

AGENDA 2.1

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of Meeting held on Monday, December 18, 7:10 p.m. Markham Village Library, 6031 Highway 7 East, Markham, L3P 3A7

Present from Board: Mr. Ben Hendriks
Mr. Alick Siu
Ms. Margaret McGrory
Ms. Ivy Ho
Mrs. Lillian Tolensky
Mrs. Pearl Mantell
Mrs. Yemisi Dina
Mrs. Marilyn Aspevig
Mr. Alfred Kam
Ms. Isa Lee
Ms. Jennifer Yip (from 3.0)
Regional Councillor Joe Li (from 11.1)

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

Regrets: Deputy Mayor Jack Heath
Ms. Aida DaSilva
Councillor Alan Ho

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

Mr. Ben Hendriks, Chair, called the meeting to order at 7:10 p.m.

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

Resolved that the agenda be approved.

Carried.

1.1 **Declaration of Conflict of Pecuniary Interest**

None.

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1.2 Delegation

None.

1.3 Chair's Remarks

Mr. Hendriks began his remarks with an Indigenous Land Acknowledgement.

The Chair asked Board members to complete the "Doodle Poll" for the Board get together if they have not done so. The poll will close Friday and a decision will be made on the date of the event. Mr. Hendriks reminded the Board that the AGM will be held in January to elect a Chair and Vice-Chair,

Today is the last day for Board Members to register for the OLA Super Conference.

The Chair was thrilled to announce that Catherine Biss, CEO has been given advance notice of being this year's recipient of the OLBA WJ Robertson Medallion. The medallion is presented by the Ontario Library Association to a public librarian who has demonstrated outstanding leadership in the advancement of public library service in Ontario. The Chair highlighted some of Mrs. Biss' numerous accomplishments, affirming that she is indeed a worthy recipient of the award. The medallion will be presented at the OLA Super Conference Awards Gala in February.

2.0 Consent Agenda

The Chair informed the Board about Honour with Books and Staff explained how donations could be made. There were comments about Toronto Public Library barring hate groups from renting facilities, the CEO affirmed that MPL was in line with this policy.

Moved by Mr. Alick Siu
Seconded by Ms. Isa Lee

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, November 27, 2017

2.2 Declaration of Due Diligence by the CEO

2.3 Communication and Correspondence:

2.3.1 Honour with Books 2017

2.3.2 Toronto Star: (TPL) Board bars hate groups from renting library space

2.3.3 City of Markham: Increase Children's Literacy

Carried.

3.0 **CEO's Highlights, December 2017:**

The CEO asked if there were any questions on the report.

The Chair mentioned the extended hours and the CEO clarified that this would apply to only two branches due to budget constraints.

There was a question on the Quarterly Statistical Report regarding whether MPL is able to track statistics on special needs library users. Staff indicated that statistics on those using CELA services would be available for the April 2018 report.

The Vice-Chair asked if there were any programs offering autism support and staff advised that there are a number of programs offered.

The Chair queried how many Hoopla users are currently enrolled. Staff responded that there are about 1800. As the library pays for each use, we want to build this service slowly according to budget availability.

There was a concern voiced by the Deputy Mayor at the November meeting about the self-serve equipment at Markham Village which occasionally is not showing the titles of the items returned. Staff explained that RFID tags on some books may not be read if they become deprogrammed and thus will not display when checked in. These items are being reprogrammed by branch staff when these items fall into the Exceptions Bin. Over time this problem will be resolved.

There will be an update on the ILMP in Q1 2018:

Objectives of the Update:

- Clarify the role of Markham's Community Services and Facilities within the provincial "Complete Communities" policy
- Clarify the role of Markham Community Services and Facilities in supporting a competitive quality of life
- Link growth and community Structure
- Develop an approach to public service facilities within areas of intensification
- Financial strategy

The Chair mentioned the significance of the Municipal Benchmarking Network Canada-Libraries Report.

There was a question on the opening of Aaniin; staff indicated that it will be a "soft opening". Areas are still under construction and staff are working hard to be ready for doors open December 29, 2017. Staff explained that it will not be fully functional and that Wi-Fi may not be available until the end of January 2018.

Moved by Mrs. Pearl Mantell
Seconded by Mr. Alick Siu

Resolved that the report entitled "CEO's Highlights, December 2017" be received.

Carried.

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4.0 **Annual Monthly Policy Review**

(To be undertaken at the January meeting)

- 4.1 The Chair explained that this is the Board's opportunity to review all policies and make suggestions for changes (if required) and bring forward at the January meeting (or before).

Moved by Mrs. Lillian Tolensky

Seconded by Mrs. Yemisi Dina

Resolved that the policies under the Governance Process and Board-CEO Linkage sections of the Governance Policies and EL Policies be reviewed and that proposed amendments be presented to the Board at its regular meeting in January 2018 if required.

Carried.

5.0 **Internal Monitoring Reports**

(Compliance list of internal monitoring reports and discussion led by members.)

5.1 **Executive Limitation: EL-2f Protection of Services** **(Assigned to Mrs. Pearl Mantell)**

Mrs. Mantell advised the Board that she sent an e-mail to all members and did not receive any enquiries, questions or concerns.

The report states "The CEO shall not allow the services delivered to the customers of Markham Public Library to be compromised."

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

Moved by Mrs. Pearl Mantell

Seconded by Mrs. Marilyn Aspevig

Resolved that the report entitled "Internal Monitoring Report – Executive Limitation EL-2f, Protection of Services" be received.

Carried.

6.0 **Ends**

7.0 **Governance**

8.0 **Ownership Linkage:**

8.1 **Input from Board Members**

The Chair asked if anyone had anything they wanted to report this month and that this would be on the Agenda for members to have an opportunity to do so.
None this month.

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9.0 **Board Advocacy:**

9.1 **Events for the Next Quarter**

Staff explained that a number of programs for the first quarter in 2018 had been mentioned in the recommendations as opportunities for Board members to attend and get involved. These particular programs would provide a strategic opportunity for Board members to interact with library users and promote the Library.

Moved by Mrs. Pearl Mantell

Seconded by Mr. Alick Siu

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

Carried.

10.0 **Education:**

10.1 **CULC Space Use Study**

The purpose of the CULC Space Use Study was to investigate how library space is used across three Canadian urban libraries. Similar research studies from the United States have evaluated how public use of bricks and mortar spaces has evolved over time, and provided data to inform space allocation data for library construction and renovation projects. Staff explained the background of the study and the reasons for choosing Unionville Library for the study which was held at the same time in both Brampton and Calgary.

The research team identified the following spaces at all locations as focus points for observational survey purposes:

- Library Entrance
- Main Information Desk/Service Desk
- Circulation Desk
- Quiet Study Area
- General Seating
- Displayed/Merchandise Collections
- Shelved Collections/Stacks
- Programming Areas
- Children’s Area

The survey cycles were distributed at different intervals throughout the day and week in order to capture as many different customer types as possible.

The study identifies two strong trends in how people use library space:

1. Libraries as Social Community Hubs and
2. Customers want both quiet & collaborative spaces.

The MPL Experience:

At MPL we have intentionally designed our branches to provide both quiet and collaborative spaces since 2001. The Angus Glen Library (opened 2004) was our first branch to provide an expanded range of study-space options, with areas of study tables and carrels, a quiet study room and small meeting rooms to be used for collaborative/social activities. In 2013 we

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introduced our noise zone policy to support staff in managing the range of competing acoustic needs.

Research Findings:

- Libraries are social places
- Libraries continue to be places where people seek quiet activities
- There is often conflict between customers who expect the library to be quiet and customers who are using the library to socialize
- Handheld devices and laptop computers are common possessions
- Customers continue to depend on the library to borrow books
- Libraries continue to be welcoming places
- The majority of customers find the Library useful
- The majority of customers (69%) find the furniture to be comfortable

The methodology used in this report will be adapted and deployed for a post-occupancy space evaluation of the Aaniin branch. MPL will use the information collected from these studies to evaluate potential space re-allocations at library branches in the future.

Moved by Ms. Jennifer Yip
Seconded by Mr. Alfred Kam

Resolved that the report entitled “CULC Space Use Study” be received and that the accompanying presentation “CULC Space Use Study” be received.

Carried.

10.2 Grant Value Review

Staff explained that the reason for the report was to establish whether the Grant Application process was profitable i.e. value of employee time versus remuneration. Whenever staff are involved in the grant application process it means resources are drawn away from other projects.

As reported in the November 2016 Fundraising Report, grant funding opportunities can provide an alternate means for public libraries to secure funds.

There are several different kinds of funding opportunities which include:

1. One-time Government Grant opportunities
2. Government Grants funding for new activities
3. Ongoing Government Grant opportunities:
 - Canada Summer Jobs which provides funding to create summer jobs for students.
 - Improving Library Digital Services
 - Public Libraries Operating Grant (received annually)
4. Community “Crowd –Funding”

The Review helped clarify that a more strategic approach to applying for funding will be utilized in 2018 focusing on two key areas:

1. Older Adult/Seniors Sector Grants to support community-based projects to enhance the implementation of the recommendations of the Library *Older Adult Strategy* and/or the *Markham Brain Project*
2. Technology Sector Grants to advance MPL Technology Plan and the Digital Markham Strategy

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There was a lot of discussion and a question whether MPL would consider reapplying for funding previously denied. Staff replied that this could be considered especially as the ground work would already be in place for the application process, thus saving person hours.

Moved by Ms. Margaret McGrory
Seconded by Ms. Ivy Ho

Resolved that the report entitled “Grant Value Review” be received.

Carried.

11.0 **Incidental Information:**

Moved by Mr. Alick Siu
Seconded by Ms. Isa Lee

Resolved that the schedule of the 2018 Board meeting and agenda planning dates be received.

Carried.

There was a question about the Board always meeting in the same location. The CEO explained that Markham Village was the usual location, however in 2018 the Board will meet at the new Library Aaniin and at another location during the year.

12.0 **New Business**

13.0 **Board Evaluation (none)**

14.0 **In Camera Agenda (none)**

15.0 **Adjournment**

Moved by Mrs. Lillian Tolensky and seconded by Mrs. Pearl Mantell that the meeting be adjourned at 8:23 p.m.