

**MARKHAM PUBLIC LIBRARY BOARD**

**Regular Meeting**

**Minutes of Regular Meeting held on Monday, January 27, 2020 7:05 p.m., Markham Village Library, Program Room, 6031 Highway 7 East L3P 3A7**

Present from Board: Mrs. Lillian Tolensky  
Mr. Alick Siu  
Mr. Ben Hendriks  
Ms. Margaret McGrory  
Mr. Anthony Lewis  
Mr. David Whetham  
Mr. Raymond Chan  
Mr. Edward Choi  
Mr. Councillor Keith Irish (from 3.0)

Youth Representative: Ms. Timea Gergely

Guest: Ms. Urszula Jambor

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer  
Mrs. Diane Macklin, Director, Community Engagement  
Ms. Debbie Walker, Director, Library Strategy & Planning  
Mr. Shaun McDonough, Research Analyst  
Mr. Patrick Pan, Manager, Facilities & Workplace Safety  
Mr. David Zambrano, Organizational Transformation Manager  
Mrs. Susan Price, Board Secretary

Regrets: Councillor Andrew Keyes  
Mrs. Pearl Mantell  
Mr. Jay Xie  
Mr. Les Chapman  
Deputy Mayor Don Hamilton  
Ms. Iqra Awan

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

Mrs. Catherine Biss, CEO called the meeting to order at 7:05 p.m.

Moved by Mrs. Lillian Tolensky  
Seconded by Mr. Anthony Lewis

**Resolved that the agenda be approved.**

Carried.

### 1.1 **Election of Board Chair and Vice-Chair:**

The CEO invited nominations for the position of Chair.  
Mrs. Lillian Tolensky nominated Mr. Alick Siu for the position of Chair.  
Mr. Alick Siu accepted the nomination.  
Mr. Edward Choi seconded the nomination.

There were no other nominations for the position of Chair. Nominations for the position of Chair were closed.

Moved by: Mr. Edward Choi  
Seconded by: Mr. Raymond Chan

**Resolved that the nominations for the position of Chair be closed and that Mr. Alick Siu is hereby elected to the position of Chair for the term ending January 2021.**

Carried.

Mr. Siu thanked the Board for their support and former Chair Ben Hendriks for all the advancements made over the past three years under his guidance and listed some of the many MPL accomplishments.

The CEO invited nominations for the position of Vice-Chair.  
Mr. Alick Siu nominated Ms. Margaret McGrory for the position of Vice-Chair.  
Ms. Margaret McGrory accepted the nomination.  
Mr. Ben Hendriks seconded the nomination.

There were no other nominations for the position of Vice-Chair. Nominations for the position of Vice-Chair were closed.

Moved by: Mrs. Lillian Tolensky  
Seconded by: Mr. Anthony Lewis

**Resolved that the nominations for the position of Vice-Chair be closed and that Ms. Margaret McGrory is hereby elected to the position of Vice-Chair for the term ending January 2021.**

Carried.

The Chair, Mr. Alick Siu presided over the remainder of the meeting starting at 7:12 p.m.

Mr. Ben Hendriks thanked the Board and Staff for their support for his position as Chair over the previous three years.

### 1.2 **Confirmation of the Results of the Election of Chair and Vice-Chair:**

Moved by Mr. Edward Choi  
Seconded by Mr. Raymond Chan

**Resolved that the election of Mr. Alick Siu to the position of Chair held at the First Meeting January 27, 2020 be confirmed and that Mr. Alick Siu be appointed as Chair for the term ending January 2021.**

## AGENDA 2.1

**And that the election of Ms. Margaret McGrory to the position of Vice-Chair held at the First Meeting January 27, 2020 be confirmed and that Ms. Margaret McGrory be appointed as Vice-Chair for the term ending January 2021.**

Carried.

### 1.3 **Declaration of Conflict of Pecuniary Interest**

None.

The CEO, Catherine Biss asked to use this opportunity to introduce our guest Ms. Urszula Jambor, Library Manager at Vaughan Civic Centre Resource Library.

### 1.4 **Delegation**

None.

### 1.5 **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. Siu introduced "guest" staff members, David Zambrano, Patrick Pan and Shaun McDonough.

The Chair acknowledged that he was not as familiar with Indigenous affairs as the former Chair but did have other areas of expertise which led to a discussion on the current situation with the Corona virus. Mr. Siu gave a summary of the research on the new virus and ways for citizens to diminish their risk of contagion. Current guidelines advise diligent handwashing and sanitizing and avoiding touching one's face.

### 2.0 **Approval of Minutes:**

#### 2.1 Library Board Minutes December 16, 2019

Moved by Mr. Anthony Lewis  
Seconded by Mrs. Lillian Tolensky

**Resolved that the minutes of the December 16, 2019 Library Board Meeting be confirmed.**

Carried.

### 2.2 **Consent Agenda:**

Moved by Mr. Raymond Chan  
Seconded by Ms. Margaret McGrory

## AGENDA 2.1

Resolved that the Consent Agenda comprising Agenda items 2.2 to 2.4.7 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 **yorkregion.com: death becomes her: Coordinator brings death talk to Aurora public library**  
<https://www.yorkregion.com/community-story/9769209-death-becomes-her-co-ordinator-brings-death-talk-to-aurora-public-library/>
  - 2.4.2 **Toronto Star: Brampton kids borrow fine-free books**
  - 2.4.3 **snamd.markham.com**  
<https://markham.snamd.com/events/view/1292673>
  - 2.4.4 **singtao.ca: Upcoming workshop**  
<https://dushi.singtao.ca/toronto/upcoming-workshop>
  - 2.4.5 **yorkregion.com**  
<https://www.yorkregion.com/whatson-story/9811778-top-25-most-borrowed-books-from-markham-public-library-in-2019/>
  - 2.4.6 **yorkregion.com: “Kind Souls” : Markham mother, daughter on ill-fated Iran flight remembered**  
<https://www.yorkregion.com/news-story/9805925--kind-souls-markham-mother-daughter-on-ill-fated-iran-flight-remembered/>
  - 2.4.7 **Toronto Star: They’re the “beating hearts” of the city’s neighbourhoods**

Carried.

There were some comments on Item 2.4.2” kids borrow fine-free” and the Vice-Chair commented on Item 2.4.7 an excellent article in the Toronto Star.

### 3.0 **CEO’s Highlights:**

The Chair asked the CEO to comment on the Highlights. Mrs. Biss commented that they were a little lighter than usual and commented on the **Trends** section which addresses the effects that poverty has on the development of children which may impact their entire lives. Recent research confirms a strong correlation between socio-economic status and academic performance. Parents who may be struggling and/or working multiple jobs likely will not have time or resources to provide extra help such as tutors that kids from middle to upper class families may have access to. This may have short and long-term effects on children’s school performance, confidence, self-worth and interest and engagement in school over their lifetime. Among the issues are:

- Language Development
- Reading with Kids at Home
- Summer Reading Loss
- Less Support for Children with Learning Difficulties and Developmental issues

## AGENDA 2.1

Youth representative Timea mentioned a child she encountered at the library whose parents were out of work and as they had no resources at home the library was his safety net.

There were comments on the increase in new memberships (yearly statistical report) and the CEO explained that was due to programs, outreach to newcomers, growth in the community and younger families. The library has done a lot of outreach ensuring the community knows the great things the library has to offer.

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

**Resolved that the report entitled “CEO’s Highlight’s January 2020” be received.**

Carried.

### 4.0 Annual Monthly Policy Review

#### 4.1 Policy Governance Wording Review

The Chair explained that there was only one amendment to policy.

Moved by Mrs. Lillian Tolensky  
Seconded by Mr. Ben Hendriks

**Resolved that the Board has reviewed the policies under Policy Governance: Governance Process GP-1 to GP-2k, Board-CEO Linkage BCL-1 to BCL-2e and Executive Limitations EI-2a to EL-2j and approves them (BCL -2e Chief Executive Office Performance review #7 and #8) as revised.**

Carried.

### 4.2 Board-CEO Linkage BCL-2e Policy: Chief Executive Officer Performance Review

Mr. Siu explained to the Board that they should review the paperwork and review the Ends report and the CEO Summary which will be in the February Board package and be prepared to discuss at the in camera meeting next month.

Former Chair Ben Hendriks offered to pass on communications from prior years.

Moved by Mr. Anthony Lewis  
Seconded by Mrs. Lillian Tolensky

**Resolved that the Board receive the BCL-2e Chief Executive Performance Review Policy documentation in preparation for the February In Camera Performance Review meeting.**

Carried.

### 5.0 Internal Monitoring Reports:

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

### 5.1 **Executive Limitations/Internal Monitoring Reports Schedule 2020**

The Chair asked the Board to review the schedule and if they cannot attend a meeting they have been assigned, to let the Board Secretary know.

Moved by Mr. David Whetham  
Seconded by Mr. Ben Hendriks

**Resolved that the “executive Limitations/Internal Monitoring Reports Schedule 2020” be received.**

Carried.

### 6.0 **Ends:**

#### 6.1 **Annual Ends Report**

Staff explained that this is an annual report of library activities that serve to achieve the Board’s targeted “ends”.

The Chair asked if programs were adapted for individuals with special needs and staff responded that several programs have been adapted to individual needs. He also inquired if there were any other opportunities supporting those individuals and staff responded that they had developed some volunteer opportunities.

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

**Resolved the Annual Ends Report be received.**

Carried.

### 7.0 **Governance:**

#### 7.1 **Update from OLBA-Ben Hendriks**

Mr., Hendriks advised the Board that it would be a busy week with various board meetings, the OLA Super Conference and the OLBA Boot Camp on Saturday.

Issues and lack of knowledge about what the library is here for has created problems with relationships with municipalities. OLBA will be working closely with municipalities in order to solidify relationships and follow up with support. Where OLBA can, they will help library boards to start the conversation with local Councillors.

OLBA Regional representatives will be challenged to connect with their local Boards.

OLBA is working with organizations FOPL, OLS-North, SOLS, OLA, looking to better understand the “gaps” and money issues.

#### 7.2 **Proposed Changes to By-Law 4: Board Meetings**

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Mr. Siu explained that in order to make changes to the meeting schedule we would need to adjust the by-law.

There was lots of discussion, Councillor Irish suggested that Staff come back to the Board with a report and recommendations on changing the number and timing of the meetings.

Moved by Ms. Margaret McGrory  
Seconded by Mr. Anthony Lewis

**Resolved that the Board approve the proposed changes to By-law 4.4 “Regular Meetings” reducing the minimum number of scheduled meetings from ten to seven as proposed in Bill 132 and approved by the Ontario Government.**

Carried.

### 8.0 Ownership Linkage:

#### 8.1 Input from Board Members

There were some questions on the “University and College Fairs” which staff clarified and the Chair asked about Trivia Night.

The Chair clarified that this agenda item is used as an opportunity for Board members to report on events they had attended relevant to the Library.

### 9.0 Board Advocacy:

#### 9.1 Markham Public Library Board 2020 Annual Agenda

Mr. Choi suggested that “print” within the Board package be in black and white. This will be done when and if possible.

Moved by Mr. Edward Choi  
Seconded by Mr. Ben Hendriks

**Resolved that the report “Markham Public Library Board 2020 Annual Agenda” be received.**

Carried.

### 10.0 Education:

#### 10.1 Strategic Planning; Update January 2020

Staff began the presentation by listing 2019 accomplishments including:

- Integrated Leisure Master Plan 2019 completed and approved
- Innovative Programming through Community Partnerships
- Venue for Civic Engagement, Learning Opportunities and Social Interaction
- Innovation in Library Content (non-traditional materials) through partnerships
- Innovative Partnerships with other jurisdictions to improve services-a key strategy of both the 2019 ILMP and the City’s BMFT Updates
- Continuous Improvement for Core Services-Content, Service Hours
- Laying the Foundation for the Future

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### **Building Markham's Future Together (BMFT) 2020 to 2023-Major Initiatives MPL Will Lead in 2020**

- Library Strategic Planning
- Implementation of 2019 ILMP
- Markham Centre Community Consultation
- Library Content Plan Update
- Library Makerspace: Music Creation and Musical Instruments Lending
- Markham Brain Project-Brain Health for Older Adults: Dementia Theme
- Library eCards
- Mobile printing Solution at Library Branches
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### **Building Markham's Future Together (BMFT) 2020 to 2023-Major Initiatives MPL Will Support in 2020**

- Update Markham's Diversity Action Plan
- User fee Assistance Policy
- Older Adult Plan-Dedicated Website for Seniors
- Older Adult Plan-Status Update
- Community Hub Model Expansion
- Implement Digital Markham strategy priorities-Update Markham Centre Secondary Plan
- Other Secondary Plans

### **The "Wild Card"**

A potential additional strategic priority in 2020 Workplan is the Milliken Library Renovation Project. In the event of a successful grant submission, staff time will be required for community consultation and development of a detailed building program. This may displace timelines for other strategic projects.

The Vice-Chair asked what the value of the grant would be, staff will provide.

### **MPL Strategic Planning 2020 Timelines**

**Q1:** re-launch on-line survey, Consultant RFP, rear-View Mirror Report, Focus Group Analysis Report

**Q2:** Survey Analysis Report, Trend reports, Review Inputs (staff team), Develop SP Framework

**Q3:** Draft Recommendations, Measurement Plan, Board Workshop

**Q4:** Draft Strategic Plan, Board Approval, Communication Plan, Staff Engagement (tactics)

### **Key Challenges and Risk**

- **Capacity Pressures**
- **Ongoing Collection Development Pressures**
- **IT Project Resourcing**
- **Novel Coronavirus may result in fear-based quarantine and a disruption to normal business**

Moved by Mr. Ben Hendriks

Seconded by Mr. Raymond Chan

**Resolved that the report "Strategic Planning: Update January 2020" be received.**

Carried.

11.0 **Incidental Information:**

11.1 **Board Meeting Attendance Records, 2019**



Moved by Mrs. Lillian Tolensky  
Seconded by Ms. Margaret McGrory

**Resolved that the “Board Meeting Attendance, 2019” be received.**

Carried.

### 12.0 **New Business:**

The subject of the Coronavirus was raised again. There was a lot of discussion and concerns. At this time there is deemed to be a low risk to citizens and the following information has been provided by the City of Markham. Markham Public Library is following the same protocols.

Up to date information can be accessed by clicking on the link below.

[york.ca/coronavirus](http://york.ca/coronavirus).

### **Tips to Avoid Getting & Spreading Cold & Flu Viruses**

We all have a responsibility to contribute to a healthy workplace. Colds and the flu (influenza) are contagious viruses that anyone can get. But there are several things you can do to avoid catching a cold or flu, or spreading it to others. These tips apply to the current situation with respect to the novel coronavirus at this point in time.

The City is in enhanced monitoring of the situation and we will continue to share any additional information from public health agencies with you. To help prevent the spread of misinformation, please rely only on information from trusted sources such as York Region Public Health, Public Health Agency of Canada, Ministry of Health and Public Health Ontario.

**Here is some advice from our health partners to help prevent the spread of respiratory viruses, such as the novel coronavirus:**

#### **Wash your hands often**

Even after getting the flu shot, washing with soap and water for at least 15 seconds helps keep viruses from spreading. If soap and water are not available, use a hand sanitizer (gel or wipes) with at least 60% alcohol.

#### **Cover your mouth when you cough or sneeze**

Use a tissue and throw it out rather than putting it in your pocket, on a desk or table. If you don't have a tissue, cough into your upper sleeve.

#### **Don't touch your face**

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The flu virus spreads when people with the flu cough, sneeze or talk and droplets enter your body through your eyes, nose or mouth.

**York Region Public Health is NOT advising the wearing of masks.** Please do not wear a mask while at work. Masks are often used incorrectly, could lead to unnecessary panic in communities and may cause an increased risk of infection to the user and others.

### **Clean (and disinfect) surfaces and shared items**

Viruses can live for 24 to 48 hours on hard surfaces such as countertops, door handles, computer keyboards and phones.

**Employees who are sick or feeling unwell, should stay home and seek medical attention as appropriate.**

**Thank you for your continued commitment to the health and safety of each other and the Markham Community.**

### **Do you have questions about novel coronavirus?**

York Region Public Health has created a resource with up-to-date information and answers to some of your questions. Visit [york.ca/coronavirus](http://york.ca/coronavirus).

### **Additional Resources:**

Health Connection

Monday to Friday - 8:30 AM to 4:30 PM

1.800.361.5653 (1.866.512.6228 for the deaf or hard of hearing)

After Hours: Communicable Diseases On-Call Investigator: 905.953.6478

- 13.0 **Board Evaluation:**
- 13.1 **Questionnaire: Conduct of the Board**

The Chair asked the Board to complete the questionnaire and return to the Board Secretary.

- 14.0 **In Camera Agenda (none)**

## AGENDA 2.1

### 15.0 Adjournment

Moved by Mrs. Lillian Tolensky that the meeting be adjourned at 8:53 p.m.