

### MARKHAM PUBLIC LIBRARY BOARD

#### Regular Meeting

**Minutes of Meeting held on Monday, November 27, 2017, 7:02 p.m. Markham Village Library, 6031 Highway 7 East, Markham, L3P 3A7**

Present from Board:

- Mr. Ben Hendriks
- Mr. Alick Siu
- Mrs. Lillian Tolensky
- Mrs. Pearl Mantell
- Regional Councillor Joe Li
- Ms. Margaret McGrory
- Mrs. Marilyn Aspevig
- Ms. Aida DaSilva
- Ms. Ivy Ho
- Ms. Isa Lee
- Mr. Alfred Kam
- Mrs. Yemisi Dina
- Deputy Mayor Jack Heath (from 3.0)
- Councillor Alan Ho (from 3.0)
- Ms. Jennifer Yip (from 3.0)

Present from Staff:

- Mrs. Catherine Biss, CEO & Secretary-Treasurer
- Ms. Deborah Walker, Director, Strategy and Innovation
- Mr. Larry Pogue, Director, Administration
- Ms. Andrea Cecchetto, Manager, Learning and Growth
- Mrs. Diane Macklin, Manager, Marketing & Community Development
- Mr. Shaun McDonough, Research Analyst
- Mrs. Angela Tse, Manager, Unionville Branch
- Mr. Patrick Pan, manager, Cornell Branch
- Ms. Liz Myers, Community Librarian
- Ms. Jodi Marr, Learning & Growth Librarian
- Mrs. Susan Price, Board Secretary

Regrets: None

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

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

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

**Resolved that the agenda be approved.**

Carried.

## AGENDA 2.1

### 1.1 **Declaration of Conflict of Pecuniary Interest**

None.

### 1.2 **Delegation**

None.

### 1.3 **Chair's Remarks**

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

The Chair welcomed the new Board members and asked them to introduce themselves. The new members are Ms. Aida DaSilva, Ms. Ivy Ho and Ms. Margaret McGrory. All three members share an interest in becoming more involved in their community, and specifically in the Library.

The Chair asked all members to make sure to pick up the updated contact list.

The Board was advised that the tentative date for the "Extended Hours Report" to General Committee of Council will be March 26, 2018. Members will be notified closer to the date when the report is on the Agenda.

The CEO asked all Staff members present to introduce themselves to the new Board members.

### 2.0 **Consent Agenda**

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

**Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3.4 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, October 23, 2017**

**2.2    Declaration of Due Diligence by the CEO**

**2.3    Communication and Correspondence:**

**2.3.1    Markham Review: Taking the City Back in Time at Doors Open**

**2.3.2    MPL Board Chair's Thank You Letter to Markham Concert Band**

**2.3.3    snapdMarkham: Rainbow Art Exhibition**

**2.3.4    [www.cbc.ca](http://www.cbc.ca): Librarians Recommend Lid's Books for Remembrance Day**

Carried.

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### 3.0 **CEO's Highlights, October 2017**

The Chair asked the CEO if there was anything in the Highlights she would like to comment on. The opening of the Aaniin Community Centre and Library is uppermost with a soft opening date of December 29, 2017. There is some uncertainty about complete functionality as the set up schedule is extremely tight. However, furniture is being delivered, IT set up and collections are being catalogued. There were some questions about December 29, (it will be a drop in venue and signups for new library cards), and when the official opening will take place (likely Spring 2018).

There was an enquiry if the new facility would be a full service branch; staff responded in the affirmative and also that the new branch would be unique in having a Digital Media Lab, Makerspace, Creation Studio and Business Hub. The Chair suggested that a Library Board meeting be held at Aaniin as soon as possible so that Staff could demonstrate the innovations.

There was a lot of commentary and input from Board members on the "Markham Reads" program now in its 6<sup>th</sup> year and how the books are chosen. Staff are looking forward to the 2018 Program and are considering changing the timing to the summer.

The Deputy Mayor asked about "HOOPLA" and some of its content. Staff explained that a lot of software comes from the U.S., which may have a slight influence on content.

Moved by        Mr. Alick Siu  
Seconded by    Ms. Jennifer Yip

**Resolved that the report entitled "CEO's Highlights, November 2017" 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-21 General Executive Constraint** **(Assigned to Mrs. Yemisi Dina)**

Mrs. Dina did not receive any questions or comments from Board members prior to the meeting and asked if there were any from the floor. There were none.

Mrs. Dina explained that this EL reads "The CEO shall not cause or allow any practice, activity, decision or organizational circumstance which is unlawful, imprudent or in violation of commonly accepted business and professional ethics, including, but not limited to the Public Libraries Act, RSO 1990 c.P.44 and relevant City of Markham policies adopted by the Markham Public Library, either Board or Administration."

The report confirmed that the CEO and MPL's practices relative to MPL's General Executive Constraint are in compliance with the requirements of EL-1 policy.

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Moved by Mrs. Yemisi Dina  
Seconded by Mrs. Marilyn Aspevig

**Resolved that the report entitled “Internal Monitoring Report – Executive Limitation EL-1, General Executive Constraint” be received.**

Carried.

### 5.2 **Executive Limitation: EL-2a Customer Treatment** **(Assigned to Mrs. Lillian Tolensky)**

Mrs. Tolensky did not receive any questions or concerns from Board members prior to the meeting.

This Global Policy Limitation deals “With respect to interactions with customers, or those applying to be customers, the CEO shall not cause or allow conditions, procedures, or decisions which are unsafe, undignified, unnecessarily intrusive, or which fail to provide appropriate confidentiality and privacy”

The report confirmed that the CEO and MPL’s practices relative to MPL’s Customer Treatment are in compliance with the requirements of EL-2a 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-2a, Customer Treatment”.**

Carried.

### 6.0 **Ends**

### 7.0 **Governance**

### 8.0 **Ownership Linkage:**

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

IFOA (International Festival of Authors) October 27, 2017 was attended by Ben Hendriks, Marilyn Aspevig and Yemisi Dina, who thought that the event was well organized, well attended and an enjoyable evening.

The Chair explained to new Board members that under this section of the Agenda, Board members have the opportunity to report on any events they had attended or to pass on information to other Board members.

Mrs. Tolensky reported that she had attended a seniors’ event featuring Mary Ng, MP for Markham –Thornhill and Mrs. Dina attended the York University Speaker series sponsored by MPL. This event was also well attended, the audience was very engaged and she hopes that the Library will continue with the series.

Mr. Siu, Vice-Chair, attended a Site Design Session for York University Markham Campus and was impressed by the detail and the caliber of the design of the new campus. The CEO also

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attended this event and explained that as the new university campus will not be a full services facility the University is seeking allies in the community to fill out the needs of the students. Future partnerships will be established and the planning will start in January 2018.

### 9.0 **Board Advocacy:**

### 9.1 **Accessing Social Media**

Staff explained that using social media helps to build a community and the Library is a community led system. Although Facebook and Twitter are well established, Instagram is experiencing some technical issues and MPL is exploring how to make better use of Pinterest.

In order to connect with a social platform first connect yourself, connect with MPL and connect with your community in order to create more engagements with which to share MPL content.

Staff advised that there would be help available after the meeting in order to assist anyone with their devices or account set up.

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

**Resolved that the presentation “Accessing Social Media” be received.**

Carried.

### 10.0 **Education:**

### 10.1 **Workforce Development and Success Measures**

Workforce Development-Update on Strategic Plan

#### **Develop the Organization:**

- Implement Succession Strategy
- MPL Innovation Strategy:
  - MPL Staff Ideas
  - Staff Conference
  - Design Day
  - Culture of Learning

#### **Advance Staff Learning and Growth:**

- Learning and Development Strategy
  - Digital Library
  - Indigenous Awareness
  - Core Services
  - Volunteer Management
  - Mental Health First Aid
  - Expanded Customer Services
- Technical Immersion Project
  - Training
  - Digital Literary Specialist
  - DML Animation
- Implement Success Measures

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New PDD Process and forms  
SMT Raci Charts  
Recruitment Strategy

### **Improve Staff Engagement:**

- Staff Engagement Strategy  
Interim Survey (+9%)  
Recognition  
Staff Ideas  
Employee Involvement

### **Wellness Strategy: Coming in 2018**

### **MPL Onboarding:**

Before explaining the new onboarding system developed by staff, Ms. Marr noted that MPL had made the short list of nominees for the Minister's Award for Innovation and the Angus Mowat Award of Excellence for the following submission:

#### Online 3D Printer e-Learning Course and Certification:

MPL's open online 3D printing e-course is perhaps the first of its kind in North American public libraries. The benefits of this project include: reducing staff time delivering in person certification training, supporting green initiatives as there is no travel or paper, engaging customers in a unique learning environment, providing 24/7 access to content, and allowing customers to learn when it is most convenient.

Staff explained that MPL has set up an online process to train probationary staff in order to set them up for success. The onboarding consists of online videos, quizzes, and different modules to complete. Staff can visit the online website and grow their skills as they complete the modules. Badges will be awarded upon successful completion of each module. This initial training is geared toward Borrower Services Clerks, Library Service Associates and Pages. Different modules are used for training and ongoing support. There was a question from the Board if the program could be marketed to other institutions and MPL is looking into this.

### **Outcome Measurement:**

Continue to enhance success measures by monthly check in meeting and improve capacity for staff development.

Project outcomes continuing in 2018 with a project to expand data collection in 2018. Develop better KPI's (Key Performance Indicators).

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

**Resolved that the presentation entitled "Workforce Development and Success Measures" be received.**

Carried.

## 10.2 **OLA Super Conference 2018**

The Chair asked Board members to check the schedule on the OLA website if anyone would like to attend. Mr. Hendriks highly recommends the Boot Camp on Saturday, February 3, 2018.

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Interested Board members are to let the Board Secretary know their choice of programs by the next Board meeting (December 18)

11.0 **Incidental Information**

12.0 **New Business:**

The Deputy Mayor raised a question regarding the automated check-in unit at Markham Village Library and staff indicated that they would investigate and provide feedback.

13.0 **Board Evaluation(none)**

14.0 **In Camera Agenda (none)**

15.0 **Adjournment**

Moved by Mr. Alick Siu and seconded by Ms. Isa Lee that the meeting be adjourned at 9:05p.m.