

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of Meeting held on Monday, November 26, 2018 7:12 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
Mrs. Pearl Mantell
Mrs. Lillian Tolensky
Ms. Margaret McGrory
Mrs. Marilyn Aspevig
Regional Councillor Joe Li
Ms. Isa Lee

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer
Ms. Deborah Walker, Director, Strategy & Innovation
Mr. Larry Pogue, Director, Administration
Ms. Andrea Cecchetto, Manager, Learning & Growth
Ms. Antonella Costa, Manager, Workforce Development
Ms. Michelle Sawh, Manager, Service Delivery
Mr. Ben Shaw, Project Coordinator Workforce Development
Mr. Shaun McDonough, Research Analyst
Mrs. Susan Price, Board Secretary
For Staff Photos: Ms. Verna Gilchrist, Manager, Technical Services
Ms. Angela Tse, Manager, Unionville Library
Mr. Fred Whitmarsh, Manager, Thornhill Libraries

Regrets: Deputy Mayor Jack Heath
Councillor Alan Ho
Mr. Alfred Kam
Ms. Aida DaSilva
Mrs. Yemisi Dina
Ms. Jennifer Yip

Guests: BiblioCommons:
Alison Mackenzie-Armes, Director of Partnership Development
Simone Pereira, BiblioWeb Product Owner

Mr. Saad Farooqui (Citizen)

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

Mr. Ben Hendriks, Chair, called the meeting to order at 7:12 p.m.

Moved by Mr. Alick Siu
Seconded by Mrs. Lillian Tolensky

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 INDEGENOUS 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 stated that he had heard Tanya Talaga speak at the 2018 Massey Lectures (All Our Relations: Finding the Path Forward) which he enjoyed very much. The lectures focused on encouraging people, instead of looking back, take what they hear from the lectures and live that life going forward.

Mr. Hendriks informed the Board that there were some very important guests at the meeting this evening, several staff members celebrating 25 and 30 year milestones. He asked that the Board gather at the front of the room so that honoured staff members could have their photo taken with them.

1.4 **Staff Recognition Photo**

CEO, Catherine Biss welcomed staff present and commented that it was an honour to recognize their work and that they are appreciated and respected. Those who were present included (in alphabetical order):

- Lois Burkholder (25 years)
- Jayashree Pai (25 years)
- Larry Pogue (25 years)
- Simmie Tang (25 years)
- Deborah Walker (30 years)
- Marianne Wickremarachi (25 years)

1.5 **Presentation by BiblioCommons**

A presentation was provided by Alison Mackenzie-Armes and Simone Pereira of BiblioCommons, which was received with appreciation by the Board.

Moved by: Ms. Isa Lee
Seconded by: Ms. Margaret McGrory

Resolved that the presentation given by representatives from BiblioCommons be received for information.

Carried.

AGENDA 2.1

2.0 **Consent Agenda:**

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

Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3. 3 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, October 23, 2018

2.2 Declaration of Due Diligence by the CEO

2.3 Communication and Correspondence:

2.3.1 ELT Express: 2018 Municipal Election Recap

2.3.2 ULI Symposium Diversecity: Aaninn Community Centre and Library

2.3.3 Markham District Veterans Association: Thank You to Markham Village

Carried.

3.0 **CEO's Highlights, November 2018:**

The Chair asked the CEO if she had any comments on the report. Mrs. Biss responded that there was a fair amount covered in the report and specifically mentioned the following:

- Detailed Proposed Timeline for Strategic Planning 2018-2019
- Extended hours update (multi-year plan to increase Sunday hours which have been very successful)
- Bridge Technology Services Assessment Toolkit (Bridge) at Toronto Public Library
- There was a clarification on Open+ Option –an alternative solution for the expansion of library hours on Friday evenings and at other times as per community needs. The Hamilton Public Library has recently completed a successful pilot and will be a valuable resource.

Moved by Mrs. Pearl Mantell
Seconded by Mrs. Marilyn Aspevig

Resolved that the report entitled “CEO’s Highlights, November 2018” 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 **Executive Limitation: EL-1 General Executive Constraint** **(Assigned to Ms. Aida DaSilva)**

The Chair advised that Ms. DaSilva was unable to attend the meeting but she reported that she had not received any questions from Board members. Mr. Hendriks asked if there were any questions. There was one question on confidentiality and privacy policies and staff clarified the difference between the two, with some discussion following.

The report confirmed that the CEO and MPL's practices relative to MPL's General Executive Constraint comply with the requirements of EL-1 policy.

Moved by Mrs. Lillian Tolensky
Seconded by Ms. Isa Lee

Resolved that the report entitled "Internal Monitoring Report- Executive Limitation EL -1, General Executive Constraint" be received.

Carried.

5.2 **Executive Limitation: EL-2a Customer Treatment** **(Assigned to Ms. Isa Lee)**

Ms. Lee did not receive any questions or concerns from Board members and found the report to straightforward. There were no further comments.

The report confirmed that the CEO and MPL's practices relative to MPL's Customer Treatment comply with the requirements of EL-2a policy.

Moved by Ms. Isa Lee
Seconded by Ms. Margaret McGrory

Resolved that the report entitled "Internal Monitoring Report- Executive Limitation EL -2a, Customer Treatment" be received.

Carried.

6.0 **Ends**

7.0 **Governance:**

7.1 **Proposed Amendment to By-Law 4.3 Annual General Meeting**

The Chair explained the reasoning behind the recommendation for the wording change and there were no concerns raised.

Moved by Mrs. Pearl Mantell
Seconded by Mr. Alick Siu

Resolved that the Board approve the proposed amendment to By-Law 4.3 that "Annual General Meeting" be removed and replaced with the P.L.A. (Public Libraries Act) wording "First Meeting."

Carried.

8.0 **Ownership Linkage:**

AGENDA 2.1

8.1 **Input from Board Members**

Mrs. Tolensky noted that she attended the Thornhill Library to hear a speaker during Holocaust week. She thought the event was well attended and was surprised and pleased at the varied age groups present.

Mrs. Aspevig attended the International Festival of Authors on October 26. She found the event very enjoyable, engaging and well organized. The authors read from their books on which she commented.

Mr. Siu attended Buttonville Airport which raised concerns over the proposed changes to air traffic control. He advised the Board that there was a petition that could be signed if they wished to register a protest.

8.2 **Board Legacy Documents**

The Chair asked the Board Secretary to send out the Legacy Document template and asked Board members to take a week to prepare some comments and send to him so that he can start a DRAFT document. Some discussion followed regarding timing for installation of the new Board.

9.0 **Board Advocacy**

10.0 **Education:**

10.1 **Workforce Development and Measuring Impact**

Staff explained that these would be the last two education topics for 2018.

Workforce Development

Ms. Cecchetto introduced the new Manager, Workforce Development, Antonella Costa. Staff explained that there are several actions in the Workforce Development Plan:

Develop the Organization: Workforce Development

- Increased Organizational Capacity
- Invest in Institutional knowledge Transfer: MPL Procedures, MPL Recruitment
- Expand DLS Roles

Advance Staff Learning & Growth: Learning & Development

- Digital Literacy Exchange
- Digital Literacy Intensive
- Staff Conference
- MPL Edu Expansion
- MPL Edu Board
- Expanded Online Courses
- Accessibility
- MPL Onboarding Program
- YR Leadership Program
- Professional Participation

AGENDA 2.1

Improve Staff Engagement:

Staff Engagement Strategy:

- 2018 Staff Satisfaction Survey
- Staff Recognition
- Staff involvement & Leadership of Strategy Projects
- Stress Research & Wellness Strategy

Innovation:

- Digital Literacy Strategy
- DML/Makerspace expansion
- Toy Library Expansion
- Website Transformation
- System Projects
- MPL Inclusion Strategy

Culture of Learning: Output Measure:

- 960 hours of instructional design (up 118%)
- 3186 Learning hours (up 30%)
- 354 hours of instruction (up 176%)

Enhance Success Measures

Actions:

Impact Measurement

Outcome Measures

- Project outcomes fully implemented
- Digital Literacy Evaluation
- Story Capture
- Learning & Growth Protocol
- Economic Impact Study

Bettors KPIs

- Aaniiin Occupancy Study
- Key Risk Indicators
- Bridge Pilot

Moved by Mr. Alick Siu
Seconded by Mr. Lillian Tolensky

Resolved that the presentation entitled “Workforce Development and Measuring Impact” be received.

Carried.

10.2 OLA Super Conference

Mr. Hendriks advised the Board that this will be a great conference with lots of opportunities for everyone. Two MPL Staff members will be presenting on “Using Economic Impact Studies for Library Advocacy” on the Saturday.

The Chair advised that if anyone was interested in attending they should contact the Board Secretary by the December Board Meeting.

AGENDA 2.1

11.0 **Incidental Information**

12.0 **New Business**

13.0 **Board Evaluation (none)**

14.0 **In Camera Agenda**

Moved by Mr. Alick Siu
Seconded by Ms. Isa Lee

Resolved that the Board meet in Camera at 9:13 p.m. to discuss a confidential personnel matter.

Carried.

The Board returned to its regular meeting at 9:44 p.m.

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

Resolved that the motions approved In Camera be ratified.

Carried.

15.0 **Adjournment**

Moved by Marilyn Aspevig and seconded by Isa Lee that the meeting be adjourned at 9:45 p.m.