

## AGENDA 2.1

### MARKHAM PUBLIC LIBRARY BOARD

#### First Meeting

#### Minutes of First Meeting held on Monday, January 25, 2021 7:05 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  
Councillor Keith Irish  
Councillor Andrew Keyes  
Mrs. Pearl Mantell (up to 14.1)  
Mrs. Lillian Tolensky  
Mr. David Whetham  
Mr. Jay Xie

Guests: Rayanne Lees, CUPE Local 905/ Vice-President  
Ms. Janet Ashfield, Manager, Human Resources  
City of Markham  
Mrs. Lois Burkholder, Retired Staff  
Ms. Heidi Riedner, Markham Economist & Sun

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 & Operational Support  
Ms. Debbie Walker, Director, Library Strategy & Planning  
Ms. Megan Garza, Senior Manager, Organizational Transformation  
Mrs. Hilary Murphy, Manager, Planning & Reporting  
Mrs. Antonella Costa, Manager, Workforce Development  
Mr. Harman Malhi, Manager, Thornhill Community Centre Branch/Thornhill Village Branch  
Ms. Polly Chan, Financial Analyst  
Ms. Verna Gilchrist, Manager, Technical Services and C3 Support  
Mrs. Phyllis Chan  
Mrs., Jayashree Pai  
Ms. Brenda Ferris  
Approximately 85 MPL staff and CUPE supporters  
Mrs. Susan Price, Board Secretary

Regrets: Mr. Ben Hendriks

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

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

Moved by Ms. Margaret McGrory  
Seconded by Deputy Mayor Don Hamilton

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**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.  
Mr. Edward Choi nominated Mr. Alick Siu for the position of Chair.  
Mr. Alick Siu accepted the nomination.  
Mrs. Lillian Tolensky seconded the nomination.

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

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

**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 2022.**

Carried.

The CEO invited nominations for the position of Vice-Chair.  
Mr. Edward Choi nominated Ms. Margaret McGrory for the position of Vice-Chair.  
Ms. Margaret McGrory accepted the nomination.  
Deputy Mayor Don Hamilton 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: Deputy Mayor Don Hamilton  
Seconded by: Mr. Raymond Chan

**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 2022.**

Carried.

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

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

Moved by Deputy Mayor Don Hamilton  
Seconded by Mr. Edward Choi

**Resolved that the election of Mr. Alick Siu to the position of Chair held at the First Meeting January 25, 2021 be confirmed and that Mr. Alick Siu be appointed as Chair for the term ending January 2022.**

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**And that the election of Ms. Margaret McGrory to the position of Vice-Chair held at the First Meeting January 25, 2021 be confirmed and that Ms. Margaret McGrory be appointed as Vice-Chair for the term ending January 2022.**

Carried.

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

None.

### 1.4 **Delegation:** **Rayanne Lees, Vice-President CUPE Local 905**

Ms. Lees thanked the Board for hearing her deputation and acknowledged the MPL employees attending as well as members from other library and municipal units across York Region. She stated that the purpose of the delegation is to support the almost 200 (197) employees of MPL who have been laid off for many months and to demonstrate that Markham Public Library has laid off more workers than other library boards in the region.

Ms. Lees indicated that the lay-offs have produced serious ramifications, including precarious financial situations, stress, anxiety, and loss of self-esteem. The lay-offs are unfair to workers and residents; 197 laid off are Pages and part time workers that are essential to the functioning of the branches. Ms. Lees did confirm that the Union has very recently been in discussion with MPL management regarding the plan to recall some of the Pages.

Ms. Lees read some testimonials from anonymous staff members.

There was mention of working staff feeling threatened that if they were to bring forth some of their concerns at this time that their jobs could be in jeopardy. When pressed for more information, Ms. Lees advised that these were 'generic' comments made by staff and that there were no specific details.

In closing, Ms. Lees is requesting on behalf of CUPE 905 and the employees of MPL, that the Board take immediate steps to recall this workforce and restore library service to Markham residents.

Deputy Mayor Hamilton stated that he appreciated the deputation and is concerned with the welfare and well-being of all laid off City workers. Deputy Mayor Hamilton said that all would love to see the libraries reopen but due to the provincial directives on closures, additional staff may not be needed at this time.

There was a question about what proposals were made to mitigate the circumstances at this time, as branches, especially those in community centres cannot open due to safety reasons.

Moved by Deputy Mayor Hamilton  
Seconded by Mrs. Lillian Tolensky

**Resolved that the Board receive the presentation from the Delegation conducted by Ms. Rayanne Lees, Vice-President CUPE Local 905.**

**And that Staff prepare a report for the Board to review at the next meeting.**

Carried.

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The Deputy Mayor asked that the ZOOM chat comments are documented and sent to the City Human Resources Department, as well as a copy of the Union's Deputation.

### 1.5 Years of Service Recognition Event:

The Chair advised that the recognition of the following long-term employees was one of the highlights of the evening, Mr. Siu introduced Mrs. Biss and Managers introduced their staff. The following were honored:

#### 25 Years

##### **Catherine Biss-CEO:**

Catherine has had a lifelong illustrious career and has been CEO of MPL since 2001. Catherine has been the CEO during significant change at MPL including innovation such as being an early adopter of RFID and self-service technologies, moving Markham ahead as a technological leader, C3 classification, the Customer Service Revolution all of which are award winning initiatives. Catherine was awarded the OLBA W.J. Librarian of the Year Medallion in 2018 and is well respected by other CEO's she has worked with and mentored.

**Brenda Ferris:** Hilary Murphy told the Board that Brenda has been working at Markham Village Library. She has held several roles; Borrower Service Clerk and Family Story time to name a couple. Brenda has a special bond with library customers and is a valued colleague as well.

#### 30 Years

**Lois Burkholder:** Antonella Costa congratulated Lois on her achievements and advised the Board that she has just recently retired. Lois has applied her talents, musical and otherwise to several venues over the years very especially "Baby and Books"

**Phyllis Chan:** Verna Gilchrist, thanked Phyllis for her services, she has held several positions at MPL and is currently working in Tech Services, congratulations Phyllis.

**Jayashree Pai:** Verna also congratulated staff member Jayashree on her tenure, who has also worked in several positions over the years and now is a valued member of the Tech Services team

**Georgina Perrier:** Unable to attend

#### 35 Years

**Debbie Walker:** The CEO congratulated and thanked Debbie for her long and distinguished career. Debbie is the Director of Library Strategy & Planning and has been instrumental in setting the tone for new libraries; the Angus Glen branch opening contributed to a 47% increase in circulation, Aaniin Library and now is currently working toward a new facility in Markham Centre.

**Pary Bougioukis:** Unable to attend

Mr. Siu, on behalf of the Library Board offered congratulations to all on reaching these milestone anniversaries with MPL. As an organization we are successful because of the dedication and loyalty of our staff. Your talent and contributions over the past 25, 30 and 35 years has played a significant role in helping MPL achieve our mission and vision. Together we take pride in thanking you for your service to the community and once again offer our congratulations for this significant work anniversary.

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### 1.6 **Chair's Remarks:**

#### **CHAIR'S INDIGENOUS LAND ACKNOWLEDGMENT**

We begin today by acknowledging that we walk upon the traditional territories of Indigenous Peoples and we recognize their history, spirituality, culture and stewardship of the land. We are grateful to all Indigenous groups for their commitment to protect the land and its resources and we are committed to reconciliation, partnership and enhanced understanding.

Mr. Siu asked Directors to introduce any staff members present

The Chair reminded the Board that votes would need to be counted and to keep their hands raised until staff can do so.

Reminder that the EL-Monitoring Schedule is in the package and that the Board Secretary will be e-mailing copies that will be in month order. If a Member is unable to do the review please let Susan know.

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

#### 2.1 Library Board Minutes November 23, 2020

Moved by Mrs. Lillian Tolensky

Seconded by Mr. Jay Xie

**Resolved that the minutes of the November 23, 2020 Library Board Meeting be confirmed.**

Carried.

### 2.2 **Consent Agenda:**

Moved by Mrs. Pearl Mantell

Seconded by Mr. David Whetham

**Resolved that the Consent Agenda comprising Agenda items 2.2 to 2.4.5 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** OLA: How Markham Public Library is Preserving History

**2.4.2** YorkRegion.com: Lockdown: Markham outlines responses to Grey zone designation

<https://www.yorkregion.com/news-story/10288452-lockdown-markham-outlines-response-to-grey-zone-designation/>

**2.4.3** City of Markham, General Committee November 16, 2020 Extract from Minutes: MPL Board Presentation

**2.4.4** Markham Review: [Podcasts to keep you entertained this winter – Markham Review](#)

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2.4.5 Markham Review: <https://markhamreview.com/show-some-markham-love-and-shop-local/>

Carried.

### 3.0 **CEO's Highlights:**

The Chair asked the CEO for her comments, in order to save time Mrs. Biss asked the Board to pay special attention to the **Markham Centre Library Report** and the **Trends** section where it is noted that staff are working on developing a framework for tracking ongoing trend developments to ensure they can effectively inform decision-making and strategy development. Trend-based strategic thinking is part of the work of the Staff Engagement Teams in developing Actions pursuant to each Strategic Goal.

There were some comments on the Markham Centre Library-good starting point. The Vice-Chair polled the Board for their opinion/preferences regarding a true Central Library for Markham, located in Markham Centre or if they would rather wait until the results of community input. Most Board members agreed that this was very important to the City and the community, the response was very positive.

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

**Resolved that the report entitled “CEO’s Highlight’s January 2021” be received.**

Carried.

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

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

The Chair asked the Board Secretary to explain the proposed changes; the amendments were totally due to the rescheduling of reports due to the reduction in the number of Board meetings. No other amendments were put forward for 2021.

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

**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-2d Monitoring Executive Performance,BCL-2e Chief Executive Officer Performance review, EL-2d Financial Condition,EL-2f Protection of Services, EL-2j Communication and Council to the Board), as revised.**

Carried.

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

The Chair explained that this document is for Members to review prior to the March In camera meeting with Board members only.

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

**Resolved that the Board receive the” BCL-2e Chief Executive Performance Review Policy” documentation in preparation for the March 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**

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

**Resolved that the “Executive Limitations/Internal Monitoring Reports Schedule 2021” be received.**

Carried.

### 5.2 **Executive Limitation: EL-2f Protection of Services**

(Assigned to Mrs. Pearl Mantell)

Mrs. Mantell advised the Board that she did not receive any questions or concerns from Board members. As there were no further comments she proposed that the report be accepted as written.

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 Mrs. Pearl Mantell  
Seconded by Mrs. Lillian Tolensky

**Resolved that the report entitled “Internal Monitoring Report -Executive Limitation EI-2f, Protection of Services” be received.**

Carried.

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### 6.0 **Ends:**

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

Staff confirmed that the Annual Ends Report is a compilation of the activities of the Library in 2020 which reflect the library's accomplishments towards the Board Ends, which was quite significant despite the COVID-19 pandemic.

There were no questions or comments.

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

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

Carried.

#### 6.2 **Strategic Plan Update**

Staff advised the Board that she had a presentation prepared but offered to skip it in the interest of time. The Board members were in agreement as the written report was detailed and complete. The Vice-chair called attention to "Lessons from 2020" that would be important information for the 2021 "Presentation to Council"

"It has become apparent that many of the strategic decisions MPL made in earlier years (with City support) bore fruit during the crisis:

- MPL's new website, several years in development and launched in April 2020 allowed us to veer hard into e-services, with full quality control, faster adaptation to trends, and to be more nimble in a period of unprecedented market disruption. This key element of our online infrastructure held up well and delivered when needed. "

Moved by Mrs. Lillian Tolensky  
Seconded by Mr. David Whetham

**Resolved the report "Strategic Plan Update" be received.**

Carried.

### 7.0 **Governance:**

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

No report this month as Mr. Hendriks was absent.

#### 7.2 **Resignation of Mr. Anthony Lewis from the Markham Public Library Board**

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

**Resolved that the resignation of Mr. Anthony Lewis from the Markham Public Library Board effective December 16, 2020 be received;**



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And that the Board will continue with thirteen Members, until such time that it may be expedient for Council to fill the vacancies created by resignations in order to provide some continuity into the next Board term.

Carried.

### 8.0 **Ownership Linkage:**

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

There were no reports from Board members attending events at this time.

### 9.0 **Board Advocacy:**

#### 9.1 **Markham Public Library Board 2021 Annual Agenda**

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

**Resolved that the report “Markham Public Library Board 2021 Annual Agenda” be received.**

Carried.

#### 9.2 **Events for the Next Quarter**

Attached is a list of events and programs planned over the winter and all are virtual. Staff advised the Board that additional programs were being added continuously and though a written quarterly report would still be prepared, Board members would receive e-mail updates if there are any events of potential interest.

There were several questions and clarifications about the programs, including one about trends. There has been a huge interest in wellness Programs but Story time attendance has dwindled. It is felt that “ZOOM” exhaustion has set in especially for pre-school children. Support for school children is also very popular

The Chair commented that the library was providing good initiatives in providing support for mental health and well-being.

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

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

Carried.

### 10.0 **Education** (None)

### 11.0 **Incidental Information:**

#### 11.1 **Board Meeting Attendance Records, 2020**

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

**Resolved that the “Board Meeting Attendance, 2020” be received.**

Carried.

### 12.0 **New Business**

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

##### 13.1 **Questionnaire: The Board and the CEO**

The Chair asked the Board to complete the questionnaire and return to the Board Secretary by e-mail as directed.

### 14.0 **In Camera Agenda**

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

**Resolved that the Board meet in Camera at 8:34 p.m. to discuss a confidential personnel matter.**

Carried.

The Board returned to its regular meeting at 9:17 p.m.

Moved by Mrs. Lillian Tolensky  
Seconded by Deputy Mayor Don Hamilton

**Resolved that the motions approved In Camera be ratified.**

Carried.

### 15.0 **Adjournment**

Moved by Deputy Mayor Don Hamilton that the meeting be adjourned at 9:18 p.m.