

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of Regular Meeting held on Monday, September 23, 2019 7:02 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. David Whetham
Mr. Anthony Lewis
Mr. Jay Xie
Mr. Les Chapman
Ms. Iqra Awan
Mr. Edward Choi
Deputy Mayor Don Hamilton (1.3)

Youth Representative: Timea Gergely

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
Ms. Polly Chan, Financial Analyst
Mrs. Susan Price, Board Secretary

Regrets: Councillor Andrew Keyes
Councillor Keith Irish
Mr. Raymond Chan

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

Mr. Ben Hendriks, Chair called the meeting to order at 7:02 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:

The Chair mentioned that Cherie Dimaline will be at the Markham Village Library Thursday November 7, 2019. The Chair was very enthusiastic about a group of Indigenous female authors who, with their talent are providing a key piece of truth and reconciliation.

Mr. Hendriks introduced Timea Gergely, Youth Representative, a new initiative of the MPL Board. Timea will provide a youth perspective at Board meetings.

Directors introduced staff members, Polly Chan, Financial Analyst and Shaun McDonough Research Analyst to the Board.

The Working Group presentation to Council will take place Monday, November 4, 2019. Board Members will be notified on timing closer to that date, likely in the morning. The Chair encouraged Board members to attend if possible as support would be appreciated.

The Chair advised the Board members about a November 5, SOLS online training (webinar) for Board members. The Board secretary will forward the information to Members.

Please note that Agenda 9.3 was moved ahead in order to accommodate Staff who needed to attend another function at the City.

9.3 Working Group Presentation to Council

Staff explained that the agenda item was moved forward to enable her to attend a Community Engagement Open House at the City of Markham.

Markham's strategic plan update is now a public document. The presentation follows the update's, goal framework and language.

The presentation lets pictures tell the story as well as customer comments and stories drawn verbatim from survey comments. The Library's Economic Impact Study has been updated to 2018 data and Library KPI's are provided comparing MPL to other GTHA libraries in 2018.

Format:

Introduction by Chair

Focus on Goals

1. Exceptional Services by Exceptional People
 - A customer service revolution
 - Investing in our people
 - Training staff in new technologies
 - Continuous improvement of library services
2. Engaged, Diverse, Thriving & Vibrant City
 - Where engagement happens
 - Library Visits per Capita
 - Library spaces and community cohesion
 - Where Markham's rich diversity is experienced
 - Where newcomers feel welcome
 - Where cultural vibrancy comes alive
 - Volunteer opportunities
 - Enabling a strong economy & thriving city

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- Building a workforce
- Advancing educational success
- A first employer
- Markham's center of excellence for digital literacy
- Access to library materials

3. Safe and Sustainable Community

- Content options
- Outstanding community amenities
- Making spaces fit people
- Early literacy & school readiness
- Family activity space
- Study options

Overview of branches and services

There were some questions and comments and suggestions on the presentation which was well received overall.

One comment was that the presentation was professional and suggested that the MPL Logo should be added to the slides.

Moved by Mrs. Lillian Tolensky
Seconded by Mr. Les Chapman

Resolved that the presentation "Working Group Presentation to Council " be received.

Carried.

2.0 Consent Agenda:

There was a question on the size of the Consent Agenda which included a presentation on Aaniin Library at the "Library as Place Conference. The Chair also addressed a couple of items: 2.3.11 FOPL Statement, 2.3.12 Changes in pricing of ebooks and 2.3.13. letters he sent to local MP's. Mr. Hendriks was able to meet with MP Philpott and received some useful input. There was a lot of discussion on the issues and the importance of lobbying the Federal government for changes to the legislation.

Moved by Mrs. Pearl Mantell
Seconded by Ms. Margaret McGrory

Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3.14 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:**

2.3.1 City News: Lendery at Milliken Mills

<https://toronto.citynews.ca/video/2019/07/10/lendery-a-new-example-of-the-growing-sharing-economy/>

2.3.2 Perkins & Will: Aaniin Library as Place Presentation

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- 2.3.3 **Ming Po News: Lendery at Milliken Mills**
- 2.3.4 **NEWMARKETTODAY.ca: Newmarket library will soon lend more than books**
- 2.3.5 Markham Review, July 10
York Region's first Lendery opens at Markham Public Library – Milliken Mills
<https://markhamreview.com/york-regions-first-lendery-opens-at-markham-public-library-milliken-mills-branch/>
- 2.3.6 Ming Sheng Bao, July 10
<http://www.mingshengbao.com/tor/article.php?aid=652078>
- 2.3.7 Iask.ca, July 24
<http://www.iask.ca/news/toronto/2019/07/528632.html>
- 2.3.8 51.ca, July 24
<https://info.51.ca/news/canada/2019-07/794764.html>
- 2.3.9 SuperLife.ca, July 25
<http://news.superlife.ca/2019/07/25/%E4%B8%87%E9%94%A6%E5%B8%82%E5%BA%9C%E6%83%B3%E4%BA%BA%E6%B0%91%E6%89%80%E6%83%B3%E5%BC%9A%E5%85%8D%E8%B4%B9%E5%80%9F%E7%94%A8%E5%AE%B6%E5%B1%85%E7%BB%B4%E4%BF%AE%E5%B7%A5%E5%85%B7%E5%8F%8A%E7%94%A8/>
- 2.3.10 Municipal Information Network, August 21
Region's First Lendery is Now Open at Markham Public Library
<https://municipalinfonet.com/article/municipal/category/culture/17/783819/region-s-first-lendery-is-now-open-at-markham-public-library.html>
- 2.3.11 FOPL: One Voice for Ontario Libraries
- 2.3.12 CULC: Statement on Changes to Digital Loans for Public Libraries
- 2.3.13 Chair's Letters to MP's
- 2.3.14 rabble.ca: the public library and Indigenous reconciliation

Carried.

3.0 **CEO's Highlights:**

The Chair asked the CEO to comment on the Highlights. The CEO indicated that many of the topics contained therein had been discussed but mentioned the following:

- **Improving Access to Digital Publications in Public Libraries-A Campaign of the Canadian Urban Library Council**

At the June 17, 2019 General Committee of Council Meeting a motion was passed that the City of Markham indicate their support of CULC, call on the Federal government to investigate barriers and to ask the Federal government to develop a solution that increases access to digital publications

- **CULC Statement on Changes to Digital Loans for Public Libraries**

Effective July 1, 2019, one of the largest publishers has replaced its perpetual ownership model for libraries with a **two year access model for ebooks** which means that at the end of a two-year period, libraries will have to **re-purchase** ebooks they have already paid for while renewing access agreements.

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Another publisher announced that it will be placing a **90-day embargo on digital audiobook titles** effective July 1, 2019. This means that libraries will not be able to purchase new in-demand content for 90 days after release, putting library users at a disadvantage accessing new titles.

- **Quarterly Board Statistical Report**

As noted, MPL has been an active partner in the Bridge Toolkit program since early 2019. Results of 306 people surveyed showed 57 % said that MPL had provided them with access to technology they would otherwise not have had, compared to 44% in other libraries and 67% reported an increased comfort with technology as opposed to 53% in other libraries in Ontario. Indicators are MPL is above average and that staff are better equipped to support customers.

- **Enterprise Risk Management**

The CEO pointed out that there is a delay with digital technology at Angus Glen.

There has been a lot of turnover in staff positions due to leaves etc., however this should have a positive net effect as staff have opportunities to learn and experience other positions.

There were some questions and clarifications.

Moved by Mr. Les Chapman

Seconded by Mr. Alick Siu

Resolved that the report entitled “CEO’s Highlight’s September, 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 **Executive Limitation: EL-2d Financial Condition**

(Assigned to Mr. Anthony Lewis)

Mr. Lewis advised the Board that he had reviewed the report and explained that it provides the Board with an update on the year to date financial condition of the Library. The report is on Actual and Budgeted Operating expenditure ending August 31, 2019. This is the second of three financial reports to the Board for fiscal year 2019.

Mr. Lewis noted that the library is currently in a favorable position with a year-to date net surplus of \$359,457 and also pointed out specific numbers on the report.

Deputy Mayor Hamilton asked if the favorable trend of surplus could be expected to be maintained for the remainder of the year. The CEO explained that the Library often ends the year with a slight surplus, mainly in personnel due to the turnover of staff, and that the Library never operates in a deficit. All surplus funds go back to the City at the end of the fiscal year.

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

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Moved by Mr. Anthony Lewis
Seconded by Mr. Les Chapman

Resolved that the Report entitled Internal Monitoring Report- Executive Limitation EI-2d, Financial Condition” be received.

Carried.

6.0 **Ends**

7.0 **Governance:**

7.1 **Proposed Addition to By-Law 2: Board Composition**

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

Resolved that the Board approve the proposed addition of By-law 2.8 Youth Representative” and;

That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried.

7.2 **Policy Governance Workshop**

The Chair supported the staff recommendation that the Board contract with an expert in the Policy Governance form of Library Board Governance. The recommended consultant has specific experience in training previous Markham Public Library Boards and Board members found the training to be very helpful.

In order to ensure attendance, as suggested by Deputy Mayor Hamilton, the session will be held during a regular scheduled Board meeting as soon as the consultant is available,

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

Resolved that the Board approve the expenditure for a Policy Governance Workshop conducted by Catherine M. Raso, CMR Governance Consulting. The workshop would be conducted during a Regular Board meeting and would last approximately 2.5 hours. The cost for the workshop is \$3,000.00 plus expenses.

Carried.

8.0 **Ownership Linkage:**

8.1 **Input from Board Members**

The Chair asked Board members if they had attended any events over the summer where their presence would have been of benefit to Markham Public Library.

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Mrs. Lillian Tolensky shared a story about free Wi-Fi at a local library on her recent vacation.

There was a lot of discussion on “Markham Reads 2019”. Staff informed the Board that the book this year was “Bad Ideas” by Missy Marston.

Mr. Choi advised the Board that he and Mrs. Mantell had attended the “Lendery” opening at Milliken Mills Library. He was very impressed that other libraries also attended and there was a lot of media present (as evidenced in the Consent Agenda).

Ms. Iqra Awan commented that she had attended a 360 Kids fundraising event and related a story of a young person who had been helped by having free access to a library computer in order to search out resources that could help move her life forward.

9.0 **Board Advocacy:**

9.1 **Events for the Next Quarter**

The Chair mentioned **Lit on Tour** September 26 at Markham Village Library and encouraged Board members to attend. He had previously mentioned the other suggested event for Board members-“In Conversation with Cherie Dimaline”.

There was a lot of discussion on the planning and feasibility of Federal All Candidates to be held in libraries in various constituency ridings and there were suggestions on how this could be handled. Staff explained that they were working on the all candidates events to be held between October 2 (last day to proclaim) and October 11 (advance polls). Staff explained that there is a lot of competition for these meetings and often they receive no response from candidates. In addition to the timing of the meetings and availability, staff resources also need to be considered. The format for the event includes opening and closing statements by each candidate and responses to questions presented in writing from the audience and sorted by staff to avoid duplication.

If and when the meetings are arranged, Board members will be notified.

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

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

Carried.

9.2 **Markham Public Library Board 2019 Annual Agenda**

The Chair explained that this is a new document which should help the Board quickly review what is happening in the months ahead. Members are encouraged to provide feedback on the contents if they wish.

The Agenda will be in the January package each year.

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

Resolved that the report “Markham Public Library Board 2019 Annual Agenda” be received.”

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Carried.

9.3 **Working Group Presentation to Council**

Please note that Agenda 9.3 was moved ahead in order to accommodate Staff who needed to attend another function at the City.

9.4 **Library Day in Your Riding**

The Chair explained that Queen's Park normally hosts this event, but as Provincial Parliament is not sitting, local libraries are encouraged to invite their local MP's to visit their library.

Library staff have identified specific library programs as advocacy opportunities for a Library Board Member to attend and meet with local MPP's.

October 19 Angus Glen Library

The annual University and College Fair at Angus Glen Library is a an opportunity for MPP Pang to observe how youth connect with the library

October 27, Aaniin Library

MPP Logan Kanapathi : Coffee and Vadai and Tamil Songs and stories

MPP Paul Calandra has been invited to visit **Angus Glen Library** the **first week of November** for a launch of the new digital space.

Moved by Mrs. Lillian Tolensky

Seconded by Mr. Les Chapman

Resolved that the report "Library Day in Your Riding" " be received.

Carried.

10.0 **Education:**

10.1 **Board Education Plan – 2020**

Staff explained that every September we conduct this exercise in order to identify education subjects for the following year. Generally topics align with Strategic Planning themes. If Board members would like to suggest topics they are free to leave a note with Ms. Cecchetto or contact the Board Secretary, otherwise staff will prepare topics for the next year.

Moved by Mrs. Pearl Mantell

Seconded by Mr. Alick Siu

Resolved that the Board members identify outreach initiatives and education topics for 2020 to comply with Governance Process GP-2f Policy.

Carried.

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10.2 **Spread the Word**

Staff informed the Board that partnerships are developed in order to enhance the themes of the Strategic Plan resulting in more structured types of Community Partnerships.

Partnerships create an opportunity to work toward a common goal together that could not be achieved alone.

Anticipated Outcomes:

- Opportunities for learning
- Raised library visibility
- Increased opportunities for partnerships and engagement
- Improved community indicators
- Reduced duplication in community services
- More new users
- User needs met

Partnerships are established based on what MPL is trying to accomplish and approaches are targeted and constantly changing as needs and perspectives change.

Partnerships with MPL need to be aligned with MPL values, provide equal access for all members of the community and have respect for all library policies.

Community Librarians have a toolkit that they utilize to establish and quantify appropriate partnerships. Basic well-being parameters focus around Parenting/Mental Health/Ageing and Chronic conditions. Business parameters focus on Finance/Entrepreneurship and Employment skills.

There was some discussion and questions as to how many partners MPL has. Staff explained that some partnerships are formal and others less so, but probably around 100 in a calendar year. The Chair commented on the value of sharing resources.

The Library is viewed as a trusted institution that adds value to potential partners within the community.

Moved by Mrs. Lillian Tolensky

Seconded by Mr. Alick Siu

Resolved that the presentation “Spread the Word be received.

Carried.

11.0 **Incidental Information**

12.0 **New Business:**

12.1 **Urban Libraries Council's (ULC) Statement on Race and Social Equity**

The CEO explained that ULC uses the statement as a platform that informs all of the library's work in advancing education, digital inclusion and healthy, sustainable communities. ULC members use the statement with their boards and staff and within their communities in order to articulate the library's commitment to greater equity. Further, government, nonprofit and business leaders – both locally and nationally — are focusing on this topic and the statement can be used

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to make others aware of the public library's value as an agent and essential partner for achieving positive change.

The ULC statements are in line with MPL values:

- Eliminating racial and social equity barriers in library programs, services, policies and practices
- Creating and maintaining an environment of diversity, inclusion and respect both in our library systems and in all aspects of our community role
- Ensuring that we are reaching and engaging disenfranchised people in the community and helping them express their voice
- Serving as a convener and facilitator of conversations and partnerships to address community challenges
- Being forthright on tough issues that are important to our communities

Libraries are trusted, venerable and enduring institutions, central to their communities and an essential participant in the movement for racial and social equity.

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

Resolved that the Markham Public Library join the 146 ULC (Urban Libraries Council) member libraries that have signed this agreement.

Carried.

13.0 **Board Evaluation :**

13.1 **Questionnaire: Performance of Individual Board Members**

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

14.0 **In Camera Agenda**

None.

15.0 **Adjournment**

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