

AGENDA 2.1

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of Meeting held on Monday, May 28, 2018, 7:02 p.m. Markham Village Library, 6031 Highway 7 East, Markham, L3P 3A7

- Present from Board:
- Mr. Ben Hendriks, Chair
 - Mr. Alick Siu, Vice-Chair
 - Mrs. Lillian Tolensky
 - Ms. Aida DaSilva
 - Mrs. Marilyn Aspevig
 - Ms. Margaret McGrory
 - Mr. Alfred Kam
 - Regional Councillor Jo Li
 - Ms. Isa Lee
 - Ms. Ivy Ho
 - Deputy Mayor Jack Heath (from 3.0)
 - Councillor Alan Ho (from 10.1)
- 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
 - Ms. Anthea Bailie, Collections Strategist
 - Ms. Polly Chan, Purchasing & Accounts Analyst
 - Mr. Fred Whitmarsh, Manager, Thornhill Libraries
 - Mr. David Zambrano, Library Programs Manager
 - Mrs. Susan Price, Board Secretary
- Regrets:
- Mrs. Yemisi Dina
 - Ms. Jennifer Yip
 - Mrs. Pearl Mantell
- Guests:
- Mr. Reagen Travers, Manager, KPMG
 - Ms. Yafang Shi

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

Mr. Ben Hendriks, Chair, called the meeting to order at 7:02 p.m.

Moved by Mr. Alick Siu
Seconded by Mrs. Lillian Tolensky

Resolved that the agenda be approved.

Carried.

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1.1 **Declaration of Conflict of Pecuniary Interest**

None.

1.2 **Response to Delegation Yafang Shi and Hu Yang**

There was some discussion on the response to the delegation and staff advised that the additions to 4.12 Delegations by-law would be discussed under Agenda 7.1.

Moved by Ms. Aida DaSilva
Seconded by Mrs. Marilyn Aspevig

Resolved that the report entitled “Response to Delegation Yafang Shi and Hu Yang be received”

Carried.

1.3 **Chair’s Remarks**

Mr. Hendriks began his remarks with an Indigenous Acknowledgment.

The Chair updated the Board on his involvement as an OLBA Super Conference 2019 planner and the focus for the OLA Boot camp. The program will include activities such as Kairos (Blanket Exercise) that would further understanding between indigenous and non-indigenous people. Other topics have also been planned such as the history of libraries. MPL has submitted a proposal for a session regarding “Using the Economic Impact Study for Library Advocacy”.

The Chair informed the Board that the reason for the updated Skills Matrix (Agenda 11.1) was to facilitate the recruitment of new Board members in a more targeted way to ensure the Board composition includes the necessary skills to govern effectively. There will be a specific library board advertisement for board membership following the municipal election that will include the skills the board is looking for. Actual recruitment will continue through the city process.

1.4 **Board CEO-Linkage BCL-2e Policy; Performance Review (Chair)**

The Chair advised the Board that the process for the Chief Executive Officer Performance Review for the year 2017 (ending February 28, 2018) was undertaken and completed.

The signed documents will be filed along with the CEO’s response, per procedure.

Additionally there will be a copy stored in a secured file on the server.

Please note that Agenda 5.2 was moved ahead in order to accommodate our guest.

5.2 **Auditor’s Report and Approval of 2017 Financial Statements of the Markham Public Library Board**

Mr. Hendriks introduced Mr. Reagen Travers, Manager, and KPMG. Mr. Travers explained that he had performed the audit and that it is required that the Auditor report to the Board on the Financial Statements. Mr. Travers stated that the 2017 audit is complete and there were no controlled deficiencies and no corrected or adjusted differences. Mr. Travers asked if there were

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any questions from Board members. As there were none he offered his contact information if anything further was required.

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

Resolved that the report entitled “Financial Statements of the City of Markham Public Library Board, December 31, 2017” be received; and,

That the Board approve the Financial Statements of the City of Markham Public Library Board for the fiscal year ended December 31, 2017; and,

That the Board Chair be authorized to sign the approved 2017 Financial Statements on behalf of the Board; and,

That the Board authorize Staff to issue the final audited Financial Statements for the fiscal year ended December 31, 2017;

And that Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried.

2.0 Consent Agenda:

Moved by Ms. Aida DaSilva
Seconded by Mrs. Marilyn Aspevig

Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3.10 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, April 23, 2018**
- 2.2 Declaration of Due Diligence**
- 2.3 Communication and Correspondence:**
 - 2.3.1 News from Ward 8 Councillor Alex Chiu; Markham Public Library**
 - 2.3.2 snapdMARKHAM: It Takes A Village**
 - 2.3.3 City of Markham Media Advisory: Markham to announce extended week-end hours at Markham Public Library**
 - 2.3.4 OLA Advocacy Alert**
 - 2.3.5 Facebook/Twitter: Mayor Scarpitti shared posts re: Extended library hours**
 - 2.3.6 Ming Pao News: Markham City Office will extend opening hours of public library**
 - 2.3.7 Michael Chan M.P.P. Commendation to CEO for W.J. Robertson Medallion Award**
 - 2.3.8 MARKHAM REVIEW; Markham Libraries Extend Hours**
 - 2.3.9 Minister of Tourism, Culture and Sport: Province to increase funding for public libraries**
 - 2.3.10 City of Markham: Extract General Committee May 7, 2018**

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Carried.

The Chair commented on some of the content of the Consent Agenda, specifically the commendation to the CEO for the W.J. Robertson Medallion Award and communications about the extended library hours.

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

The Chair asked the CEO if there was anything she wanted to highlight. Mrs. Biss drew attention to **Library Budgets in the GTA**. As a long established and mature urban library system, the Toronto Public Library and its budgets build upon a foundation developed over more than a century. Staff recently conducted a close analysis comparing the budget lines of MPL and TPL. Using 2016 data submitted to the Ministry of Sport, Culture and Tourism, the Toronto Public Library had an operating expenditure of \$65 per capita, while MPL had an operating expenditure of approximately \$40. Comparisons were conducted under the headings Demographic and Household, Staff and Facilities and IT.

With regard to increasing the multi-year plan to expand library hours, it was noted that budget requests for more funding will need to be submitted, as the current operating budget for staffing would not allow for any more open hours. The Board Chair and Deputy Mayor Heath were pleased to see there is a multi-year plan in place that will provide continuity throughout a new Library Board and Council.

It was noted that **Markham Reads** is moving from an October program to a summer reading program. For the first time the community was asked to vote on the selection. This year's pick is *Ayesha at Last*, written by Markham resident Uzma Jalaluddin and is due to be released mid-June.

Moved by Ms. Ivy Ho
Seconded by Ms. Isa Lee

Resolved that the report entitled "CEO's Highlights, May 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-2d Financial Condition** **(Assigned to Mr. Alfred Kam)**

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Mr. Kam did not receive any questions or comments from Board members and asked if there were any from the floor. There were none and he declared the report to be complete and self-explanatory.

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

Moved by Mr. Alfred Kam
Seconded by Mrs. Lillian Tolensky

Resolved that the Internal Monitoring report entitled "Executive Limitation EL-2d: Financial Condition" be received.

Carried.

6.0 **Ends**

7.0 **Governance**

7.1 **Additions to By-Law 4.12 Delegations**

Staff explained that in response to the Delegation (April 23, 2018) that the timing of a request to appear before the Library Board was too stringent and additions to By-law 4.12 would be required. After a lot of discussion and input from Deputy Mayor Heath it was decided that further amendments to the By-laws were in order. The formal response to the Delegation will be delayed until after approval of the amendments is received (June 25, 2018).

Moved by Mrs. Lillian Tolensky
Seconded by Ms. Isa Lee

Resolved that By-Law 4.12 (Delegations) and 5.4 (Notice of Motion) be sent back to Staff for further review.

Carried.

8.0 **Ownership Linkage:**

8.1 **Input from Board Members**

The Chair asked the Board members if they had attended any events. Ms. DaSilva mentioned that she had not been to any events but had been studying every day at the Aaniin Library and was impressed with the number of high school students who chose to spend their lunch hour in the space. Staff explained that Angus Glen was always had the highest number of visits but the new library has now surpassed it.

9.0 **Board Advocacy**

10.0 **Education:**

10.1 Content that Transforms

This presentation focused on overall circulation and trends. Staff provided the following information and statistics:

Breakdown of types of items circulating:

- Fiction books 43%
- Non-fiction books 26.5 % with the trend that adults prefer non-fiction over fiction
- DVD circulation is declining but still represents about 25 %
- CD's declining but still 1.8%
- Periodicals also declining (due to online accessibility) 4%
- Video games are on the increase 1.6% due to being utilized by both adults and children
- Audio Books (on C.D's) are declining to 1% as less and less accessibility to a DVD Drive (such as computers and newer automobiles)
- Talking books, especially for children; circulation spikes during holiday times such as March Break and summer and is flat at other periods
- Chinese circulation approx. . 5 million (most of this is adult ,as children become more comfortable with English they can choose from a wider variety)
- Tamil is the next largest circulation however as this population ages and if there is no recent influx into a demographic usage will decrease
- Hindi-Bollywood Films
- Korean is popular

Overdrive provides the bulk of online circulation and is increasing steadily.

Top Subjects:

- Romance
- Juvenile Fiction
- Thriller
- Online periodicals very popular
- Online newspaper usage has skyrocketed
- Hoopla doing well

Customers can **suggest a purchase through Overdrive** and requests are usually for books, often textbooks.

There was some discussion and questions from the Board. Staff advised that approximately 70 % of material requested is purchased. There is a lot of demand for textbooks and that is a challenge with math books in particular because they go out of print so quickly. Asked if there were any areas of concern, the high price of digital materials was raised.

Staff were asked if they communicate with schools to ensure the library is aware of the current curriculum. Teacher librarians are routinely consulted and also provide summer reading lists.

The Chair commended staff for all they do to keep up with community needs.

Moved by Mr. Alick Siu
Seconded by Ms. Margaret McGrory

Resolved that the report/presentation entitled "Content that transforms" be received.

Carried.

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10.2 **Project Outcome**

Staff explained that Project Outcome is a methodology used to measure the impact/outcomes of library programs on participants e.g. new skills developed as the result of participation.

The ALA (American Library Association) has provided a measurement tool kit that allows library systems to make comparisons against the performance of other library systems in North America. There are different categories of surveys for different types of programs. Surveys are conducted in the winter, spring, summer and fall.

Project outcome provides data used by staff to evaluate the value and success of library programs. Surveys are conducted with very specific questions that do not change. Surveys are conducted immediately following completion of a program and then again after six months (follow up).

Every library that uses project outcome is able to assess;

- Knowledge
- Confidence
- Application/New Skills
- Awareness of New Resources

Some discussion followed the presentation.

Moved by Mr. Alfred Kam
Seconded by Mrs. Marilyn Aspevig

Resolved presentation entitled “Project Outcome” be received.

Carried.

11.0 **Incidental Information:**

11.1 **Skills Criteria Update**

The Chair further explained the Skills Matrix and the purpose of the demographic section. Having this information will help to serve the needs of the community more equitably. The Chair asked the Members to update their information and return the forms to him.

12.0 **New Business**

13.0 **Board Evaluation : Performance of Individual Board Members**

The Chair asked members to complete the questionnaire and hand in to the Board Secretary.

14.0 **In Camera Agenda (none)**

15.0 **Adjournment**

Moved by Councillor Ho and seconded by Lillian Tolensky that the meeting be adjourned at 8:31 p.m.