

MARKHAM PUBLIC LIBRARY BOARD

First Meeting

Minutes of First Meeting held on Monday, January 24, 2022 7:03 p.m., Virtual Meeting

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

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer
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. Susan Price, Board Secretary

Regrets: Mr. Ben Hendriks
Councillor Keith Irish

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

Mrs. Catherine Biss, CEO called the meeting to order at 7:03 p.m.

Moved by Deputy Mayor Don Hamilton
Seconded by Mrs. Pearl Mantel

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 Ms. Margaret McGrory for the position of Chair.
Ms. Margaret McGrory 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: Mrs. Lillian Tolensky
Seconded by: Mr. Jay Xie

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Resolved that the nominations for the position of Chair be closed and that Ms. Margaret McGrory is hereby elected to the position of Chair for the term ending January 2023, or until a new Chair is elected at the First meeting of the New Board in 2023.

Carried.

The CEO invited nominations for the position of Vice-Chair.
Mr. Edward Choi nominated Mr. Raymond Chan for the position of Vice-Chair.
Mr. Raymond Chan accepted the nomination.
Ms. Margaret McGrory 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: Mr. Edward Choi
Seconded by: Mrs. Pearl Mantell

Resolved that the nominations for the position of Vice-Chair be closed and that Mr. Raymond Chan is hereby elected to the position of Vice-Chair for the term ending January 2023, or until a new Vice-chair is elected at the First Meeting of the New Board in 2023.

Carried.

The Chair, Ms. Margaret McGrory presided over the remainder of the meeting starting at 7:07 p.m.

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

Moved by Mrs. Lillian Tolensky
Seconded by Mr. Jay Xie

Resolved that the election of Ms. Margaret McGrory to the position of Chair held at the First Meeting January 24, 2022 be confirmed and that Ms. Margaret McGrory be appointed as Chair for the term ending January 2023, or until a new Chair is elected at the First Meeting of the New Board in 2023.

And that the election of Mr. Raymond Chan to the position of Vice-Chair held at the First Meeting January 24, 2022 be confirmed and that Mr. Raymond Chan be appointed as Vice-Chair for the term ending January 2023, or until a new Vice-Chair is elected at the First Meeting of the New Board in 2023.

Carried.

Ms. McGrory thanked the Board for their support and trust and hopes that 2022 will be a better year of service for our customers. Her priority in the coming year will be to support management in securing support for a flagship Library in Markham Centre.

Mr. Chan also thanked the Board for their trust and indicated that he also considers a Central Library in Markham a priority and a once in a generational opportunity.

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1.3 **Declaration of Conflict of Pecuniary Interest**

None.

1.4 **Chair's Remarks:**

CHAIR'S INDIGENOUS LAND ACKNOWLEDGMENT

We begin today by acknowledging the traditional territories of Indigenous Peoples and their commitment to stewardship of the land. We acknowledge the communities in circle. The North, West, South and Eastern directions, the Haudenosaunee, Huron-Wendat, Anishnabeg, Seneca, Chippewa and the current treaty holders Mississaugas of the Credit peoples. We share the responsibility with the caretakers of this land to ensure the dish is never empty and to restore relationships that are based on peace, friendship and trust. We are committed to reconciliation, partnership and enhanced understanding.

Ms. McGrory asked Directors to introduce any staff members present, which they enthusiastically did.

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. If a Member has any issues with the assignments or know they will not be present for that meeting please let the Board Secretary know so that adjustments can be made.

Questionnaire; The Board and The CEO is an important one for the CEO review in March so please complete as per the e-mail sent today.

2.0 **Approval of Minutes:**

2.1 Library Board Minutes November 22, 2021

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

Resolved that the minutes of the November 22, 2021 Library Board Meeting be confirmed.

Carried.

2.2 **Consent Agenda:**

Moved by Councillor Andrew Keyes
Seconded by Deputy Mayor Don Hamilton

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:

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- 2.4.1 YorkRegion.com: Markham passes \$533.7M 2022 budget with 1.95% tax increase [Markham passes \\$533.7M 2022 budget with 1.95% tax increase -YorkRegion.com](#)
- 2.4.2 YorkRegion.com: What you can and can't do in Markham as province reverts to modified stage 2 reopening plan <https://www.yorkregion.com/news-story/10548891-what-you-can-and-can-t-do-in-markham-as-province-reverts-to-modified-stage-2-reopening-plan/>
- 2.4.3 The Globe and Mail: How the pandemic has highlighted the importance of libraries
- 2.4.4 Ontario Library Service Newsletter-January 2022
- 2.4.5 YorkRegion.com: Ice warning to Markham Residents <https://www.yorkregion.com/news-story/10554103-ice-warning-markham-residents-reminded-to-use-public-not-pond-ice/>

Carried.

The Chair commented on The Globe and Mail article and the frustration expressed by the Toronto Public Library City Librarian at staff shortages caused by the pandemic and the resulting impact on branch services.

3.0 **CEO's Highlights:**

The Chair asked the CEO to comment and Mrs. Biss mentioned the following items from the Highlights:

Building Markham's Future Together (BMFT)-2021 Accomplishments

- Successful Library re-openings
 - No incidents of exposure or spread among staff and the community
- Library Workforce Recovery Strategy
 - 1700 Training hours on topics such as Teambuilding Boot Camps, COVID-related Health & Safety Training and service modules on diversity, equity and inclusion
- Remote Children Learning Opportunities and Resources
- Overdue Library Fines for children and youth eliminated to Improve Community Access
- New Library eCards Program
- Digital Library Content Expansion
 - Such as Kanopy, an online streaming service and the Morningstar Investment Research Centre
- 2021 Summer Reading Program Partnership
 - Collaborated with 17 GTA Libraries to develop the 2021 summer reading program that brought high quality children's authors to the libraries virtually, promoting children's reading and bolstering reading literacy levels

Markham Centre –Update

- **Living Lab Library (LLL)**-Staff continue to develop the concept for Markham Centre. The working vision for the LLL is to provide a centre for co-creation and innovation at the partner and citizen level with a focus on the creative sector. LLL benefits include

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- Street activation
- Attractor for Tourism and Residential Investments-enhancing the desirability of downtown as a place to make home
- Potential enclave for creative businesses
- A Laboratory for urban innovation at the community level

The Chair asked for clarification on the working vision for the LLL. Staff agreed to provide a briefing note.

Grant Application for Trail Hub Project

- The My Main Street program is a \$23.25M investment by the Government of Canada delivered in partnership with the Canadian Urban Institute (CUI). The MPL application proposes the leveraging of two existing assets, the Markham Village and Unionville library branches along with their proximity to the City's trail systems, parking, public washrooms and expertise in information services. The intent is to enhance convenience of access to trails as well as attract and enhance foot traffic to the main streets of Unionville and Markham Village.

Milliken Mills Community Centre Lobby Enhancement Project

- Work is proceeding as planned and staff will continue to report on progress. Construction is tentatively scheduled to start by the end of January with a tentative completion date in Q2 2022.

Trends in Education

- The Learning Crisis
- National Perspective
- A Canadian survey of 9,500 educators conducted in spring 2021 found that 55% of elementary and secondary teachers reported fewer students meeting learning objectives compare to other years. Seventy-five percent (75%) of educators said they were behind schedule in covering curriculum and 70% said they were worried some students would not catch up academically.
- Economic Impact of Learning Loss
 - If not addressed, the learning loss could cost the Canadian Economy for decades
- Impact on Physical and Mental Health
- Impact on Vulnerable Students

There was a question about the security features of the Digital Library card. Staff explained that staff did verify addresses given; that the card only allowed patrons to borrow digital versions of the collections and had no access to physical collections.

Moved by Mrs. Pearl Mantell
Seconded by Mr. Edward Choi

Resolved that the report entitled "CEO's Highlight's January 2022" be received.

Carried.

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4.0 **Annual Monthly Policy Review:**

4.1 **Policy Governance Wording Review**

The Chair explained the reasons for the proposed wording amendments and there was some discussion about the language used. There was also a question about whether the current spending limits remain appropriate or if an increase should be considered. The CEO explained that MPL would make adjustments to spending limits in line with the City, no changes would be required at this time.

Moved by Mr. Edward Choi
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 EL-2a to EL-2j and approves them (GP-2i Ends Policy review Procedure, EL-2d Financial Condition,EL-2g Emergency Executive Succession) as revised.

Carried.

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

The Chair asked the Board Secretary to give a brief review of the process and timing for the CEO Performance review and the Chair added that a DRAFT version would be discussed at the March In Camera meeting to present to the CEO prior to the April In Camera meeting with the CEO present.

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

Resolved that the Board receives 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 2022**

As mentioned the Chair asked the Board to review the schedule and let the Board Secretary know if they have any concerns.

Moved by Mr. Jay Xie
Seconded by Mr. Edward Choi

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Resolved that the “Executive Limitations/Internal Monitoring Reports Schedule 2022” be received.

Carried.

5.2 **Executive Limitation: EL-2f Protection of Services**
(Assigned to Mrs. Lillian Tolensky)

Mrs. Tolensky advised the Board that she did not receive any questions or concerns from Board members. She certified the report to be complete and compliant

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 Mr. Raymond Chan

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

Carried.

6.0 **Ends:**

6.1 **Annual Ends Report**

Staff were pleased to report that despite a disruptive year, MPL made amazing advancements and were able to achieve a great deal. Virtual programs have been embraced, particularly those with an emphasis on wellness. The Vice-Chair asked if staff thought there would be an increased demand for virtual service going forward. Although there has been no formal survey, it appears that facilitators are in favour of continuing virtual programs due to the convenience and among patrons there is still some “in person” hesitancy. Those that entered our branches, however, gave us a lot of positive feedback about the cleanliness standards at MPL. In terms of programming, a hybrid model may be the best option going forward.

Moved by Mr. Edward Choi
Seconded by Councillor Andrew Keyes

Resolved the Annual Ends Report be received.

Carried.

6.2 **Strategic Plan Update**

Staff stated that the purpose of the Report is to update the Board regarding the status of MPL’s Strategic Work Plan. During the presentation the following KEY Points were covered:

- **Modified Step 2 of the Roadmap to Reopen**
- **Trends for 2022**
 1. **A Generation of Young People in Crisis**
 2. **The Risks of Social isolation**

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- For MPL this heightens the urgency of re-opening all branches to healthy socio-economic mixing and social interaction
- 3. Future of Work**
- 4. Not everyone will be willing to return to the old normal.**
- 5. Rising Inequity**

In addition to the presentation, a detailed **Strategic Plan Review** was included in the report.

Corporate Strategic Projects

In alignment with corporate priorities and as a team player with the City, staff are also supporting several corporate strategic projects undertaken pursuant to our 2021 Business plan, which is structured around the four goals of Building Markham's Future (BMFT). Details were also included in the report.

Moved by Mr. Edward Choi
Seconded by Deputy Mayor Hamilton

Resolved the report "Strategic Plan Update" be received.

Carried.

7.0 **Governance:**

7.1 **Update from OLBA-Ben Hendriks**

As Mr. Hendriks was absent this evening, there was no update.

7.2 **Resignation of Mr. Alick Siu, Library Board Chair from the Markham Public Library Board**

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

Resolved that the resignation of Mr. Alick Siu, Library Board Chair from the Markham Public Library Board effective December 1, 2021 be received;

And that the Board will continue with twelve Members, until new members are appointed after the Municipal election.

Carried.

There were a lot of comments and expressions of appreciation and best wishes from Board members on the contributions that Alick has made to the Library Board, as Vice-Chair, Chair, Working Group member and as a concerned and involved member of the community. Ms. McGrory mentioned that as Chair she would write to Alick to thank him on behalf of the Board.

7.3 **MPL Policies-Procurement Policy Update**

Staff gave a brief overview of the administrative changes contained within the report that are intended to streamline internal operations.

Moved by Deputy Mayor Don Hamilton
Seconded by Councillor Andrew Keyes

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Resolved that the report entitled “MPL Policies-Procurement Policy Update” be received, and;

That the revised “Procurement Policy-Markham Public Library” be approved effective January 2022.

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 **February and March 2022 Library Programs**

Staff asked the Board to pay special attention to the programs for Black History month and encouraged Members to participate and promote them.

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

Resolved that the report “February and March 2022 Library Programs” be received.

Carried.

9.2 **Markham Public Library Board 2022 Annual Agenda**

The CEO mentioned the OLA Super Conference in February and encouraged Members to attend.

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

Resolved that the report “Markham Public Library Board 2022 Annual Agenda” be received.

Carried.

10.0 **Education:**

10.1 **Community Priorities-Post COVID**

Staff explained that since Markham is not yet in a “Post” COVID mode, the report is deferred. Markham Public Library’s 2022 Departmental Business Plan was attached for reference.

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

Resolved that the Board Education Report entitled “Community Priorities-Post COVID” be deferred.

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Carried.

11.0 **Incidental Information:**

11.1 **Board Meeting Attendance Records, 2021**

Moved by Councillor Andrew Keyes

Seconded by Mrs. Lillian Tolensky

Resolved that the “Board Meeting Attendance Record, 2021” be received.

Carried.

11.2 **2022 Board Meeting and Agenda Planning Dates-Revised**

Moved by Mrs. Pearl Mantell

Seconded by Mr. Jay Xie

Resolved that the “Board Meeting Attendance Record, 2021” be received.

Carried.

11.3 **Board Meetings March to June 2022**

There was no discussion on the necessity of meeting virtually until the end of June and this will be revisited at the June Board meeting.

Moved by Mr. Edward Choi

Seconded by Mr. Raymond Chan

Resolved that the Board continues to meet virtually by ZOOM until the end of June.

Carried.

12.0 **New Business:**

Deputy Mayor Hamilton discussed the request of resident Shanta Sundarason from the Canadian Library (the Canadian Library is a group of Indigenous allies that are coming together to create an art installation to honour Indigenous Women and Children that have lost their lives or gone missing). The request was made in the fall for MPL to donate books that would become a part of the art installation. The CEO responded that MPL is very happy to assist with this project. The type of books needed is quite specific. Staff are currently working to locate appropriate items. They will keep in contact with Shanta in order to accommodate the request in a timely manner.

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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 (none)**

15.0 **Adjournment**

Moved by Mr. Edward Choi and seconded by Deputy Mayor Don Hamilton that the meeting be adjourned at 8:38 p.m.