

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

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

Present from Board: Mr. Ben Hendriks, Chair
Mr. Alick Siu, Vice-Chair (up to 8.0)
Mrs. Lillian Tolensky
Mrs. Pearl Mantell
Ms. Margaret McGrory
Mr. Anthony Lewis
Mr. Jay Xie
Mr. David Whetham
Ms. Iqra Awan
Mr. Raymond Chan
Mr. Edward Choi
Councillor Keith Irish (from 3.0)
Deputy Mayor Don Hamilton (from

Youth Representative: Ms. Timea Gergely

Present for Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer
Ms. Michelle Sawh, Director, Administration
Ms. Debbie Walker, Director, Library Strategy & Planning
Ms. Andrea Cecchetto, Director, Service Excellence
Mrs. Diane Macklin, Director, Community Engagement
Mr. Shaun McDonough, Research Analyst
Mr. Patrick Pam, Manager, Facilities & Workplace Safety
Mrs. Susan Price, Board Secretary

Regrets: Councillor Andrew Keyes
Mr. Les Chapman

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 Mr. Alick Siu

Resolved that the agenda be approved.

Carried.

1.1 **Declaration of Conflict of Pecuniary Interest**

None.

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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.

Further to the Land Acknowledgement, the Chair mentioned Cindy Blackstock, Executive Director of the First Nations Child and Family Caring Society of Canada, and the current financial negotiations with the federal government regarding Indigenous children under care. Mr. Hendriks encouraged the Board to become informed about the issues and that understanding the truth precedes true reconciliation.

The Chair introduced "guest" staff members Shaun McDonough and Patrick Pan. Mr. Hendriks asked presenters to report on the "Presentation to Council" that took place before General Committee November 18, 2019. Ms. McGrory informed the Board that they followed another presentation on winter maintenance and despite the late start the presentation was well received. Council Members spoke highly of MPL and the Board. Board presenters commended and thanked Debbie Walker for her hard work.

Each presenter (Ben Hendriks, Alick Siu, Margaret McGrory and Raymond Chan) addressed one Strategic theme. They received a lot of positive feedback.

There was some discussion and questions about the possibility of a future library in Markham Centre. Staff responded that there are a lot of options under consideration.

2.0 **Approval of Minutes:**

2.1 Library Board Minutes October 28, 2019

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

Resolved that the minutes of the October 28, 2019 Library Board Meeting be confirmed.

Carried.

2.2 **Consent Agenda:**

Moved by Mr. Raymond Chan
Seconded by Mrs. Pearl Mantell

Resolved that the Consent Agenda comprising Agenda items 2.2 to 2.4.4 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:

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2.3 Declaration of Due Diligence by the CEO

2.4 Communication and Correspondence:

2.4.1 Markham Public Library Leads the Way in Digital Literacy

2.4.2 snapdMARKHAM: Ontario Public Library Week

2.4.3 HoOPLA: Leading with the Lendery at Markham Public Library

2.4.4 Fairchild TV and Lendery:

https://www.fairchildtv.com/programarchive_detail.php?n=18&topic=3978&episode=7287

Carried.

3.0 CEO's Highlights:

The Chair asked the CEO to comment and Mrs. Biss drew attention to the following items contained within the report:

- **Bill 132**-Proposed amendments to the Public Libraries Act-waiting for more information
- **2020 Budget** Presented by CEO November 8,2019 was well received
 - Longer Library Hours:** Library patrons across the City are requesting longer hours on Fridays. Staff are investigation automated solutions to extend the hours.
 - E-Books:** Council approved the additional funding
 - Markham Centre Library:** Different options are being explored, the hope is to build the library within another facility and design it as a neighborhood hub/centre.
- **The Investing in Canada Infrastructure Program:** Ontario Community, Culture and Recreation Funding Program-Submission for Expansion of Milliken Mills Community Centre and Renovation of the Milliken Mills Library
- **Library Board Presentation to General Committee November 18,2019**
- **ILMP(Integrated Leisure Master Plan) Update:** The 2019 ILMP will now move into its implementation phase, as directed by Council
- **Trends-Library Design:** The concept of a library as a place of hope and democratic potential is aligned with several library recommendations in the 2019 ILMP. Research for the design of the future Markham Centre branch will include a review of library design projects in Canada and beyond.
- **2019 Urban Libraries Council Forum: Preparing to Lead on AI and Digital Citizenship: The Following Strategies are recommended**
 1. Build on library strengths
 2. Create partnerships
 3. Focus on implications rather than the technology how-to
 4. Engage staff
 5. Embrace the leadership challenge
- **EL-2j Communication & Counsel to the Board:** A complaint regarding the availability of children's Islamic religion books at Aaniin branch was raised by Ward 7 Councillor Usman at the Library Board's presentation to General Committee on November 18. Staff will be meeting with the Councillor in order to resolve the matter.

Moved by Ms. Margaret McGrory

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Seconded by Mr. Alick Siu

Resolved that the report entitled “CEO’s Highlight’s November, 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-2b Staff Treatment**
(Assigned to Mr. Jay Xie)

Mr. Xie stated the CEO Responsibility;
“The CEO must ensure that MPL staff are treated equitably, and provided with safe and productive working conditions. This limitation ensures that standards for fair employment and working relationships at MPL are established, maintained, and evaluated, which includes having appropriate policies governing the management of the library’s human resources and providing training and development opportunities to equip staff with adequate job knowledge and opportunities for success.”

Mr. Xie found the report to be thorough and complete. He had received one enquiry by e-mail. There were no questions from the floor.

The report confirmed that the CEO and MPL’s practices relative to MPL’s Staff Treatment comply with the requirements of EL-2b policy.

Moved by Mr. Jay Xie
Seconded by Mrs. Pearl Mantell

Resolved that the Report entitled” Internal Monitoring Report: Executive Limitation EL-2b, Staff Treatment” be received.

Carried.

- 5.2 **Executive Limitation: EL-2c Budgeting/Forecasting**
(Assigned to Mr. Alick Siu)

Mr. Siu informed the Board that “this report provided the Board with a semi-annual update regarding Markham Public Library’s future budget planning. All Operating and Capital Budget submissions are prepared consistent with the Library’s Strategic Plan to ensure that Board Ends are achieved.”
There were no questions from the floor.

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

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

Carried.

5.3 **Executive Limitation: EL-2j Communication and Counsel to the Board (June 2019 to October 2019)**

(Assigned to Ms. Margaret McGrory)

Ms. McGrory advised the Board that this report provides the Board with affirmation that the Board is informed and supported in its work. The report advises the Board of any complaints, negative media coverage, and that year to date statistics are confirmed and up to date.

There no questions and Ms. McGrory declared that the information received was sufficient to satisfy the limitation.

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. Alick Siu

Resolved that the internal monitoring report entitled “Executive Limitation: EL-2j, Communication & Counsel to the Board (June 2019 to October 2019)” be received.

Carried.

6.0 **Ends:**

6.1 **Strategic Plan Update November 2019**

Prior to the Strategic Plan Update Presentation Ms. Walker highlighted several items within the report.

These included:

- **2019 STRATEGIC PRIORITIES**
 1. New Website
 2. Collection Vendor procurement
 3. Replacement of Markham’s system for program registration and facility bookings (CLASS)
 4. Launching and Learning Management System
 5. Implementation of a new Digital Media Lab at the Angus Glen Branch
- **OTHER STRATEGIC ISSUES**
 1. Library Hours Expansion
 2. City of Markham Strategic Planning-Building Markham’s Future Together 2020 to 2023
 3. MPL Strategic Planning-Due to the length of time required to support completion of the ILMP Update, the library’s strategic plan timelines have been extended.

STRATEGIC PLAN UPDATE DASHBOARD YTD 2019

Highlights of Strategic Themes:

1. Connecting People & Communities –Spotlight on summer camps
2. Digital Inclusion
3. Content that Transforms Lives

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4. Community Learning Hubs: Plan for the Future
 - Renew existing facilities
 - Launch Aaniin Library
 - Be Open
 - Improve the experience

Foundational Strategies:

Outcome: A strong foundation for organizational innovation and success

1. Clarify the Municipal relationship
2. Develop the Workforce
3. Develop Better Success Measures

A Look Ahead to Our 2020 Workplan:

- Development and launch of Digital Media Labs at the Cornell and Markham Village branches (subject to budget approval).
- The launch of library ecards to support resident online self-registration for access to the virtual library (subject to budget approval).
- The launch of a mobile printing solution to enable residents to send print jobs to library printers from home or from their mobile devices within the library (subject to budget approval).
- Markham Centre Community Consultation (subject to budget approval).

The “wild card” in the 2020 Workplan is the potential Milliken Library Renovation Project described in 3.0. If the grant submission is successful, the Project will start moving forward over the summer of 2020 with community consultation and development of a detailed building program by a small team of library staff. This may displace timelines for other strategic projects. The Project could also provide a knowledge transfer opportunity regarding building programs, design development, the reading and review of construction drawings, and the construction process in general.

There were several questions and clarifications, including a question about the security and confidentiality of remote printing. Staff clarified that the printer would be accessed using an individual library card and that customers would have to go to the designated branch to retrieve the documents sent for printing. They would not automatically print.

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

Resolved that the report “Strategic Plan Update November 2019” be received.

Carried.

7.0 **Governance:**

7.1 **Policy Report: Markham Public Library Room Rental Policy**

Staff informed the Board that the **Room Rental Policy** was updated in response to issues raised in the Ottawa Public Library and most recently Toronto Public Library.

Ms. Cecchetto explained that the standards contained in the policy provide a strong vetting potential, and explained that process.

- The Branch Manager works with the Director of Service Excellence to assess the risk of the rental and implement the internal library protocol for managing controversial rentals, if necessary. This protocol establishes that:
 - Approval or denial of the rental is under the authority of the CEO.

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- In the event that a controversial rental meets the criteria established in the Room Rental Policy, the CEO will take steps to inform stakeholders such as the Board, Commissioner Community and Fire Services, legal counsel, Corporate Communications at the City of Markham and the Mayor's Office
- The Director, Community Engagement will implement a communications and media strategy in order to address public concern related to the rental and the Manager, Facilities and Workplace Safety will work with the Branch team to establish safety protocols for the event
- There will also be a full debrief on the event in order to assess the effectiveness of these procedures

There was a lot of discussion and commentary on these situations and how the vetting process would start (Human Rights Issues) and some suggestions including posting a sign outside a room that the content may be controversial. There was also a question if extra security might be needed and in that instance the renter would be responsible.

Moved by Mr. Alick Siu
Seconded by Mr. Edward Choi

Resolved that the report on the Markham Public Library Room Rental Policy be received.

Carried.

8.0 **Ownership Linkage:**

8.1 **Input from Board Members**

Mrs. Tolensky signed up for an online course and was very impressed with the variety offered. Youth representative, Ms. Gergely volunteered at Markham Village for a recent PA day and was impressed with the programs offered. The Chair encouraged the Board members to attend events where their presence would also benefit the Library.

9.0 **Board Advocacy**

10.0 **Education:**

10.1 **Digital Inclusion**

Staff explained the Digital Literacy is one of MPL's Strategic Key themes.

DIGITAL LITERACY is Critical to the Success of the Community:

- creative expression
- participation in job market
- academic success
- critical thinking and problem solving engage with government and community
- innovation and resilience

MPL ADDS VALUE Our Role in Creating the Digitally Literate

- expertise in literacy development

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- community development activity
- reach across community
- barrier-free access
- staff

DIGITAL LITERACY STRATEGY MPL's Objectives

- to provide equitable access to tools and resources that create digital inclusion
- to create opportunities for digital literacy and skill development

SUPPORTING DIGITAL MARKHAM

Build on the Library as a centre of excellence for Digital Literacy

ACHIEVEMENTS SO FAR:

- Makerspace at 3 branches
- AG Makerspace expansion
- Digital Literacy Week 2019
- Cornell Library's Kids Makerspace
- Sound Recording Studio

DIGITAL ACCESS:

- 2019 AG Makerspace
- 2020 MV & CL Makerspace
- 2020 Sound Studio
- 2020 3D Printing Expansion

DIGITAL LITERACY: Supporting a Digitally Literate Community

- Outreach and Events
- Programming for all ages
- E-learning and online content
- In- branch instruction
- Digital Literacy Specialists

Outcomes and KPI's:

- YTD Users: 1,154
- 3,733 use Hours
- 96% felt more knowledgeable
- 67 improved confidence (average is 34%)
- 60% are regular users 65% furthered academic goals;18% intend to pursue STEAM careers as a result of using this technology
- Access:22% of customers use the library specifically for access to Maker spaces
- Participation in Learning-YTD 1800+ sessions with 10,600 participants
- Increased knowledge, confidence -89% more confident after program

There were lots of questions and comments including what kind of equipment is in the Sound Studio, what kind of instruments (keyboard, violins, guitars etc.) and if there were any programs for people with disabilities(both intellectual and physical).

Moved by Mr. Anthony Lewis
Seconded by Mr. Edward Choi

Resolved that the presentation "Digital Inclusion" be received.

Carried.

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10.2 **OLA Super Conference**

The Chair reminded the Board to let the Board Secretary know if they wanted to attend and encouraged anyone planning on attending to include the all-day OLBA Boot Camp February 1, 2020.

11.0 **Incidental Information**

12.0 **New Business:**

Deputy Mayor Hamilton asked if the Board was going to discuss the washroom situation at MPL (designation of facilities). The CEO and Chair responded that there would be no decision at this time and that it would come before the Board at a later date if necessary.

13.0 **Board Evaluation :**

13.1 **Questionnaire: Conduct of the Board**

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 Mrs. Pearl Mantell that the meeting be adjourned at 8:47 p.m.