



The City of Pickering Public Library Board

Meeting Agenda

[Link to Board Sharepoint Site](#)

EL = Executive Limitations

To be held:

On Thursday **April 23, 2020** at 7:00 pm

EP = Ends Policy

Location:

Virtual Meeting

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.

7:00 PM	1	In Camera Discussion about a personal issue of an identifiable individual.		
7:15 PM	2	Public Delegations - Public attendance registration required to allow for virtual access.	By-Laws Link see pg. 6-7	
7:30 PM	3	Approval of Agenda, Conflict of Interest Disclosure	S. Sheehy	MOTION to Approve
7:35 PM	4	Consent Agenda	SharePoint Package Link	S. Sheehy MOTION to Approve
		4.1 Minutes of the Previous Meeting - February 27, 2020		
7:45 PM	5	Staff Reports	SharePoint Package Link	
		5.1 Report on PPL's Response to COVID-19 to Date	SharePoint Package Link	K. Williams
		5.2 Revised 2020 Budget		E. Bird
8:30 PM	6	New Business	SharePoint Package Link	
		6.1 Member Community Reports (verbal update)		



The City of Pickering Public Library Board

Meeting Agenda

8:35 PM	7	Confidential Matter (In Camera Discussion)	K. Williams	MOTION to Approve
8:40 PM	8	Board Meeting Evaluation	Meeting Evaluation Link	
8:45 PM	9	Adjournment		MOTION to Adjourn

Next Meeting

To be held:

Thursday May 28, 2020 at 7:00 pm

Location:

To be confirmed

Preliminary List of Motions

- Item # Draft Motion
- 2 THAT the items in the Agenda be adopted by the Board
 - 3 THAT the items in the Consent Agenda be adopted by the Board
 - 14 THAT the Board move in Camera in order to discuss (description of reason for in-camera meeting).

Alternate formats available upon request. Contact Kathy Williams at kathyw@picnet.org or 905-831-6265 ext. 6251.

The City of Pickering Public Library Board

DRAFT Meeting Minutes

Held: Thursday February 27, 2020
Location: In the Central Library Board Room
<http://www.picnet.org/libraryboard>

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

Absent: S. Beckett, Councillor I. Cumming

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

Meeting Commencement Time: 7 pm

1. Public Delegations

None

2. Approval of Agenda, Conflict of Interest Disclosure

No interest was declared.

Motion #20.14

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

3. Consent Agenda

Motion #20.15

Moved by D. Barham, Seconded by M. Anderson. **Motion** THAT the items on the Consent Agenda be adopted as presented.
Carried.

4. Board Education

D. Sharma, D. Barham and A. Maginley spoke about the Board Bootcamp that they attended during the OLA conference and shared information that they had learned. Through discussion it was agreed that the Board should consider reporting outcomes through lens of age friendly and community safety, both priority issues for the City. It was also suggested that other City priorities should be confirmed to complete reporting priorities. It was felt that an education meeting hosted by the Board could be held with Council to discuss and share information. K. Williams will check with the City Clerk about how to set up this type of meeting. Board would like to target Fall 2020 for this meeting.

5. Ends Discussion

5.1 Library Information Update

K. Williams highlighted the upcoming quiet zone plans for the Central Library.

6. Staff Reports

6.1 Room Booking Procedure

Board members were satisfied that the procedure supported the revised Room Booking Policy.

7. Monitoring Reports

7.1 EL 3 Staff Treatment

M. Fatema reported she had spoken to C. Addo-Becko, the Library's Manager of People and Culture about how the grievance and other processes work. She noted that there had been no grievances filed in 2019. She also reported that the Library staff had participated in a national mental health survey and the C. Addo-Becko was building an action plan from the outcomes of that survey. Mandatory health and safety, WHIMIS, new orientation training is required for all new employees. New and exiting employees are asked to participate in a survey so the Library can make improvements to the employee practices. Absenteeism management program from City is being introduced.

Motion #20.16

Moved by M. Fatema, Seconded by D. Barham. **Motion** THAT the Board adopt Monitoring Report EL 3 Staff Treatment as presented and; THAT the Board adopt Policy EL 3 Staff Treatment as presented, the Policy being complete, sound and effective. Carried.

8. Committee Reports

8.1 Report of the Community Linkage Committee

S. Beckett accompanied S. Yung to Viva Retirement Home. They had a Q&A session with several residents. Most residents are not able to come to the Library and enjoy the Home Service option that the Library offers. They prefer paperback large print books as hard cover large print books tend to be heavy. They are concerned about fees and interested in City Centre Development. They want to learn about technology and prefer one – on – one service.

8.2 Building Committee

E. Bird reviewed the latest plans that were available for the Library. There was concern expressed about the plans for the elevators.

Motion #21.17

Moved by S. Sheehy, Seconded by R. Coelho. **Motion** THAT the Board gives the Council Board members direction to meet with the City CAO to ask that a third elevator be added to the plans to take clients from the main floor to the parking garage, leaving the

two existing elevators available to take clients from the first floor to the other floors within the building.
Carried.

The Board also requested that the architects be invited to attend a Board meeting in April or May to report on the progress of the building. K. Williams and E. Bird will follow up with that request. K. Williams and E. Bird will also follow up with City staff to work out a public presentation plan about the complex for the public.

9. Governance

9.1 Previous Board Meeting Self Evaluation

M. Brenner reported on the results of the January meeting evaluation. One response was received. All questions received a satisfactory rating.

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 **#9 Compensation and Benefits** assigned to **A. Maginley**

11. New Business

11.1 Member Community Reports

It was noted that the Library's budget was approved by Council this week.

M. Anderson noted that she had completed an article about the I Read Canadian Campaign for the IODE. This was shared with all provincial members and has been posted on the IODE website.

D. Barham had attended the Council of Black women movie event held at the Library.

A discussion was held about the Covid-19 virus. K. Williams will reach out to the Regional Health Department to see if there are steps the Library should be taking. She will also see if there is any print material available for clients about the outbreak. Most up-to-date information is on the Province's website. K. Williams will also check with the City and other libraries to see what steps they are taking.

Board members requested that a print copy of the Report on Nuclear Alert issued by the Province be made available to library clients.

12. Other Business

None

13. Confidential Matter

14.1 Report of the CEO Hiring Committee

Motion #22.17

Moved by M. Anderson, Seconded by D. Barham. **Motion** THAT the Board move into

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camera for the purpose of discussing personnel issue about identifiable individuals;
Carried

14. Board Meeting Self Evaluation (complete online)

15. Date of Next meeting and Adjournment

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

Motion #22.18

Moved by D. Barham, Seconded by R. Coelho. **Motion** THAT the meeting be adjourned.

Carried

The meeting was adjourned at 9:15 pm.

Signature of Library CEO:

Date:

Signature of Library Board Chair:

Date:

Alternate formats available upon request. Contact Kathy Williams at kathyw@picnet.org or 905-831-6265 ext. 6251.



Date: April 16, 2020
To: Pickering Public Library Board
From: Kathy Williams, Acting CEO
Subject: Report on PPL's Response to COVID-19 to Date

INTRODUCTION

This report provides an update on PPL response to COVID-19 pandemic to date and to outline actions we are exploring moving forward.

PRIORITIES DURING THE PANDEMIC

During the Pandemic, PPL's efforts are shaped around the following three areas of activity, listed here in priority:

1. Managing the Emergency Response – Immediate Issues
2. Online Service Enhancements during Closure Period
3. Preparing for Re-opening and Long-Term Challenges

MANAGING THE EMERGENCY RESPONSE – IMMEDIATE ISSUES

PPL is represented at Emergency Operations Centre (EOC) meetings at the City of Pickering and is actively supporting the City's response. On March 13th, the City shut down all public facilities by 4:30 pm. The following morning, library drop boxes were closed to reduce staff exposure to COVID-19. Staff were able to remain on site handling public inquiries, assisting with program cancellations and ensuring that all related closure tasks were completed until City Hall closed its doors to the public on March 16th. At that time, all library staff were sent home with three weeks paid time with assigned training and other task assignments. This paid time has since been extended to April 26th. Several City managers who did not have laptops or lacked internet service at home, were able to obtain laptops and wifi hotspots from the Library. Libraries were declared a non-essential business (can only operate remotely) by the province on March 24th and at that time, any Library Managers who had not yet transitioned to working from home made this shift. The Library has purchased Zoom software to allow for staff meetings, community meetings and to support online programming. We are now exploring Microsoft Teams for internal meetings (early testing proved problematic, but some changes have been made) and we will consider Webex as a platform for future Library Board Meetings. Facebook Live is also being utilized to stream Library programs. The key to being able to work remotely is to utilize a variety of tech platforms to meet different needs. We have been working diligently to assist clients to use their devices to access our online resources and training them on ways to meet with us virtually. All of these skills will be useful in the long run because the need for social distancing isn't likely to end soon,

SUPPORTING THE BROADER PANDEMIC RESPONSE

Caremongers -To support the delivery of food, medicine and other essential supplies to Pickering residents who are shut-in or under quarantine, the Library is facilitating the Pickering Caremongers planning meetings twice a week on Zoom. Library staff produced marketing materials for this group and arranged for the City to print 24,000 flyers to promote the service that were hand delivered to residences in Pickering, with the support of City Councillors, M. Brenner and I. Cumming. The Library also arranged for the City to provide letters of support for the volunteer drivers so they could purchase

groceries for multiple families. The local Caremongers hotline has been promoted by Social Services through their ads, the Library through social media channels and partner directed emails. The Library also provided marketing support to design and produce a resource document for parents with students under provincial mandated distance learning at home. Content was provided by Caremonger volunteers.

Canada Sews - On April 7th, 2020, Pickering Public Library and the City of Pickering entered into an equipment loan partnership with the Canada Sews initiative. Canada Sews has been featured by several media channels ([Toronto Life](#), [CBC Radio](#)) for recruiting hundreds of volunteers in a short amount of time who will support the need for cloth masks across health care, critical services and other community organizations. The program is managed through their website [CanadaSews.ca](#). Through this site, volunteers can sign up to join the pool of talent, most of whom have their own equipment to contribute. In cases where volunteers do not have equipment, partnerships like ours seek to match them with a sewing machine. Ten sewing machines owned by the Library and City have been loaned out. We asked that our machines be used to serve the needs of Durham Region as much as possible with an exception being made for a volunteer in Toronto who is servicing requests from Sick Kids Hospital

Personal Protective Equipment (PPE) – Usha Siva, Manager of Technologies, has been discussing lending our 3D printers to an Ontario Power Generation (OPG) initiative supplying 3D printed face shields and other PPEs to the Ministry of Health for distribution to Ontario hospitals in need. OPG has been granted an emergency license to produce PPE by the Ministry of Health and they have been approached by Lakeridge Health because they have a license to produce. PPE production sites for OPG include onsite production and a partnership with Ontario Tech University. We are in the process of having our library printers assessed to join their production line. In addition, Usha Siva connected Lakeridge Health with Michelle Romanow from Dragon’s Den who was able to supply them with much needed face masks.

LIBRARY SERVICES OFFERED DURING THE PANDEMIC

Virtual Assistance and Appointments to Support the Community – Pickering PL staff, working from home, are providing remote support by email (help@picnet.org) and Zoom video conferencing <http://www.picnet.org/zoom>. Staff are assisting clients with technology issues, accessing our collections and other information that they may need. This has proven to be a popular service – to date we have assisted 94 clients via email, and had 6 Zoom appointments with clients to help them with a variety of topics.

Supporting Learning from Home - Several of our current eResource vendors are offering free access to new resources while schools and library branches remain closed. This will be helpful to parents and students while they continue their studies from home. We have been promoting our digital resources and have seen an increase in use in March. More clear patterns will be available when the full closure April statistics are analyzed. In Marketing analysis the most popular page on our website is the ebook / eaudiobook page <http://www.picnet.org/ebook>. We are pleased to offer access to Ancestry.com from home. This product is usually only available for in-library use. To generate greater awareness, our marketing team has increased the volume of daily social media posts and are strategically prioritizing the most relevant digital library resources that may be of high interest to our clients at this time.

Online Library Card registration - In order to allow everyone to access these great digital resources we offer online registration for library cards. To date we have added 80 new clients and furnished 44 more clients with their library card number so that they can access these important resources. We have temporarily eliminated restrictions to cards with outstanding fees so that everyone can benefit from the resources that the Library offers during the pandemic.

Supporting Literacy & Readers – The Library has been offering daily online story times through Facebook Live. This has proved to be very popular with an estimated 440 clients watching live over the first week of programming. Most of the programs are also available to watch later increasing our reach. We have hosted several of our Community Book club meetings using Zoom. Members were very happy to be able to meet virtually and talk about the book they had read for their April meetings. More meetings are planned for the future to allow book club members to continue to share their love of the printed (sometimes digital) word.

The Collections team has been hard at work adding to our already strong virtual collection. There is increased demand and we are trying to keep up. Many people are turning to ebooks and eaudiobooks as their only source of material with the physical collection locked away in the library.

Supporting our Staff

To ensure our staff can easily access information, we have created and maintain a centralized staff Sharepoint site which includes resources and information related to COVID-19. It includes resources to support communication and wellness resources. This page is updated frequently to ensure our staff are equipped with up-to-date information that is easy to access. Managers check in with their staff working remotely and organize virtual meetings (and sometime social “events”) to keep staff in touch with each other and their team. With many of our staff working from home, completing online training, we are creating a list of resources and training for staff, to help them with working from home skills, creating and running remote training and supporting clients virtually.

OTHER ACTIVITIES COMING SOON

Online Assistance Expanded (Research Assistance and Reading Suggestions)

Many of our staff are trained researchers and able to assist with specialized research questions for students, businesses and residents of Pickering. So too we have staff skilled at helping people find their next great read. We will soon launch a Reader’s Advisory and Reference information service using email, chat and Zoom to better support client questions and inquiries. This service will expand on the offerings that we currently provide with our Virtual Assistance offerings.

Bringing Popular Programs Online: Our free programs provide opportunities for residents to learn, experience arts and culture and connect with others. While we are unable to provide in-person activities, we are identifying which programs we can successfully offer remotely. In the coming weeks we will offer the following activities:

- Building on the success of our first online program endeavour, the Stay at Home Storytime, staff are going live with additional programs for all ages. We will be launching some adult Wellness programs, a Stay at Home Book Club, and teen programming. We’ve got lots of great ideas but they will be rolled out in a time frame that is workable for both staff and clients.

- Expanding our programs to help people get the most out of quality digital Library resources.

Local History - Creating a COVID-19 Response Community Archive as part of the Library's Local History collection.

Increased Communication Offerings - We are investigating offering phone service (with staff working from home) for a connection for those that do not have a device or Internet access. We are also investigating restarting Chat service to more immediately respond to those who visit our website.

AUTHORIZATION

While working from home, staff are accountable for their time to their manager. The Directors ensure that any City EOC work is prioritized. Any participation from staff supporting community partners during work time is pre-authorized by the individual's Manager and Director. Any activities that staff engage in will be reviewed by the Library's HR staff. Ensuring staff stay safe and do not participate in activities that could spread the virus is of critical concern.

PREPARING FOR RE-OPENING

When we are given permission to provide library service in-house once again, we must recognize that it will not be a simple process of opening the doors and proceeding as in the past. We might only be allowed to provide curbside pickup or have reduced service hours. We will need to figure out how to clean library resources to ensure that they are safe for the next client. Library staff will need personal protective equipment to handle returned items. Library clients will still be nervous about contracting COVID-19 and they will expect a level of cleanliness that matches what they have seen at grocery stores. They want to be reassured that the Library is thoroughly cleaned each night. Self-checkout units may need to be wiped down between every transaction and spit screens may need to be put in place at our service desks. Social distancing will likely continue which will require physical layout changes in the Library and a continuation of virtual programs.

With the introduction of virtual programs, our clients may express a preference to visit us virtually and we should consider this a permanent extension of Library service. There are also lessons with regard to social equity that need to be addressed. Our homeless clients will return to the Library for respite. We need to ensure that this population is treated with respect even if their vulnerability to COVID-19 makes others feel uncomfortable. There is a segment of our population that is poor and has heavily relied upon the Library to provide them with internet and computer access. This population, and particularly school children of low-income families, have fallen further behind during the pandemic. We may need to consider increasing our Hot Spot inventory and other such equipment for loan to assist this group. The management team will begin to plan for the re-opening soon so that we are ready to proceed when we are allowed to re-open. We will need to be nimble and able to change and adapt as we have so far through this pandemic.