

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of Meeting held on Monday, June 25, 2018, 7:08 p.m. Markham Village Library, 6031 Highway 7 East, Markham, L3P 3A7

Present from Board: Mr. Ben Hendriks, Chair
Ms. Aida DaSilva
Mrs. Marilyn Aspevig
Mrs. Pearl Mantell
Mrs. Lillian Tolensky
Ms. Margaret McGrory
Ms. Jennifer Yip
Councillor Alan Ho
Mr. Alfred Kam
Deputy Mayor Jack Heath (from 5.1)
Mrs. Yemisi Dina (from 5.3)
Regional Councillor Jo Li (from 7.3)

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer
Ms. Deborah Walker, Director, Strategy & Innovation
Mr. Larry Pogue, Director, Administration
Mrs. Diane Macklin, Manager, Marketing & Community Development
Ms. Andrea Cecchetto, Manager, Learning & Growth
Ms. Michelle Sawh, Manager, Service Delivery
Mr. Shaun McDonough, Research Analyst
Mrs. Susan Price, Board Secretary

Regrets: Mr. Alick Siu, Vice-Chair
Ms. Ivy Ho
Ms. Isa Lee

Guests: Ms. Yafang Shi
Mr. Hu Yang

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

Mr. Ben Hendriks, Chair, called the meeting to order at 7:08 p.m.

Moved by Ms. Jennifer Yip
Seconded by Mrs. Lillian Tolensky

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 INDEGENOUS LAND ACKNOWLEDGMENT

Before we begin today's meeting, we would like to give acknowledgment to the traditional land 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 Scugog, Hiawatha, Alderville First Nation and the Metis Nation.

Mr. Hendriks heard from a third party that a member of the Metis Nation had a negative reaction to being included in land acknowledgments in general. He will continue to research and improve the acknowledgement where possible.

The Chair mentioned that there will be a Masters Indigenous Games event held at Downsview Park July 13-15, 2018 which will feature competitions and cultural events as well.

Referencing Agenda Item 7.1 Mr. Hendriks asked the Board to complete the Delegation of the Board's authority over the summer which is being circulated.

The Chair asked the Board if they have not already done so to complete the Skills Matrix. The information will help plan the skill set for the next Board.

There was some discussion as to the timing of the Official opening of Aaniin Community Centre and Library on July 14, 2018. Staff will confirm.

Mr. Hendriks provided an update on the OLA Super Conference. He attended the 2019 Conference Planning Committee meeting where many conference session proposals were short-listed.

2.0 Consent Agenda:

Moved by Mrs. Pearl Mantell
Seconded by Councillor Alan Ho

Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3. 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:

2.0 CONSENT AGENDA:

2.1 Minutes of Regular Meeting, May 28, 2018

2.2 Declaration of Due Diligence

2.3 Communication and Correspondence:

2.3.1 Markham Economist & Sun: MPL Repair Cafe

AGENDA 2.1

- 2.3.2 markham.ca: Preserving our history and honouring our heroes: Markham dedicates Veterans Square and Cenotaph
- 2.3.3 snapdMARKHAM: Battle of the Books

Carried.

3.0 **CEO's Highlights, June 2018:**

The Chair asked if there were any comments or questions from the Board and asked the CEO for her input.

The CEO mentioned that the opening of Veterans Square and Cenotaph was well attended along with the Repair Café held the same day at Markham Village Library. The very successful "Repair Café" is offered in partnership with York Region and NewMakelt. Based on its success, staff are planning to offer a Repair Cafe in each quarter of 2019.

Finalists for the Smart City Challenge were announced and no GTA municipalities were selected as finalists.

The CEO drew attention to the Website for Seniors services in Markham to be developed pursuant to the York Regions Seniors Strategy. The goal is to connect "seniors and caregivers to the right programs and services at the right times."

Moved by Ms. Aida DaSilva
Seconded by Mrs. Lillian Tolensky

Resolved that the report entitled "CEO's Highlights, June 2018" be received.

Carried.

4.0 **Annual Monthly Policy Review:** (To be undertaken at the January meeting)

5.0 **Internal Monitoring Reports:** (Compliance list of internal monitoring reports and discussion led by members.)

5.1 **Executive Limitation: EL-2c Budgeting/Forecasting** **(Assigned to Mrs. Lillian Tolensky)**

Mrs. Tolensky did not receive any questions or concerns by e-mail.

There was a question from the floor on the Capital Budget request for tablets. It was explained that the tablets would be purchased for use by customer services including public information support, programs, summer camps and digital media labs; as well as for staff training and for Board member use at Board meetings to support a paperless agenda.

AGENDA 2.1

The report also contained a proposal to install a conferencing System at Aaniin Library program room that will support the following functions: entrepreneurs using the Business Hub, public functions and conferences, distance staff training and Library Board meetings.

The report confirmed that the CEO and MPL's practices relative to MPL's Budgeting/Forecasting comply with the requirements of EL-2c policy.

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

Resolved that the Board receives the report entitled "Internal Monitoring Report-Executive Limitation EL-2c Budgeting/Forecasting".

Carried.

5.2 **Executive Limitation: EL-2h Community Relations** **(Assigned to Mrs. Marilyn Aspevig)**

Mrs. Aspevig reviewed the report, found it to be complete and moved that it be received.

She did receive one question from the Board;

" Since accessibility for people with print disabilities is of particular interest, if there is time I would be interested to hear what kind of success staff feels it is having engaging educators to use services such as CELA's Educator Access Program to bring the Library's accessible resources to their students with print disabilities (vision loss, dyslexia, etc)."

Staff responded that the outreach to schools focuses on instruction or information to students and families. CELA is one of the messages delivered. Teachers also receive these messages but are not our primary target audience of outreach. More effective in promoting our service to educators is getting on the agenda of their meetings and demonstrating their value. We have focused on teacher librarians because they do have regular area meetings. It is more difficult to talk to teachers of students with special needs as they have limited availability and we have to rely on one to one meetings.

The report confirmed that the CEO and MPL's practices relative to MPL's Community Relations are in compliance with the requirements of EL-2h policy.

Moved by Mrs. Marilyn Aspevig
Seconded by Ms. Margaret McGrory

Resolved that the report entitled "Internal Monitoring Report: Executive Limitation, EL-2h Community Relations" be received.

Carried.

5.3 **Executive Limitation: EL-2i Compensation and Benefits** **(Assigned to Mr. Alick Siu who was absent, presented by Mr. Ben Hendriks)**

Mr. Hendriks asked if there were any questions or concerns about the report, there were none.

The report confirmed that the CEO and MPL's practices relative to MPL's Compensation and Benefits comply with the requirements of EL-2d policy.

AGENDA 2.1

Moved by Mr. Ben Hendriks
Seconded by Mrs. Pearl Mantell

Resolved that the report entitled “Internal Monitoring Report-Executive Limitation EL-2i, Compensation and Benefits” be received.

Carried.

5.4 **Executive Limitation: EL-2j Communication and Counsel to the Board** **(Assigned to Mrs. Yemisi Dina)**

Mrs. Dina stated that she would be leading the discussion on EL-2j. She did not receive any questions and asked if there were any from the floor. There were none.

This report states that “The CEO shall not permit the Board to be uninformed or unsupported in its work.”

The report confirmed that the CEO and MPL’s practices relative to MPL’s Communication and Counsel to the Board comply with the requirements of EL-2j policy.

Moved by Mrs. Yemisi Dina
Seconded by Ms. Aida DaSilva

Resolved that the Internal Monitoring report entitled “Executive Limitation: EL-2j Communication and Counsel to the Board” be received.

Carried.

6.0 **Ends:**

6.1 **Strategic Plan Update**

Staff reported that most items were advancing in a timely manner.

Summer STEAM Camps are nearly full at 97% enrollment with long waiting lists.

Website redesign launch is delayed due to unexpected challenges and presentation to the Library Board will be scheduled once the contract is awarded.

With regard to the replacement of public computers, this has been rescheduled to late fall.

There was a correction on page 64 that the last 4 indicators are out of **5**, not **10** as shown.

There were quite a few clarifications and questions. The Deputy Mayor commented that the report shows a lot of progress and had a question about future expanded library hours. The CEO responded that staff will request additional operating budget hours in 2019 to support Sunday morning openings.

There was a clarification that all Library branches are open until 6:00 p.m. on Fridays.

Moved by Ms. Margaret McGrory

AGENDA 2.1

Seconded by Councillor Alan Ho

Resolved that the report “Strategic Plan Update” be received.

Carried.

7.0 **Governance:**

7.1 **Delegation of Board’s authority over the summer**

Moved by Mrs. Marilyn Aspevig

Seconded by Mrs. Pearl Mantell

Resolved that responsibility for all Board decisions over the summer be delegated to the Board Chair in consultation with the Vice-Chair;

And that if either the Chair or Vice-Chair cannot be contacted in a reasonable time-frame, a designated Board member will be consulted.

Carried.

7.2 **Proposed Amendments to By-Laws By-Law 4.12 Delegations and 5.4 Notice of Motion**

Moved by Mrs. Lillian Tolensky

Seconded by Deputy Mayor Jack Heath

Resolved that the Board approve the proposed amendments to By-Law 4.12 Delegations and 5.4 Notice of Motion.

Carried.

7.3 **2019 Library Board Capital Budget Request**

The Board asked if there would be another opportunity to revisit the Capital Budget goes to Council. The CEO responded that the Board will see the proposal in the fall following reviews with the City Directors and the City’s Executive Leadership Team.

There was lot of discussion and a request to provide comparisons to previous year’s numbers.

Moved by Mrs. Pearl Mantell

Seconded by Ms. Jennifer Yip

Resolved that the Board receives the report entitled “2019 Library Board Capital Budget Request”; and,

That the Board endorses the Library and ITS-Library projects as outlined in the Report; and,

That the Board authorizes the funding request be made to the City of Markham for these projects as part of its 2019 Budget process; and,

AGENDA 2.1

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**

Mrs. Aspevig attended the opening of Veteran's Square and Cenotaph which was very moving and impressive and the Repair Café. She thought the Repair Café was a wonderful idea and the turnout for both events was excellent.

Mrs. Tolensky attended the Thornhill Community Centre open house with her granddaughter. She had questions about the book for Markham Reads. Staff explained that the title is not available from the publisher at this time.

Mrs. Mantell was at Thornhill Library and commented on the extraordinary assistance she received from staff.

Deputy Mayor Heath had a question about the outdoor stairs and programming for the library event space at Aaniin. Staff said that the stairs would be completed for the opening and would be available for library programming.

Mrs. Dina visited Halifax and was enthralled by the Central Library, expressing how beautiful and well managed the facilities were.

The Chair informed the Board that Ms. Shi's (Delegation April 23, 2018) final delegation request was that her own words be included in the minutes of today's meeting. He asked the Board if they had a problem with this. They agreed to the request. The statement follows:

"The notes for the minute: (This would be April 23, 2018)

Ms Shi greeted the Board and thanked them for the opportunity to speak and for the opportunity to display her photo exhibit in Markham Village Library. As a supporter and partner of public libraries, Ms Shi put forward three suggestions regarding the library's Art Exhibit Policy and the Board's By-Laws for the purpose of making them more accessible for the community members and better respond to community's needs.

She thinks that public library's role has expanded into a public space/platform for interests and issues relevant to the community and diverse views of the community. She suggests that the Library communicate with artists on the context of the works and turn them as opportunities for the community to have conversations on issues relevant and important to the community when complaints arise.

As per the MPL By-Law on delegations, she thinks that there should be some provision for a shorter lead time (By-law states one week before a Board meeting to get on the Agenda) and suggests that other Boards/Committees have less stringent timeframes. Regarding the by-law on notice of motion by board members, she suggests that the Board get the lead-time shorten as well.

AGENDA 2.1

Ms Shi's colleague Mr Hu Yang also wished to address the Board and chose to speak in his own language while Ms Shi translated for him.

Mr Hu stated that he was pleased to be able to speak and was grateful for the partnership of MPL for the exhibition. Mr Hu said that the exhibition was a success because it had made the public pay more attention to the topic of gender equality. He also said that with the efforts from the society including the attention from media organizations and efforts from the library, the library had solved the issue of the removed photos successfully. He thinks that it is quite normal that there are different opinions on exhibitions. He feels that the role of the Library has changed and that public space/platform provides an opportunity for community members to discuss and exchange their views on social issues."

There was a lot of discussion and commentary.

9.0 **Board Advocacy:**

9.1 **Events for the Next Quarter**

Staff explained that summer months tend to be quieter as summer camps are running. Two events that should be of interest includes the Markham Reads event August 9, 2018 with the author and the opening of Aaniin July 14, 2018.

There was a question about Story Walk.

Moved by Mrs. Marilyn Aspevig
Seconded by Mrs. Lillian Tolensky

Resolved that the report "Events for the Next Quarter" be received.

Carried.

10.0 **Education:**

10.1 **Community Learning Hubs**

Staff presented the following Agenda:

- **Community Learning Hubs Defined:**
Community Hubs serve as a central access point offering services in collaboration with different community agencies and service providers in order to reduce administrative duplication and improve service for residents. They ensure that services provided are responsive to the needs of their communities.
- **Background:**
The Integration Imperative addresses key global trends such as personalized client pathways, focus on client outcomes, inter-governmental integration, inter-sectoral integration and place-based integration.

Community Hubs Strategic Framework and Actions include (but are not limited to) recommendations such as making better use of public properties, integrating planning among different jurisdictions and ensuring financially sustainable community hubs.

AGENDA 2.1

- **Timeline: (Highlights)**
2015: Launched the Community Hubs Initiative and released the Community Hubs Strategic Framework and Action Plan.

2016: ChangeLab to improve hub/provincial funding to make service innovation and integration easier, 1st progress report.

2017: Launched the Community Hubs Resource Network to increase local capacity. Developed Policy re Transfer payments, Strategy for disposition of public properties and regulatory tools to support local planning.

2018: With the change in provincial government uncertain what the future of Community Hubs Policy will be.
- **Example of Community Hubs:**
Waterdown Community Hub-Library: Satellite Municipal Service Centre, Multipurpose Rooms

Innisfil ideaLAB & Library: programs, resources and tools for children, youth, families, entrepreneurs, adults, and seniors. Areas of focus include: early childhood education, digital literacy, skill development, local business development. ideaLAB 3D printing, Laser cutting, Design and Media Production
- **MPL's Hub Strategy**
Develop new ILMP recommendations to guide future building programs. Staff to continue to meet with planning and Urban Design staff regarding school-collocations and community hub opportunities in growth areas. Discussions with Regional providers of human services are in progress re potential future hub co-locations.
- **Provincial Community Hub Policy: Key Elements**
 - Collaboration of important stakeholders
 - Review of provincial policies related to the sale and disposition of public property and community infrastructure
 - Incorporating the principle of "co-location" and "multi-use" into the Province's Long-Term Infrastructure Plan
 - Changes to the way in which public properties are divested to ensure a meaningful assessment of opportunities to retain them in the public realm.
 - A strong provincial leadership model for community hubs.

The Chair asked about the work that Stephen Abrams (Executive Director of the Federation of Ontario Libraries) is doing to advocate with the new provincial government. There are concerns that with the change in provincial government there could be changes in provincial policy and more downsides on municipalities. This could affect provincial library funding.

Moved by Mrs. Pearl Mantell
Seconded by Ms. Jennifer Yip

Resolved that the presentation entitled "Community Learning Hubs" be received.

Carried.

10.2 **Enterprise Risk Management Update (Project Update June 2018)**

Staff explained the Principles and Objectives of Enterprise Risk Management (ERM)

AGENDA 2.1

Review of Our Goals:

- Maximize Opportunities
- Manage Trade-Offs
- Integrated Strategy

Methodology:

- Agile project management framework
- External support for ERM development
- Developed to social impact sector certification standards
- Rooted in ISO 31000

Risk Appetite Statement:

Excerpt from risk appetite statement:

“Markham Public Library has an overall moderately conservative risk appetite. The library will Act in accordance with this risk appetite statement to achieve strategic objectives and remain a leader amongst Ontario public libraries. The library will rely on its enterprise risk Management principles to support risk-taking activities, while minimizing the negative impacts of risk”

Risk Categories;

- Strategic risk
- Financial risk
- Governance & legal risk
- Reputational risk
- Operational risk
- Personnel risk
- External risk
- Technology risk
-

Sample Risk Identified

Risk and Root Cause

“Cuts to operational budget due to lowered stakeholder engagement”

Impact

“Impact would be a reduction of library services and staffing, resulting in a further impoverished operation”

Mitigation

Maintaining public approval by providing needed and valued services, prioritizing engagement of political stakeholders and developing compelling evidence of the value of the library system...”

PROJECT PLAN

Work to Date:

- ERM Policy developed
- Risk framework identified
- Risk appetite statement
- Meta-risk categories
- Assessment criteria developed
- Mitigation strategy
- Risk identification/inventory (draft)
- Risk register (draft)
- KRI (in progress)

Next steps:

- Finish risk register/KRIs (August)

AGENDA 2.1

- Risk reporting process (August)
- Risk analysis pilot (September)
- Risk reporting launch (October)

Moved by Ms. Margaret McGrory
Seconded by Mrs. Yemisi Dina

Resolved that the presentation entitled “Enterprise Risk Management Update” be received.

Carried.

11.0 **Incidental Information:**
11.1 **Staff recognition Event**

Moved by Mrs. Lillian Tolensky
Seconded by Ms. Jennifer Yip

Resolved that the Board approve up to \$1,500.00 to cover the cost of the Staff Recognition event in September.

Carried.

12.0 **New Business**

13.0 **Board Evaluation:**

13.1 **Performance of Individual Board Members**

The Board Chair asked members whether they would be reapplying to the Board. He indicated that having this information would assist in Board recruitment. The goal is to advertise for new Library Board members focusing on the skills the Board is looking for in new members.

Moved by Ms. Jennifer Yip
Seconded by Mrs. Lillian Tolensky

Resolved that report entitled “Questionnaire Results’ Performance of Individual Board Members” be received.

Carried.

14.0 **In Camera Agenda (none)**

15.0 **Adjournment**

Moved by Councillor Alan Ho and seconded by Mrs. Yemisi Dina that the meeting be adjourned at 8:58 p.m.