

The City of Pickering Public Library Board

Meeting Agenda

[Link to Board Sharepoint Site](#)

To be held:	On Thursday November 26, 2020 at 7:00 pm
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.

1	Public Delegations - Public attendance registration not required.	By-Laws Link 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)	SharePoint Package Link	S. Sheehy	MOTION to Approve
	3.1 Minutes of the Previous Meeting - October 2020			
4	Board Education	SharePoint Package Link		
	4.1 Age Friendly Plan update		K. Williams	
5	Ends Discussion	SharePoint Package Link		
	5.1 Library Information Update		J. Flowers	
6	Staff Reports	SharePoint Package Link		
	6.1 Public Library Fundraising Landscape (verbal)		J. Flowers	
	6.2 Anti-Black Racism Working Group Update (verbal)		J. Flowers	
	6.3 Pandemic Recovery (verbal)		J. Flowers	
7	Monitoring Reports - EL	SharePoint Package Link		
	7.1 EL 7 Emergency Executive Succession	Policy Link to Picnet.org	A. Maginley	MOTION to Adopt
8	Board Committee Reports			
	8.1 Report of the Community Linkage Committee (no meeting held)		M. Anderson / K. Williams	
	8.2 Report of the Board Building Committee (no meeting held)		D. Sharma / E. Bird	
9	Governance	Policy Link to Picnet.org		
	9.1 Previous Board Meeting Evaluation Results (verbal update)	SharePoint Package Link	M. Brenner	
10	Board Policy Review	Policy Link to Picnet.org		
	10.01 No Executive Limitation Policies to be discussed at the December 2020 meeting			
11	New Business	SharePoint Package Link		
	11.1 Member Community Reports (verbal update)			
	11.2 OLA Superconference 2021		E. Bird	

Meeting Agenda

12	Confidential Matter		
	None		
13	Board Meeting Evaluation	Meeting Evaluation Link	
14	Adjournment		MOTION to Adjourn

Next Meeting

To be held:	Thursday December 10, 2020 at 6:30 pm
Location:	Virtual meeting

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 #7 Emergency Executive Succession as presented and; THAT the Board adopt Policy Executive Limitation #7 Emergency Executive Succession as presented/amended, the Policy being complete, sound and effective.

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 October 22, 2020
Location: Virtual meeting
<http://www.picnet.org/libraryboard>

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

Absent:

Staff: J. Flowers – CEO, E. Bird – Director of Support Services, K. Williams – Director of Public Services, U. Siva – Manager of Technology, R. Coutinho – Administrative Services Assistant

Meeting Commencement Time: 7:01 pm

1. Public Delegations

None

2. Approval of Agenda, Conflict of Interest Disclosure

No interest was declared.

Motion #20.54

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

3. Consent Agenda

Several corrections were requested to the September Board minutes.

Motion #20.55

Moved by D. Sharma, Seconded by S. Beckett. **Motion** THAT the items on the Consent Agenda be adopted as amended.
Carried.

4. Board Education

4.1 Library Budget

S. Karwowski, Director of Finance and Treasurer for the City of Pickering, reported to the Board that the Library has a good relationship with the City's Finance department. He explained where and how Development Charges (fees that the builder pays to the municipality for new construction) are collected and applied. Development Charges (DCs) are collected so that new construction developments are not a burden to existing taxpayers.

DC funds will be directed towards the City Centre project, the Pickering Heritage and Community Centre and the Seaton libraries. Currently, the DC Study is being updated to add the Library's proposed outreach vehicle project.

In response to a question from the Board, S. Karwowski said that The City Centre project would be partially funded by DCs but was also expected to be funded by other revenue sources. Operating costs would be funded by the taxpayer.

S. Karwowski shared that the 2021 Budget is expected to be challenging because of the uncertainty surrounding the pandemic.

5. Ends Discussion

5.1 Library Information Update

J. Flowers reported that since the last meeting, two large library events had taken place: Makerfest & the 5 Minute Film Festival ("5MFF"). These events took place virtually for the first time and showcased the improved digital capabilities that our staff have developed over the last few months.

The new website will officially launch on October 28th. The new website URL is www.pickeringlibrary.ca.

The weeding project is well underway at the Central Library. Staff have been analyzing the collection to make deliberate decisions. The weeded titles are sent to Better World Books to be sold, bringing in a small amount of revenue for the library. Weeding the collection makes shelves easier to browse, more appealing and in non-pandemic times, would be expected to result in increased circulation. The weeding project will also ensure that the library is in a good position to move the best collections to the new City Centre Library.

The Wednesday box lunch meetings for the housing insecure at the Central Library are going well with 6 participants attending each week.

J. Flowers reported that 30 staff have participated in the Anti-Black racism training. Another 35 staff are scheduled to take this training in November.

5.2 Quarterly Performance Metrics

E. Bird reviewed the Quarterly performance metrics as distributed. She noted various trends and changes related to the services the Library is able to offer during the pandemic. In response to a question, E. Bird confirmed that the number of new catalogue users refers to clients creating new accounts in the Library catalogue.

6. Staff Reports

6.1 Update on Land Acknowledgement

J. Flowers reported that the City of Pickering adopted a new Land Acknowledgement at the City Council meeting on September 28, 2020. She asked that the Board adopt the same Land Acknowledgement for the Library.

In response to a question, J. Flowers commented that it may be appropriate to display the new Land Acknowledgement in a prominent place at all the Library locations and would follow up with City staff about this idea.

In response to another question, J. Flowers noted that the reference to Turtle Island in the Library's first Land Acknowledgement statement referenced to a creation story that is prominent in many Indigenous cultures.

Motion #20.56

Moved by D. Sharma, Seconded by M. Brenner. **Motion** THAT the Board adopt the Land Acknowledgement as presented.

Carried.

6.2 Budget Memo

J. Flowers discussed the Budget memo which includes information about the Library's draft Current and Capital budgets for 2021. The budget assumes that the impacts of the pandemic will continue into 2021. It is expected that demand for service will increase over the course of the next year.

The 2021 Current budget has an increase of 1.82% from the previous year. Cleaning costs and digital collection expenses have been increased to respond to the requirements of the pandemic. There is a reduction in salaries due to gapping in staffing positions and a reduction in the taskforce and the casual budgets. A reserve of \$100,000 is budgeted for the payment of the debt component of the City Centre Library project.

In the Capital budget, the outreach vehicle budget may decrease if some of the funds for this project are available from DCs. The Capital budget also reflects ongoing computer replacement at the Central library, the laptop charging and loaning station, hardware for extended service at Claremont, upgrades to servers and replacement furniture for Claremont and George Ashe branches.

The extended service at Claremont project may be eligible for grant funding (related to COVID renovation projects for social distancing). J. Flowers will propose it if a grant opportunity is available.

In response to a question, J. Flowers reported that the existing furniture at George Ashe and Claremont was still in useable shape. She also hoped to complete a community consultation next year to see if the current layout at George Ashe meets the ongoing and future needs of clients. It was suggested that the staff consider postponing the request for furniture replacement at George Ashe and Claremont into 2022. J. Flowers will discuss this with the Treasurer.

In response to another question, E. Bird noted that there was a cycle for computer replacement and that not all computers would be replaced at one time. Another question was posed about the laptop charging and loaning project. J. Flowers responded that it was intended as a pilot for the new City Centre Library.

There was discussion around the marketing and IT functions at the Library. It was agreed that the City IT and Corporate Communications staff were a great resource and were consulted as needed by the Library teams.

Motion #20.57

Moved by M. Fatema, Seconded by R. Coelho. **Motion** THAT the Board adopt the Draft 2021 Capital and Current Budget Estimates in principle, to enable the CEO to continue the budget process on behalf of the Board.

Carried.

6.3 Anti-Black Racism Working Group (Verbal update)

J. Flowers reported that nine individuals had expressed interest in being part of the Library's Anti-Black Racism Working Group. The individuals come from diverse groups and are high-caliber applicants. A. Maginley and R. Coelho had agreed to join the interview panel. The panel will be holding interviews with the applicants shortly to finalize the Working Group membership. The first Working Group meeting is scheduled for mid-November.

6.4 Pandemic Recovery (Verbal Update)

J. Flowers reported that the Library is experiencing an increase in traffic, but traffic is still moderate compared to pre-pandemic times. On an hourly basis, 35 people enter the Central library, 15 people enter George Ashe and 3 people enter Claremont. Saturday is one of the quieter days, so it appears there is no immediate demand for Sunday opening.

The statistics show that for every three people entering the library to browse the collection or borrow items, there is one person who comes to study or use the computers. The Library will re-advertise the curbside pickup option to the public in November since it is currently not well-utilized.

7. Monitoring Reports

7.1 EL #2 Treatment of Clients

M. Fatema reported that she had met with J. Flowers and that the policy and report were clear, and she found the content satisfactory.

Motion #20.58

Moved by D. Barham, Seconded by A. Maginley. **Motion** THAT the Board adopt Monitoring Report Executive Limitation EL#2 Treatment of Clients as presented and; THAT the Board adopt Policy Executive Limitation EL#2 Treatment of Clients as presented, the Policy being complete, sound and effective.

Carried.

7.2 EL #9 Compensation and Benefits

R. Coelho reported that she had met with J. Flowers and that the policy and report were satisfactory.

Motion #20.59

Moved by R. Coelho, Seconded by M. Anderson. **Motion** THAT the Board adopt Monitoring Report Executive Limitation EL#9 Compensation and Benefits as presented and; THAT the Board adopt Policy Executive Limitation EL#9 Compensation and Benefits as presented, the Policy being complete, sound and effective.

Carried.

8. Board Committee Reports

8.1 Report of the Community Linkage Committee

No meetings held.

8.2 Report of the Board Building Committee

No meetings held.

9. Governance

9.1 Previous Board Meeting Self Evaluation

M. Brenner reported that there had been five evaluations submitted for the September meeting. Four were positive and one listed some areas that need improvement.

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 the meeting. The Board member listed will review any evidence they feel is necessary and lead the discussion at the meeting.

EL #7 Emergency Executive Succession

A. Maginley

11. New Business

11.1 Member Community Reports (Verbal Update)

R. Coelho reported that she volunteers with Girls Inc. who are holding a virtual auction event as a fundraiser on November 6th. The event is called the Power of the Purse.

M. Brenner thanked U. Siva and K. Williams for their ongoing support of the Ajax-Pickering Caremongers group. He reported that the group is planning a community dialogue about what is needed in the 2nd wave of COVID. Pickering Public Library will provide the platform for that discussion.

11.2 Board Training – Anti-Black Racism (Verbal update)

It was decided that the Board will hold an Anti-Black racism virtual training at the scheduled December meeting. This training will be a 3-hour training. The trainer who provided training to City and Library staff will be engaged to provide the Board training.

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Gratitude was expressed to A. Maginley who had suggested two trainers for this topic. These trainers will be considered for future training sessions.

12. Confidential Matter

None

13. Board Meeting Self Evaluation (Complete Online)

The Board Chair requested that the Board members complete the Board Meeting Self Evaluation for this meeting online.

14. Date of Next meeting and Adjournment

The next Board meeting will be held on Thursday November 26, 2020 at 7 pm as a virtual meeting.

Motion #20.60

Moved by D. Sharma, Seconded by A. Maginley. **Motion** THAT the meeting be adjourned.

Carried

The meeting was adjourned at 9:16 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.

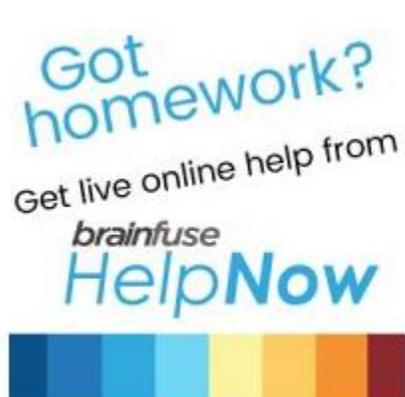
Library Information Update

November 2020

Board End: Lifelong Learning

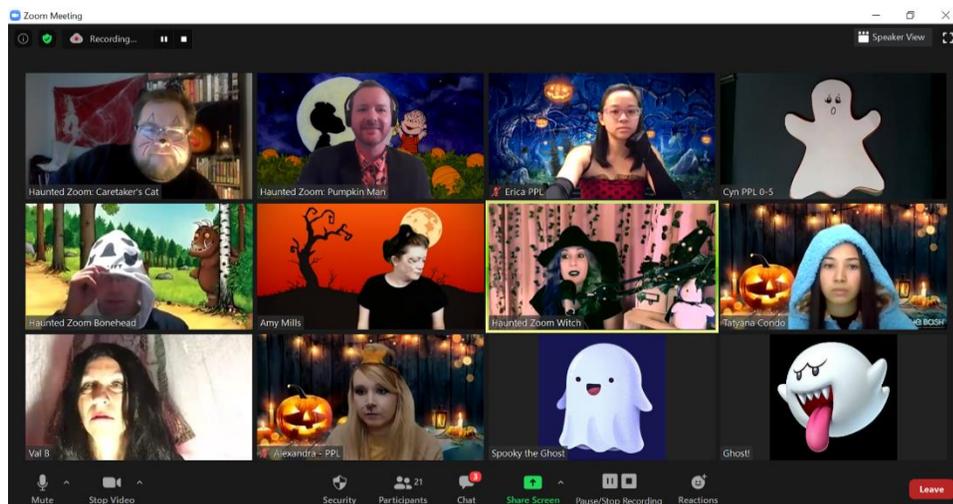
Brainfuse HelpNow and JobNow

Pickering Public Library's newest academic and job support digital resource is Brainfuse. Brainfuse's HelpNow platform is a comprehensive homework support service featuring live tutoring every day from 2 pm to 11 pm, a writing lab, a library of lessons and tests, eLearning tools, ESL support, and an Adult Learning Centre. JobNow is a suite of services for job-seekers and offers live job coaching, résumé assistance, interview practice, career resources, and local job postings.



Board End: Welcoming Public Facilities / Virtual Spaces

Halloween Program



On Friday, October 30, Library staff hosted a children's Halloween Program called *The Haunted Zoom of Many Rooms*. Forty-two children on 31 different devices attended. Clients were organized into eight breakout

rooms by age. Eight costumed staff members rotated through the rooms, each presenting a spooky (but not too spooky) five-minute program. These mini-programs included potion-making, scary stories, sing-a-longs, and joke telling. As part of the piloting and testing process, two staff members observed the program as “silent ghosts” (seen in picture above).

Website Update:

On Wednesday, October 28, the Library’s new website (pickeringlibrary.ca) officially launched to the public. The launch went smoothly and stats from the first two weeks show positive engagement:

- 5,762 unique users and 11,436 sessions
- Highest user groups by age are 65+ (26% of users), followed by 55-64 years (22% of users)
- The top 5 most visited content include:
 - [Homepage](#)
 - [COVID-19 services update page](#)
 - [Central branch hours and locations page](#)
 - [Books explore page](#)
 - [George Ashe hours and locations](#)

The Library catalogue saw an overall increase in new users by 41% compared with the previous two-week period.

The staff are actively engaging with the community to gather their feedback about the website. There is a link to a feedback form in the footer of each page of the site. Some client comments include:

- “Found everything I was looking for. Very easy to navigate.”
- “Great job.”
- “The new site layout is very clean and easy to view.”

Lights, Camera, Boardroom: Introducing “The Set”

Pickering Public Library’s Digital Programming Studio – nicknamed “The Set” – allows staff to film, edit, and deliver pre-recorded and live-streamed programming content. The Set is comprised of three main areas: 1) a “point-and-go” set up for storytimes; 2) a general programming area (both with interchangeable backgrounds and green screens), and; 3) a streaming/editing corner for post-production and live streaming events.



Board End: Culture of Reading

Grab and Go Kits

This month the Library launched a new service called **Grab and Go Kits** at the Central and George Ashe Libraries. These are mystery packages containing several items for clients to borrow. Theme kits include picture books, mystery adult fiction books, and DVDs/Blu-rays. Eleven kits were borrowed the first weekend, and staff have started to take requests from clients for future types of kits.

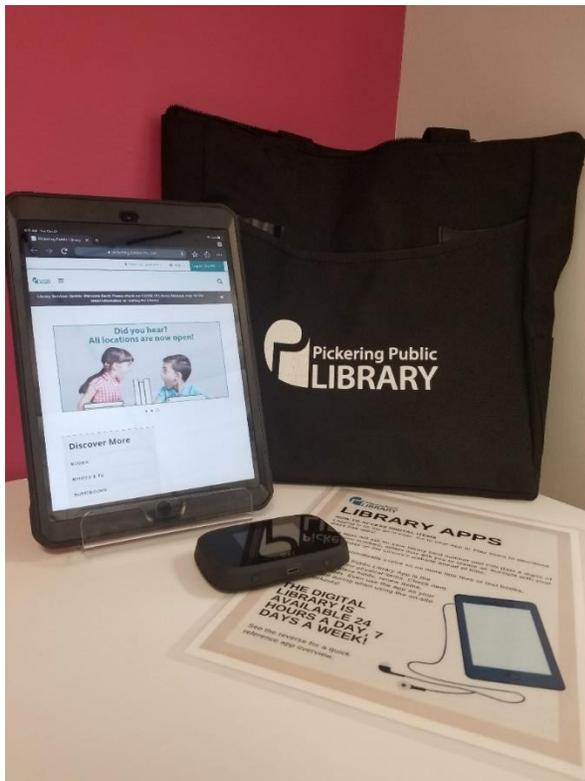


Firefighter Storytime and New Storytime Features

On October 19, our regular storytime was delivered through the Zoom platform for the first time. Zoom allows more opportunities for storyteller-client interaction and increases engagement. This storytime also featured a special guest reader from Pickering Fire Services, Fire Inspector, Amanda Hill, who read a story and spoke about fire safety.

Board End: Community Engagement

Internet Kits (grant project)



Staff started distributing Internet Kits to low income, senior, and newcomer individuals referred to the Library by partner organizations. Every time an Internet Kit is distributed, staff conduct a 90-minute training session to acquaint the client with the router and review how the tablet works.

Staff have shared that the clients who have been connected with an Internet Kit are very grateful that they can now engage in online learning and better connect with family and friends.



INTERNAL MONITORING REPORT

POLICY TYPE: Executive Limitations (EL 7)

POLICY TITLE: Emergency Executive Succession

I hereby present my monitoring report on your Executive Limitations policy "Emergency Executive Succession" 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 cursive script that reads "J. Flowers".

Signed (CEO/Director of Public Libraries) November 18, 2020
Date

Policy Element: Header Paragraph

In order to protect the Board from sudden loss of CEO services, the CEO may not have fewer than two other executives familiar with Board and CEO issues and processes to enable either to take over with reasonable proficiency as an interim successor.

I interpret this as follows:

1. "executives": management staff holding senior positions such as that of Director.
2. "CEO issues and processes": those practices and issues which are the sole responsibility of the CEO.
3. "reasonable proficiency": the ability to ensure the organization continues to function and operate at the current level.

Compliance will be demonstrated when:

All library services continue to operate efficiently during CEO absences. At least two individuals are accountable for continuing operations in the CEO's absence.

Evidence:

Two executives can act as interim CEO (Elaine Bird and Kathy Williams) in any absence of the CEO and have appropriate signing authority to discharge all duties: Board administration, City liaison, and appropriate operational

decisions. Both attend Board meetings on a regular basis and have established City contacts.

As a result, during any recent temporary absences of the CEO (e.g. vacation and other absences) there have been no service interruptions at the Board, City or operational levels.