.6 Withdrawing a Motion

When a motion is before the Board and the mover wants to withdraw or modify it, or substitute another motion, the Chair will grant permission if no Member objects. If a Member objects, the Chair will put the question on granting the request to a vote, or someone can make a motion to grant it. A motion to withdraw another motion cannot be debated or amended. A two-thirds majority is required.

4.7 Motion to Reconsider

A motion to review a previous decision and vote on it again may be moved by a Member who previously voted on the prevailing or winning side of a question. A reconsideration may be made once only on the same motion.

4.8 Motion to Adjourn

A motion to adjourn is not debatable, cannot be amended and, if resolved in the negative, cannot be made again until after the Board has completed some intermediate proceeding.

4.9 Motion to Recess

A motion to recess is not debatable and can only be amended to adjust the time of the recess.

4.10 Minutes

Minutes record the main points of any discussion. They are not verbatim.

Once approved, minutes of meetings are the official record of decisions and provide direction for officers and employees in their subsequent actions.

Minutes are approved at the next regular meeting of the Library Board and signed by the Chair and the CEO.

Minutes (excluding confidential in camera minutes) are public documents and shall be made available to the public.

Public versions of the unapproved minutes are included in the monthly Board agenda package. Public versions of the approved minutes -are published to the Pickering Public Library Board webpage, once approved.

The CEO or designate (i.e., City Clerk) may take the minutes at in-camera meetings. Confidential minutes are in the custody and control of the Library CEO or City Clerk's office. When the City Clerk, or designate, takes the in-camera minutes, these sets of minutes are in the custody and control of the City Clerk.

4.11 Board Committees

4.11.1 Purpose and Selection of Members

Board Committees receive their charge and mandate from the Board and comply with Board policy on Committees. Unless contrary to policy, Committee Members will be selected from volunteers at Board meetings. Appointments will be approved by Board motion. Each Committee will select its own Chair.

4.11.2 PPL Board Committees

The Board's Committees are:

- a) Community Linkage Committee;
- b) CEO Evaluation Committee; and,
- c) Ad Hoc Committees, as needed.

50% of Members plus one will constitute quorum for a committee. The Board Chair serves ex-officio on all Board Committees.

4.11.3 Committee Report Presentation

Timely reporting to the Board will be by submission of a written or oral report after each meeting, with appropriate comment by the Committee Chair. Written reports are distributed for reading prior to a Board meeting. The minutes contain a brief synopsis of the discussion followed by recommendations (including motions) from the Committee to the Board.

4.11.4 Approval of Committee Reports at the Board Meeting

At the Board meeting the Committee Chair ensures the report has been received in either written or oral form and invites questions or comments. No motion is necessary to receive the report. The Committee Chair moves that any ~~recommendations~~ motions be put to the Board for approval (no seconder is necessary, since the Committee has already endorsed the recommendation through its own motion).

4.11.5 Approval of Individual Committee Recommendations

Any Board Member may request that specific recommendations be removed for separate discussion (no motion required). In this case, the remaining recommendations are voted on collectively, under the original motion from the Committee Chair. Any separated recommendations are discussed and voted on individually in their original order. The original motion is still valid, and therefore the separated recommendation requires only a vote to adopt. Any changes to the recommendation follow normal rules for amendments and may require a mover and seconder for substantial changes.

4.12 Staff Reports at the Board Meeting

No motion is necessary to receive a staff report. A Board motion is required for adoption of staff recommendations.

4.13 Amending the Bylaws

Bylaws are the fundamental governing rules of the Library Board. The purpose of this bylaw is to state the conditions under which bylaws are amended.

1. Bylaws may be amended in response to legislation or when circumstances change.
2. At any Board meeting any Member can propose a review or an amendment of a bylaw.
3. All Members of the Library Board will receive notice and draft of proposed changes prior to the next Board meeting at which a motion for amendment may be tabled.
4. A motion to add, amend or remove a bylaw shall require a majority vote of at least two thirds of the Members in order to be carried.

Appendix Glossary of Terms

TERM	DEFINITION
Adjourn	To end the meeting.
Agenda	A list of business items to be considered at a meeting, arranged in the order in which they are intended to be addressed.
Amendment	A formal proposal to change the words of a pending motion.
Chair	The person who presides at the meeting.
Committee	Any advisory or other committee, subcommittee or similar entity of which at least 50 per cent of the Members are also Members of the Board.
Delegation	One or more residents or community association representatives who address the Board.
Floor, to have the	To have the right to speak without interruptions, except on a matter of privilege or a point of order.
In Camera	In private. Only Board Members and persons authorized by them may be present at an in-camera meeting.
Minutes	The legal record of the Board's, or a Committee's, proceedings and decisions. Corrections must relate to matters of fact only. A Member who does not agree with a decision cannot have the decision changed by changing the minutes. The appropriate remedy is to move a motion to reconsider.
Motion	A formal proposal placed before the meeting by one Member, the mover of the motion, for debate and decision.

Appendix Glossary of Terms

TERM	DEFINITION
Move	To formally propose a motion or amendment.
Mover	The person who proposes a motion or amendment.
Notice of motion	Formal advice to the Board that a Member proposes to move a motion at a future meeting. It usually includes the wording of the proposed motion.
Order	Behaviour in a meeting, which allows Members to conduct business without disruption.
Order, call a Member to	A way for the Chair to point out to a Member that the Member has broken the rules or is speaking out of turn.
Order, call the meeting to	An announcement by the Chair to indicate that the Chair is about to start the meeting. Also, it is a way for the Chair to enforce discipline on the meeting after the rules have been broken.
Order, point of	A way for a Member to draw attention to a breach of the rules.
Privileged motions	Refer to the rights of Members, and can interrupt discussion of a motion on the floor. Privileged motions are those related to: conditions in the place of meeting (e.g. "I cannot hear the speaker"); personal privilege (e.g. "the Member is misstating my position"); point of order, when the Member believes another Member is violating a rule (e.g. "the speaker is not speaking to the motion"); motions to recess or adjourn, both of which must be seconded and voted on. The interrupted discussion continues when matters of privilege have been resolved by the Chair.
Quorum	The minimum number of Members who must be present at a meeting to make the proceedings valid. A simple majority of the Board.

Appendix Glossary of Terms

TERM	DEFINITION
Rescind	To revoke a previous decision.
Recess	To take an intermission, either as a break or to allow for reflection.
Reconsider	Motion to review a previous decision and vote on it again.
Resolution	A motion that has been moved, seconded and carried.
Ruling	A decision by the Chair on a procedural point. Any Member may appeal it, in which case the ruling is immediately put to a vote without debate.
Second	To formally endorse a motion or amendment immediately after it has been moved.
Secunder	The person who formally endorses a motion or amendment. A seconder need not wait for recognition by the Chair. Seconding does not necessarily mean that a seconder supports the motion, only that the seconder agrees that it should be considered.
Show of hands	The usual way of voting. Those for and those against the motion are asked to raise their hands. The hands are counted, the result announced, and the motion declared either carried or lost.
Time limit	The maximum time allowed for a speech by an individual Member, set by the Chair.
Two-thirds majority	Two-thirds, or the closest whole number that is greater than two-thirds.

Appendix Glossary of Terms

TERM	DEFINITION
Unparliamentary	Words or expressions that are disrespectful or language that is offensive. It includes swearing and derogatory and racial remarks.
Virtual Meeting	Public Board meeting held virtually with the assistance of two-way technology.
Vote, majority	One more than half the number of Members present.
Vote, recorded	A vote in which each Member is asked individually and publicly to announce his or her vote for or against the motion.
Vote, tie	An equal number of votes for or against a motion.