

# The City of Pickering Public Library Board

## Meeting Agenda

[Link to Board Sharepoint Site](#)

EL = Executive Limitations

To be held: On Thursday February 27, 2020 at 7:00 pm

EP = Ends Policy

Location: In the [Central Library](#) Boardroom

In accordance with Pickering Public Library Board Bylaws and Section 16.1(4) of the Public Libraries Act, parts of this meeting may be closed due to the nature of the discussion.

1	Public Delegations - Public attendance registration not required.	<a href="#">By-Laws Link</a> see pg. 6-7		
2	Approval of Agenda, Conflict of Interest Disclosure		S. Sheehy	MOTION to Approve
3	Consent Agenda (includes previous minutes to be approved)	<a href="#">SharePoint Package Link</a>	S. Sheehy	MOTION to Approve
	3.1 Minutes of the Previous Meeting - January 23, 2020			
4	Board Education	<a href="#">SharePoint Package Link</a>		
	4.1 Review of OLBA Bootcamp sessions at OLA conference		D. Barham, D. Sharma & A. Maginley	
5	Ends Discussion	<a href="#">SharePoint Package Link</a>		
	5.1 Library Information Update		K. Williams	
6	Staff Reports	<a href="#">SharePoint Package Link</a>		
	6.1 Report 02-20 Room Booking Procedure	<a href="#">SharePoint Package Link</a>	K. Williams	
7	Monitoring Reports - EL#3	<a href="#">SharePoint Package Link</a>		
	7.1 EL #3 Staff Treatment	<a href="#">Policy Link to Picnet.org</a>	M. Fatema	MOTION to Adopt
8	Board Committee Reports			
	8.1 Report of the Community Linkage Committee (verbal update)		M. Anderson / S. Beckett	
	8.2 Report of the Board Building Committee (verbal update)		E. Bird	
9	Governance	<a href="#">Policy Link to Picnet.org</a>		
	9.1 Previous Board Meeting Evaluation Results (verbal update)	<a href="#">SharePoint Package Link</a>	M. Brenner	
10	Board Policy Review	<a href="#">Policy Link to Picnet.org</a>		
	10.01 The following EL policies will be discussed at the next Board meeting. All members to review prior to the next meeting			
	EL Assignment #9 Compensation and Benefits		A. Maginley	
11	New Business	<a href="#">SharePoint Package Link</a>		
	11.1 Member Community Reports (verbal update)			
12	Other Business			

**Meeting Agenda**

13	Confidential Matter	MOTION to Move in Camera
	13.1 CEO Hiring	
14	Board Meeting Evaluation	<a href="#">Meeting Evaluation Link</a>
15	Adjournment	MOTION to Adjourn

Next Meeting

To be held:	Thursday March 26, 2020 at 7:00 pm
Location:	In the <a href="#">Central Library</a> Boardroom

**Preliminary List of Motions**

- Item # Draft Motion
- 2 THAT the items in the Agenda by adopted by the Board
- 3 THAT the items in the Consent Agenda by adopted by the Board
- 7 THAT the Board adopt Monitoring Report Executive Limitation #3 Staff Treatment as presented and; THAT the Board adopt Policy Executive Limitation #3 Staff Treatment as presented/amended, the Policy being complete, sound and effective.
- 14 THAT the Board move in Camera in order to discuss a personel issue related to an individual or individuals.

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

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# The City of Pickering Public Library Board

## DRAFT Meeting Minutes

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Held: Thursday January 23, 2020

Location: In the Central Library Board Room  
<http://www.picnet.org/libraryboard>

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

Absent: M. Anderson, D. Barham, M. Fatema

Staff: E. Bird – Acting Deputy CEO, K. Williams – Acting CEO, J. Eddy – City of Pickering

Meeting Commencement Time: 7 pm

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### 1. Public Delegations

None

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

No interest was declared.

#### **Motion #20.04**

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

### 3. Consent Agenda

#### **Motion #20.05**

Moved by I. Cumming, Seconded by D. Sharma. **Motion** THAT the items on the Consent Agenda be adopted as presented.  
Carried.

### 4. Board Education

J. Eddy Director of Human Resources at the City of Pickering discussed the recent move of Library HR staff to the City's HR department. She distributed the City HR department organization chart. She noted that the affected staff are remaining in their current workspace at the Library for now. She stated that the Library will not receive diminished levels of service because of this change but should benefit from value added services. Currently the HR team is implementing a new system that went live last week. She informed the Board that the Collective agreements at both City and Library expire this year.

As usual the City CUPE union will bargain first with the Library to follow. She will be involved in Library bargaining.

### 5. Appointment of Linkage Committee for 2020

#### **Motion #20.06**

Moved by M. Brenner, Seconded by I. Cumming. **Motion** THAT the Board appoints M. Anderson, S. Beckett, A. Maginley to the Linkage Committee for 2020.  
Carried.

As M. Fatemah was not in attendance the Board agreed that if she was willing, she would also be appointed to the committee.

### 6. Ends Discussion

#### 6.1 Library Information Update

K. Williams highlighted the Noon Years program held for children and families on December 31<sup>st</sup> and the addition of soft seating and new bathroom floors at the Central Library.

### 7. Staff Reports

#### 7.1 Updated Room Booking Policy

The changes to the Policy matched the Board's requested changes. K. Williams will present the Room Booking form at the next Board meeting.

#### 7.2 Report on Fundraising

The Board will consider fundraising for other furnishing or fixtures for the new Library.

#### **Motion #20.07**

Moved by M. Brenner, Seconded by R. Coelho. **Motion** THAT the Board agrees that the Library will not take on the task of fundraising for the capital building costs of the new Civic Library.  
Carried.

### 8. Monitoring Reports

#### 8.1 EL 8 Asset Protection

The report will be updated to ensure that it is understood there is only one audit process.

#### **Motion #20.08**

Moved by R. Coelho, Seconded by D. Sharma. **Motion** THAT the Board adopt Monitoring Report EL 8 Asset Protection as presented and; THAT the Board adopt Policy EL 8 Asset Protection as presented, the Policy being complete, sound and effective.  
Carried.

## 8.2 GP1 Global Ends Policy

K. Williams reviewed the highlights of the report.

### **Motion #20.09**

Moved by M. Brenner, Seconded by R. Coelho. **Motion** THAT the Board adopt Monitoring Report EL 8 Asset Protection as presented and; THAT the Board adopt Policy EL 8 Asset Protection as presented, the Policy being complete, sound and effective. Carried.

It was suggested that the information from the annual report to the Ministry report might be a good substitute for this report. E. Bird will bring that report to a Board meeting before the deadline for submission for review.

## 9. Committee Reports

### 9.1 Report of the Community Linkage Committee

R. Coelho reported that Age Friendly Community plan is focus for this year's Linkage work. K. Williams will share slide show about the Library's plans in this area with the Board.

### 9.2 Building Committee

D. Sharma presented the information from the recent Building Committee meeting.

### **Motion #20.10**

Moved by D. Sharma, Seconded by R. Coelho. **Motion** THAT the Recommendations of the Building Committee meeting held January 9, 2020 be adopted as presented. Carried.

## 10. Governance

### 10.1 Previous Board Meeting Self Evaluation

M. Brenner reported on the results of the November meeting evaluation.

## 11. 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 **#3 Staff Treatment** assigned to **M. Fatema**

## 12. New Business

### 12.1 Member Community Reports

S. Beckett reported that he had added the Pickering Public Library to the list of participants in the Provincial Government's budget consultation to be held on the 29<sup>th</sup> of January in Whitby. He will send further details.

**13. Other Business**

**14. Confidential Matter**

**14.1 Report of the CEO Hiring Committee**

**Motion #20.11**

Moved by D. Sharma, Seconded by R. Coelho. **Motion** THAT the Board move into camera for the purpose of discussing personnel issue about identifiable individuals;  
Carried

**15. Board Meeting Self Evaluation (complete online)**

**16. Date of Next meeting and Adjournment**

The next Board meeting will be held on Thursday February 27 at 7 pm in the Central Library Board Room.

**Motion #20.12**

Moved by R. Coelho, Seconded by A. Maginley. **Motion** THAT the meeting be adjourned.  
Carried

The meeting was adjourned at 8:50 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.*

# Library Update

February 2020

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## Board End: Culture of Reading

### **Collections**

In January, we received the full year circulation statistics for our collections. Our e-collections are doing very well; the use of almost every electronic resource increased. Overall, 2019 circulation of e-collections increased by 34% over 2018. Some big gains include Ancestry (+103%), Cloud Library (including ebooks: +49%, eaudiobooks: +109%, CloudLink: +114%), Flipster emagazine downloads: (+44%), Kanopy streaming video minutes viewed: (+70%). Even usage of some of our research-related products increased: MasterFILE: (+37%), Canadian Reference Centre: (+52%).

While our physical collection circulation has declined 9% overall, there were several individual collections that saw increases: book club sets (+24%), ESL kits (+50%), junior French graphic novels (+26%), French junior non-fiction (+22%), Parenting collection (+27%).

For the 2020 budget, we moved funds from our capital materials budget to our current materials budget in order to meet the increasing demands for digital materials.

### **Readfor15Durham**

On Monday, January 15<sup>th</sup>, the Durham Region Libraries asked the public to show their love for literature by reading for 15 minutes to celebrate Family Literacy Day. Readers were asked to let us know that they participated so we could find “Durham’s Most Readerly Community.” Whitby won with 1,971 participants and Pickering came second with 1,575. We congratulated Whitby Public Library and warned them to watch out for Pickering in 2021!

### **Dungeons and Dragons**

On Saturday, February 15<sup>th</sup>, 10 teens and adults participated in a Dungeons and Dragons campaign called “The Wild Sheep Chase”. The groups created a personalized story for their character and role-played that throughout the campaign. Although this is not a traditional format for reading, we are happy to support alternative formats of literacy to support a Culture of Reading.



## **Board End: Welcoming Public Facilities / Virtual Spaces**

### **George Ashe Library**

The two additional public computers for children and their families at George Ashe are proving to be very popular with clients. They are available in the picture book area for our younger clients to use.

## **Board End: Community Engagement**

### **Chartwell Reading Buddies**

The Teen Advisory Group (TAG) has started their own intergenerational programming initiative. TAG has set up times to visit Chartwell and read with Seniors on weekends. The program has launched monthly and started as a single event in November 2019. Most recently (February 8<sup>th</sup>) 3 TAG members met with 20 seniors.

### **Elementary School Outreach**

On February 14<sup>th</sup>, the Teen Advisors went to Glengrove Public School and Maple Ridge Public School to share information with grade 7 and 8 students about applying to be part of the Teen Advisory Group. This initiative came from TAG members wanting to attract the motivated and engaged teens. The group created a subcommittee, constructed their own presentation, planned their own timeline, and visited 8 classrooms.

### **Durham Region Resettlement Assistance Program (RAP)**

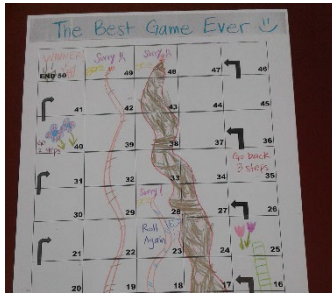
In support of our long-standing partnership with Community Development Council Durham (CDCD), outreach staff have begun working with families that have been housed at the Pickering Comfort Inn, as part of the Durham Region RAP.

CDCD in partnership with the City of Toronto, has been funded to deliver a regional Resettlement Assistance Program from September 30, 2019 to March 31, 2020. The purpose of this project is to resettle and house asylum-seeking families in Durham and surrounding communities. The project is a 24-hour shelter service that is housed at the Comfort Inn, in Pickering. To date, RAP has welcomed and served 46 families (166 individuals, of which 88 are children under 18).

Library staff met with the families (12 adults, 7 teens, and 3 children) and introduced them to library services, registered them for a library membership and promoted George Ashe Library programs (which are in walking distance). These new clients said they were most interested in the children's Storytimes, digital movies, and online/computer courses. Some mentioned that they would like to take courses to improve skills in Excel and PowerPoint.



## School Strikes



In light of the rolling education strikes, the Library has hosted a series of passive programs for children and caregivers at all three branches. Activities included make-your-own-boardgame, movies, Lego, and tower building with cups. Over 100 clients have attended, including 65 children. We will continue to offer this program for the next strikes date (Friday, Feb. 21).

## Strategic Goals (2019 – 2023)

### Wellness

#### **Self-care Journal**

January started with an opportunity for our clients to create Self-Care journals. On Thursday, January 23<sup>rd</sup>, 18 clients participated in the creation of their own custom journal, providing a year-in-review of self-care that they would like to focus on. The journals contained a monthly calendar for appointment tracking, mood tracking, emotion-focused and problem-focused coping strategies, a list of community resources to help, and lots of space for reflection.

#### **Post-Exam Wellness Programming**

At the end of January and early February, after exams, we hosted 2 wellness programs to exemplify positive self-care techniques and relaxation strategies for youth. Our first program, called Hair Care Extraordinaire, was hosted by a local hair stylist who provided teens with fast and easy hair styling techniques, and donated free hair care samples for the participants. The program had 6 attendees. The second program was called Feel Good Facials. Due to a winter storm, we only had 2 teens attend.

### Inclusion & Belonging



#### **Black History Month Display**

The adult Black History Month display at the Central library provides clients with a challenge to read books written by Black authors for the month of February and use the hashtag #ReadingBlackout. There are also pins that were created with our button maker for clients to take for free. These pins are also available at the front desk.

#### **Black History Month Film Viewing – Get Out**

In partnership with the Congress of Black Women Canada – Ajax/Pickering Chapter, we hosted a film viewing for the movie “Get Out”. This movie tackles systemic anti-black

racism in a thought provoking and comedic way. After the film viewing, a dialogue was hosted by two panel members from the Congress and Black Women Canada – Oshawa/Whitby chapter, who highlighted the significance and importance of this film.

### **Black History Month Community Zine**

We hosted a passive program for the first 2 weeks of February where clients could create a zine page for a new community Zine. Zines have been used to provide an alternative format for spreading information and art and poetry. The zine pages will be collected to create a large community zine. Print copies will be available when all submissions have been received.

### Improved Library Experience

#### **George Ashe Sunday Changes**

On Sunday January 5, George Ashe Branch has added Sunday hours from 1:00 p.m. to 5:00 p.m. The branch has seen walk-in traffic of over 100 clients each Sunday, with a high (so far) of 152 clients on February 6.

### What's New?

1. In February, SOLS (Southern Ontario Library Service) & OLS-North proposed to combine their organizations to become Ontario Library Service so they could effectively work within their respective operating grants. They have approached the Ministry of Heritage, Sport, Tourism and Culture Industries to let them know of their intentions. An official recommendation will take place for this merger in April 2020. Here is rational sent to public libraries in Ontario:

“We believe that an amalgamation of the two OLSs is the logical next step if we are to continue to provide the highest standard of service to the public libraries of Ontario. By doing this we believe that we could:

- Improve service delivery through one larger organization that is more resilient,
- Strengthen our sustainability and capacity by combining our staff and services and ensuring a provincial standard of service, and
- Support digital services by positioning ourselves as a single organization to support future service enhancements in the digital space.

Throughout this process, we, along with the SOLS and NOLS Boards, remain dedicated to providing the best service possible to Ontario’s Public Libraries.”



## REPORT TO: The Pickering Public Library Board

**Report Number:** 02-20

**Date:** February 27, 2020

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**From:** Kathy Williams, Acting CEO

**Subject:** Revised Room Booking Procedure

**Recommendation:**

For information only.

The following Room Booking Procedure has been implemented. The application form will be formatted into an online form in the near future.

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### Room Booking Procedure

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#### Procedure Objective

The Library will rent the Auditorium and Boardroom to community members and groups when these spaces are not needed for Library purposes.

The Room Booking Application ensures consistent and fair access to Library room rentals and ensures adherence to the *Room Booking by External Groups Policy*.

#### Procedures

1. To book a Library space (Auditorium or Boardroom), the client can check with Library staff at [roombooking@picnet.org](mailto:roombooking@picnet.org) or 905-831-6265 extension 4 to see if the room availability matches their needs. If yes, the Room Booking Application will be sent to the client. The Application must be completed by the client and sent back to [roombooking@picnet.org](mailto:roombooking@picnet.org).
2. No Room Booking Application will be processed if this application is not completely filled out. The Library requires a signed copy of the Application to be turned in prior to the actual Room Rental.
3. Groups must make one contact person responsible for room bookings. Permission for the use of Library rooms is not transferable.
4. Library rooms are available for booking during regular hours of Library operation.


5. Room Booking Applications must be submitted to the Library a maximum of 90 days in advance and minimum of seven days in advance of the requested date of use.
6. A copy of the Room Booking Policy will be sent to all those interested in booking a room at the Library.
7. Before confirming a Room Booking, the following questions must be considered.
  - Is the client new?
  - If they have rented previously, do they comply with the Room Booking by External Groups Policy?
  - Do they have a history of events that resulted in public reaction or protest?
  - What is the nature of the event? For example, public lecture, public film screening, private meeting, gala, filming, etc.
  - Have they answered all the questions in the Room Booking Application?

If the nature of the event may cause controversy or other impact on the Library, the Room Booking Application must be given to the CEO for review. Senior management may choose to do further research to assess the likelihood of the event either drawing public inquiry (and thus requiring additional Library or other resources to appropriately manage the event) or violating the Room Booking Policy.

8. The CEO has the right to deny a room rental request. If a Room Rental is denied, the applicant may submit a written request for a review of their Room Booking Application addressed to the CEO.

### **Booking Rooms**

The Library tracks the rooms being booked through an Outlook calendar.

- Open Outlook. As default it will open on the home mail screen
- On the bottom left hand screen on the toggle bar, select the calendar icon 
- Once in the outlook calendar the home screen will be default

#### **To check for room availability:**

- On the bottom left side of the screen you will see “my calendars” and “other calendar” in other calendars you can download the Auditorium & Boardroom calendar (you do this by right clicking on other calendars, clicking add calendar, then from room list) if you have added these once, it will be loaded every time you log in
- Select specific room under “Shared calendars”, rm-Auditorium or rm-Boardroom
- On the top of the screen you will see calendar settings, this is where you can choose to look at the calendar in day version, week, or month.

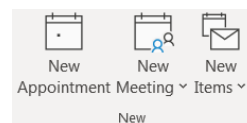
- Check the required room for the specific date and time requested to be sure it is not already booked.

**Request room booking information details from client:**

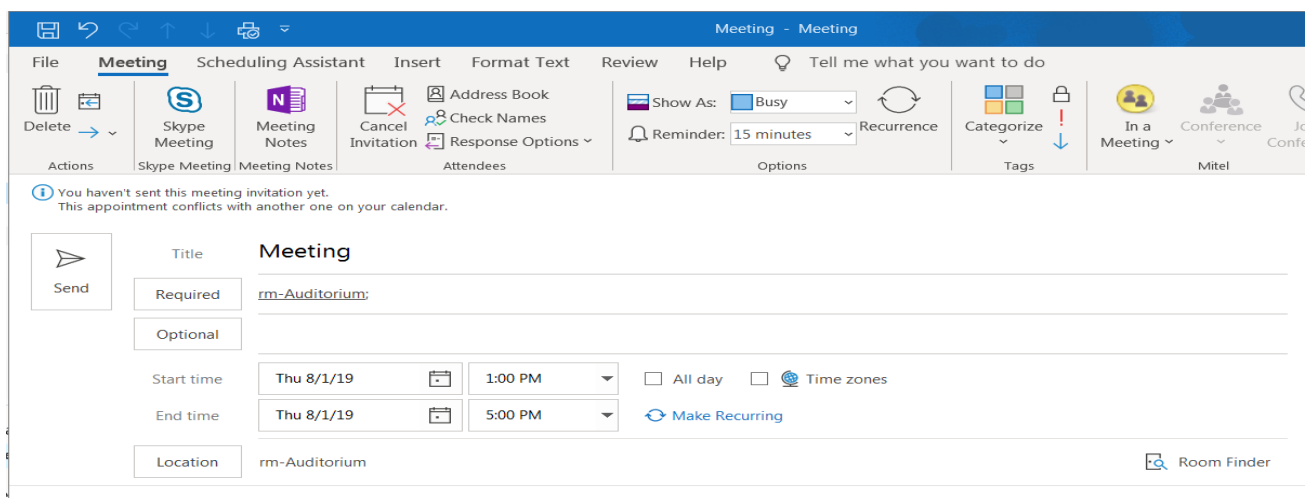
- Send an email with the Room Booking Application to the client requesting details of the booking.

**Booking rooms:**

- Once you have decided the time and date you would like to book, open your personal calendar
- Click inside the calendar, the date and time you would like, make sure the slot is highlighted, go to the top left of the screen and click on down arrow next to New meeting icon and select New Meeting



- A new untitled meeting will open, looking like the image below:



- This is where you will input information about the meeting you would like to book. Fill in the following fields:  
Title – [company name/individual booking room]  
Required - rm-Boardroom or rm-Auditorium  
Location- This will automatically update with which ever room you are sending  
Start time & End time- The time you would like your meeting to start and end
- After you are done your meeting setup, double check the information and then select Send
- You should receive an email indicating if the room has been accepted or not. After receiving this email, you can double check in the calendar to see if your booking has gone through properly.

Attachment: Room Booking Application



## Room Booking Application

Visit the Library’s website at [www.picnet.org](http://www.picnet.org) under the “Using Your Library” tab to see Room Booking fees and room information.

Please email completed Room Booking Applications to [roombooking@picnet.org](mailto:roombooking@picnet.org).

Library spaces are available for booking during Library open hours, up to 90 days in advance. Requests to book a meeting space require a minimum 7 days’ notice.

This application is for inquiry only – information provided does not secure a booking. Library staff will review and process the application in priority sequence.

### Contact Information – \* Required field

\*First and last name:

Title (if applicable):

Organization (if applicable):

\*Is your group Not for Profit: yes no

Provide your organization’s Charitable number or not for profit number if applicable:

\*Street Address:

\*City and Province:

\*Postal Code:

\*Email:

\*Telephone:

Website (if applicable):

Booking Request:

Note that room set up and take down within the booked time are the responsibility of the renter within the booked time.

Room Name	Preferred Dates(s) & Time(s)	Expected Number of Attendees	Alternate Date(s) and Time(s)

Extras requested: Projector      Microphone      Piano

Do you require assistance with these items? Yes      No

Note: Staff may not be available to assist at the time of your booking, if required please book training time at least one week in advance.

Additional Note - Is there any other information you would like to share with us about this booking?)

**Questionnaire – all fields required.**

1. What type of event are you planning? (private meeting, lecture, workshop, etc.). Please include the title of the event you are using in any publicity.
2. What are the purpose and subject matter of the event (provide a detailed response, including names of any guest speakers and their affiliation)?
3. Will food or beverages be available during the event? **Please note that the renter is responsible for clean up and proper waste disposal.**
4. Will the event include live or recorded music? **Please be aware that noise levels must be kept to a minimum and not cause any disruption in the Library.**

Will the booking be open to and advertised to the public?

Yes No

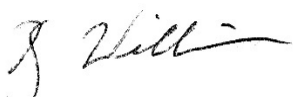
If refund is issued for cancellation at least 24 hours from booking, please make it payable to:

Name:

Address:

Phone:

Prepared by:



Name: Kathy Williams

Title: Acting Chief Executive Officer

## INTERNAL MONITORING REPORT

**POLICY TYPE:** Executive Limitations (EL 3)

**POLICY TITLE:** 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 (Acting CEO)

February 27, 2020  
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:**

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:**

- 0 grievances were submitted in 2019.
- 4 investigations were completed by HR (e.g. harassment, workplace violence, inappropriate behaviour). All incidents were handled in compliance with our Workplace Harassment & Violence Prevention Policies.
- Direct inspection of CUPE president, Jessica Trinier.

### **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:**

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

**Evidence Available:**

Direct inspection of library personnel policies and procedures and the Collective Agreement.

**Policy Element #2**

- b) provide for effective handling of grievances

**I interpret this as follows:**

“grievances”: both formal and informal complaints.

**Compliance will be demonstrated when:**

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

**Evidence Available:**

- The Collective Agreement includes a grievance process; the Labour Management Committee meets regularly and provides an opportunity for informal resolution of problems.
- Direct inspection of Labour Management meeting minutes. In 2019, there were 9 Labour Management Meetings.
- Direct inspection of CUPE President, Jessica Trinier.
- Direct inspection of the Collective Agreement and the Management 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:**

Library policies and procedures identify and protect against wrongful conditions.

**Evidence Available:**

1. Direct Inspection of written policies and procedures as under Policy Element #1 above.
2. The Library continues to follow the national voluntary psychological health and safety guidelines which are aimed at protecting employees from workplace conditions and practices which may cause psychological harm.
3. Direct inspection of People and Culture Manager. The 2019 results of the Psychological Health & Safety bi-annual survey of staff (conducted by Thomson Reuters) shows that staff are still very aware and appreciative of the work of the Library in supporting a psychologically healthy workplace. Leadership and employee focus groups were held to review the results and create action plans to improve in areas of personal resiliency and dealing with the unpredictable nature of serving the public. The action plan will include a relaunch of the Library's Workwell Committee (currently in hiatus).

**Policy Element #4**

2. 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 EL3

**Compliance will be demonstrated when:**

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:**

- Direct inspection of the new performance plans. The new performance plan review process will include a sign off to show that staff have read all relevant personnel policies.
- Direct inspection of memo for new hires which includes rules and rights.
- Direct inspection of staff orientation checklist.
- Direct inspection of the People and Culture Manager.

I verify that since this report was last updated:

- **88 employees worked at the library as of the end of 2019** (including casual/contract employees and Task Force/IT Task Force employees). The library had 56 FTE (full-time equivalents) as of the end of December 2019.
- **6 manager(s)** completed bi-annual online Workplace Mental Health refresher training through e-learning modules on HR Downloads.

- **14** new employees completed online Health & Safety Awareness training through a Ministry of Labour approved e-learning module on HR Downloads. Safety tours were conducted for these employees in the library by a manager during the first month of employment.
- **34** employees have completed bi-annual online Health & Safety Awareness which includes the Respect in the Workplace e-learning module on HR Downloads. Trainees are required to complete an in-person safety tour conducted by a manager in a group setting. 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. Topics include H&S roles, rights, and duties, hazards, workplace violence, harassment, incident reporting, workplace-related illnesses, WHMIS, ergonomics, and more. Management employees complete the Supervisor version of the module on a bi-annual basis.
- With the launch of PPL's Strategic Plan (2019-2023), the need for a streamlined focus on what we accomplish together has become even more apparent. As such, a new performance management program was introduced in 2019. All employees have a documented Performance Plan which includes Performance Agreement (PA) goals based on PPL's Mission and Strategic Plan. The outcome is a streamlined focus of aligned goals to accomplish our Mission and Strategic Plan. Goals will be reviewed on a quarterly basis for progress and assessed at the year-end review process for all employees.
- **14** employees have attended New Hire Orientation with HR as part of the onboarding process.
- **6** Welcome surveys were completed by new staff members sharing their views of their new workplace.
- **2** exit interview surveys were completed with departing employees to learn and consider employee views for ongoing workplace enhancement.
- The Library's absenteeism rate in 2018 was **4.65%**.