

AGENDA 2.1

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of Meeting held on Monday, February 27, 2017, 7:04 p.m. Markham Village Library, Program Room, 6031 Highway 7 East, Markham, L3P 3A7

Present from Board: Mr. Ben Hendriks
Mrs. Pearl Mantell
Mrs. Lillian Tolensky
Regional Councillor Joe Li
Mr. Alfred Kam
Mrs. Marilyn Aspevig
Mrs. Yemisi Dina
Councillor Alan Ho
Ms. Isa Lee (from 10.1)

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
Ms. Michelle Sawh, Manager, Service Delivery
Mr. Shaun McDonough, Research Analyst
Mr. Fred Whitmarsh, Manager, Thornhill Libraries
Mr. Patrick Pan, Manager, Cornell Library
Ms. Liz Myers, Community Librarian
Ms. Evelyn Fok, Community Librarian
Mr. David Zambrano, Library Programs Manager
Mr. Faiz Ahmed, Outreach and Youth Engagement Coordinator
Mrs. Susan Price, Board Secretary

Regrets: Deputy Mayor Jack Heath
Ms. Jennifer Yip
Mr. Atif Ahmad
Mr. Alick Siu

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

Mr. Ben Hendriks, Chair, called the meeting to order at 7:04 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 Interest**

None.

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1.2 **Delegation**

None.

1.3 **Chair's Remarks**

Mr. Ben Hendriks advised Board members of a revised Executive Limitation assignment schedule and amended EL's for their binders. He also reminded them that the May 30th meeting with York University and Seneca College will be held at Milliken Mills Library.

He informed the Board that a follow up Action List (after adding the most recent action items) is utilized at Agenda Planning meetings for follow up. It had been suggested that the Board may want a copy of this list. The consensus was that the Board did not need to see the list and that it's fulfillment would remain the responsibility of the Board executive.

2.0 **Consent Agenda**

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

Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.5.5 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, Agenda Package December 19, 2016 (no quorum) meeting held on January 23, 2017**
- 2.2 Minutes of Annual General Meeting, January 23, 2017**
- 2.3 Minutes of Regular Meeting, January 23, 2017**
- 2.4 Declaration of Due Diligence by the CEO**
- 2.5 Communication and Correspondence:**
 - 2.5.1 OLA Open-Shelf: Remembering What You Read**
 - 2.5.2 The Voice: Business Reading**
 - 2.5.3 The City of Markham: Signing of Eabametoong First Nation Partnership Accord**
 - 2.5.4 YorkRegion.com: York University top scholars talking all things brain in Markham**
 - 2.5.5 CPA: 20 Questions Directors of NFP Organizations Should Ask About Risk**

Carried.

The Chair commented that item 2.5.5 also applies to Agenda 10.1 Board Education and Development. The Chair requested that this item be added to the Board package so that members could familiarize themselves and understand the terminology of risk management. The CEO explained that risk would be addressed in 10.1.

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

The presentation slides referenced on page 66 missed the February Consent Agenda. They will be added to the March Consent Agenda.

The Chair commented on the benefits of the inclusion of public libraries as existing community hubs for the purposes of implementation of the Community Hubs Strategic Framework and Action Plan within the Ontario Culture Plan.

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

Resolved that the report entitled "CEO's Highlights, February 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-2d Financial Condition** **(Assigned to Mrs. Pearl Mantell)**

Mrs. Mantell raised several questions about the report. Firstly, she questioned the use of negative language within the policy (i.e., "the CEO shall not ..."). The CEO explained that this was the language utilized by John Carver (Policy Governance). The policies state specifically what the CEO cannot do, leaving what he/she can do to further interpretation.

The second comment related to the collection service that MPL uses. There was also a comment on a Service Canada grant that helped to fund a number of summer student positions in 2016.

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

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

Resolved that the report entitled "Internal Monitoring Report – Executive Limitation EL-2d, Financial Condition" be received.

Carried.

5.2 **Executive Limitation: EL-2j Communication & Counsel to the Board** **(Assigned to Ms. Jennifer Yip who was absent, reviewed by Chair, Mr. Ben Hendriks)**

The Chair informed the Board as Ms. Yip was away that he had reviewed EL-2j.

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Ms. Yip had contacted Board members and did not receive any questions or concerns.

The report confirmed that the CEO and MPL's practices relative to MPL's Communication & Counsel to the Board are in compliance with the requirements of EL-1 policy.

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

Resolved that the internal monitoring report entitled "Executive Limitation EL-2j, Communication and Counsel to the Board October 2016-January 2017" be received.

Carried.

6.0 **Ends**

7.0 **Governance**

7.1 **2017 Library Capital Budget Report**

Staff explained that Board approval of the annual Library Capital Budget is required for auditing purposes and that the bulk of the Capital Budget is for Library Collections. Also included is funding for replacement of damaged and worn out furniture and equipment. There were some questions regarding the City's budget process and the CEO explained that project deferral was a normal part of the process.

Move by Mrs. Pearl Mantell
Seconded by Councillor Ho

Resolved that the Library Board adopts the amended 2017 Capital Budget of \$2,784,000 for the Library's portion of the City of Markham's 2017 Capital Budget; and

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

Carried.

8.0 **Ownership Linkage**

9.0 **Board Advocacy:**

9.1 **Discussion Led by Chair, Ben Hendriks**

The Chair explained that it is the responsibility of the Board to develop an advocacy plan. Staff will prepare a list of several important activities that Board members could attend and develop a "conversation piece" upon which Board members could draw when they attend these events.

The Chair suggested that Board members take part in social media (i.e., Facebook, Twitter etc.) so that they can utilize their own networks.

It was suggested that Board members could report monthly on their activities under item 9.1.

There was much discussion and comments from Board members including questions about how events were advertised and promoted. The importance of social media was re-emphasized.

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The CEO commented that the MPL website should be a primary resource for residents. However, it has become evident that in its present form there are opportunities for improvement, and further website development is occurring at this time.

Staff explained that library information is consistently passed on to media but has no control over what is actually published.

There was a comment on the Milliken Mills location. There was a comment that each time a new facility was developed it seemed that older facilities get set aside. The Board should have a plan to push for a consistent standard in all facilities.

Councillor Ho suggested that the library works with other agencies and allow them to advertise their own events in library branches. The CEO explained that the library does collaborate with the community whenever possible, however all promotions etc. must fall within the Library's mandate, policies and by-laws.

The Chair suggested that one way for Board and staff to evaluate the success of an event is to look around to see who is there and who is not there in the context of the intended audience.

10.0 **Education:** 10.1 **2017 Work Plan Update**

Staff pointed out a few items in the Work Plan update that had been addressed earlier in the meeting.

- **Partnerships That Expand Health Awareness:** Review/update "Cornell Library Cooperation Agreement"
- **Partnerships to Advance Newcomer Settlement:** At Aaniin Library, focus on socially isolated seniors
- **Refresh the Integrated Leisure Plan for Library Services (ILMP):** Review expansion of Milliken Mills depends on funding
- **Renew existing facilities;** Angus Glen carpet tiles

Staff has been asked to develop a risk management strategy. This would place MPL on the leading edge, as the only known library doing this in Canada is Calgary Public. Key Risk Indicators (KRIs) are measures used to objectively measure an activity's level of risk. They provide an early warning to identify potential events that may cause harm and/or impact the continuity of an activity.

Key Performance Indicators (KPIs) determine how well an activity is performed in achieving its objectives. KPIs are indicators of whether an objective will likely be reached, and are good indicators of capabilities, practices and skills.

Proposed Risk Categories:

- Strategic Risk
- Compliance Risk
- Operational Service Delivery Risk
- Workforce/People Risk
- Information Technology & infrastructure Risk
- Financial/Budget Risk
- Asset Management (Facility Risk)
- Security & Public Safety Risk

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The Chair commented that the overview was a good first step. Staff committed to developing a formal overarching risk policy statement, defining risk appetite, risk criteria and risk reporting. A review of KRIs will be a standing item on the monthly strategy meetings of Senior Management. Staff will provide quarterly risk management reports to the Library Board as part of the quarterly Strategic Plan updates.

Moved by Councillor Ho
Seconded by Mrs. Yemisi Dina

Resolved that the report “2017 Work Plan Update” be received.

Carried.

10.2 **Connecting People and Communities**

Staff explained that MPL has a strong investment in community development and that there are 4 objectives in the **Strategic Plan** that in some way support connecting people. Staff spoke to each of the following:

Objective 1:

Connect people and communities to enriching opportunities for engagement and learning.

Staff described several events that support this objective such as PechaKucha which has become an overwhelming success.

Objective 2:

Create Partnerships that build community capacity, leverage opportunities and enhance the sustainability of community initiatives and opportunities.

Staff presented on various aspects of this objective and several programs that uphold this objective.

Objective 3:

Take the library experience out into the community; increasing opportunities for the community to experience library services outside of traditional library spaces.

Staff gave various examples such as a mobile library, going to community gathering places, attending community events and getting involved such as the Terry Fox Run.

Objective 4:

Programming that changes life for the better.

These include free and fee programs that meet community goals and special needs. In 2017 there will be five new camps to replace less successful ones; examples: Digital Literacy, STEM Steam camps and adapted computer camps.

MPL utilizes many volunteer hours and starting in September 2017 there will be a special needs volunteer program.

There were some questions and a lot of discussion. Community members have told staff that they want more opportunities for community members to come together to share their experiences. They also want newcomers to be supported in transitioning successfully to life in Markham. People believe that if they have more opportunities to connect with one another it will lead to a greater sense of community and identity.

Regional Councillor Li suggested staff are not visible at certain community events. Staff will respond to this at the next Board meeting.

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Moved by Ms. Isa Lee
Seconded by Mrs. Lillian Tolensky

Resolved that the presentation entitled “Connecting People and Communities be received.

11.0 **Incidental Information**

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

In the interest of time the reports were deferred to the March meeting.

12.0 **New Business:**

12.1 **Library Fundraising Report-Suggestion from General Committee**

The CEO explained that a question had arisen from the MPL Minutes November 28, 2016 at General Committee. A discussion arose requesting a memo to explain what the report was referring to and that memo was presented for Library Board approval.

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

Resolved that the Board receives the report entitled “Library Fundraising Report-suggestion from General Committee”; and

That the Board approves the proposed Memorandum to General Committee.

Carried.

13.0 **Board Evaluation:**

13.1 **Questionnaire Results: The Board and the CEO**

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

Resolved that the report entitled “Questionnaire Results: The Board and the CEO” be received.

Carried.

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

Moved by Ms. Isa Lee
Seconded by Mrs. Lillian Tolensky

Resolved that the Board meet in camera at 9:20 p.m. to discuss a confidential personnel matter.

Carried.

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The Board returned to its regular meeting at 10.11 p.m.

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

Resolved that the motions approved In Camera be ratified.

Carried.

15.0 **Adjournment**

Moved by Mrs. Marilyn Aspevig that the meeting be adjourned at 10:12 p.m.