

AGENDA 2.1

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of meeting held on Monday, January 23, 2017, 7:02 p.m. Markham Village Library, Program Room, 6031 Highway 7 East, Markham, L3P 3A7

PLEASE NOTE THAT THIS MEETING PACKAGE WAS PREPARED FOR THE DECEMBER 19, 2016 MEETING: THERE WAS NO QUORUM

Present from Board: Mr. Alfred Kam, Chair
Mrs. Marilyn Aspevig, Vice-Chair
Mrs. Lillian Tolensky
Mrs. Pearl Mantell
Mr. Ben Hendriks
Mr. Alick Siu
Mrs. Yemisi Dina
Deputy Mayor Jack Heath
Mr. Atif Ahmad
Ms. Jennifer Yip
Councillor Alan Ho (From 7.1)

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer
Mr. Larry Pogue, Director, Administration
Ms. Deborah Walker, Director, Strategy & Innovation
Ms. Andrea Cecchetto, Manager, Learning & Growth
Mr. Shaun McDonough, Research Analyst
Ms. Megan Garza, Manager, Milliken Mills Library
Mr. Fred Whitmarsh, Manager, Thornhill Libraries
Mrs. Susan Price, Board Secretary

Regrets: Regional Councillor Joe Li
Ms. Isa Lee

1.0 Call to Order/Approval of Agenda

Mr. Alfred Kam, Chair, called the meeting to order at 7:02 p.m.

Moved by Mr. Ben Hendriks
Seconded by Mrs. Lillian Tolensky

Resolved that the agenda be approved.

Carried.

1.1 Declaration of Conflict of Interest

None.

1.2 Delegation

None.

AGENDA 2.1

1.3 **Chair's Remarks**

Mr. Alfred Kam thanked Board member Alick Siu for providing Chinese New Year's treats and also staff as well.

The Chair asked the members to pick up a copy of the 2017 EL schedule for their records.

2.0 **Consent Agenda**

Moved by Mrs. Pearl Mantell
Seconded by Mrs. Marilyn Aspevig

Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3.5 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 28, 2016**
- 2.2 Declaration of Due Diligence by the CEO**
- 2.3 Communication and Correspondence:**
 - 2.3.1 Markham Review: Escape the Next PA Day**
 - 2.3.2 Jane Philpott, MP: Consulting our Community**
 - 2.3.3 York Region.com: York University to look at transportation, library services for Markham campus**
 - 2.3.4 Brenda Librecz e-mail: Fort Hope and Markham Partnership**
 - 2.3.5 Honour with Books 2016**

Carried.

3.0 **CEO's Highlights, December 2016**

There were questions about an extra word under EI-2e which was rectified, the survey on content strategy and MPL's involvement with the City of Markham's Fort Hope project. The CEO responded that this would be further addressed in the January Board package.

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

Resolved that the report entitled "CEO's Highlights, December 2016" be received.

Carried.

4.0 **Annual Monthly Policy Review**

(To be undertaken at the January meeting)

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

AGENDA 2.1

Resolved that all the policies under the Governance Process and Board-CEO Linkage sections of the Governance Policies be reviewed and that proposed amendments be presented to the Board at its regular meeting in January 2017 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. Lillian Tolensky)

Mrs. Tolensky reviewed with the Board that this report states that the CEO shall not allow the services delivered to the customers of the Markham Public Library to be compromised; the CEO will ensure that library services in the community are maintained and protected, including hours of service and facilities. The CEO has ensured that all services have been protected as per Board policy. Mrs. Tolensky did not receive any questions or concerns from fellow Board members.

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-1 policy.

Moved by Mrs. Lillian Tolensky
Seconded by Mr. Ben Hendriks

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

Carried.

- 6.0 **Ends**

- 6.1 **Quarterly Ends Report**

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

Resolved that the "Quarterly Ends Report" be received for information.

Carried.

- 7.0 **Governance:**

- 7.1 **Resignation of Dr. Farzana Jiwani from the Markham Public Library Board**

Mrs. Aspevig questioned if Council should be asked to appoint new Board members to replace the three members who resigned. The Deputy Mayor advised that as the Board member numbers were still above the suggested number, this decision could be deferred until such time as another Member resigns.

AGENDA 2.1

Moved by Mrs. Pearl Mantell
Seconded by Mrs. Marilyn Aspevig

Resolved that the resignation of Dr. Farzana Nanji Jiwani from the Markham Public Library Board effective December 31, 2016 be received;

And that Council does not need to replace Dr. Farzana Jiwani at this time as its membership is currently within the range identified in its Terms of Reference, unless the Board requests the vacancy to be filled. If not, the Markham Public Library Board will continue with thirteen members.

And that a letter will be sent from the Chair, thanking Dr. Jiwani for her contribution to the Markham Public Library Board.

Carried.

8.0 **Ownership Linkage**

9.0 **Board Advocacy**

10.0 **Education:**

10.1 **Board Statistical Report**

Moved by Mrs. Lillian Tolensky
Seconded by Mrs. Yemisi Dina

Resolved that the report entitled “Board Statistical Report” be received.

Carried.

11.0 **Incidental Information**

11.1 **2017 Board Meeting and Agenda Planning Dates**

There was some discussion about meeting dates. It was suggested that a meeting could be held in July instead of December; however, the CEO explained that several Board members had commented that scheduling in the summer would likely be difficult.

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

Resolved that the schedule of the 2017 Board meeting and agenda planning dates be received.

Carried.

12.0 **New Business**

None.

13.0 **Board Evaluation (none in December)**

AGENDA 2.1

14.0 In camera

None.

15.0 Adjournment

Moved by Mr. Alick Siu and seconded by Ms. Jennifer Yip that the meeting be adjourned at 7:27 p.m.

MARKHAM PUBLIC LIBRARY BOARD

Annual General Meeting

Minutes of meeting held on Monday, January 23, 2017 7:28 p.m., Markham Village Library, Program Room, Main Level, 6031 Highway 7, Markham L3P 3A7

Present from Board: Mr. Alfred Kam, Chair
Mrs. Marilyn Aspevig, Vice-Chair
Mrs. Lillian Tolensky
Mrs. Pearl Mantell
Mr. Ben Hendriks
Mr. Alick Siu
Mrs. Yemisi Dina
Deputy Mayor Jack Heath
Mr. Atif Ahmad
Ms. Jennifer Yip
Councillor Alan Ho

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer
Mr. Larry Pogue, Director, Administration
Ms. Deborah Walker, Director, Strategy & Innovation
Ms. Andrea Cecchetto, Manager, Learning & Growth
Mr. Shaun McDonough, Research Analyst
Ms. Megan Garza, Manager, Milliken Mills Library
Mr. Fred Whitmarsh, Manager, Thornhill Libraries
Mrs. Susan Price, Board Secretary

Regrets: Regional Councillor Joe Li
Ms. Isa Lee

1.0 Call to order/Approval of Agenda

Mrs. Catherine Biss, CEO, called the meeting to order at 7:28 p.m.

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

Resolved that the agenda be approved.

Carried.

The CEO thanked Mr. Alfred Kam and Mrs. Marilyn Aspevig for their roles as Chair and Vice-Chair and for their dedication and support over the past twenty months.

2.0 Election of Board Chair and Vice-Chair

The CEO invited nominations for the position of Chair.

Mrs. Marilyn Aspevig nominated Mr. Ben Hendriks for the position of Chair.
Mrs. Pearl Mantell seconded the nomination.
Mr. Ben Hendriks accepted the nomination.

AGENDA 2.2

There were no other nominations for the position of Chair. Nominations for the position of Chair were closed.

Moved by: Mr. Atif Ahmad
Seconded by: Mr. Alick Siu

Resolved that the nominations for the position of Chair be closed and that Mr. Ben Hendriks is hereby elected to the position of Chair for the term ending January 2018.

Carried.

Mr. Hendriks thanked Marilyn for the nomination. He anticipates that 2017 will be an interesting and special year and a great opportunity to show the community the importance of the Public Library.

The CEO invited nominations for the position of Vice-Chair.

Mrs. Pearl Mantell nominated Mr. Atif Ahmad for the position of Vice-Chair.
Mrs. Marilyn Aspevig seconded the nomination.
Mr. Atif Ahmad accepted the nomination.

There were no other nominations for the position of Vice-Chair. Nominations for the position of Vice-Chair were closed.

Moved by: Mrs. Pearl Mantell
Seconded by: Ms. Jennifer Yip

Resolved that the nominations for the position of Vice-Chair be closed and that Mr. Atif Ahmad is hereby elected to the position of Vice-Chair for the term ending January 2018.

Carried.

Mr. Atif said he was surprised by the nomination and looks forward to the coming year.

3.0 Adjournment

The CEO declared that the election process was complete and asked for a motion that the Annual General Meeting be adjourned.

Moved by Mrs. Pearl Mantell that the meeting be adjourned at 7:35 p.m.

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of meeting held on Monday, January 23, 2017, 7:37 p.m. Markham Village Library, Program Room, 6031 Highway 7 East, Markham, L3P 3A7

Present from Board: Mr. Alfred Kam, Chair
Mrs. Marilyn Aspevig, Vice-Chair
Mrs. Lillian Tolensky
Mrs. Pearl Mantell
Mr. Ben Hendriks
Mr. Alick Siu
Mrs. Yemisi Dina
Deputy Mayor Jack Heath
Mr. Atif Ahmad
Ms. Jennifer Yip
Councillor Alan Ho

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer
Mr. Larry Pogue, Director, Administration
Ms. Deborah Walker, Director, Strategy & Innovation
Ms. Andrea Cecchetto, Manager, Learning & Growth
Mr. Shaun McDonough, Research Analyst
Ms. Megan Garza, Manager, Milliken Mills Library
Mr. Fred Whitmarsh, Manager, Thornhill Libraries
Mrs. Susan Price, Board Secretary

Regrets: Regional Councillor Joe Li
Ms. Isa Lee

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

Mr. Ben Hendriks, Chair, called the meeting to order at 7:37 p.m.

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

Resolved that the agenda be approved.

Carried.

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

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

Resolved that the election of Mr. Ben Hendriks to the position of Chair held at the Annual General Meeting on January 23, 2017 be confirmed and that Mr. Ben Hendriks be appointed as Chair for the term ending January 2018;

And that the election of Mr. Atif Ahmad to the position of Vice-Chair held at the Annual General Meeting on January 23, 2017 be confirmed and that Mr. Atif Ahmad be appointed as Vice-Chair for the term ending January 2018.

AGENDA 2.3

Carried.

1.2 **Declaration of Conflict of Interest**

None.

1.3 **Delegation**

None.

1.4 **Chair's Remarks**

Mr. Ben Hendriks thanked the Board again for his appointment to Chair.

Mr. Hendriks informed the Board that as part of sesquicentennial celebrations and in the spirit of "Truth and Reconciliation" this will be a year to recognize indigenous populations and acknowledge that the Board meets on the traditional territories of indigenous people. The Truth and Reconciliation process is on his mind and is important to him.

There was a question about the City's partnership with Eabametoong First Nation (EFN) in Northern Ontario and how the Library could be involved. Staff explained that initially Band Council would be issued digital library cards, however currently the only online access is at the school. The last stage of issuing the cards to the remainder of the community will be over the next few months as there is a plan to increase bandwidth for the community.

There was a question about the physical needs of the community. Staff responded that City staff had visited the EFN to see what the actual needs of the population are. The City is asking for specific items to be donated and currently there is a call out for sports equipment.

There was a question about sending physical books, however they are extremely expensive to ship and they don't have a lot of space to store them. The goal is to supply the community with what they are actually in need of and can put to use.

The Deputy Mayor inquired if there would be monitoring of the library card usage and the CEO responded that the EFN library cards would be assigned a specific range of numbers so that usage rates can be monitored.

Staff advised the Board that the primary reason for the partnership was to help the community with entrepreneurship and new business development, with a focus on tourism expansion. Providing access to MPL's online resources and courses could support these priorities.

Mr. Hendriks requested an update on the EFN partnership at the next Board meeting.

2.0 **Consent Agenda**

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

Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3.6 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:

AGENDA 2.3

- 2.1 Minutes of Regular Meeting, December 19, 2016 (no quorum)
- 2.2 Declaration of Due Diligence by the CEO
- 2.3 Communication and Correspondence:
 - 2.3.1 snapdMarkham: Deputy Mayor New Year's Levee at Markham
 - 2.3.2 The Globe and Mail: As 2016 crashed in flames, libraries were the last good place
 - 2.3.3 York University Alumni & Friends: York University and Markham Public Library launch inaugural York University Scholars Hub speakers series
 - 2.3.4 YorkRegion.com: Markham's southeast community centre named in honour of Canada 150
 - 2.3.5 City of Markham: Markham Approves Responsible 2017 Budget
 - 2.3.6 City of Markham Digital Strategy

Carried.

Deputy Mayor Heath called attention to Agenda Item 2.3.1 advertising his New year's Levee to be held February 12, 2017, 2-4 p.m. at the Markham Village Library, Fireside lounge and said that any who could attend would be welcome.

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

The Deputy Mayor asked about the meeting with York University on January 12, 2017. The CEO responded that they did discuss spaces and that there needs to be a library in Markham Centre. The partnership is looking at creating a unique space and experience.

The CEO also advised that Joy Kirchner, York University Librarian, Rhonda Linton, Provost, Angelo Belcastro, Executive Director and Senior Advisor and Tanis Fink, Librarian Seneca College have all agreed to attend the MPL Board meeting on May 30, 2017.

The Deputy Mayor enquired as to what the City is "bringing to the table" and so far there does not seem to be a clear answer in the absence of a Memorandum of Understanding. The CEO advised that the 2010 "Integrated Leisure Master Plan" included a recommendation for a 20,000 square foot library in Markham Centre. The Deputy Mayor also challenged the Board to come up with more questions and ideas to present to York.

The CEO will meet with York at the Ontario Library Association Conference February 2, 2017 and will continue to keep the Board updated. Mr. Hendriks requested that the York U/Markham Centre Library issue be revisited at the next Board meeting.

Mr. Hendriks noted the review in report 3.0 of recent Economic Impact Studies conducted by public libraries and suggested such a study could be useful for this years' Advocacy Plan. Staff advised that an MPL Economic Impact Study, using the methodology developed by the Martin Prosperity Institute will be completed by June.

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

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

AGENDA 2.3

Carried.

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

- 4.1 **Policy Governance Wording Review**

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

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

Carried.

Mr. Hendriks requested a wording change to EL-2b which will also be revised.

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

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

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.

- 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. Lillian Tolensky
Seconded by Councillor Alan Ho

Resolved that the “Executive Limitations/Monitoring Reports Schedule” be received.

Carried.

The Chair mentioned the use of KPI's (Key Performance Indicators) in the report and the possibility of adding KRI's (Key Risk Indicators) in the future. The CEO responded that staff was working on this.

- 6.0 **Ends**

- 6.1 **Annual Ends Report**

AGENDA 2.3

Moved by Mr. Alick Siu
Seconded by Mr. Atif Ahmad

Resolved that the Annual Ends Report be received.

Carried.

A member suggested that the fact that a Seneca College staff member was the biggest MPL advocate since the Library began coming to the campus for outreach could be part of the discussions with York. This staff person advises students they can receive a Markham Public Library card even if they do not live in the region.

There were a few comments and the Chair suggested that the accomplishments noted in the report could be used to identify KRI's.

6.2 **Changes to Ends and Statistical Reports**

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

Resolved that the Annual Ends and Board Statistical Report amalgamate in 2017.

Carried.

7.0 **Governance**

8.0 **Ownership Linkage**

9.0 **Board Advocacy**

10.0 **Education:**

10.1 **2016 Strategic Plan Achievements**

The report was accepted and the new format declared succinct and welcomed. There were suggestions that part or all of the report could be circulated in order to improve customer focus. Possibilities for distribution included:

- Deputy Mayor's Levee
- Posters posted in all branches
- Social media
- Deliver to Councillors and Assistants
- Deliver to York University
- Deliver to Seneca College

There was a question on the Technology Roadmap. Staff advised that the MPL Technology Plan will be presented to the Board as an Education Agenda item (scheduled for March 2017). Staff explained that through the City's Portal project, staff have supported the development of a redesigned website. Subject to Council's approval, it will roll out sometime in 2017.

There was a request to show usage by branch. Staff advised that this can be provided.

AGENDA 2.3

Moved by: Mr. Alick Siu
Seconded by: Mr. Alfred Kam

Resolved that the report entitled “2016 Strategic Plan Achievements” be received.

Carried.

11.0 **Incidental Information**

11.1 **Board Meeting Attendance Record**

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

Resolved that the Board meeting attendance records for 2016 be received.

Carried.

12.0 **New Business**

None.

13.0 **Board Evaluation**

13.1 **Simplified Questionnaire: The Board and The CEO**

The Chair asked the Board members to complete the questionnaires and hand them in.

14.0 **In camera**

None.

15.0 **Adjournment**

Moved by Mr. Alick Siu and seconded by Mrs. Yemisi Dina that the meeting be adjourned at 8:43 p.m.