
The City of Pickering Public Library Board Meeting Minutes

Held: Thursday May 28, 2020
Location: Virtual Meeting
<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: J. Flowers CEO, E. Bird – Director of Support Services, K. Williams – Director of Public Services

Meeting Commencement Time: 7:08 pm

1. Public Delegations

None

2. Approval of Agenda, Conflict of Interest Disclosure

No interest was declared.

Motion #20.30

Moved by R. Coelho, Seconded by D. Barham. **Motion** THAT the Agenda be adopted as presented.
Carried.

3. Consent Agenda

Motion #20.31

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

4. Board Education

J. Sutherland, Manager of Client Experience presented information to the Board about the Library's client experience services offered during the closure. He noted that staff have had to be nimble and innovative. The team has risen to the challenge and has been looked to by other libraries as a leader in virtual services. He explained that for the foreseeable future there will need to be a mix of in-person and online services to meet client needs.

Board members thanked J. Sutherland for his presentation and asked questions about the type of questions received, staff workload for these services, and availability of service in other languages. J. Sutherland responded that questions varied over a range of topics: technology and digital product assistance, getting or accessing a library account, returning items and recently about curbside pickup. A backup system is in place so that staff do not get overwhelmed with calls or emails. Service in other languages has not yet been required.

5. Ends Discussion

5.1 Library Information Update

J. Flowers noted that May was a very busy month. She asked if the Board members had any questions about the content of the report.

The Board asked if there would be an impact on the budget with the increased demand for digital collections. J. Flowers noted that there were no issues yet but there could be an impact in future budgets.

K. Williams gave an update on the Ajax-Pickering Caremongers group. They are finding that many people are falling through the cracks and not able or embarrassed to access services. The volunteers are keeping up with the demand. M. Brenner mentioned that a request was made at the last meeting to include grass cutting and maintenance service for seniors and other isolated individuals and that they consider having volunteers drop off library books to individuals now that curbside service is beginning. He also noted that cooling stations are an issue as the buildings normally used for this purpose are closed in Pickering.

K. Williams noted that the Summer Reading Club is going ahead including a curbside bash at the Rec Complex in July where children and parents can drive through and pick up a kit with books and registration information. It is expected that most, if not all summer programming will be virtual. M. Anderson asked if there was anything that IODE can contribute to SRC this year. K. Williams will let her know.

D. Sharma asked if the funding received for PHCC is enough to cover the project. E. Bird responded that the funds did not cover the full project but that the City had put together an additional funding request for 3 projects (including PHCC) and presented it to MPP Bethenfalvy before the closure. There has been no update on that funding request so far.

6. Staff Reports

6.1 Library Recovery Plan

J. Flowers reviewed the stages of recovery that are planned for Pickering Public Library. She noted that we have now moved from crisis to recovery. There are 5 phases to this recovery road map. Every phase has at least one Standard Operating Procedure – including safety measures. These are reviewed by City staff (Legal, HR etc.) and by the Library Union and H&S committee.

Library Leaders across Canada are working on best practices and sharing what has been learned. CULC (Canadian Urban Library Council) is supporting the development of a tool kit which will be shared. It will include all types of recovery topics and will assist with our navigation to recovery.

Stage 1: Virtual services – currently offered (programming, client assistance)

Stage 2: Curbside service to start June 1 at George Ashe. Library staff will be learning and adjusting as we go. Training for staff started today (including PPE training, working safely etc). The staff will be assigned to “work bubbles” to reduce their interaction to only 5 teammates in the workplace.

Stage 3: Curbside Pickup at Central Library. We will take the lessons learned from George Ashe and put together a plan for the Central Library in the coming weeks.

Staff are developing Standard Operating Procedure for Accepting Returns. The City has offered space at George Ashe to facilitate quarantining returned items for 72 hours before they are checked in. This follows industry standards and guidelines.

Stage 4: This will entail the partial opening of library spaces. Staff will do risk assessments and work with best practices to make a plan for this stage.

Stage 5: Full opening of all facilities.

M. Brenner stated that he was impressed with the plan. He noted that staff are gaining a lot of new skills and learning.

J. Flowers reported that all staff have pitched in to make the George Ashe roll out happen. She noted in answer to a question that staff will also provide bags of books for clients based on their interest (dinosaur picture books, mystery beach reads etc.)

S. Sheehy commented that she felt work bubbles were a great idea.

In response to another question, J. Flowers noted that we have a communication plan that is being rolled out on the website and through social media. Staff are also able to share information with those who contact us with questions.

J. Flowers responded to a question about working at home vs in the workplace. She noted that staff will likely continue with a hybrid working model (at home and in the workplace) for some time. The City has provided (and will continue to supply) PPE to the Library as needed.

M. Anderson passed on her congratulations staff. She felt that they have done a great job thinking of all angles and clearly thinking about safety for both staff and clients.

6.2 Monitoring Reports – Executive Limitations

71. EL 4 Staff Conduct

A. Maginley reported that he had reviewed the evidence with J. Flowers. He noted there were no reports from staff that policies have not been followed, no conflicts of interest reported, nor any gifts or payments received that were inappropriate. He had reviewed the policies – including the Employee Code of Conduct which contains everything that you would

expect. He noted that the Code of Conduct needs to be updated to reflect the changes in the Hiring Policy. J. Flowers reported that staff have been asked to update the Code.

Motion #20.32

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 Policy Executive Limitation #4 Staff Conduct as presented, the Policy being complete, sound and effective.

Carried.

7. Board Committee Reports

No meetings have been held and there are no updates at this time. M. Brenner noted that the City Centre project is on pause until the Fall.

8. Governance

8.1 Previous Board Meeting Evaluation Results

M. Brenner reported that there was one review of the last meeting. It was very positive. Virtual meetings are a new format and they felt it was a successful meeting.

9. Board Policy Review

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

EL #10 Communication and Counsel to the Board

D. Sharma

EL #1 General Executive Constraint

M. Anderson

10. New Business

10.1 Member Community Reports

M. Brenner reported that there would be a leadership change at the City of Pickering on June 12. T. Prevedel is retiring and M. Carpino has been named interim CAO effective immediately. S. Sheehy responded that the Board would miss working with T. Prevedel who has been supportive of the Library but is looking forward to working with M. Carpino in the future.

M. Brenner asked about services available to help people who normally use the Tax Clinics that the Library offers. This service cannot be offered at the moment. K. Williams reported that staff are looking into opportunities. Staff will contact clients that had signed up for our service when we have an alternative to offer. We have been in touch with these people to offer what assistance we can.

11. Confidential Matter

None

12. Board Meeting Self Evaluation (complete online)

13. Date of Next meeting and Adjournment

The City of Pickering Public Library Board Meeting Minutes

A meeting will be scheduled in mid-summer with updates on the situation.

The next Board meeting will be held on Thursday June 25, 2020 at 7 p.m. This will be a virtual meeting.

Motion #20.33

Moved by M. Anderson, Seconded by R. Coelho. **Motion** THAT the meeting be adjourned.

Carried

The meeting was adjourned at 8:45 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.

The City of Pickering Public Library Board

DRAFT Meeting Minutes

Held: Thursday April 23, 2020
Location: Virtual Meeting
<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, J. Flowers

Meeting Commencement Time: 7:15 pm

1. In Camera Discussion

Motion #20.21

Moved by M. Brenner, Seconded by D. Sharma. **Motion** THAT the Board move In Camera to discuss a personnel issue about an identifiable individual.
Carried.

2. Public Delegations

None

3. Approval of Agenda, Conflict of Interest Disclosure

No interest was declared. The In Camera Minutes from February 27, 2020 meeting to be added to the Consent Agenda.

Motion #20.24

Moved by M. Brenner, Seconded by S. Beckett. **Motion** THAT the Agenda be adopted as amended.
Carried.

4. Consent Agenda

Motion #20.25

Moved by R. Coelho, Seconded by M. Anderson. **Motion** THAT the item on the Consent Agenda be adopted as presented.
Carried.

5. Staff Reports

5.1 Report on PPL's Response to COVID-19 to Date

K. Williams reviewed the information presented in her report to the Board.

5.2 Revised 2020 Budget

E. Bird outlined the revised budget that has been submitted to the City for Finance staff to understand the financial impact of the COVID 19 closures and cancellations.

6. New Business

6.1 Member Community Reports

S. Beckett mentioned that he has a contact with the staff member responsible for PPE at the Ajax/Pickering Hospital if that would be of value to the Library.

Board members expressed support for what the Library has been doing for clients and the community during the closure.

7. Confidential Matter

Motion #20.26

Moved by R. Coelho, Seconded by D. Sharma. **Motion** THAT the Board move into camera for the purpose of discussing labour relations and employee negotiations and personnel issues about identifiable individuals.

Carried

8. Board Meeting Self Evaluation (complete online)

9. Date of Next meeting and Adjournment

The next Board meeting will be held on Thursday May 28,2020 at 7 pm location to be determined

Motion #20.29

Moved by M. Anderson, Seconded by R. Coelho. **Motion** THAT the meeting be adjourned.

Carried

The meeting was adjourned at 8:45 pm.

Signature of Library Acting 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.



Library Update

May 2020

Board End: Lifelong Learning

Use of our digital collections have skyrocketed since the closure of Library facilities in March. The significant increase in new users to our platforms and in overall usage indicates that these resources and collections are supplying clients with desirable content, stories and information while our buildings remain closed.

Comparison of year-over-year statistics (April 2019 vs. April 2020) for our e-resources show the following increases:

E-Books / E-Audiobooks / Digital Magazines		Movies & Music		Online Learning & Research	
Hoopla <i>e-books & e-audiobooks</i>	+189%	Hoopla <i>movies, music</i>	+141%	Mango Languages	+218%
Cloud Library <i>e-books & e-audiobooks</i>	+47%	Freegal <i>music</i>	+123%	Ancestry.com	+72%
Flipster <i>digital magazines</i>	+35%	Kanopy <i>movies</i>	+88%	Gale Courses	+38%
Overdrive <i>e-books & e-audiobooks</i>	+29%			Lynda.com	+33%

Staff in the Collections department have been promoting and closely monitoring use of our digital collections. They add copies and new titles on a daily basis in order to meet the increased demand and ensure that all clients find something to read, watch, learn or listen to, in our Virtual Library.

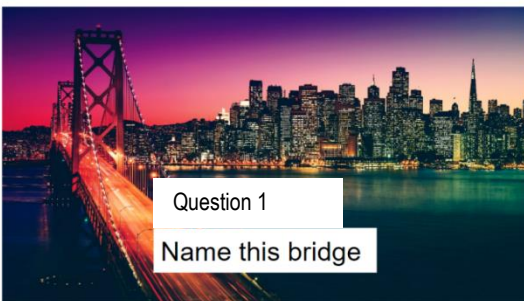
Board End: Culture of Reading



On April 8, staff launched *Stay At Home Storytime*. Each weekday at 10:00am, staff present stories, songs, and other activities to children and families via Facebook Livestream. Most storytimes have over 20 live viewers, with total live viewership to-date nearing 800. Where copyright allows, storytime recordings remain on the Library's Facebook page for repeat or new viewers. Most of these recordings have received over 300 views, and several have surpassed 1,000 views.

Some of our longstanding Community Books Clubs have successfully transitioned online using the Library's Zoom platform. Since the closure there have been four sessions held with an average of 10 attendees.

Board End: Community Engagement



New to our virtual programming line-up is *Stay at Home Teen Trivia*. The program launched on May 14 with 12 teens in attendance. The participants answered questions in categories from World Flags to Food to Global Landmarks. The teens expressed enthusiasm for continuing to offer the program virtually.

Supporting Digital Access for Pickering Welcome Centre Clients

In response to a request from our community partner, Welcome Centre Immigrant Services/Pickering Welcome Centre, the Library has temporarily repurposed and loaned our partner two laptops. When the Pickering Welcome Centre moved many of their workshops online as part of the closure, they discovered that some of their clients do not have access to laptops and could not participate in online learning modules. By loaning laptops to the Centre, we are supporting online learning and addressing technology barriers in our community.

Community Partnership Meetings

Despite closed doors, community agencies and valuable partners continue to find ways to connect and collaborate. Our partnership work continues through virtual meetings. Focus has shifted from pre-COVID-19 collaboration and service planning, to pandemic responses across the network of Pickering and Durham Region service providers. The Library has continued to demonstrate its value to partners by providing guidance and resources at these virtual meetings, to ensure service providers access PPL's digital library and services for themselves and their clients. Partners have expressed appreciation for many successful PPL projects during the closure: digital library collections, quick pivot to online programming, instructional videos developed by staff (made available on the Library's Youtube channel), and leadership with the Caremongers group.

Strategic Goals (2019 – 2023)

Improved Library Experience



On March 6 at the Pickering Museum Village, Ms. Jennifer O'Connell, Member of Parliament (Pickering-Uxbridge), announced \$4 million in funding for the Pickering Heritage and Community Centre. She made the announcement on behalf of the Honourable Steven Guilbeault, Minister of Canadian Heritage. The funding was allocated through the Canada Cultural Spaces building fund. The new 40,000-square-foot facility will house the city's archives, local history and museum collection, theatre and exhibition space, as well as programming space for educational programs.

The local, regional, and national significance of the Library's Local History Collection was a contributing factor in the successful application for this funding.

This federal funding, through the Canada Cultural Spaces Fund, will be applied toward the construction of the facility which is anticipated to begin no earlier than 2021. The media release and video from the grant announcement can be accessed here:

[Pickering Heritage & Community Centre.](#)

Empower Community Wellbeing

How to manage stress workshop

On April 21, the Library hosted a virtual workshop by two naturopathic doctors on managing stress. This timely presentation helped many of our clients feel confident with techniques to reduce stress and was well attended with 48 participants viewing live and 119 views of the recording on the Library's YouTube channel.

COVID-19 in the Community: Library Forum

On May 7, the Library partnered with Ajax Public Library to bring a panel of local experts on COVID-19 to our clients. Our panel included Dr. Stone, Lakeridge Health, Dr. McTavish, Durham Region Health, and Alec King, CMHA Durham. Our panel discussed myths about COVID, where to find accurate information, what PPE is effective and what COVID looks like in our community. We had 75 attendees and 35 subsequent views on the Library's YouTube channel.

Supporting Organizational Excellence

Children's Videogame Collection

We are currently in the process of sunsetting all children's videogames in our collection. The use of video consoles and related games have declined as kids shift their habits towards online and app-based games.

In order to continue to support lifelong learning, staff will curate recommended online games/apps that are appropriate for children.

This project follows the sunset of older videogame platforms (WiiU, Xbox 360, 3DS, PS3) in the adult videogame collection earlier this year. The videogame industry is in a time of transition: it continues to offer physical games (PS5 will launch later this year) but the online gaming usage will continue to increase. Staff are monitoring the trends to ensure that the collection meets the current and evolving needs of gamers.

What's New?

Research and Readers' Advisory service via Zoom:

Clients in need of assistance with research & school projects as well as those looking for reading suggestions can interact with staff through Zoom.



INTERNAL MONITORING REPORT

POLICY TYPE: Executive Limitations (EL 04)

POLICY TITLE: Staff Conduct

I hereby present my monitoring report on your Executive Limitations policy “Staff Conduct” 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.

A handwritten signature in black ink that reads 'J. Flowers'.

Signed (CEO/Director of Public Libraries)

May 20, 2020
Date

Policy Element: Header Paragraph

The CEO may not cause or allow conditions of employment that fail to spell out the expectations for employee behaviour and which do not enforce these expectations in a fair and due process manner.

I interpret this as follows:

1. “spell out the expectations for employee behaviour”: the provision of written policies regarding employee behaviour.
2. “enforce these expectations in a fair and due process manner”: provision of clear and balanced written procedures to be followed should any infractions occur.

Compliance will be demonstrated when:

1. Policies are available, and staff are aware of these.
2. Procedures are available to be followed and these procedures enforced in a fair and timely manner.

Evidence:

1. Direct inspection of the relevant administrative policies (available on request); and staff check-off of policy review at hiring and as part of the annual performance management process.
2. There were no formal complaints from staff that the procedures were not available or were not applied to them fairly.

Policy Element #1

Accordingly, the CEO will not:

Allow staff to be unaware of prohibited behaviour, including conflict of interest, harassment of customers or others.

I interpret this as follows:

“allow staff to be unaware”: not ensuring that staff have access to and understand relevant policies including, but not limited to, conflict of interest and harassment.

Compliance will be demonstrated when:

Policies are available, staff are aware of them, and have an opportunity to ask for more information.

Evidence:

Direct inspection of relevant public policies available in print on request and/or available on the Library’s website. Direct inspection of relevant administrative policies available in print on request.

Of special note is the staff Code of Conduct Policy, the Workplace Violence and Harassment Policy, and the Management Manual.

Direct inspection of check-off documents including annual performance review documents, which ensure staff are aware of these policies.

Policy Element #2

Allow any employee to accept gifts, payments or services, which might appear to compromise the unconflicted position of staff.

I interpret this as follows:

“gifts, payments or services”: items offered to employees beyond small token gifts of appreciation, of a value estimated at \$50.00 or less.

Compliance will be demonstrated when:

Staff are aware of and comply with the Code of Conduct Policy which outlines the Library’s acceptance of gifts policy.

Evidence:

Direct inspection of the Policy. There have been no reports that staff have received gifts, payments or services which do not follow the policy.

Policy Element #3

Allow any employee to claim ownership of any product which has been developed using the time and resources of the employer.

I interpret this as follows:

1. “product”: reports, documentation, software, or any other work developed as part of an employee’s duties.
2. “employee”: current and past staff members.

Compliance will be demonstrated when:

- 1 & 2 All staff are aware of and comply with policies and guidelines in the hiring letter, Technology Policy and Employee Code of Conduct.

Evidence:

- 1& 2 Direct inspection of the hiring letter, the Technology Policy and the Code of Conduct. There have been no occurrences in the last year in which staff have claimed ownership of any work or property developed during employment at PPL.