

Held: Thursday, October 24, 2024

Location: Pickering Central Library Auditorium

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

Absent: Councillor S. Butt

Staff: J. Flowers, CEO/Director of Public Libraries; C. Moore, Director, Corporate Services & Collections; S. Oza, Director, Engagement & Client Experience; J. Sutherland, Manager, Client Experience; S. Yung, Manager, Marketing & Community Engagement; B. Gregory, Executive Assistant

## 1. Meeting Called to Order

Chair Sheehy called the meeting to order at 7:02 pm

## 2. Land Acknowledgement

K. Danylak read the Library Land Acknowledgement.

## 3. Public Delegations

None.

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

No interest was declared.

Amendments to the Agenda:

- Item 9.2 was revised to remove the reference to written report 04-24, as the report will be delivered verbally.

### **Motion #24.45**

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

**Carried.**

## 5. Presentations

### 5.1 Anti-Black Racism Working Group 2024 Update #2

Teronie Donaldson, Co-Chair of the Anti-Black Racism Working Group (ABRWG), and Nicole Facey, a member of the group, began by sharing personal experiences with libraries. They emphasized how the work of the ABRWG has been a deeply collaborative effort, expressing gratitude for the opportunity to contribute.

They also highlighted that participating in outreach activities at community events has been an unexpected bonus for the group. Residents who stop by their outreach tables

discovered that the library is much more than just a place for books—it's a space for collaboration, community engagement, and meaningful connections.

A handout about the ABRWG was shared with Board members, providing an overview about the group, their impact, and their priorities over the last 4 years. The handout also outlined the group's recommendations and action plans. It was highlighted that since October 2020, ABRWG members have collectively volunteered over 800 hours.

In response to a question about observing library spaces over the summer, Mr. Donaldson shared that one of the most impactful outcomes was seeing ABRWG members and library clients reflected in the library's displays, events, and collections. He emphasized that it was evidence that the library is committed to fostering a diverse and inclusive environment.

J. Flowers shared that earlier in the year, S. Yung did a presentation at a library conference in the United States about the ABRWG and its achievements. The reception was overwhelmingly positive and underscored how innovative the group's contributions are to the library.

In closing, appreciation was expressed to the ABRWG for their meaningful contributions. It was acknowledged that the group has made significant accomplishments that have positively impacted the community.

The group shared their gratitude for the opportunity to engage in meaningful conversations. This sentiment was echoed by both the Board and staff who added that they look forward to what the future brings.

Mr. Donaldson and Ms. Facey departed the meeting at 7:34 pm.

### **5.2 Ovee Update**

J. Sutherland provided Board members with a FAQ sheet about Ovee and, for the benefit of virtual attendees, shared some of its content verbally. Board members attending in person were then invited to visit Ovee in person following the presentation.

In a question about library card sign-ups in Ovee, J. Sutherland explained that residents can sign up for cards on Ovee and staff use the same system as in branch locations.

When asked about stops at long-term care homes, J. Sutherland shared that one of the outreach staff is already working to coordinate visits to long-term homes and seniors' residences, offering Ovee either as a one-off stop or on a recurring schedule. It was noted that Ovee adds a new layer to our existing partnerships, with many partners excited to collaborate at specific stops. Beyond logistics, Ovee also serves as a powerful tool to further support and engage with the community.

J. Sutherland and S. Yung departed the meeting at 8:00 pm.

## **6. Consent Agenda**

**6.1 Minutes of the Previous Board Meeting – September 26, 2024**

**6.2 Library Information Update – October 2024**

**6.3 2024 Q3 Stats Review (KPIs)**

**6.4 2024 Financial Review (as of 2024/09/30)**

## 6.5 Client Feedback Summary (January to June 2024)

### Motion #24.46

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

**Carried.**

## 7. Correspondence

None.

## 8. Ends Discussion

None.

## 9. Staff Reports

### 9.1 Anti-Black Racism Working Group Update

Given the ABRWG presentation earlier in the meeting, there were no further updates.

### 9.2 Claremont Extended Access Pilot

Using a PowerPoint presentation, S. Oza shared several highlights, key data, and trends in client engagement. This included the results of client feedback surveys, which identified the top three reasons clients visit the library, along with notable comments from clients. In conclusion, S. Oza stated that the pilot program has been successful, achieving high levels of satisfaction among clients. Ongoing monitoring of usage and client feedback will continue to sustain momentum and identify further areas for improvement.

Several comments and questions arose regarding the key data related to Claremont residents, specifically the number of library cardholders versus those registered for extended access, their frequency of visits, and travel distances to the library. To enhance clarity, C. Moore will perform an analysis of postal codes and provide the results at a future meeting.

### 9.3 Stakeholder Consultation for Seaton Recreation Complex & Library

The Board was asked to review early concept designs of the Seaton Recreation Complex & Library from a Board perspective. J. Flowers presented three design options with visual aids and facilitated a discussion. The feedback included preferences about the building's positioning on the site, the library's placement within the building, and proximity to exterior features.

Comments and recommendations from the Board were captured. A letter summarizing these points, along with comments from the Building Committee, as noted in the June committee meeting minutes, will be created and circulated to the Board for final review before submission to the architects.

## 10. Executive Limitations Policies & Monitoring Reports

### 10.1 EL 02 Treatment of Clients

K. Danylak met with J. Flowers to discuss the policy and monitoring report. The discussion centered on a broad interpretation of responsibilities, including information collection, accessibility, and overall conduct. A focus on policy element #2 included an emphasis on third-party software, and confidence was expressed that the library is effectively managing situations as they arise. Cybersecurity risks were acknowledged as an ongoing issue, with a shared goal of ensuring patrons feel their information is

protected. K. Danylak noted that associated policies are scheduled for review and updates, including a review of the video surveillance policy in relation to Claremont's extended access. K. Danylak expressed her confidence that the Library was in compliance with EL 02.

**Motion #24.47**

Moved by K. Danylak, Seconded by A. Mir **Motion THAT** Board has received the monitoring report for policy EL 02 Treatment of Clients as presented; and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EL 02 Treatment of Clients as presented, the policy being complete, sound, and effective.

**Carried.**

Executive Limitations policy **EL 07 Emergency Executive Succession** will be discussed at the next Board meeting. All members were asked to review prior to the next meeting. Assigned to B. Kenworthy.

**11. Board Committee Reports**

**11.1 Report of the Board Building Committee**

No additional updates beyond those covered in Item 9.3.

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

A. Maginley reported that the committee met the previous evening to review and update the workplan, which will be presented at the next meeting. Thanks were extended to S. Oza for her support over the past year as the committee's staff liaison. After two years of focusing on teens, the committee is now planning to shift its focus to a new, to be determined, area.

**12. Governance**

**12.1 GP 04 Code of Conduct**

At the September meeting, the Board reviewed the Pickering Public Library board Bylaws and updated the language regarding Board communications and social media. As this policy governs the conduct of the Board members, updates were requested to be made to the Code of Conduct policy to ensure alignment between the bylaws and the policy.

**Motion #24.48**

Moved by K. Danylak, Seconded by A. Maginley **Motion THAT** the Board adopt policy GP 04 Code of Conduct as amended, the policy being complete, sound, and effective.

**Carried.**

**13. Board Policy Review**

None.

**14. New & Unfinished Business**

**14.1 Member Community Reports**

None.

**14.2 Mid-Term Board Check-Ins**

Chair Sheehy advised that Board Chair, Vice-Chair and CEO conducted check-in meetings with the last term of Board members in 2021, at the midway point. J. Flowers,

along with the Chair and one of the Vice-Chairs, hope to conduct similar meetings with each Board member at this term's midway point to gather feedback and assess what's going well, areas for improvement, and any needed refocusing. These online meetings will be scheduled for January. Email invitations will be sent out shortly.

**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, November 28, 2024 at 7:00 pm.

**Motion #24.49**

Moved by K. Smuk, Seconded by B. Kenworthy **Motion THAT** the meeting be adjourned.  
**Carried.**

The meeting was adjourned at 8:56 pm.

Signature of Library CEO:

Date:

Signature of Library Board Chair:

Date: