

**Library Board Meeting Agenda**  
**Thursday, February 27, 2025**  
**7:00 pm**  
**Hybrid: Central Library Auditorium**  
**and Virtual via Zoom**

- |            |   |  |                                  |
|------------|---|--|----------------------------------|
| <b>1.</b>  | <b>Meeting Called to Order</b>  | Chair  |                                  |
| <b>2.</b>  | <b>Land Acknowledgement</b>   | A. Mir   |                                  |
| <b>3.</b>  | <b>Public Delegations</b><br><i>Members of the public looking to provide a verbal delegation to the Board are required to register by completing a <a href="#">Delegation Request form</a>. For more information please email <a href="mailto:board@pickeringlibrary.ca">board@pickeringlibrary.ca</a> or refer to the Delegations Section of the <a href="#">PPL Board Bylaws</a>.</i><br><br><i>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.</i> |  |                                  |
| <b>4.</b>  | <b>Approval of Agenda</b><br><b>Conflict of Interest Disclosure</b>   | Chair  | MOTION<br>to Approve             |
| <b>5.</b>  | <b>Presentations</b>  | C. Moore                                       |                                  |
|            | 5.1 Facilities  | B.Cortese                                      |                                  |
| <b>6.</b>  | <b>Consent Agenda</b>   | Chair  | MOTION<br>to Approve             |
|            | 6.1 Minutes of the Previous Board Meeting –<br>January 23, 2025   | <a href="#">Pg 01</a>                          |                                  |
|            | 6.2 Library Information Update – February<br>2025   | <a href="#">Pg 06</a>                          |                                  |
| <b>7.</b>  | <b>Correspondence</b><br>None.  |  |                                  |
| <b>8.</b>  | <b>Ends Discussion</b>  |  |                                  |
|            | 8.1 Strategic Plan Project Review   | Verbal<br>Update                               | J. Flowers                       |
| <b>9.</b>  | <b>Staff Reports</b>  |  |                                  |
|            | 9.1 Anti-Black Racism Working Group Update  | Verbal<br>Update                               | S. Oza                           |
|            | 9.2 Report 03-25<br>ILS Database Account Maintenance 2025   | <a href="#">Pg 10</a>                          | C. Moore                         |
| <b>10.</b> | <b>Monitoring Reports – Executive Limitations</b>   |  |                                  |
|            | 10.1 EL 08 Asset Protection<br>EL 03 Staff Treatment  | <a href="#">Pg 12</a><br><a href="#">Pg 17</a> | S. Sheehy<br>S. Sheehy<br>MOTION |

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

EL 09 Compensation & Benefits K. Smuk

**11. Board Committee Reports**

11.1 Report of the Community Linkage Committee Verbal Update J. Flowers

11.2 Report of the CEO Evaluation Committee Verbal Update J. Flowers

11.3 Report of the Building & Facilities Ad Hoc Committee Verbal Update J. Flowers

**12. Governance**

12.1 Library Board Midterm Touchbase Verbal Update J. Flowers

**13. New & Unfinished Business**

13.1 Member Community Reports

**14. Confidential Matter**

None.

**15. Board Meeting Evaluation**

15.1 Review of Previous Meeting Results Verbal Update Chair

15.2 Completion of Evaluation for Current Meeting

**16. Adjournment**

Chair MOTION to Adjourn

**Next Meeting:**

To be Held: Thursday, March 27, 2025, at 7:00 pm

Location: George Ashe Library

**Preliminary List of Motions**

**Item # Motion**

4. THAT the items in the Agenda be approved by the Board as presented.

6. THAT the items in the Consent Agenda be approved by the Board as presented.

10.1 THAT the Board has received the monitoring report for policy EL 08 Asset Protection

and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EL 08 Asset Protection as presented, the policy being complete, sound, and effective.

THAT the Board has received the monitoring report for policy EL 03 Staff Treatment and agrees that it provides reasonable interpretation of the policy and evidence of compliance; and THAT the Board adopt policy EL 03 Staff Treatment as presented, the policy being complete, sound, and effective.

17. THAT the meeting be adjourned.

Location: George Ashe Library

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

Absent:

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

### 1. Meeting Called to Order

J. Flowers called the meeting to order at 7:23 pm.

### 2. Land Acknowledgement

J. Flowers read the City of Pickering Land Acknowledgement.

### 3. Public Delegations

There were no Public Delegations.

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

No interest was declared.

#### **Motion #25.01**

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

Carried.

### 5. Board Elections

#### 5.1 Nominations / Election of Chair for 2-Year Term

K. Danylak nominated A. Maginley for Chair of the Pickering Public Library Board for a 2-year term; Seconded by L. Cook. No other nominations brought forward.

#### **Motion #25.02**

Moved by K. Danylak, Seconded by L. Cook the **Motion THAT** A. Maginley be elected as Chair of the Pickering Public Library Board for a 2-year term.

Carried.

#### 5.2 Nominations / Election of Vice-Chair for 2-Year Term

L. Cook nominated D. Sharma for Vice-Chair of the Pickering Public Library Board for a 2-year term; K. Danylak nominated herself for Vice-Chair of the Pickering Public Library Board for a 2-year term; M. Brenner nominated A. Mir for Vice-Chair of the Pickering

Public Library Board for a 2-year term; all 3 nominations provided remarks; ballots were handed out for all members to vote for the Vice-Chair role.

**Motion #23.03**

Moved by majority of votes, the **Motion THAT** D. Sharma be elected as Vice-Chair of the Pickering Public Library Board for a 2-year term.

Carried.

Motion to discuss a second Vice-Chair. Moved by B. Kenworthy, Seconded by D. Sharma. Discussion followed. J. Flowers confirmed that the Board by-laws allow for a second Vice-Chair.

Motion to discuss the need for a second Vice-Chair in 6 months time, moved by B. Kenworthy, Seconded by K. Danylak.

Carried.

**5.3 Direction to Destroy Ballots**

Ballots were used in the election of the Pickering Public Library Board Vice-Chair; therefore, motion to destroy ballots was necessary. Motion moved by B. Kenworthy, Seconded by K. Smuk.

Carried.

**5.4 Newly Elected Chair & Vice-Chair Remarks**

A. Maginley and D. Sharma each expressed their thanks to the Board for electing them as Chair and Vice-Chair.

**6. Presentations**

There were no presentations.

**7. Consent Agenda – Motion**

**7.1 Minutes of the Previous Board Meeting – November 28, 2024**

**Motion #25.04** to amend Previous Board Meeting minutes in section 24.51 to state:

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

Carried.

**7.2 Minutes of the In-Camera Board Meeting – December 12, 2024 [Confidential Minutes provided under separate cover]**

**7.3 Library Information Update – January 2025**

**7.4 2024 Stats Review (KPIs)**

**7.5 2024 Incident (Security) Report**

**7.6 2025 Capital & Current Budget Approval**

**7.7 2023 Audited Financial Statements**

**7.8 2025 Draft Board Calendar**

**Motion #25.05**

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

Carried.

## 8. Correspondence

There were no correspondence.

## 9. Ends Discussion

### 9.1 EP 01 Global Ends Monitoring Report and Policy

J. Flowers provided an update that highlighted the libraries activities and programs in 2024, and shared feedback and quotes from clients. Next month, J. Flowers will be bringing forward projects and metrics that support the Library's 2024-2027 Strategic Plan.

There was a brief discussion on comparing similar programs to other municipalities and for joint programs with Ajax and Oshawa. J. Flowers shared that registration numbers are recorded by each the municipality based on their own registration process.

#### Motion #25.06

Moved by A. Maginley, Seconded by K. Smuk, the **Motion THAT** the Board adopt Monitoring Report EP 1 Global Ends Policy as presented; and THAT the Board adopt Policy EP 1 Global Ends Policy as presented, the Policy being complete, sound, and effective.

Carried.

## 10. Staff Reports

### 10.1 Anti-Black Racism Working Group Update

S. Oza provided a brief update from the last ABRWG meeting. The ABRWG is currently in a recruitment cycle in order to increase the membership from 6 to 12 members. S. Oza clarified the differences in the mandates between the Pickering Public Library ABRWG and the City of Pickering Anti-Black Racism Taskforce ("PABRT").

### 10.2 Report 25-01 Claremont Extended Access

S. Oza provided an overview of plan to make the Claremont Extended Access a permanent services after the pilot concludes at the end of January 2025. Security and safety measures have been added and hours modified to ensure staff are present during the eventings.

C. Moore shared that the majority (65%) of Extended Access participants are within the Claremont community. J. Flowers noted that the success of this pilot could be highlighted and shared with Council. The Senior Leadership Team will investigate any opportunities for recognition and awards for a connected community, to inform more residents.

S. Butt shared that residents within Claremont have reached out and shared positive feedback. S. Oza noted that staff will continue to keep track of service hours and attendance numbers.

## 11. Executive Limitations Policies & Monitoring Reports

There were no Executive Limitations Policies & Monitoring Reports presented at this meeting.

## 12. Board Committee Reports

### 12.1 Report of the Library Board Committees Summary [Pg 47]

J. Flowers provided a summary on each Board Committee in Report 25-02. This included the Community Linkage Committee, CEO Evaluation, and the Ad Hoc Committee. She confirmed that an Ends Ad Hoc Committee does not need to be established this year.

## 12.2 Community Linkage Committee Member Selection

### Motion #25.07

Moved by L. Cook, Seconded by D. Sharma **Motion THAT** the Board confirm the selection of S. Jeffrey-Sheehy, A. Mir, D. Sharma, K. Smuk, and F. Mahjabeen as members of the Community Linkage Committee.

Carried.

## 12.3 CEO Evaluation Committee Member Selection

### Motion #25.08

Moved by L. Cook, Seconded by S. Jeffrey-Sheehy **Motion THAT** the Board confirm the selection of A. Maginley, K. Danylak, F. Mahjabeen, and B. Kenworthy as members of the CEO Evaluation Committee.

Carried.

## 12.4 Decision to Establish Ad Hoc Committees

### Motion # 25.09

Moved by M. Brenner, Seconded by S. Jeffrey-Sheehy **Motion THAT** the Board confirm the establishment of the Building & Facilities Ad Hoc Committee.

Carried.

J. Flowers confirmed that the Library Board can add an Ad Hoc Committees in the future.

## 12.5 Ad Hoc Committees Member Selection

### Motion #25.10

Moved by K. Smuk, Seconded B. Kenworthy **Motion THAT** the Board confirm the selection of L. Cook, K. Danylak, S. Butt, D. Sharma, M. Brenner as members of the Building Ad Hoc Committee.

Carried.

## 12.6 Committee Staff Liaisons

J. Flowers confirmed that the Community Linkage Committee staff liaison is S. Oza; CEO Evaluation Committee staff liaison is J. Flowers; and Building Ad Hoc Committee staff liaison is C. Moore.

## 13. Governance

None

## 14. Board Policy Review

**14.1** Executive Limitations policy **EL 08 Asset Protection** will be discussed at the next Board meeting. Discussion will be led by S. Jeffrey-Sheehy.

Executive Limitations policy **EL 03 Staff Treatment** will be discussed at the next Board meeting. Discussion will be led by S. Jeffrey-Sheehy.

All Board Members to review the policies prior to the next meeting.

**15. New & Unfinished Business**

**15.1 Member Community Reports**

K. Danylak shared that her daughter and friends are happy and grateful for the library spaces for studying during exam time.

**16. Confidential Matter**

None

**17. Board Meeting Evaluation**

**17.1** The Board was asked to provide an anonymous self-evaluation of the meeting. Results will be shared at the next meeting.

**18. Date of Next Meeting and Adjournment**

The next Board meeting will be held on Thursday, February 27, 2025, at 7:00 pm at the Library Auditorium as a hybrid (virtual and in-person) meeting.

**Motion #25.11**

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

The meeting was adjourned at 8:36 pm.

Signature of Library CEO:

Date:

Signature of Library Board Chair:

Date:



# 1 The Best Place for Everyone to Learn

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### Ghost Hunting with The Paranormal Seekers Investigators

In January, library staff hosted two paranormal education events in conjunction with The Paranormal Seekers, a non-profit paranormal explorer organization. The first program was an educational introduction session on how to use ghost hunting equipment. Library staff promoted the Library's new ghost hunting equipment Maker Kit. The second program was an overwhelming success of 20 clients registered and participating in an after-hours ghost hunt led by The Paranormal Seekers. The participants were comprised of mostly teens; mid-way through the event they were already asking if we could run this event again. The Paranormal Seekers will be returning for more programs later this year in October.

### Family Literacy Day

Staff collaborated with local community organizations to host a successful Family Literacy Day event in celebration of Literacy Month this January. Partnering organizations included EarlyON, Durham District School Board Early Years, Region of Durham Infant and Child Development Services, Grandview Kids, and the Welcome Centre. The event focused on raising awareness of reading's importance and offering literacy and language development resources and activities for families. Community partners engaged children in hands-on literacy activities, with 65 children in attendance.



# 2 Committed to Care, Inclusion And Belonging

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### Ojibwe Hand Drumming



Chantale Joly, an elementary school teacher of Métis and Ojibway heritage, lead an engaging workshop on traditional Indigenous hand drumming. Children immersed themselves in the rhythms and cultural significance of drumming, connecting deeply with Métis and Ojibwe traditions. The workshop was enjoyed by 13 enthusiastic participants and received glowing feedback for its interactive and meaningful experience

## Painting Workshop with Palak Rajgor

27 adults and teens unleashed their creativity in a painting workshop led by local artist Palak Rajgor. Participants learned to paint a landscape while exploring color wheels, tones, and textures. Many shared that they would apply their new skills in blending and proportioning to their personal painting projects, with several expressing plans to continue painting independently using the techniques they learned.



## Dnaagdawenmag Binnoojiiyag Child & Family Services

A staff member from Dnaagdawenmag Binnoojiiyag Child & Family Services hosted a storytelling event for children, connecting them and their families with the land, water, plants, and animals through Indigenous teachings, stories, songs, and drumming. The event had 35 children in attendance. Following the storytime, the organization set up an outreach table in the Central Library lobby to recruit alternative care parents for Indigenous children and youth in need. They engaged with approximately 20 clients.

## Prom Boutique

Prom Boutique is an annual initiative that collects and distributes formal wear to teens for prom and graduation. A recent social media posts about Prom Boutique generated lots of awareness of the program and encouraged donations. The Facebook post reached 6,203 people, with 73% of the audience being non-Library followers. The Instagram video reached 5,270 people with 77% of the audience being non-followers. See the post [here](#).

## Books and Brushes: Design Library Bookends!



The second event for teens to paint library bookends was held this month with 8 participants.

The finished bookends will be displayed in the teen book collections, offering a lasting, creative mark on the library.

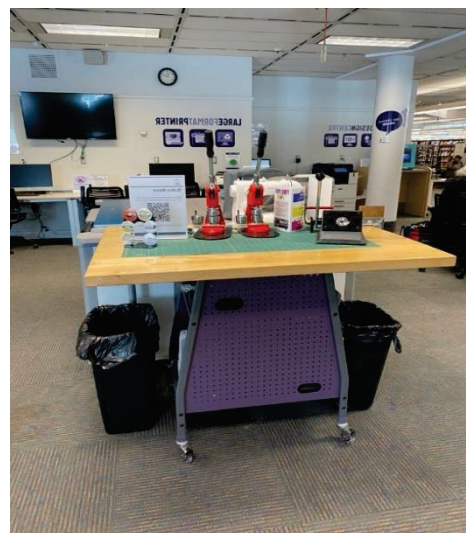
This popular event gives teens the chance to express their creativity while leaving a permanent piece of themselves in the library.

## Maker Space

The Maker Space refresh project will reach a key milestone in February. Equipment from the current Fab Lab will be relocated to the main Maker area, increasing visibility and encouraging clients to explore our offerings.

The Fab Lab will be converted into a flexible program room for workshops, events, and other needs.

Most work will be finished in February, with full project completion expected by the end of March.



# 3 A Connected Community

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## Black Brilliance

Promotion for the Black Brilliance event has been impactful, with multiple posts driving engagement. The post introducing presenter Kesha Christie was shared 37 times, extending reach beyond PPL subscribers and connecting with new potential attendees. This success highlights the power of strategic promotions and community connections in reaching fresh audiences and boosting attendance. See the post [here](#).



## 4 Building for the Future

Staff have acquired 8 passes for Reptilia and the ROM (Royal Ontario Museum) which will be available for clients to borrow, granting them free general admission (excluding special events). These attractions offer a fun and educational experience for individuals and families in our community.

These supplement the other popular passes in this growing collection: Ontario Parks Pass and the Pickering Museum Village Pass.

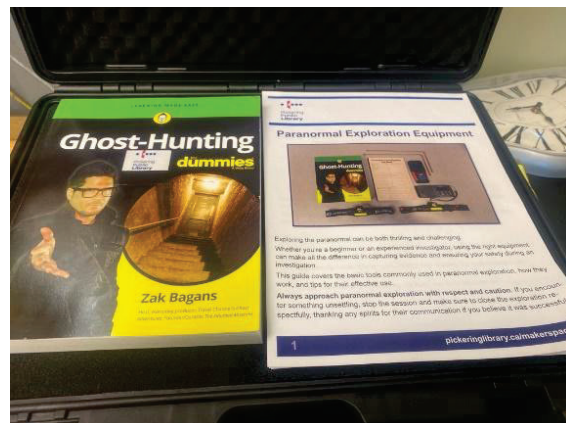


## What's New

The Maker Space Team is excited to introduce two new kits for library clients: the Paranormal Activity Kit and the Cricut Kit, both available for circulation.

The Paranormal Activity Kit allows clients to explore the world of the supernatural with a “Ghost Hunting for Dummies” book, Dowsing rods, a Spirit box, an EMF reader, and a log book for documenting their ghost-hunting experiences. This kit offers a fun and engaging way to delve into paranormal investigations.

The Cricut Kit gives clients access to a Cricut machine for creating custom decals, vinyl designs, and more. The provided vinyl can be used on most flat surfaces, making it ideal for crafting, personal projects, or creating unique gifts.



**From:** Chris Moore  
Director, Corporate Services and Collections

**Subject:** ILS Database Account Management 2025

**Summary:**

The purpose of this report is to inform the Pickering Public Library Board of client account balances that will be written off in 2025 under the delegated authority provided to the CEO/Director of Libraries. These are outstanding fines and fees on client accounts expunged from the Integrated Library System (ILS) on an annual basis according to the criteria set out in Board motion 21.58. In 2025, a total of \$35,713.93 in outstanding client fines and fees will be expunged (2024 - \$ 22,754, 2023 - \$ 25,199). The average client account balance expunged is \$74.49.

**2025 Write Off Information:**

	<b>Balances less than \$100 (3 – 5 years)</b>	<b>Balances more than \$100 (5+ years)</b>	<b>Totals</b>
\$ Fees Cleared	\$17,218.28	\$18,495.65	\$35,713.93
# Client Records	403	83	486

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

**Financial Impact:**

As client balances are recorded as revenues for accounting purposes only when received, the amounts cleared will not be shown as a loss in the 2024 operating results. The operating budget is based only on client fines and fees that are expected to be collected during the year. This budgeting and accounting practice for fines and fees has been reviewed with the external auditors and the City’s Treasurer.

**Decision History:**

At a meeting held in October 2021, the Library Board approved motion #21.58. The following recommendations were approved:

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

At a meeting held in April 2023, the Library Board approved motion #23.28. The following recommendation was approved:

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

**POLICY TYPE:** Executive Limitations

**POLICY TITLE:** [EL 08 Asset Protection](#)

I hereby present my monitoring report on the Board's Executive Limitations policy "Asset Protection" according to the schedule set out. I certify that the information contained in this report is true and represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.



\_\_\_\_\_  
Signed (CEO/Director of Public Libraries)

February 20, 2025

\_\_\_\_\_  
Date

**Policy Element: Header Paragraph**

The CEO will not allow assets to be unprotected, inadequately maintained nor unnecessarily placed at risk.

**I interpret this as follows:**

1. "assets": the physical buildings, the collection and property of the Pickering Public Library.
2. "unprotected": without insurance or a designated fund to cover repair or replacement; or safeguarded through procedures and practices
3. "inadequately maintained": not properly serviced or housed according to the manufacturers' specifications and accepted practice.
4. "unnecessarily": without good reason.

**Compliance will be demonstrated when:**

1. Library branches are properly maintained. The collection and all other property are protected against theft or damage.
2. In the event of an emergency, a process is in place to use designated funding available at the City; or safeguards are in place resulting in little risk to library assets.
3. Equipment and collections are protected by adequate maintenance contracts.
4. A process is in place to examine any cause of unexpected damage to ensure that assets were not placed at risk unreasonably.

**Evidence Available:**

1. Ongoing inspections of facilities, RFID & other security mechanisms.

2. Review of current insurance certificates and various security systems at PPL (RFID, security cameras, security guard at Central, intruder alarm system at all branches).
3. Review of new service contracts for Library equipment and services.
4. Review of all relevant incident reports.

### **Policy Element #1**

Accordingly, the CEO will not:

Allow the organization, Board members, and staff to be uninsured against theft, fire, and casualty losses to a prudent replacement value and liability losses, in accordance with the City of Pickering procedures and practices.

#### **I interpret this as follows:**

“prudent replacement value”: replacement value as determined by the City’s current practices.

#### **Compliance will be demonstrated when:**

The Library has comprehensive and adequate insurance coverage.

#### **Evidence Available:**

1. Direct inspection of the current insurance certificate.

### **Policy Element #2**

Subject facilities and equipment to improper wear and tear or insufficient maintenance.

#### **I interpret this as follows:**

1. “improper wear and tear”: misuse or overuse causing damage above what is expected under normal use conditions.
2. “insufficient maintenance”: not maintaining items according to supplier’s recommendations and good practice.

#### **Compliance will be demonstrated when:**

1. Facilities and equipment, whether under maintenance contract or not, are monitored on a regular basis to ensure they are in good order.
2. All library facilities and equipment are working properly or are quickly serviced if a breakdown occurs. Facilities and equipment are in a state of good repair. Valid maintenance contracts for all appropriate equipment are in place. A plan exists to manage future facilities maintenance.

#### **Evidence Available:**

1. Staff at the Library and the City quickly respond to service requests and engage external contractors where necessary.
2. Maintenance and lifecycle upgrades for library facilities are included in the annual operating and capital budgets by City of Pickering staff and are based on facilities database maintained by the City.



### **Policy Element #3**

Unnecessarily expose the organization, its Board, or staff to claims of liability.

#### **I interpret this as follows:**

1. “unnecessarily” without good reason.
2. “claims of liability” legal claims of fault.

#### **Compliance will be demonstrated when:**

1. There are no claims where the Library failed to exercise reasonable and prudent precautions.

#### **Evidence Available:**

1. In 2024, there were no liability claims filed against the Library.

### **Policy Element #4**

Make any purchase or contracted purchase:

- a) which does not comply with the terms and conditions outlined in the Pickering Public Library’s Purchasing Policy.
- b) wherein normally prudent protection has not been given against conflict of interest;

#### **I interpret this as follows:**

1. “conflict of interest”: the generally accepted definition as outlined in the *Municipal Conflict of Interest Act*.

#### **Compliance will be demonstrated when:**

1. All purchases are compliant with the Pickering Public Library’s Purchasing Policy which covers both procurement and conflict of interest.

#### **Evidence Available:**

1. Review of the Library and the City’s purchasing policies to ensure alignment.

### **Policy Element #5**

1. Receive, process, or disburse funds under controls that are insufficient to meet the City of Pickering appointed auditor’s standards.

#### **I interpret this as follows:**

1. “auditor’s standards”: the standards expressed in the letter accompanying the most recent audit report.

#### **Compliance will be demonstrated when:**

1. The current audit report (“Financial Statements”) does not include a management letter outlining deficiencies.

#### **Evidence Available:**

1. The 2023 audited financial statements and management letter did not include any deficiencies.

## Policy Element #6

Allow property, both real and intellectual, information and files to be unprotected against loss or significant damage.

### I interpret this as follows:

1. “real property” land or buildings and the contents of the buildings.
2. “intellectual, information and files”: records and works created by Library staff for the Library and data collected by library staff.
- 2-3. “Unprotected”: means that the CEO takes reasonable precautions consistent with industry best practices to protect assets.

### Compliance will be demonstrated when:

1. Staff are trained and provided with necessary tools to ensure the security of all real property, ensuring that there is minimal risk to property.
2. Staff are made aware that intellectual property created on behalf of the library on paid time is the property of the Library. Library records and files are routinely backed up as insurance against loss.

### Evidence Available:

1. Review of incident reports, security guard contract, and Employee Code of Conduct Policy.

Recent increase in incidents related to collections resulted in the Library implementing additional security measures.

2. Review of Technology Policy and Employee Code of Conduct.

## Policy Element #7

Endanger the organization’s public image or credibility, particularly in ways that would hinder its accomplishment of “Ends”.

### I interpret this as follows:

1. “endanger the organization’s public image or credibility”: jeopardize the Library’s good reputation.

### Compliance will be demonstrated when:

1. The Library’s reputation within the community remains positive.

### Evidence Available:

1. Direct inspection of client feedback from surveys, comments, and media coverage reveals a positive perception of the library within the community. Social media and other methods of communication are monitored closely, and any negative or potentially negative issues are addressed by staff immediately.

## Policy Element #8

Compromise the independence of the Board and City’s audit or other external monitoring.

### I interpret this as follows:

1. “compromise the independence”: attempt to influence the outcome

**Compliance will be demonstrated when:**

1. The audit or any external monitoring process remains free of bias or influence.


**Evidence Available:**

1. The 2023 audited financial statements and management letter were reviewed. No issues were noted.

**POLICY TYPE:** Executive Limitations

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

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



\_\_\_\_\_  
Signed (CEO/Director of Public Libraries)

\_\_\_\_\_  
February 20, 2025

Date

**Policy Element: Header Paragraph**

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

**I interpret this as follows:**

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

**Compliance will be demonstrated when:**

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

**Evidence Available:**

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

### **Policy Element #1**

Accordingly, the CEO will not:

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

#### **I interpret this as follows:**

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

#### **Compliance will be demonstrated when:**

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

#### **Evidence Available:**

1. Review of library personnel policies and procedures, the Non-Union & Management Employee Manual and the Collective Agreement.

### **Policy Element #2**

- b) provide for effective handling of grievances

#### **I interpret this as follows:**

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

#### **Compliance will be demonstrated when:**

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

#### **Evidence Available:**

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

### **Policy Element #3**

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

#### **I interpret this as follows:**

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

**Compliance will be demonstrated when:**

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

**Evidence Available:**

1. Review of written policies and procedures under Policy Element #1 above. Currently in progress is adding more to add to Library's Code of Conduct

**Policy Element #4**

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

**I interpret this as follows:**

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

**Compliance will be demonstrated when:**

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

**Evidence Available:**

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

**I verify that since this report was last updated:**

1. **95** employees worked at the library as of the end of 2024.
2. **42** employees have completed bi-annual online Health & Safety Awareness which includes the Respect in the Workplace e-learning module on HR Downloads. Typically training for all staff is bi-annual and we strive to have ½ of our employees trained in even years and the other ½ in odd numbered years.
3. All employees participate in the annual Performance Management Program. The Program allows for continuous employee engagement and alignment with the Library's Mission, Values and Strategic Plan through self-assessments and rating of their Performance Agreements (PAs). Performance Plans for all employees are currently being completed for 2025.
4. The Library's absenteeism rate in 2024 was **5%** (2023 – 4.9%).