

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of Meeting held on Monday, March 27, 2017, 7:08 p.m. Markham Village Library, Program Room, 6031 Highway 7 East, Markham, L3P 3A7

Present from Board: Mr. Ben Hendriks
Mr. Atif Ahmad
Mr. Alfred Kam
Mrs. Pearl Mantell
Mr. Alick Siu
Mrs. Marilyn Aspevig
Regional Councillor Joe Li
Councillor Alan Ho
Mrs. Yemisi Dina
Ms. Jennifer Yip (from 10.1 beginning of meeting)

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 & Growth
Mrs. Diane Macklin, Manager, Marketing & Community Development
Ms. Michelle Sawh, Manager, Service Delivery
Mr. Chris Sheehy, Manager, Facilities & Workplace Safety
Mr. Suliang Feng, Manager, Virtual Services
Ms. Nikki Sutherland, Systems Librarian
Mr. Shaun McDonough, Research Analyst
Mrs. Susan Price, Board Secretary

Regrets: Deputy Mayor Jack Heath
Mrs. Lillian Tolensky
Ms. Isa Lee

Guest: Mr. Nasir Kenea, Chief Information Officer, ITS, City of Markham

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

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

Moved by Mrs. Pearl Mantell
Seconded by Mr. Alfred Kam

Resolved that the agenda be approved.

Carried.

1.1 **Declaration of Conflict of Interest**

None.

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1.2 Delegation

None.

1.3 Chair's Remarks

Mr. Ben Hendriks reminded the Board that the Tuesday, May 30, 2017 Board meeting will be held at Milliken Mills Library.

The Chair mentioned that a Working Group 2017 will need to be established for the fall presentation to City Council. He asked Board members to consider if they would like to participate and let him know at the April meeting.

The Chair advised that Agenda Item 10.1 Digital Strategy will be moved forward in order to accommodate our guest, Mr. Nasir Kenea, Chief Information Officer, ITS at the City of Markham. MPL staff will do the Digital Strategy presentation and Mr. Kenea will be available to address questions and concerns that may arise.

PLEASE NOTE THAT AGENDA ITEM 10.1 HAS BEEN MOVED FORWARD TO ACCOMMODATE OUR GUEST FROM ITS, CITY OF MARKHAM. MINUTES ARE IN AGENDA ORDER

2.0 Consent Agenda

Moved by Mr. Atif Ahmad
Seconded by Ms. Jennifer Yip

Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3.9 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, February 27, 2017**
- 2.2 Declaration of Due Diligence by the CEO**
- 2.3 Communication and Correspondence:**
 - 2.3.1 Markham Life: Markham Public Library**
 - 2.3.2 Samples: In Branch Program Promotion (provided at every branch)**
 - 2.3.3 snapdMarkham: groundbreaking Partnership Agreement**
 - 2.3.4 snapdMarkham: The Painted Compass**
 - 2.3.5 snapdMarkham: Deputy Mayor Heath's New Year's Levee**
 - 2.3.6 snapdMarkham: Entrepreneurs in residence**
 - 2.3.7 OLA: Ontario's Culture Strategy**
 - 2.3.8 Communication from happy MPL customer**
 - 2.3.9 thestar.com: City of Markham commits to reconciliation with First Nations Community**

Carried.

3.0 **CEO's Highlights, March 2017**

The CEO drew attention to page 40 where staff have reported on a set of initial success measure targets. A question came up as to how these targets were set. Staff responded that targets are established based on current statistics and setting realistic expectations based on current branch capacities. The 2017 targets will be adjusted to reflect the activities of the Aanin branch, once we have a firm date for its public opening.

There was a discussion of the Library's outreach strategy-library presence at community events. The Board requested that next year's figures be expressed as a percentage increase/decrease. The Chair talked about the different types of outreach activities and the benefits and challenges of each.

Councillor Ho asked about the library's peak hours and asked if we had statistics showing attendance by hour. The CEO responded that the Mayor and Council had requested a report on Library hours including hourly usage. A preliminary report will be provided to the Library Board in April in preparation for a presentation to Council in June.

There were questions and discussion on the Toronto Public Library pilot project to extend library service in off peak hours with minimal to no staff. The CEO responded that the library will be following the results of the Toronto pilot with interest.

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

Resolved that the report entitled "CEO's Highlights, March 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-2g Emergency Executive Succession** **(Assigned to Mr. Alfred Kam)**

Mr. Kam reported that he had received a request from the Vice-Chair that the language of EL-2g be changed in a way that it requires the CEO to furnish an updated first level organization chart, the record of succession planning activities and accomplishments. The current report was amended to include the information and it was confirmed that it will be included each year.

The report confirmed that the CEO and MPL's practices relative to MPL's Emergency Executive Succession are in compliance with the requirements of EL-2g policy.

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Moved by Mr. Alfred Kam
Seconded by Mr. Atif Ahmad

Resolved that the internal monitoring report entitled “Executive Limitation EL-2g: Emergency Executive Succession” be received.

Carried.

6.0 **Ends**

7.0 **Governance:**

7.1 **2016 Library Operating Budget Report**

Staff explained that a requirement of the annual audit is to have the Board approve the Council approved Annual Operating Budget. Changes from last year are minor. Most changes are due to the new Aaniin facility and there will be further changes once the library starts to hire for Aaniin. There were a couple of questions on occupancy costs (increase due to Aaniin), salary costs and a question on how long it takes for staff to reach the maximum salary range in their category.

Moved by Mr. Atif Ahmad
Seconded by Mrs. Marilyn Aspevig

Resolved that the Board approves the 2017 City of Markham Grant in the amount of \$10,947,343; and

That the Board approves the 2017 Library Operating Budget consisting of Library Income in the amount of \$1,099,716 and Operating Expenditures (excluding Personnel Ramp-ups) in the amount of \$12,047,059; and,

That upon finalization of the 2016 Library audited financial statements, the 2017 Operating Budget be adjusted to reflect the 2016 operating results; and

That the above figures be subject to further adjustment as required throughout the year based on information received from the City of Markham; and,

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

Carried.

8.0 **Ownership Linkage:**

The Chair explained that “Ownership Linkage” is a responsibility of the Board. The Board must be in a position to understand the various views held in the community. The Chair would like to discuss this further in April.

9.0 **Board Advocacy**

9.1 **Events plus Speaking Notes for Board Members**

Staff explained that at the February Board meeting, the Board requested a list of specific events that staff recommend Board members attend. If a Board member is going to attend an event, it

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is suggested they contact the CEO/Board Secretary so that staff will be aware of their attendance and can introduce them. A notice of events will be included in the board package quarterly.

There was a lot of discussion and the Chair asked the members to review the six events mentioned and encouraged members to attend and also to inform each other if they are going to be there.

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

Resolved that the report “Events plus Speaking Notes for Board Members” be received.

Carried.

10.0 **Education:**

10.1 **Digital Strategy**

The presentation focused on how technology is essential to achieving the types of innovations which positively affect everyday life and well being. Studies have shown that higher income earners have unlimited computer access, while individuals at the lower socioeconomic level have less access which can lead to negative social impacts such as lower participation levels, less civic engagement and less access to services.

Lower income earners have a proportionately higher lack of confidence using technology. Increased digital access through libraries can help address this digital divide.

Future of Libraries:

- Digital natives
- Connected learning
- Flipped Learning
- Drones
- Haptic Tch
- Internet of things
- Maker movement
- Robotics

Youth today are accustomed to using technology to create opportunities to achieve a work/life balance that meets their generation's needs. Through online learning and remote access, students are applying their learning in a hands on way, shifting from passive consumption to having more agency on content.

MPL's Technology Strategy is based on the city's 'Digital Markham Strategy', community consultations and an analysis of the future of libraries. Within 'Digital Markham' MPL's role is to build on the Library as a centre for excellence in digital literacy.

Four Main Pillars of the Strategy:

1. Customers and staff experience improved technology, enhancing performance and efficiency.
2. The community's digital literacy skills are enhanced as a result of exposure to new library technology services (e-learning).
3. The customer service revolution is extended to the virtual branch.

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4. MPL staff are well trained and confident in the delivery of technology-based instructional services to customers.

There was a great deal of discussion and commentary around targeting and mapping and how the outcomes of the strategy will be measured. (e.g. In terms of the outcomes of staff training as it relates to lifting the digital literacy of the community). It was noted that the Aainin business/ collaboration hub will provide an opportunity to measure the digital skills gained by the community through the library's digital services and programs.

Mr. Kenea, CIO, City of Markham addressed some of the concerns, explaining that the Digital Markham Strategy, which included an assessment of the City's current state of digital maturity, is the starting point/baseline for 12 initiatives to advance the journey and develop a "digital-first" culture for the organization. Each initiative will have a detailed implementation plan. The City of Markham and the Library are working together on the strategy in developing the detailed plan for the library to serve as Markham's centre for digital excellence. The Board expressed the need for targets to measure success against. As the Strategic Workplan is built out, the achievement of these targets will be incorporated into our regular reporting. MPL will play a significant role within the digital Markham Strategy, as a living lab that will be scaled up as we move forward. There was concern expressed about the utility of the Library's web site. Mr. Kenea informed the Board that the City's Portal was being redesigned for increased usability. Within this redesign there will be opportunities to improve the Library's web functionality. In response to a query, Mr. Kenea confirmed that MPL controls their own content. The goal of the many changes is to simplify the user experience. Questioned on the timing of these changes, he replied that the work should start the end of June and be live by fall 2017.

Moved by Councillor Ho
Seconded by Mrs. Marilyn Aspevig

Resolved that the presentation entitled "Digital Strategy" be received.

Carried.

10.2 **Review: Carvers' Policy Governance Model in Nonprofit Organisations:**

The Chair explained that he believed it was a good time to review the function of the Board with a view to the future and thought that this article was a good one to address the accountability of a not for profit Board.

11.0 **Incidental Information**

11.1 **OLA Superconference February 1-4, 2017**

Mrs. Aspevig attended a session *Perception versus Reality* which addressed the critical challenges of identifying the library brand and the support of the public. Although the presentation was geared to librarians and staff it did reinforce some of the activities the Board has already engaged in such as the presentation to Council and the use of social media etc.

FOPL (Federation of Ontario Public Libraries) Presentation-What do the latest numbers tell us? Libraries are one of the most important institutions and the most popular of cultural institutions. FOPL did a masterful job in spotlighting libraries with a focus on community and training. Mrs. Aspevig noted that we used FOPL slides in the 2016 Working Together presentation to Council.

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Through FOPL advocacy, public libraries are now better aligned with provincial language and priorities and are mentioned in critical provincial policy documents.

Mr. Hendriks commented on the FOPL forum and their goal to champion libraries. The letter the former Chair prepared on behalf of the Board and had endorsed by Council helps FOPL lobby the province regarding the funding provided by the Provincial government to libraries.

There was discussion about different ways to support the library. The Chair suggested members review *How to Strategically Engage with your Community* found on the OLA Website, OLA Superconference 2017 under Saturday, February 4. The Chair challenged the Board to develop strategies for advocacy “define what we want to do, who needs to do it and how can we do more?”

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

Resolved that the verbal reports given by OLA Superconference Board attendees, Mrs. Marilyn Aspevig and Mr. Ben Hendriks be received.

And that the report provided by staff be received.

Carried.

12.0 **New Business**

None.

13.0 **Board Evaluation**

13.1 **Simplified Questionnaire: Feedback to the Chair**

The Chair asked Board Members to complete the questionnaires and hand in at the end of the meeting.

14.0 **In Camera Agenda (to discuss a confidential personnel matter)**

Moved by Councillor Alan Ho
Seconded by Mr. Alick Siu

Resolved that the Board meet in camera at 9:08 p.m. to discuss a confidential personnel matter.

Carried.

The Board returned to its regular meeting at 10:04 p.m.

Moved by Mrs. Marilyn Aspevig
Seconded by Ms. Jennifer Yip

Resolved that the motions approved In Camera be ratified.

Carried.

15.0 **Adjournment**

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Moved by Mr. Alfred Kam that the meeting be adjourned at 10:04 p.m.