

MARKHAM PUBLIC LIBRARY BOARD

Special Meeting

Minutes of Special Meeting held on Thursday, April 2, 2020 3:10 p.m., Virtual Meeting

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

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer
Ms. Andrea Cecchetto, Director, Service Excellence
Mrs. Diane Macklin, Director, Community Engagement
Ms. Michelle Sawh, Director, Administration
Ms. Debbie Walker, Director, Library Strategy & Planning
Mrs. Susan Price, Board Secretary

1.0 Call to Order/Approval of Agenda

Mr. Alick Siu, Chair called the meeting to order at 3:10 p.m.

Moved by Councillor Keith Irish
Seconded by Mrs. Pearl Mantell

Resolved that the agenda be approved.

Carried.

1.1 Declaration of Conflict of Pecuniary Interest

None.

Please Note that Agenda Item 4.0 In camera Agenda has been moved forward in order to accommodate our guests.

4.0 In Camera Agenda

Moved by Mr. Edward Choi
Seconded by Councillor Andrew Keyes

AGENDA 2.2

Resolved that the Board meet in Camera at 3:11 p.m. to discuss a confidential personnel matter.

Carried.

The Board returned to its regular meeting at 4:04 p.m.

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

Resolved that the motions approved In Camera be ratified.

Carried.

2.0 **Governance:**

2.1 Board Approval of Library Closures

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

Resolved that the Board approve the extended closure of all Library branches until further notice as per the City of Markham.

Carried.

3.0 **New Business:**

3.1 **Update on MPL Website:**

Staff reported that they are continuing to work with Bibliocommons and the city's ITS. The work is progressing and hopefully the new website launch will be ahead of schedule.

The new MPL website will contain updated information, expanded resources, program information and community information.

Staff explained some of the newer features and there was some discussion on the many options available to Library customers during the closures.

3.2 **Services Provided by MPL during COVID-19 Library Closures:**

Staff explained that during the COVID-19 closures they are maintaining robust momentum on the workplan.

Among the many services being offered

- Digital collections including eBooks, eAudiobooks, streaming movies, music and TV shows, along with online courses, and digital research databases
- Unblocking library cards so that customers who were previously blocked can access digital resources
- Creating new library cards for non-users expanding community access to MPL online customers
- Providing remote customer service: Purchasing a tool that will allow MPL to provide online reference and support to customers
- Customer telephone support
- Support for social isolation
- Focus on families with children at home
- Virtual book clubs
- New website will be launched during the closure

AGENDA 2.2

Staff advised the Board that every effort is being made so the community can continue to feel involved and connected and that work on the Strategic Plan is moving ahead.

Moved by Mr. Edward Choi
Seconded by Mrs. Lillian Tolensky

Resolved that the verbal reports “Update on MPL Website” and “Services Provided by MPL during COVID-19 Library Closures” be received.

Carried.

4.0 **In Camera Meeting (please see above)**

5.0 **Adjournment:**

Moved by Mr. Edward Choi and seconded by Deputy Mayor Don Hamilton that the meeting be adjourned at 4:27 p.m.