

**MARKHAM PUBLIC LIBRARY BOARD**

**Regular Meeting**

**Minutes of Regular Meeting held on Monday, June 17, 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  
Mrs. Pearl Mantell  
Mrs. Lillian Tolensky  
Ms. Margaret McGrory  
Mr. Les Chapman  
Ms. Iqra Awan  
Mr. Raymond Chan  
Mr. Anthony Lewis  
Deputy Mayor Don Hamilton (from 2.0)  
Mr. Edward Choi  
Councillor Keith Irish (from 5.3)  
Councillor Andrew Keyes (from 5.3)

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer  
Mrs. Diane Macklin, Director, Community Engagement  
Ms. Deborah Walker, Director, Library Strategy & Planning  
Ms. Andrea Cecchetto, Director, Service Excellence  
Ms. Polly Chan, Financial Analyst  
Mrs. Susan Price, Board Secretary

Regrets: Mr. David Whetham  
Mr. Jay Xie

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

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

Moved by Mr. Anthony Lewis  
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 INDIGENOUS LAND ACKNOWLEDGMENT**

Before we begin today's meeting, we would like to acknowledge the traditional lands as described by the Williams Treaties of 1923 that 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 Lake Scugog, Rice Lake and Mud Lake and Alderville First Nation.

The Chair informed the Board there are many issues surrounding the Truth and Reconciliation with Indigenous people. Forefront currently is the report on "Murdered and Missing Indigenous Women". The Chair explained the purpose of the Report and encouraged Board members to read it.

Mr. Hendriks reminded the Board to complete the form "Accessible Customer Service Policy" and complete the other training and as well to sign the form in circulation and confirm their commitment to complete the training outlined.

Any Member who has not done so, please complete the Criteria/Skills Set and hand in to the Board Secretary.

The Chair explained the reasons for the fall presentation to Council and asked for volunteers to serve on a working group that will meet a couple of times over the summer. The Chair explained the purpose of a working group and the goal to provide the new Counsel with information on the role of the Library in the Community.

Volunteers are: Margaret McGrory, Alick Siu, Les Chapman, Raymond Chan and Ben Hendriks. It is anticipated that the presentation will go to General Committee in October. The Working Group presentation will go to the full Board in September for feedback.

2.0 **Consent Agenda:**

The Chair asked if there were any comments or questions. There were some comments on the award winning Aaniin Community Centre and Library and a question on the MPL Lendery.

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

**Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3.6 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:**

## AGENDA 2.1

- 2.2 Declaration of Due Diligence by the CEO
- 2.3 Communication and Correspondence:
  - 2.3.1 Employment and Social Development Canada: Giving young Canadians the skills and experience they need to launch meaningful careers
  - 2.3.2 interiordesign.net Aaniin Community Centre & Library by Perkins+Will: 2018 Best of the Year Winner for Institutional
  - 2.3.3 Perkins+Will: Aaniin community Centre and Library Wins Interior Design's Best of Year Award
  - 2.3.4 snapdMARKHAM; Battle of the Books
  - 2.3.5 YorkRegion.com: MPL Lendery
  - 2.3.6 bardown.com: A library in Markham has these incredible signs out for "Kawhi'et Zone"

Carried.

### 3.0 CEO's Highlights, June, 2019:

Mrs. Biss commented on the following items contained in the report:

#### **Ontario Provincial Funding for Public Libraries**

Several weeks ago, the Provincial Expenditure Estimates were released, setting out the details of the operating and capital spending requirements of Ministries and Legislative Offices for the fiscal year commencing April 1, 2019 based on the 2019-20 Ontario Budget.

Concurrently, Minister Michael Tibollo announced the Province is maintaining its base funding for public libraries.

#### **Changes to Interlibrary Loan Services in Ontario**

The 2019 Ontario budget cut funding for SOLS and OLS-North resulting in the suspension of interlibrary loan services across the province. Following discussions led by FOPL (Federation of Ontario Public Libraries), a resumption of loan services was announced utilizing Canada Post materials postage rate. Libraries will be able to apply for a rebate from SOLS, however the change puts Ontario out of step with other Canadian provinces, most of which wholly subsidize this service in recognition of its importance in providing equitable access to library materials for all provincial residents.

#### **2019 ILMP Integrated Leisure Master Plan (ILMP) Update**

The 2019 ILMP is now scheduled to go to General Committee on October 7, 2019.

The report is complete, however a couple of issues have recently arisen. The introduction of Bill 108 and changes to Ontario's Development Charges framework have created uncertainty regarding the financial implications of the ILMP Update recommendations. The Parks inventory used in the ILMP Update was developed through a methodology that differs to that used in the Parks and Open Space Acquisition Strategy. These differences will be analyzed and documented. In the meantime the Commissioner and the Director, Recreation Services are meeting with Councillors to ensure the final report addresses constituent needs and priorities.

#### **Interior Design Award for the Aaniin Community Centre and Library**

There were comments on this success story, and how the facility is extremely well used.

#### **Markham Public Library Board Youth Representative**

As per the recommendation passed at the May Board meeting, a young person has been selected to fulfill this role September 2019 to June 2020.

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### **Quarterly Board Statistics report-2019**

There was clarification on some of the numbers and a reference to Digital Literacy which the Library contributes to in many ways and continues to be a strong area of growth for MPL's customers and communities.

### **Study Finds Reading with Toddlers Reduces Harsh Parenting, Enhances Child Behavior**

MPL promotes the routine of reading to children on a daily basis. The Rutgers Study suggest that additional benefits are derived from shared reading such as a stronger parent-child bond, less hyperactivity and fewer attention problems in children.

Moved by Mr. Raymond Chan

Seconded by Mr. Anthony Lewis

**Resolved that the report entitled "CEO's Highlights, June 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.)

#### 5.1 **Monitoring Report-Executive Limitation EL-2c Budgeting/Forecasting** **(Assigned to Mr. Alick Siu)**

Mr. Siu sent out an e-mail to fellow Members and did not receive any feedback. He asked if there were any questions from the floor and there was clarification of the breakdown of the Capital Budget and an explanation about when the Operating might be available.

Regarding the increased budget for collections in 2020, the CEO advised that this is a normal year-over-year increase due to inflation that is built into the annual budget cycle by the Finance Dept. The funding source for the collections budget is life-cycle as library items are assets that wear out through use and/or lose currency need to be replaced and renewed with up-to-date new materials annually.

The report confirmed that the CEO and MPL's practices relative to MPL's Budgeting/Forecasting comply with the requirements of EL-2c policy.

Moved by Mr. Alick Siu

Seconded by Mrs. Lillian Tolensky

**Resolved the Board receives the report entitled "Internal Monitoring Report -Executive Limitation EL -2c, Budgeting/Forecasting".**

Carried.

#### 5.2 **Monitoring Report-Executive Limitation EL-2h Community Relations** **(Assigned to Mrs. Pearl Mantell)**

Mrs. Mantell sent an e-mail to all Board members and did not receive any questions or concerns.

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She declared that this was not surprising as the report is clear and there is no doubt as to how well the Library serves the community.

The policy states “With respect to the Board’s reputation and standing in the community, the CEO shall not endanger the organizations’ public image, credibility, or its ability to accomplish Ends”.

The report confirmed that the CEO and MPL’s practices relative to MPL’s Community Relations comply with the requirements of EL-2h policy.

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

**Resolved that the report entitled “Internal Monitoring Report: Executive Limitation, EL -2h, Community Relations” be received.**

Carried.

### 5.3 **Monitoring Report-Executive Limitation EL-2i Compensation and Benefits** **(Assigned to Mrs. Lillian Tolensky)**

Mrs. Tolensky advised that she sent an e-mail to Board Members and did not receive any questions and asked if there were any from the floor.

There were some clarifications required as to how board members were to review the EL monitoring reports. Experienced Members explained that each Board Member is responsible for reading the reports. If they have questions or concerns they have an opportunity to pass them on to the Board member responsible who then provides them ahead of time to staff for response or they can also raise their questions at the meeting.

The format of the EL-report is quite specific; the statements are listed according to the parameters set out in each **Executive Limitation** (some being lengthier than others) and then a report follows each statement.

There was a lot of discussion on EL Review procedure and the specific function of each monitoring report. A brief review will be conducted by Staff to see if modifications need to be made and the Chair advised that for the September Executive Limitation Monitoring Report, a step by step review would take place.

The report confirmed that the CEO and MPL’s practices relative to MPL’s Financial Compensation and Benefits comply with the requirements of EL-2i policy.

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

**Resolved that the report entitled “Internal Monitoring Report-Executive Limitation EL -2i Compensation and Benefits” be received.**

Carried.

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### 5.4 **Monitoring Report-Executive Limitation EL-2j Communication and Counsel to the Board (March 2019 to May 2019)** **(Assigned to Ms. Margaret McGrory)**

Ms. McGrory explained that this Monitoring Report is on the CEO's communications to the Board, ensuring that it is properly informed and equipped to make appropriate decisions.

Ms. McGrory sent an e-mail to Board Members and did not receive any questions.

She advised the Board that she is confident that the report contains the right level of information for the Board and the CEO is in compliance with providing sufficient information to the Board. The Deputy Mayor had a question on the negative language used within the monitoring reports and the CEO explained that this is the "Carver Model" of Governance. According to John Carver, "The board will instruct the CEO through written policies that prescribe the organizational Ends to be achieved and through the Executive Limitations describe the organizational actions which must be avoided, allowing the CEO to use any reasonable interpretation of these policies."

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

Moved by Ms. Margaret McGrory  
Seconded by Mr. Edward Choi

**Resolved that the internal monitoring report entitled "Executive Limitation: EL -2j Communication and Counsel to the Board (March 2019 to May 2019)" be received.**

Carried.

### 6.0 **Ends**

### 7.0 **Governance**

### 8.0 **Ownership Linkage:**

### 8.1 **Input from Board Members**

The Chair informed the Board that this section of the agenda provides an opportunity for Board Members to inform other Members of any Library related activities they have participated in over the past month.

One member had a problem with the postal code field while completing the survey "Your Voice Markham" and was advised to contact the City Contact Centre or any of the Councillors present.

Mr. Hendriks attended the quarterly OLBA (Ontario Library Board Association) meeting. He noted that there had been a lot of discussion around Bill 108 and Advocacy connecting to the provincial Government. There was a question about advocacy and an explanation of current lobbying protocols.

There was clarification on the roles of OLA (Ontario Library Association) and OLBA (Ontario Library Board Association).

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There was a question from the Deputy Mayor expressing concern about provincial funding for libraries. The Chair explained the process of lobbying for continuing support and funding and the efforts of the OLA and FOPL to make sure the message reaches those that need to hear it. Deputy Mayor Hamilton asked if there was a Plan B in the event of a financial shortfall due to a reduction in provincial funding. The CEO responded that at this time the Minister of Culture, Sport and Tourism has affirmed the provincial grant funding and she will keep watch for the need of further lobbying,

The Chair attended the Unionville Festival and declared the Library a significant presence in the Community.

The Chair advised that the Ontario Library Association (OLA) is preparing to lobby the province regarding Bill 108 changes to development charges and in particular the proposal to remove library materials from the collection of development charges. Effectively a download from the province, this would put pressure on municipalities to fund library materials for new branches, or to open new branches with empty shelves.

### 9.0 **Board Advocacy:**

### 9.1 **Events for the Next Quarter**

Staff explained the list of Programs and Events will be in the Board package four times per year. In the summer there are a lot of camps so there are fewer events than the rest of the year. In this report there were two mentioned: **Repair Café** and the launch of the **MPL Lendery July 10**.

Deputy Mayor Hamilton enquired where items came from for the Lendery. Staff responded that some items were purchased as part of the Region program, but many items were donated. Items will be kept in a good state of repair by volunteers from Repair Café. A primary objective of the MPL Lendery is to reduce consumption of products that may only be used once by the purchaser. The lending of tools etc. encourages residents to learn new skills at no cost. Tools will be restricted to low risk items.

There were a lot of questions and discussion. Councillor Keyes had a question about storage. Staff responded that pictures of the items would be in the catalog and storage would not be in the public space. Due to high demand, most Lendery items are checked out most of the time resulting in minimal impact on storage capacity. Donations are for specified items only and will not be accepted if they are not on the list.

In response to a question regarding the impact of the Lendery service on core workloads of branch staff, it was noted that the Lendery is supported by volunteers and staff will be responsible for circulation activities only.

There was discussion of the issue of “hidden poverty” in the service area and how the Lendery will provide access to tools for residents unable to purchase them.

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

**Resolved that the report “Events for the next Quarter” be received.**

Carried.

### 10.0 **Education:**

#### 10.1 **Community Learning Hubs**

Staff explained that the Library Strategic Plan 2015 to 2019 includes Strategic Theme 4: Community Learning Hubs. This theme has guided the planning for library branch infrastructure and service delivery from 2015 to the present, within the framework of four objectives.

#### **Key Achievements from 2015 to 2019 Include:**

- **Plan for Future innovative library service delivery**

Engaged in City Community Planning Initiatives

Developed self-services Urban Storefront Branch concept for potential future branches in areas of intensification

Prepared for future co-location opportunities

Developed preliminary concepts for school co-locations

Planned for future library service delivery

- **Update Existing Facilities**

Upgrades to older branches achieved through life-cycle funded projects

- **Open the Southeast/Aaniin Library**

Finalized planning for the multi-year project, soft opening December 29, 2017 officially opened July 14, 2018

- **Improve the Experience**

Developed improved policies and expanded branch open hours

#### **Funding Future Library Branches**

Bill 108, the *More Homes, More Choice Act, 2019* and changes to the *Development Charges Act* have created uncertainty regarding financial planning in relation to the ILMP Update.

The Ministry is currently procuring expert advice and launching consultation with the municipal sector to determine the best way to replace the current system of development charges, develop the formula for a community benefits charge and ensure that municipalities have the resources and tool available to support and build complete communities.

#### **Markham Centre Library**

The capital budget submission entitled "Markham Centre Library-Architectural Consultant" proposed that the next step is hiring a consultant to conduct community consultation and develop concept design options for 2020 to 2021.

There was some discussion on the possible future of Markham Centre Library

Councillor Irish had questions about an automated library and if there were concerns from staff members.

The CEO explained how this would impact Staff and the "automated library" was a way to extend hours without affecting staffing levels.

It was noted that the service model will need to address accessibility such as providing guidance and service to the visually impaired.

There was a lot of discussion about utilizing underused (closed spaces such as schools) and the possibility/viability of co-locations, security issues and accessibility.

Moved by Ms. Iqra Awan

Seconded by Mr. Alick Siu



## AGENDA 2.1

**Resolved that the report “Community Learning Hubs” be received.**

Carried.

### 11.0 **Incidental Information:**

#### 11.1 **Staff Recognition Event**

There were several questions about how Staff are recognized and how many events are held. The CEO explained that this recommendation applies to an annual event which provides Board Members with the opportunity to mix and meet with Staff. In addition MPL holds a quarterly “Coffee with the CEO” Event and that annually the City of Markham sponsors a Staff Appreciation Day that is open to all employees.

There was a question on “Staff Development” and the CEO responded that there is a comprehensive program as part of the library’s Performance Development program. Staff meet annually with their Manager to set performance objectives and to discuss development opportunities. As part of the overall development program, there is a current focus on staff well-being. She cites that the current economic and social environment is challenging for staff as libraries are picking up the “social slack”, providing social work services as they deal with homelessness, under-employment, mental health issues and drug problems.

Moved by Mr. Edward Choi  
Seconded by Mrs. Lillian Tolensky

**Resolved that the board approve up to \$1,500.00 to cover the cost of the Staff Recognition Event.**

Carried.

### 12.0 **New Business:**

Deputy Mayor Hamilton suggested that Board meetings should be rotated around Markham Library branches. The Chair and CEO responded that this is a current practice. A schedule will be established according to the availability of meeting rooms as programs are scheduled many months in advance.

### 13.0 **Board Evaluation :**

13.1 Deferred.

### 14.0 **In Camera Agenda**

None.

### 15.0 **Adjournment**

Moved by Mr. Alick Siu that the meeting be adjourned at 9:10 p.m.