

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of Regular Meeting held on Monday, December 16, 2019 7:03 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  
Mrs. Pearl Mantell  
Ms. Margaret McGrory  
Mr. Anthony Lewis  
Mr. Raymond Chan  
Mr. Les Chapman  
Mr. Jay Xie  
Mr. David Whetham  
Councillor Andrew Keyes  
Mr. Edward Choi (from 1.3)  
Deputy Mayor Don Hamilton (from 10.1)

Youth Representative: Ms. Timea Gergely (from 3.0)

Present for Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer  
Ms. Michelle Sawh, Director, Administration  
Ms. Andrea Cecchetto, Director, Service Excellence  
Mrs. Diane Macklin, Director, Community Engagement  
Ms. Debbie Walker, Director, Library Strategy & Planning  
Mrs. Sandra Manson-Hing, Communication Assistant  
Mr. Shaun McDonough, Research Analyst  
Mr. David Zambrano, Organizational Transformation Manager  
Mrs. Susan Price, Board Secretary

Regrets: Councillor Keith Irish  
Ms. Iqra Awan  
Mrs. Lillian Tolensky

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

Mr. Ben Hendriks, Chair called the meeting to order at 7:03 p.m.

Moved by Mr. Alick Siu  
Seconded by Mr. Anthony Lewis

**Resolved that the agenda be approved.**

Carried.

1.1 **Declaration of Conflict of Pecuniary Interest**

None.

## AGENDA 2.1

### 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.

Mr. Hendriks noted that the current financial negotiations with the federal government regarding indigenous children under care are ongoing and hopes there will soon be a resolution.

The Chair introduced "guest" staff members Sandra Manson-Hing, Shaun McDonough and David Zambrano.

The Chair advised the Board that elections for Chair and Vice-Chair would be held at the First Meeting in January and that he would be stepping down at that time due to many other commitments and involvements.

Today is the last day to register for the OLA Super Conference.

The Chair reminded the Members that inter-Board e-mails regarding non-Board related matters should be pre-approved by the Chair and Vice-Chair before sending out to the entire Board.

The Chair informed the Board of the changes to the Public Library Act that would decrease the minimum number of required meetings from 10 to 7. He feels that there is no rush to make any changes at this time and wants to take a step back in order to ensure that the MPL Board makes changes that are appropriate for them. He intends to consult with OLBA to see what they will be advising.

### 2.0 Approval of Minutes:

#### 2.1 Library Board Minutes November 25, 2019

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

**Resolved that the minutes of the November 25, 2019 Library Board Meeting be confirmed.**

Carried.

### 2.2 Consent Agenda:

Moved by Mr. Alick Siu  
Seconded by Councillor Andrew Keyes

## AGENDA 2.1

Resolved that the Consent Agenda comprising Agenda items 2.2 to 2.4.3 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:

- 2.3 Declaration of Due Diligence by the CEO
- 2.4 Communication and Correspondence:
  - 2.4.1 Toronto Star: eBook rules have libraries sounding the alarm
  - 2.4.2 Honour with Books 2019
  - 2.4.3 Bill 132 Amendment: FOPL Update from Stephen Abram

Carried.

### 3.0 CEO's Highlights:

Mrs. Biss was asked to comment on the report and mentioned the following:

- The Library Board Presentation to Council November 18, 2019 was well received.
- The 2020 Operating and Capital Budgets Report was approved by Council including a Heritage Garbage Enclosure at Unionville Library
- **Markham Centre Library:** A consultant has been hired to deliver an updated Secondary Plan for Markham Centre. Staff will explore opportunities to link the process to MPL's Community Consultation for the Markham Centre Library in order to get the right positioning for the new facility.

There was clarification on the Quarterly Board Statistical Report.

Ms. Sawh (Director of Administration) and the CEO met with Ward 7 Councillor Usman, who had raised concerns about the availability of books on Islam at the Aaniin Library. More books on Islam have already been transferred to the Aaniin Library and orders have been placed for more titles that are suitable for both Adult and Juvenile collections on religion.

There were questions about religious materials and staff responded that MPL endeavors to serve all religions with fair and equitable representation which will differ from branch to branch. In this instance the materials were in stock but unavailable due to high demand.

- **Working Poor in the Toronto Region:** The Metcalf report identifies economic factors driving the growth of working poverty-underemployment, growth in low-wage service sector jobs, fewer working hours available etc. The percentage of working poor individuals among Markham's working age population has increased from 5.0 in 2006 to 7.7% in 2016.

There were concerns expressed about the Milliken Mills library and the community it serves. There is a marked increase in poverty in the City of Markham and greater awareness of the issue. It is critical that the library augment services that are beneficial to residents.

## AGENDA 2.1

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

**Resolved that the report entitled “CEO’s Highlight’s December, 2019” be received.**

Carried.

### 4.0 **Annual Monthly Policy Review**

#### 4.1 **Policy Governance Wording Review**

The Chair advised the Board that the policies are included in the package and encouraged Members to review and bring forward any proposed changes for discussion at the January meeting.

Moved by Mr. Alick Siu  
Seconded by Councillor Andrew Keyes

**Resolved that all the policies under the Governance Process and Board-CEO Linkage sections of the Governance Polices and EL Polices are reviewed and that proposed amendments be presented to the Board at its regular meeting in January 2020 if required.**

Carried.

### 5.0 **Internal Monitoring Reports:**

(Compliance list of internal monitoring reports and discussion led by members)

#### 5.1 **Executive Limitation: EL-1 General Executive Constraint**

(Assigned to Mr. Edward Choi)

Mr. Choi informed the Board that this report deals with a high level description of the Library’s general approach to carrying out its activities in the community. He reviewed the report and did not receive any questions by e-mail.

There were several questions concerning Vulnerable Sector checks which must be provided for designated positions.

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 Mr. Edward Choi  
Seconded by Mr. Anthony Lewis

**Resolved that the Report entitle “Internal Monitoring Report-Executive Limitation EL-1, General executive Constraint” be received.**

Carried.

5.2 **Executive Limitation: EL-2a Customer Treatment**  
(Assigned to Mr. Les Chapman)

Mr. Chapman reported that he did not receive any questions by e-mail and stated that he was satisfied with the report and especially staff training.

There was a question as to why Lynda.com was not renewed and Staff provided several reasons why this had occurred.

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 Mr. Les Chapman  
Seconded by Mr. Raymond Chan

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

Carried.

5.3 **Executive Limitation: EL-2f Protection of Services**  
(Assigned to Mr. Alick Siu)

The report provides the Board with an annual update regarding changes in Library hours of service and relocations or combinations of existing MPL branches. Mr. Siu advised that he sent an e-mail to Board members and did not receive any questions or concerns.

The report confirmed that the CEO and MPL's practices relative to MPL's Protection of Services comply with the requirements of EL-2f policy.

Moved by Mr. Alick Siu  
Seconded by Councillor Andrew Keyes

**Resolved that the report entitled "Internal Monitoring Report Executive Limitation: EL-2f, Protection of Services" be received.**

Carried.

6.0 **Ends**

7.0 **Governance:**

7.1 **Purging of Inactive MPL Customer Accounts and Write-Off of Uncollectible Debt**

Staff explained that the period covered in the proposal is 1994-2010 and the primary type of fine to be written off is overdue fines. The amount of debt related to unreturned materials is 4%. Ms. Sawh assured the Board that this would not reflect on the Operating Budget.

There were several clarifications on registered borrowers vs active users and how they are considered separately. Staff provided an overview of the procedures in place to recover debts prior to writing them off. Purging the accounts will result in a cleaner customer database and ensure that MPL follows its data retention schedule and Privacy Policy.

## AGENDA 2.1

Going forward this purging will take place on an annual basis.

Moved by Mr. Les Chapman  
Seconded by Mr. Alick Siu

**Resolved that the Board receives the report entitled “Purging of Inactive MPL Customer Accounts and Write-off of Uncollectible Debt”, and.**

**That the Board approves the purging of 8,858 MPL Customer accounts that have been inactive since 2010, including those individual amounts owing to a maximum of \$10.00, and a write-off of \$33,134.52 in uncollectible debt attached to these accounts; and,**

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

Carried.

### 8.0 **Ownership Linkage:**

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

The Chair asked if anyone had attended anything Library related and encouraged Members to do so.

### 9.0 **Board Advocacy:**

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

Staff explained that the listing included all partnered and staff led programs from January to March 2020 and that three items of interest were highlighted; YorkU Scholars Hub. Repair café and Trivia Night at the Library.

There was some discussion on the lecture series offered by York University and Seneca College.

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

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

Carried.

### 10.0 **Education:**

#### 10.1 **New MPL Website**

Staff explained that they were going to provide a high level overview of the new MPL Website. Objectives for the new website include an enhanced customer experience, better integration of subject matter and an opportunity to leverage platforms.

Staff explained that they had done a community exercise in order to establish priorities for the new website.

## AGENDA 2.1

The website will be ready for staff to experiment with and can also be sent to Board members for their input. Target launch to the public would be early March.

The new homepage provided several search options and staff demonstrated that navigation had many new unique features. There is improved integration and linkage to online databases.

There was lots of discussion and enthusiasm for the new website and some questions on accessibility.

Moved by Ms. Margaret McGrory  
Seconded by Mr. Les Chapman

**Resolved that the presentation “New MPL Website” be received.**

Carried.

### 11.0 **Incidental Information:**

#### 11.1 **2020 Board Meeting Dates and Agenda Planning Dates**

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

**Resolved that the schedule of the 2020 Board meeting and agenda planning dates be received.**

Carried.

### 12.0 **New Business**

#### 13.0 **Board Evaluation :**

#### 13.1 **Questionnaire: Conduct of the Board**

The Chair commented on question #3 and why newer Board members would be unsure. There was quite a bit of discussion about whether the question should be included in future but it was decided to leave it there.

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

**Resolved that the report entitled “Questionnaire Results: Conduct of the Board” be received.**

Carried.

### 14.0 **In Camera Agenda**

None.

### 15.0 **Adjournment**

Moved by Mr. Alick Siu that the meeting be adjourned at 8:48 p.m.