

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of Special Meeting held on Monday, July 8, 2019 7:06 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. Lillian Tolensky
Mrs. Pearl Mantell
Ms. Margaret McGrory
Councillor Andrew Keyes
Mr. Jay Xie
Mr. David Whetham
Mr. Raymond Chan
Councillor Keith Irish
Ms. Iqra Awan
Deputy Mayor Don Hamilton (end of 9.1)
Mr. Edward Choi

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. Michelle Sawh, Director, Administration
Mr. Shaun McDonough, Research Analyst
Mr. Fred Whitmarsh, Manager, Unionville Branch
Mrs. Susan Price, Board Secretary

Regrets: Mr. Anthony Lewis
Mr. Les Chapman

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

Mr. Ben Hendriks, Chair called the meeting to order at 7:06 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 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 advised the Board that he had attended an event at Niagara on the Lake celebrating Indigenous month (June) and mentioned that the library had a designated shelf for Indigenous authors.

Mr. Hendriks Informed the Board that there would be an Indigenous Stream at the OLA Super conference next year.

The Chair introduced Board Member David Whetham who has been unable to attend prior meetings due to a work commitment. Mr. Whetham's background is in the financial industry.

The Deputy Mayor requested that "guest" staff members also be introduced and that will be a part of Chair's remarks in the future. The Deputy Mayor also had a question on the Indigenous Land Acknowledgment and the Chair responded.

Mr. Hendriks asked the Board to complete the form "Agenda 7.1 Delegation of Board's Authority" which is being circulated.

The Chair reminded Board Members about the "Lendery" launch July 10, 2019 at the Milliken Mills Library and to let the Board Secretary know if they are planning to attend.

EL-schedules for the remainder of the year are ready and if you cannot be at the assigned meeting let the Board Secretary know.

There have been some issues with meeting requests coming from Board members. The Chair advised Members that only requests coming from the Board secretary should be accepted.

Working Group meeting dates have been established - July 23 and August 6. The Group will work on the Council presentation and bring it to the Board for review in September.

2.0 Consent Agenda:

Moved by Mrs. Lillian Tolensky
Seconded by Ms. Iqra Awan

Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3.2 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, June 17, 2019**
- 2.2 Declaration of Due Diligence by the CEO**
- 2.3 Communication and Correspondence:**

AGENDA 2.1

- 2.3.1 YorkRegiona.com: High costs force Georgina Library to shelve book-lending program
- 2.3.2 Markham Economist & Sun: Fighting Ford's Budget Cuts to Ontario Libraries

Carried.

3.0 **CEO's Highlights:**

Will return in September.

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 **Executive Limitations/Internal Monitoring Reports Schedule**

Moved by Mrs. Pearl Mantell
Seconded by Deputy Mayor Hamilton

Resolved that the Executive Limitations/Internal Monitoring Reports Schedule-Revised July 2019"be received.

Carried.

6.0 **Ends:**

6.1 **Strategic Plan Update**

Staff advised that this report is straightforward and commented on the following:

2019 Strategic Priorities

- New Website
- Collection Vendor Procurement
- Replacement of Markham's system for program registration and facility bookings (CLASS)
- Launching the Learning Management System (LMS)
- Implementation of a new Digital Media Lab (DML) at the Angus Glen Branch

Other Strategic Issues

- **Library Hour Expansion**
Increased Sunday hours at the Cornell and Milliken Mills branches effective July 7, 2019
- **City of Markham Strategic Planning**

AGENDA 2.1

These sessions also provide an opportunity for MPL staff to ensure our departmental strategic plan will align and support the City's updated Strategic Plan (Building Markham's Future Together-BMFT)

- **MPL Strategic Planning**
Staff Engagement
Community Engagement
Community Consultations
- **E-Book Pricing Challenges**
Library sector advocacy work regarding the e-book pricing issue continues through CULC

STRATEGIC PLAN UPDATE DASHBOARD YTD Q2 2019

1. **Connecting People & Communities**
 - Deliver relevant and responsive programs for those who experience the greatest barriers to equitable opportunity
 - Develop partnerships to build community capacity
 - Take the library experience out into the community
 - Engage volunteers in our community building mission
2. **Digital Inclusion**
 - Advance the multi-year technology roadmap
 - Leverage technology for responsive and efficient library services
3. **Content That Transforms Lives**
 - Content Vendor Procurement
 - Explore non-traditional lending options
 - Promote content, reading and literacy
 - Improve access for the print- disabled
 - Expand digital content
4. **Community Learning Hubs**
 - Plan for the future
 - Renew existing facilities Launch Aaniin Library
 - Be Open
 - Improve the experience

FOUNDATIONAL STRATEGIES

- Clarify the Municipal relationship
- Develop the Workforce (significant hours invested in staff training)
- Develop better success measures

Deputy Mayor Hamilton asked about library summer camps and Staff informed the Board that the focus for the Library programs was STEAM, Robotics and Academic Camps, complimentary to the City's camps and also fee-based.

There was a comment on the extended Sunday hours at Cornell and Milliken Mills. Staff advised that Sunday is one of the busiest days of the week.

There was a concern raised about audio books and the CEO explained that this is part of the Digital Advocacy campaign promoted by CULC (Canadian Urban Libraries Council). With the support of the Markham Public Library Board and the City of Markham, letters have been sent from the Board Chair to Markham area M.P's.

AGENDA 2.1

There was some discussion around wait-lists for camps, how popular the Toy Library is and Tamil programs.

Deputy Mayor commented on accessibility of services and how important it is for residents to have equitable access to these services.

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

Resolved that the report “Strategic Plan Update July” be received.

Carried.

7.0 **Governance:**

7.1 **Delegation of Board’s Authority over the summer**

Deputy Mayor Hamilton enquired as to what kind of issues might arise that would require Board approval and another Member enquired when the Board would be notified of any action taken. Board Members will be advised of any actions taken, at the September Board meeting.

Moved by Deputy Mayor Hamilton
Seconded by Mr. Alick Siu

Resolved that responsibility for all Board decisions over the summer be delegated to the Board Chair in consultation with the Vice-Chair;

And that if either the Chair or Vice-Chair cannot be contacted in a reasonable time-frame, a designated Board member will be consulted.

Carried.

8.0 **Ownership Linkage:**

8.1 **Input from Board Members**

The Chair asked if any Board members had any events they attended to share with the Board. Mrs. Tolensky mentioned Markham Reads and concerns about whether there was enough promotion within branches. The 2019 book is “Bad Ideas” by Missy Marston and the author will be “In Conversation” at Markham Village Library, Thursday, August 15, 2019 at 7:00 p.m. Staff explained that MPL is trying to negotiate with Overdrive so that more Digital Copies of the book would also be available. There was some discussion around the timing of Markham Reads. This is the second year for the summer timing and staff are still trying to find the right “space”

Alick Siu attended a public meeting about affordable senior housing and was surprised by some of the neighborhood concerns as there is a shortage of affordable housing in Markham.

The Chair mentioned that his daughter is enjoying the Toy Library and it seems the program has been very well received.

AGENDA 2.1

9.0 **Board Advocacy:**

9.1 **Advocacy Training**

Staff began the presentation on the **MPL Advocacy Strategy** by defining advocacy as “a planned, sustained and deliberate awareness of an issue amongst decision makers, to highlight how their support for MPL will assist their own agenda. “

The spectrum of engagement will be to inform, consult, involve, collaborate and empower in order to develop partnerships, create influence and increase awareness. Strategic priorities are founded on similar values and similar goals. There are different levels of partnership depending on finding common ground.

Staff explained that in each of our roles we are all MPL advocates, connecting the community, and networking within the community. Board members have a unique approach in their associations with non-library users. Advocacy planning involves establishing an objective, a strategy, target audience and evaluation of successes.

There was a lot of discussion around issues that further the Strategic Plan and also community issues, connecting on a value level, listening instead of talking.

Board members were divided into four discussion groups, each facilitated by a staff member. Their objective was to choose and focus on a specific community issue, identifying stakeholders, brainstorming, how to listen to those most impacted and determining how to measure success.

The groups chose the following issues:

- Accessibility to Services
- Sharing resources (co-locations)
- Dealing with budget cuts
- Digital Inclusion

By the end of the group sessions, it was clear that all the issues selected were extremely complex. On the simpler side of advocacy it is difficult to measure impact but necessary to focus on what is important to the community and how to help the people involved achieve their goals.

Moved by Mrs. Lillian Tolensky
Seconded by Mr. Raymond Chan

Resolved that the presentation “Advocacy Training” be received.

Carried.

10.0 **Education:**

10.1 **Website Activity for Board Members**

Staff explained that Markham Public Library is still linked to the City Website and gave a brief general description of the various issues with the current website. Customers have to access three separate websites in order to access all services (MPL, Catalogue-Bibilocommons and Overdrive –e-books).

MPL is looking for an integrated website that will be more customer focused, easy to use, intuitive, uses friendly language and allows users to “browse” all that MPL has to offer (events, programs and the catalogue).

AGENDA 2.1

The new website will allow a single point of access, integrate with Bibliocommons and will be accessible and secure. There will be better integration with timely updates and improved interaction with new and existing users.

Staff explained that in order to establish what library customers want in the new portal, they conducted some research and were able to sort types of users into four categories

- Accessing accounts
- What's On (Programs)]
- Self Service Options
- Work related

With the new website, all the options will be available without having to login or out of a separate site.

There was lots of discussion and questions about the process. Staff explained that there is a framework (Bibliocommons) that it is being customized to our needs. There was a question about accessing the website in other languages. Several options will be available.

Staff advised the Board that the website link will be sent out to Board members for their input.

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

Resolved that the presentation “Website Activity for Board Members” be received.

Carried.

11.0 **Incidental Information**

12.0 **New Business**

13.0 **Board Evaluation :**

13.1 Deferred.

14.0 **In Camera Agenda**

None.

15.0 **Adjournment**

Moved by Mr. Alick Siu seconded by Mrs. Lillian Tolensky that the meeting be adjourned at 9:29 p.m.