

# The City of Pickering Public Library Board Meeting Minutes

Held: Thursday August 22, 2019  
Location: At Pickering Central Library  
<http://www.picnet.org/libraryboard>

Attendees: M. Anderson, D. Barham, S. Beckett, Councillor M. Brenner, R. Coelho, Councillor I. Cumming, M. Fatema, A. Maginley, D. Sharma, S. Sheehy (Chair).

Absent:

Staff: E. Bird – Acting Deputy CEO, K. Williams – Acting CEO.

Guest: U. Siva – Manager of Technology

Meeting Commencement Time: 7 pm

## 1. Public Delegations

None

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

No interest was declared.

### **Motion # 19.57**

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

Carried.

## 3. Consent Agenda

Item 3.4 pulled from the Consent Agenda and moved to New Business as item 11.3.

### **Motion # 19.58**

Moved by M. Brenner, Seconded by I. Cumming. **Motion** THAT the remaining items on the Consent Agenda be adopted as presented.

Carried.

## 4. Board Education

### 4.1 Library Client Experience and Programming

U. Siva was introduced. She is currently the Manager of Library Technologies but until last month was the Manager of Client Experience. She shared information about the Client Experience Project: One Team One Vision. The focus was to make the public service team into one team both physically and practically with cross training in public service. The front

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line team has been empowered to work with clients without a lot of leadership intervention. U. Siva reported that the public service group had four guiding principles: Excellence matters in everything we do, Proactive Customer Service, Fostering Client loyalty, Creating Raving Fans. Staff participated in training about client experience with Durham College. The current Client Experience Project is Project Agile. The aim is to improve library experience (as outlined in the strategic plan). This project takes suggestions from staff on the front line and tests them. The focus is continuous improvement.

K. Williams reported on changes in the programming area. The children's, teen and adult programmers were assigned to work with K. Williams on a one-year development project when K. Williams was the Director of Support Services. The team has worked with the Project Outcome surveys to identify the outcomes of their programs the Library offers. K. Williams developed a project rationale template for programming to ensure alignment on programming and expected outcomes. We have identified 4 programming cycles and the team is meeting with City programming staff quarterly so that any possible issues can be discussed. As discussed, we will investigate possible ad revenue vehicles and consider the "My City magazine" model.

S. Beckett joined the meeting at 7:40

## **4.2 Employee Engagement**

K. Williams reported that the library had participated in a Psychological Health and Safety survey for employees. The findings will be reported to the Board at a future meeting. The Library participates in an employee survey every two years (not always psychological Health and safety). The two-year period is because we don't want to over survey the staff and it takes time to implement changes and for staff to see those changes reflected in their day-do-day work lives.

## **5. Ends Discussion**

### **5.1 Library Information Update**

Summer Reading Club wrap up took place this week. It was another successful summer for this program. Thanks to M. Anderson and the IODE for their donation and support for this program.

K. Williams reported that Lynda.com, a very popular library resource was purchased by Linked In. Their new version required library clients to create a Linked In account and share personal information. The library community is not happy with this situation. We are still trying to decide what our response will be. Toronto Public Library is going to share their response with us. A warning to clients might be an option.

K. Williams noted that the request to put funds into the 2020 to allow the George Ashe Library to be open on Sundays will be submitted as Service Level Change. The cost will be about \$20,000.

### **5.2 Mid-Year Report – Statistics by End**

E. Bird noted that the report included information about the new Ends that the Board had created as part of the Strategic Plan. Not a lot of information was available yet as staff have just started providing services based on the new Ends.

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A question was asked about the type of incidents included in the “Damage by clients” section. K. Williams replied that some were “graffiti” type incidents but several were more serious including damage to TV screens.

## 6. Staff Reports

### 6.1 Report on Exploration of shared services with City of Pickering

K. Williams reviewed the contents of the report that was distributed. She reported that we were pleased with the progress so far in the four areas of co-operation.

Programming – the mandate is to avoid duplication between City and Library programming. We have had several meetings and have increased our opportunities to partner and co-promote programs. There is an understanding of areas that City and Library programming will involve. She feels that with this understanding we can meet the Library's strategic goals

Marketing – We are working more closely with M. Guinto and S. Muir at the City. They have provided good advice and assistance for a couple of more controversial issues. The City has provided a part time marketing staff person to the Library to fill our vacant position. This has been a good solution for the Library although it may not be sustainable. We will continue to talk to M. Guinto about the plans moving forward.

HR – City HR staff have reviewed the Library's HR policies review. The Library's HR staff is working on the City's HRIS project. When this project is complete the Library will likely be more aligned to the City in HR matters. Diversity and Inclusion: hoping to begin training management team in Fall. City HR staff will be updated on progress on this project.

IT- Library staff have met with D. Quaife. We are currently working on a complete inventory to assist in these discussions. We are considering areas to work together and considering shared IT models from other Libraries.

### 6.2 Updated wording for Strategic Plan document

K. Williams outlined the reason for the requested change to the wording.

#### **Motion # 19.59**

Moved by D. Sharma, Seconded by M. Brenner. **Motion** THAT the Board adopt the suggested wording change to the Strategic Plan 2019 – 2023 as presented.  
Carried.

## 7. Monitoring Reports

### 7.1 EL 4 Staff Conduct

A Maginley reported that he met with K. Williams to review the evidence for this monitoring report. He reviewed the staff manual, performance discussion form, the spot on the Performance Review form for staff to sign off that they have reviewed the policy documents. He also looked at the staff Sharepoint site. He found it easy to navigate and locate all the relevant policies.

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## **Motion # 19.60**

Moved by A. Maginley, Seconded by D. Sharma. **Motion** THAT the Board adopt Monitoring Report Executive Limitation #4 Staff Conduct as presented; and THAT the Board adopt Executive Limitation #4 Staff Conduct as presented, the Policy being complete, sound and effective.

Carried.

## **7.2 EL #10 Communication and Counsel to the Board**

D. Sharma reported that the policy is straightforward. He feels that the Board has been well informed and that there is no shortage of information provided with lots of detail. He confirmed the period covered by the report.

## **Motion # 19.61**

Moved by D. Sharma, Seconded by R. Coelho. **Motion** THAT the Board adopt Monitoring Report Executive Limitation #10 Communication and Counsel to the Board as presented; and THAT the Board adopt Executive Limitation #10 Communication and Counsel to the Board as presented, the Policy being complete, sound and effective.

Carried.

## **8. Committee Reports**

### **8.1 Report of the Community Linkage Committee**

Nothing to report. The committee will meet after the Board meeting and have a report for the September Board meeting.

### **8.2 Building Committee**

There has been little to discuss about either Building Project with no meetings held over the summer. The committee will meet when information is available. E. Bird will share the Building meeting schedule with the committee as meetings have recently begun again. E. Bird reported that we had received the RPG (Library Consultant) document. We will review and summarize the findings. D. Sharma will discuss the Draft a Terms of Reference with the committee at the next meeting.

## **9. Governance**

### **9.1 Previous Board Meeting Self Evaluation**

May meeting data was not available therefore there was nothing to report. E. Bird will send survey link to all Board members after the meeting and forward the report to M. Brenner when available.

## **10. Board Policy Review for next meeting**

Note: The following Executive Limitation policy will be discussed at the next Board meeting. All members to review prior to meeting. The Board member listed will review any evidence they feel is necessary and lead the discussion at the meeting

EL Assignment #5 Financial Planning  
EL Assignment #6 Financial Condition

assigned to M. Anderson  
assigned to M. Fatema

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## 11. New Business

### 11.1 Board Member Reports

M. Brenner reported that he had visited Sault Ste Marie Public Library. He found that they had an older building, but that it had stood up over time. He noted that they provide fee for service for digitizing items like VHS tapes. He also reported that they have a Friends of the Library group that holds a large books sale for fundraising. PPL is beginning a discussion with the City on various fundraising ideas.

### 11.2 Ebook action to Municipal Council

K. Williams outlined the issues as presented in the distributed report.

#### **Motion # 19.62**

Moved by I. Cumming, Seconded by R. Coelho. **Motion** THAT the Board endorse the Accessing E-Content information from CULC as presented and THAT the Board ask City Council to endorse the draft motion as presented and THAT a letter as presented be sent to the local MP and all other federal candidates in the upcoming federal election on behalf of the Board.

Carried.

### 11.3 Policies for approval

#### **Motion # 19.63**

Moved by I. Cumming, Seconded by M. Brenner. **Motion** THAT the CEO have appropriate City staff review the four listed policies and make suggested changes to align the policies with City policies. These revisions, to be brought back to the Board at the September Board meeting. The CEO will review the other policies and make a plan for their review to also be presented at the September Board meeting.

Carried.

## 12. Other Business (for consideration at future meetings)

None

## 13. Confidential Matter

None

## 14. Board Meeting Self Evaluation (complete online)

## 15. Date of Next meeting and Adjournment

The next Board meeting will be held on Thursday September 26, 2019 at 7 pm in the Central Library Board Room.

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### **Motion #19.64**

Moved by D. Barham, Seconded by M. Fatema. **Motion** THAT the meeting be adjourned.  
Carried

The meeting was adjourned at 9 pm.

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Signature of Library CEO:

Date:

Signature of Library Board Chair:

Date:

*Alternate formats available upon request. Contact Kathy Williams at [kathyw@picnet.org](mailto:kathyw@picnet.org) or 905-831-6265 ext. 6251.*