

### MARKHAM PUBLIC LIBRARY BOARD

#### Regular Meeting

**Minutes of Meeting held on Monday, January 22, 2018, 7:09 p.m. Markham Village Library, 6031 Highway 7 East, Markham, L3P 3A7**

Present from Board: Mr. Ben Hendriks, Chair  
Mr. Alick Siu, Vice-Chair  
Ms. Aida DaSilva  
Mrs. Lillian Tolensky (up to 5.1)  
Mrs. Pearl Mantell (up to 5.1)  
Ms. Margaret McGrory  
Mrs. Marilyn Aspevig  
Regional Councillor Jo Li  
Ms. Ivy Ho  
Councillor Alan Ho  
Mrs. Yemisi Dina  
Ms. Isa Lee  
Deputy Mayor Jack Heath

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

Regrets: Ms. Jennifer Yip  
Mr. Alfred Kam

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

Mr. Ben Hendriks, Chair, called the meeting to order at 7:09 p.m.

Moved by Ms. Margaret McGrory  
Seconded by Ms. Aida DaSilva

**Resolved that the agenda be approved.**

Carried.

#### 1.1 **Confirmation of the Results of the Election of Chair and Vice-Chair**

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

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**Resolved that the election of Mr. Ben Hendriks to the position of Chair held at the Annual General Meeting on January 22, 2018 be confirmed and that Mr. Ben Hendriks be appointed as Chair for the term ending January 2019;**

**And that the election of Mr. Alick Siu to the position of Vice-Chair held at the Annual General Meeting on January 22, 2018 be confirmed and that Mr. Alick Siu be appointed as Vice-Chair for the term ending January 2019.**

Carried.

### 1.2 **Declaration of Conflict of Pecuniary Interest**

None.

### 1.3 **Delegation**

None.

### 1.4 **Chair's Remarks**

Mr. Hendriks began his remarks with an Indigenous Land Acknowledgement and then referred the Board to Agenda item 2.3.9 regarding some concerns about the significance of the acknowledgment. The Chair indicated that it was his understanding that as long as the acknowledgment was given sincerely and respectfully that it did not need to be a formal or specific statement.

The Chair mentioned he had been to the new Aaniin Library several times, most recently at the January 20, 2018 event "Reading to Success" where the Mayor, Deputy Mayor and Councillors were asked to read to the children. Markham Public Library and the Youth and Parents Association of Markham (YPAM) have joined forces to launch a new initiative at the Aaniin Library. Reading to Success is a volunteer facilitated reading program to motivate children and parents to read regularly.

Mr. Hendriks also mentioned a new "Ready to Read" library card for children 0-5 which would not incur late fees as an incentive to borrow more books (launching January 27, 2018).

There was some discussion on Reading for Success at Aaniin and the Reading Buddies programs at other branches.

Mr. Hendriks reminded the Board to pick up the new EL schedule for 2018.

The Chair advised the Board that the Aaniin Library will need to be closed January 29, 2018 as the power will be shut off in preparation for the installation of solar panels in the spring.

Further to his remarks in December Mr. Hendriks advised that the 2018 WJ Robertson Medallion will be presented to the CEO, Catherine Biss at the OLA Awards Ceremony February 1, 2018. The MPL 3-D Online Printing Course is also on the short list for an award which will be presented the same evening.

### 2.0 **Consent Agenda:**

Moved by        Ms. Ivy Ho  
Seconded by    Ms. Aida DaSilva

**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**

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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, December 18, 2017
- 2.2 Declaration of Due Diligence by the CEO
- 2.3 Communication and Correspondence:
  - 2.3.1 Markham Ward 8 Newsletter
  - 2.3.2 City of Markham: Aaniin Community Centre & Library Phase 1 Booklet
  - 2.3.3 City Page: Aaninn Community Centre & Library
  - 2.3.4 MPL Staff News: Catherine Biss Award
  - 2.3.5 Markham Public Library: Aaniin Library is Open
  - 2.3.6 ELT Express: Over 7,000 Residents Get “Sneak Peek” of Aaniin
  - 2.3.7 Markham Review: What is Reading to Success
  - 2.3.8 York Media Relations: York University Markham Centre campus will feature Light-filled flexible spaces for students
  - 2.3.9 thestar.com: Are Indigenous acknowledgments a step forward or an empty gesture?
  - 2.3.10 Toronto Star: Libraries are critical to addressing cultural poverty

Carried.

### 3.0 CEO's Highlights, January 2018:

The CEO told the Board that the report was fairly short this month due to the extensive content covered in the Annual Ends and Strategic Plan Update reports.

There was quite a lot of discussion on the potential library for Markham Centre and the CEO advised that a meeting with a Markham Centre developer is scheduled for February 13, 2018 and she will keep the Board advised of outcomes. There are several partners being considered including Seneca College and the YMCA.

In a parallel process, the 2018 Update of the ILMP (Integrated Leisure Master Plan) will include the development of a recommended approach to the provision of library facilities in Markham's Areas of Intensification.

The CEO clarified that a library in Markham Centre would need to be appropriate for the community and that the library's priority would be to ensure that any facility built had the appropriate functionality to meet their needs.

There was a lot of discussion and some concerns that there is not a library in every Ward of Markham; Deputy Mayor Heath explained that libraries are located according to the needs of the community and not specific Ward boundaries.

Moved by Mrs. Lillian Tolensky  
Seconded by Councillor Alan Ho

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**Resolved that the report entitled “CEO’s Highlights, January 2018” be received.**

Carried.

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

- 4.1 **Policy Governance Wording Review**

The Chair explained that there was one proposed change to EL-2j.

There was a question about the negative language used in the policies and the Chair and CEO explained that when what the CEO cannot do is specific then what the CEO can do has more flexibility.

There was some discussion on privacy issues and staff explained all the policies in place to protect the privacy of customers.

Moved by Mrs. Marilyn Aspevig  
Seconded by Ms. Isa Lee

**Resolved that the Board has reviewed the policies under the Governance Linkage: GP-1 to GP-2j and Board-CEO Linkage BCL-1 to BCL-2e and EL-2a and EL-2j and approves them as revised.**

Carried.

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

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

**Resolved that the Board receive the BCL-2e Chief Executive Officer Performance Review Policy documentation in preparation for the February In camera Performance Review meeting.**

Carried

The Chair explained that this is a formal process prepared annually although the CEO is monitored throughout the year as policies are reviewed on a regular basis. The review is in compliance with Board-CEO Linkage BCL-2d: Monitoring Executive Performance.

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

- 5.1 **Executive Limitations/Internal Monitoring Reports Schedule**

Moved by Mrs. Pearl Mantell  
Seconded by Mrs. Yemisi Dina

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

Carried.

### 6.0 **Ends:**

#### 6.1 **Annual Ends Report 2017**

Deputy Mayor Jack Heath had several questions around the higher rate of Expenditure per Capita for libraries such as Toronto Public Library and how it compares to Markham Public Library. The CEO explained that MPL’s expenditures would increase due to the Aaniin Library opening and additional services MPL hopes to add (i.e. Technology, Digital Resourcing Staff). The Deputy Mayor asked that a review be conducted in order to clarify why the amount of funding for some libraries is so much higher than Markham’s.

There was a question on how library locations were chosen for expansion of hours. The CEO responded that there would be operating budget requests put forward for 2019 that would include the other Community Libraries.

Moved by        Ms. Aida DaSilva  
Seconded by    Ms. Isa Lee

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

Carried.

### 7.0 **Governance**

#### 8.0 **Ownership Linkage:**

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

The Chair said he had attended the YMPE at Aaniin Library and Ms. McGrory also attended and agreed that the “Reading for Success” program was an excellent idea and she overheard many parents expressing appreciation for the program and the new space.

There was a question on WIFI at Aaniin. Hopefully it will be in place by the end of the month.

### 9.0 **Board Advocacy**

### 10.0 **Education:**

#### 10.1 **Strategic Plan Update**

Staff explained that the purpose of the Report was to report on the Library’s 2017 Achievements pursuant to the Strategic Plan, and to inform the Board of the Strategic Work Plan for 2018.

#### **2017-A Year in Review**

Noting the following as future-defining achievements and lessons learned:

- Advancing the Library MPL Technology Plan through the Digital Markham Strategy

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- Canada 150 (This took a direction that many of us had not anticipated with the emergence of issues about Canadian identity and history. Regarding reconciliation with Indigenous peoples MPL will continue to advance the awareness of staff and residents in 2018)
- Aaniin Library Opening
- Expansion of STEAM Education at the Library
- Online Onboarding: MPL Edu (series of online training modules for staff to self-direct)
- Laying the Groundwork for 2018:  
Several 2017 projects laid the groundwork (i.e. research, market analysis and planning) for initiatives that will be launched/implemented in 2018. These include:

The Card Project and the development of the Ready to Read Card for children 0 to 6 (no fees for overdue books)

The Library Older Adult Strategy Project, engaging the older adult community in planning the future of library services for a growing population segment.

The Adult Volunteer Strategy.

### 2018 Strategic Priorities and Draft Work Plan

2018 is an election year for both the province and the municipality. This will have an impact on the timing of the Content/Library Collections Vendor Award(s) of contracts to supply library materials and the Board Advocacy Plan and the presentation/workshop with the new Council.

With this in mind the highlights of the strategic plan priorities for 2018 are:

- Expanding Library Hours
- Ready to Read Card Launch
- Digital Markham Strategy:
  - Digital Literacy Plan
  - Collaboration Hub at Aaniin
  - Digital Markham Facility Plan
  - Communication Strategy
  - New Digital Courses
  - Collaborative Design Session
  - “YSPACE” Innovation Hub
- Digital Democracy Initiative
- Integrated Leisure Master Plan Update
  - Based on analysis of demographic, survey and usage data, the 2010 ILMP recommendations will be updated to address various options for future library facilities, including “community benefits”, community hubs, co-locations, public service facilities in Areas of Intensification and self-service options.
- Library Older Adult Strategy
  - Older Adult Programs/Events
  - The Markham Brain Project
  - Library Content for Older Adults
  - Adult Volunteer Strategy

It should also be noted that the Older Adult Work Plan will intersect and enhance other areas of the 2018 Work Plan including service and programs for Special Needs, and improving access to content for the Print Disabled community.

### Emerging Trends

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- Increasing concern regarding smartphone and social Media Addiction  
As parents become more concerned about the impact of device addiction and screen time increases, the Library is well positioned to support them. Initiatives include: the Ready to Read Card (Children under 6), the Markham Brain Project and Mental health awareness programs for youth.
- Decreasing leisure time- people have less time for arts, culture and social leisure
- Retail trends-impact of “online” usage

There was much discussion and questions about volunteers and programs, and the training and use of new equipment in the branches.

Moved by        Mr. Alick Siu  
Seconded by    Councillor Alan Ho

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

Carried.

### 10.2 **Discussion on Risk Management**

Deferred.

### 10.3 **Connecting the Community**

Staff explained that Strategic Theme 1 is Connecting People and Communities.

**Objective 1:** Connect people and communities to enriching opportunities for engagement and learning such as “Markham Cooks” and Senior Social Clubs.

**Objective 2:** Create partnerships that build community capacity-getting to know your neighbor.

**Objective 3:** Take the library experience out into the community-the library is everywhere; mobile book bike and in 2018 the outreach will continue with pop up libraries, seniors groups and seed planting.

**Objective 4:** Develop programming that supports community aspirations to change lives for the better e.g. improve the volunteer experience by creating more meaningful opportunities for adult volunteers, develop programs for Special Needs.

Discussion followed touching on partnerships within the community, the success of the toy library at Milliken Mills Library and Markham’s Older Adult Strategy.

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

**Resolved that the presentation entitled “Connecting the Community” be received.**

Carried.

### 11.0 **Incidental Information:**

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### **Board Meeting Attendance Records, 2017**

Moved by       Mrs. Yemisi Dina  
Seconded by   Mr. Alick Siu

**Resolved that the “Board Meeting Attendance Record, 2017” be received.**

Carried.

### 12.0   **New Business**

### 13.0   **Board Evaluation : The Board and the CEO**

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

### 14.0   **In Camera Agenda (none)**

### 15.0   **Adjournment**

Moved by Mr. Alick Siu and seconded by Mrs. Yemisi Dina that the meeting be adjourned at 9:07 p.m.