

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of Meeting held on Monday, March 25, 2019 7:04 p.m. Markham Village Library, Program Room, 6031 Highway 7 East, Markham L3P 3A7

Present from Board: Mr. Ben Hendriks, Chair
Mr. Alick Siu, Vice-Chair
Ms. Margaret McGrory
Mrs. Marilyn Aspevig
Mrs. Pearl Mantell
Mrs. Lillian Tolensky
Mrs. Yemisi Dina
Regional Councillor Joe Li

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer
Mrs. Diane Macklin, Director, Community Engagement
Ms. Deborah Walker, Director, Library Strategy & Planning
Ms. Michelle Sawh, Director, Administration
M Mrs. Antonella Costa, Manager, Workforce Development
Ms. Andrea Cecchetto, Director, Service Excellence
Ms. Megan Garza, Manager, Organizational Transformation
Mrs. Susan Price, Board Secretary

Regrets: Regional Councillor Jack Heath
Councillor Alan Ho
Mr. Alfred Kam
Ms. Jennifer Yip

Guest: Mr. Robert Vallee, Resident

1.0 **Call to Order/Approval of Agenda**

Mr. Ben Hendriks, Chair, called the meeting to order at 7:04 p.m.

Moved by Mrs. Yemisi Dina
Seconded by Mr. Alick Siu

Resolved that the agenda be approved.

Carried.

1.1 **Declaration of Conflict of Pecuniary Interest**

None.

1.2 **Delegation**

None.

1.3 Chair's Remarks

CHAIR'S INDIGENOUS LAND ACKNOWLEDGMENT

Before we begin today's meeting, we would like to give acknowledgment to the traditional land we are grateful to have the opportunity to gather on today. We acknowledge our presence on the traditional territory of many Indigenous Nations who have and continue to call this territory home including the Wendat, Anishnabek Nation, the Haudenosaunee Confederacy, the Mississaugas of Scugog, Hiawatha, Alderville First Nation and the Metis Nation.

The Chair added to the Acknowledgment regarding the cultural differences and the many ways of acknowledgment.

The Chair advised that the EL Monitoring schedule for the first half of 2019 is available and if anyone is aware that they will be absent for their assignment to let the Board Secretary know. A copy of the amended by-laws is ready for Board Member binders.

OLA/OLBA Update: Mr. Hendriks reminded the Board that he is the recent Vice-president of OLBA and this is his first update. Although OLBA is well represented members do not appear to have a lot of Board experience. He discussed some of the challenges, different ways of conducting business and the cross utilizing of resources.

One Board member commented that MPL is an important part of the community and is Markham City Council engaged with and aware of MPL's involvement in the wider library governance space.

Mr. Hendriks advised the Board that SOLS (Southern Ontario Library Services) is conducting Regional Workshops on Governance Best Practice at various locations, one being held at Richmond Hill Library, Saturday May 4, 2019. Also, he will attempt to have someone from SOLS conduct a workshop at Markham Public Library if that can be scheduled.

2.0 Consent Agenda:

Moved by Mrs. Lillian Tolensky
Seconded by Ms. Margaret McGrory

Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3. 4 and the same are hereby approved as written and the CEO of the Library is hereby authorized and directed to take such action that may be necessary to give effect to the recommendations as therein contained:

- 2.1 Minutes of Regular Meeting, February 25, 2019**
- 2.2 Declaration of Due Diligence by the CEO**
- 2.3 Communication and Correspondence:**
 - 2.3.1 MARKHAMeNEWS: MPL Lynda.com**
 - 2.3.2 MARKHAMREVIEW.com: Repair Café might be the fix you need**
 - 2.3.3 OMNI TV: Councillor Isa Lee at Milliken Library**
 - 2.3.4 MARKHAMREVIEW.com: Markham Students Show Off Robotics Skills**

Carried.

AGENDA 2.1

The Chair commented on the TV interview with Councillor Isa Lee at Milliken Library. Although the interview was conducted in Chinese, a staff member was able to translate and confirm that all the information she gave was current and supportive.

3.0 **CEO's Highlights, March 25, 2019:**

The CEO drew attention to several of the items addressed in the CEO's Highlights including:

The **Capital Budget** was approved including the purchase of 13 tablets to support mobile service delivery, timeline for which will depend on the City's IT Department.

City Strategic Planning aligns with our process, MPL timing into the fall.

Library Open Hours Sunday service hours at Cornell and Milliken Mills branches will expand effective July 7, 2019.

Integrated Master Leisure Plan Update The draft ILMP Update Report is currently undergoing final edits by the Staff team.

Library Website Update The contract with Bibliocommons has been signed and the process is underway. Throughout the development of the new site, the Library will engage stakeholders, including customers and the Library Board, to ensure a customer-centered site that is easy to use and will help website visitors discover the Library's many offerings.

Neighborhood Engagement Strategy Pursuant to the Commissions' final revision of departmental Business Plans for 2019, the following initiative has been added to our 2019 Workplan "Participate in a 'pilot' of the City Neighborhood Team initiative to foster community engagement and further social outcomes". The pilot will focus on the Milliken neighborhood.

Enterprise Risk Management Staff explained that this is the first ERM Report and library administration has identified a number of potential or anticipated risks. Staff are utilizing appropriate strategies to bring these risks to an acceptable threshold. There was some discussion on certain items and clarification on some of the grades assigned.

There was a lot of discussion and comments including how the Library is a key player in the educational system.

Moved by Mrs. Pearl Mantell

Seconded by Mr. Alick Siu

Resolved that the report entitled "CEO's Highlights, March 2019" be received.

Carried.

4.0 **Annual Monthly Policy Review:** (To be undertaken at the January meeting)

5.0 **Internal Monitoring Reports:** (Compliance list of internal monitoring reports and discussion led by members.)

AGENDA 2.1

5.1 **Monitoring Report-Executive Limitation EL-2j, Communication & Counsel to the Board (October 2018 to February 2019)** **(Assigned to Mrs. Yemisi Dina)**

Mrs. Dina stated that she reviewed the report Communication & Counsel to the Board which covers the timeframe October 2018 to February 2019.

The Policy states *'The CEO shall not permit the board to be uninformed or unsupported in its work and that the "CEO will ensure the Board is informed and supported in its work"'*.

A summary of all the reports was provided in the document.

Mrs. Dina did not receive any questions or concerns from Members.

The report confirmed that the CEO and MPL's practices relative to MPL's Communication & Counsel to the Board comply with the requirements of EL-2j policy.

Moved by Mrs. Yemisi Dina
Seconded by Mrs. Lillian Tolensky

Resolved that the internal monitoring report entitled "Executive Limitation EL -2j Communication & Counsel to the Board (October 2018 to February 2019)" be received.

Carried.

5.2 **Internal Monitoring Report-Executive Limitation: EL-2g, Emergency Executive Succession (Assigned to Mrs. Marilyn Aspevig)**

Mrs. Aspevig advised the Board that she is leading the discussion on EL-2j. She did not receive any questions or concerns prior to the meeting.

Mrs. Aspevig stated that the Policy is provided *"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 and able to carry on the responsibilities of the CEO as set out in the policies."*

There was a comment that there is a good mix of staff and experience to call upon should the need arise.

The report confirmed that the CEO and MPL's practices relative to MPL's Emergency Executive Succession comply with the requirements of EL-2g policy.

Moved by Mrs. Marilyn Aspevig
Seconded by Mr. Alick Siu

Resolved that the internal monitoring report entitled "Executive Limitation: EL -2g, Emergency Executive Succession" be received.

Carried.

6.0 **Ends**

7.0 **Governance:**

7.1 **Board Meeting Attendance**

Moved by Mrs. Pearl Mantell
Seconded by Mrs. Lillian Tolensky

Resolved that Regional Councillor Jack Heath's absence from Board meetings held on November 26, 2018, December 17, 2018 and February, 25, 2019 be authorized, due to conflicting Council meetings and related travel.

Carried.

7.2 **Board Meeting Attendance**

Moved by Mrs. Marilyn Aspevig
Seconded by Mrs. Yemisi Dina

Resolved that Councillor Alan Ho's absence from Board meetings held on November 26, 2018, December 17, 2018 and February, 25, 2019 be authorized, due to conflicting Council meetings and related travel.

Carried.

7.3 **Resignation of Ms. Aida DaSilva from the Markham Public Library Board**

Moved by Mr. Alick Siu
Seconded by Ms. Margret McGrory

Resolved that the resignation of Ms. Aida DaSilva from the Markham Public Library Board effective February 26, 2019 be received;

And that Council will not need to replace Ms. Aida DaSilva for this term as its membership is currently within the range identified in its Terms of Reference, and the fact that it is so close to the end of the term Markham Public Library Board will continue with twelve members.

Carried.

The Chair thanked Aida for her time on the Board and wished her well.

There was some discussion on the incoming Board. Interview appointments have been started.

8.0 **Ownership Linkage:**

8.1 **Input from Board Members**

Mr. Hendriks advised the Board that he attends a number of Markham Branches and overhears a lot of positive feedback from residents.

Mrs. Aspevig commented on a visit to Aaniin Library with family and how welcoming it was.

AGENDA 2.1

Ms. McGrory continues to attend and enjoy the YorkU lecture series and observed that the speakers are always excellent and the sessions well attended.

9.0 **Board Advocacy:**

9.1 **Events for the Next Quarter**

Staff explained the list contained all programs for spring 2019. At the request of the Board the listing indicates whether the program is Staff Led or a Partnered Program.

There are stars on the events calendar that indicate which would be beneficial for Board members to attend as they tend to attract a lot of citizens.

- Repair Cafe
- YorkU Scholars Hub Lecture Series
- Battle of the Books 2019
- Botquest-Markham's Robotic Tournament

Staff also explained that the "Battle of the Books" is an annual contest between schools for grades 4-6.

A request was made for a Board volunteer who could attend the new event "Botquest" to be held Saturday March 30, 2019 at Angus Glen Library and Alick Siu, Vice-Chair offered to be there.

There was some discussion on the best way to get program information out to the public and Staff explained that print version is not always successful and hopes are that the new website will be more accessible and user friendly.

There was also a question on community partnerships and how they were developed.

Moved by Mr. Alick Siu
Seconded by Mrs. Yemisi Dina

Resolved that the report "Events for the Next Quarter" be received.

Carried.

10.0 **Education:**

10.1 **MPL Strategic Planning**

Staff explained that in a world where the pace of change is accelerating, a Strategic Plan "Roadmap" needs to be

- Flexible
- Evidence-based
- To empower MPL to adapt more quickly to change
- Continually exploring new possibilities

Flexibility: An agile MPL will align in real time to constantly evolving community needs

AGENDA 2.1

Alignment With the City: MPL viewed as a critical community asset and amplifier of the City's strategic goals

Alignment with Resident Priorities: Services, collections, spaces, staffing aligned with the community's current and future priorities

Engaged Community: Community is engaged in our future through a plan that delivers intentional alignment with its goals

Engage Staff: Staff who are engaged in generating MPL's future see themselves in the Roadmap and understand their roles

There are four phases of the process consisting of:

1. Input and consultation phase:

Information gathering, research and analysis

Community Consultation/Input

Participating in the City's strategic planning process

Alignment with the Corp/Support update of Building Markham's Future together

Staff engagement and input

2. Development of Strategic Priorities

Synthesize and evaluate results and finding

Workshops

Develop Mission and Vision

Library Board Engagement

3. Create the Strategic Roadmap

Develop implementation plan and process including ongoing performance evaluation, impact measurements and modifying actions to adjust and adapt as needed

4. Launch the Roadmap

Final report to Board

Town Halls for staff

Board presentation to Council

Public launch

Regarding the proposed timing and scope of Board engagement in the strategic planning process, the Board indicated it was satisfied.

Moved by Ms. Margaret McGrory

Seconded by Mr. Alick Siu

Resolved that the presentation "MPL Strategic Planning " be received.

Carried.

11.0 **Incidental Information**

12.0 **New Business**

AGENDA 2.1

13.0 **Board Evaluation :**

13.1 **The Board and the CEO**

Moved by Mrs. Yemisi Dina
Seconded by Mrs. Lillian Tolensky

Resolved that report entitled “Questionnaire Results’ The Board and the CEO” be received.

Carried.

13.2 **Board Evaluation: Feedback to the Chair**

The Chair asked Board members to complete the questionnaire and hand in to Board Secretary.

14.0 **In Camera Agenda**

Moved by Mrs. Marilyn Aspevig
Seconded by Mrs. Yemisi Dina

Resolved that the Board meet in Camera at 8:26 p.m. to discuss a confidential personnel matter.

Carried.

The Board returned to its regular meeting at 9:00 p.m.

Moved by Mrs. Marilyn Aspevig
Seconded by Ms. Margaret McGrory

Resolved that the motions approved In Camera be ratified.

Carried.

15.0 **Adjournment**

Moved by Regional Councillor Joe Li that the meeting be adjourned at 9:00 p.m.