

AGENDA 2.1

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of meeting held on Monday, October 24, 2016, 7:03 p.m., Markham Village Library, Program Room, Markham L3P 3A7

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

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

Regrets: Regional Councillor Joe Li

Guests: SirsiDynix:
Mr. Bill Davison, CEO
Mr. Rick Branham, Vice-President, Global Accounts and Academic Library Initiatives
Mr. Sheridan Richey, Chief Technology Officer
Mr. Sylvain Robichaud, Executive Account Manager
Mr. Steve Donoghue, Senior Library Relations Manager

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

Mr. Alfred Kam, Chair, called the meeting to order at 7:03 p.m.

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

Resolved that the agenda be approved.

Carried.

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1.1 Declaration of conflict of interest

None.

1.2 Delegation

None.

1.3 Chair's Remarks

Mr. Alfred Kam welcomed visitors from SirsiDynix, the CEO introduced the main participants and asked the CEO of SirsiDynix to introduce his team to the Board.

PLEASE NOTE THAT AGENDA ITEM 10.1 HAS BEEN MOVED FORWARD TO
ACCOMMODATE OUR GUESTS FROM SIRSIDYNIX
MINUTES ARE IN AGENDA ORDER

2.0 Consent Agenda

Moved by Mrs. Pearl Mantell

Seconded by Mr. Ben Hendriks

Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3.7 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, September 26, 2016**

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

2.3 **Communication and Correspondence:**

2.3.1 **MARKAHMREVIEW.COM: Enjoy a month of fun at the library**

2.3.2 **snapdMarkham: Whole Foods Cheque Presentation**

2.3.3 **snapdMarkham: Town Hall on Electoral Reform**

2.3.4 **snapdMarkham: A Letter from snapd Markham**

2.3.5 **yorkregion.com: Markham York University campus taking shape**

2.3.6 **Markham Economist & Sun: Markham York University campus
starting to take shape**

2.3.7 **Markham Public Library: Markham Cooks**

Carried.

3.0 CEO's Highlights, October 2016

A comment was made that there was no mention of a library in the Mandate Letter to the Minister of Advanced Education and Skills Development regarding York University Markham Centre. The CEO explained that there is still a strong desire to work together. The CEO, the York University Librarian and the Seneca College Librarian are currently working on a memorandum of understanding to guide the development of their partnership. The CEO will continue to meet monthly with the York University and Seneca College Librarians.

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Deputy Mayor Heath declared that he was unhappy with the lack of progress in developing a partnership for a co-located space for York, Seneca and Markham Public Libraries and expressed concern about the length of time it is taking to arrange a Board meeting with York University representatives. The Deputy Mayor advised that as provided in the Integrated Leisure Master Plan, the City has identified future plans (2020) for a 20,000 sq ft Markham Centre Library Branch. He advised that the York University Campus would be the ideal location for this future library and recommended that the Board be more assertive in their approach in order to be part of the York U planning rather than wait for a decision to be made and then be informed it is too late to develop a co-location.

The Board advised that due to the complexity of the university structure and processes for developing the Markham campus project, the conversation needs to be directed to the Provost, and strongly suggested that the Board should speak directly to York U.

The CEO advised that at her next meeting with the Librarians, she will propose that York University project staff attend a Library Board meeting.

There was a question as to how the dual use facility would work if York University does not want collections. The CEO explained that York University collections would be primarily digital. If students required a physical book or document it would be shipped from their Keele Street Library. The Public Library (if approved) would have their own collections that would be chosen specifically for that community. Among the benefits of co-location it was noted that that the Markham Centre public library space would potentially enhance the student experience on the Markham campus.

There was a question about how 'working poor' is defined in York Region. Staff clarified that working poor is defined by incomes under \$17,000.00 for a single person and \$34,000.00 for a couple with two children. It was noted that *The Working Poverty report* expressed its finding in percentages; data showing total numbers of individuals living in working poverty in Markham was requested.

Moved by Mr. Alick Siu
Seconded by Mr. Ben Hendriks

Resolved that the report entitled "CEO's Highlights, October 2016" 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-2b Staff Treatment**
(Assigned to Ms. Jennifer Yip)

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Ms. Jennifer Yip stated that this EL is concerned “With respect to the treatment of paid and volunteer staff, the CEO shall not cause or allow conditions that are unfair, undignified, unsafe or unclear.

Ms. Yip received two questions; the first was about HR issues over the past year. Staff responded that there had been four different complaints/ grievances over the last year, all of which had either been withdrawn or resolved;

The second question dealt with how competitive MPL is as an employer and is it viewed as a good place to work. Staff responded that MPL is competitive with respect to a number of measures of staff engagement including staff retention, turnover, internal promotions, and appointments and investment in staff development. Anecdotal feedback from staff who work at other libraries suggest that MPL has an engaging environment, provides more opportunities for staff involvement in strategic initiatives and learning opportunities and has a more innovative organizational culture. Vacancies at MPL are competitive; positions posted externally receive an average of 100 plus applications. Staff engagement levels are gauged by a biannual staff satisfaction survey; pending the results of this survey, staff pursue staff projects to enhance engagement initiatives.

As requested, staff will include performance indicators in the EL-2b report effective 2017.

The report confirmed that the CEO and MPL’s practices relative to MPL’s Staff Treatment are in compliance with the requirements of EL-2b policy.

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

Resolved that the report entitled “Internal Monitoring Report – Executive Limitation EL-2b, Staff Treatment” be received.

Carried.

5.2 **Executive Limitation: EL-2d Financial Condition** **(Assigned to Mrs. Marilyn Aspevig)**

Mrs. Marilyn Aspevig stated that this policy limitation deals “With respect to the actual, ongoing financial condition and activities of the organization, the CEO shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from Board priorities established in Ends policies.

Mrs. Aspevig received a question from the Board regarding what strategies are in place to address the downward trend in library income and what plans are in place to add new streams of revenue as others decline.

Staff responded that some revenues have decreased while others increased so there will be a budget adjustment in 2017.

Other areas where revenue has increased in 2016 are room rentals and increased prices for book sales and silent auctions for certain high demand items. Beyond this, staff are exploring other possibilities, including consulting for other public libraries utilizing the expertise of MPL management staff and optimizing revenue from summer camps which could be expanded to other times during the year (winter and March break).

There was also a request to provide more detail about why expenditures regarding staff training and travel expenses were higher than budget. Staff responded that staff training and travel expenses were compensated for by the Ontario Library Capacity Fund Grant. As reported in the

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Variance Report, there is a direct offset between revenue received that was not budgeted for, and a higher than budgeted expenditure on the expense side to support increased staff training. The revenue is \$31K received from the Ontario Library Capacity Fund provided by the Province to compensate for expenditure by public libraries in certain areas, including staff training and related expenses. On the balance sheet, this must be shown as an offset as the auditor requires that the grant funding be shown as revenue, i.e. not used to directly reduce expenses, which must also be shown separately.

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. Marilyn Aspevig
Seconded by Mrs. Lillian Tolensky

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

Carried.

5.3 **Executive Limitation: EL-2j Communication and Counsel to the Board** **(Assigned to Mrs. Yemisi Dina)**

Mrs. Yemisi Dina explained this policy limitation states that "The CEO shall not permit the Board to be uninformed or unsupported in its work." This report covers the period June 2016 to September 2016.

Mrs. Dina contacted fellow Board members and did not receive any questions.

The report confirmed that the CEO and MPL's practices relative to MPL's Communication and Counsel to the Board are in compliance with the requirements of EL-2j.

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

Resolved that the internal monitoring report entitled "Executive Limitation EL-2j Communication & Counsel to the Board (June 2016 to September 2016)" be received.

Carried.

6.0 **Ends**

7.0 **Governance:** 7.1 **Letter to Provincial Government re: Per Household Grant (follow up to Board presentation to General Committee-September 26,2016)**

There was much discussion and input on the DRAFT letter.

Suggestions include:

- Include statistics that show how much Markham has grown with no parallel increase in provincial funding.
- Address the letter to the Minister and send to General Committee for endorsement.

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- Use more forceful language e.g. “urging”.
- This is an investment for the government.
- Need is for sustainable funding, rather than a stopgap.
- Provide more detail re FOPL i.e the years of its campaign.
- Reference the FOPL plan for implementation over time, and cc FOPL.
- Impact statement.
- Include a chart showing co-relation with population growth. Ask them why they are lowering the per capita.
- Meet with Minister. Suggested that the letter include an offer to meet with someone from the Minister’s office
- CC our MPPs and go to their offices to meet with them.
- Circulate revised letter to the Board for further comment

Moved by: Mr. Alick Siu
Seconded by Dr. Farzana Jiwani

Resolved that the report entitled “Letter to Provincial Government re: Per Household Grant” be received.

Carried.

8.0 Ownership Linkage

9.0 Board Advocacy

10.0 Education:

10.1 SirsiDynix Presentation

Bill Davison, CEO explained that SirsiDynix is a U.S. based software company that provides software to assist libraries in managing their operations. The company is owned by an American venture capital firm, has 4000 customers, 400 employees and has clients in 80 countries around the world. The aim of the software company is to provide the best customer service and stability to library staff and end-users.

SirsiDynix has been working with MPL since 1992 and the purpose of the presentation was to familiarize the Board with the service of the software provider and advise where the relationship is heading in line with MPL’s Digital Strategy.

The Board was introduced to Sirsi’s new customer interface software, Enterprise. This new augmented software will improve integration and expansion of access by utilising web-based programs. Improvement of this software has been a collaborative process and partnership that will bring additional content and services, increased visibility and the best Library experience to the community.

Enterprise will support the MPL by showcasing services, programs and events sponsored by the Library. The current website is linked closely with the City of Markham and the search tools are not library specific.

Regarding the need for a family/household card solution given that the number of users is important to funders, SirsiDynix advised that custom fields are available

There was a lot of discussion about the advantages and costs of the software improvements

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

Resolved that the presentation given by SirsiDynix be received.

Carried.

10.2 **Board Education Plan 2017**

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

Resolved that the report entitled “Board Education Plan 2017” be received.

Carried.

11.0 **Incidental Information**

11.1 **Board and Staff Meet and Greet- Update**

Staff informed the Board that a planning committee has been established. The venue will be similar to last year and will be held at Milliken Mills Library. Refreshments will consist of a combination of “small plates” and pot luck elements.

An e-mail invitation has been sent to all Board Members and staff reminding them that this will provide an opportunity for Board and staff to get to know each other and enjoy an informal evening. This year Board members will be ‘paired’ with a senior staff member so that they can be introduced to staff

12.0 **New Business**

None.

13.0 **Board Evaluation:**

13.1 **Simplified Questionnaire: Conduct of the Board**

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

Resolved that the report entitled “Questionnaire Results: Conduct of the Board” be received.

Carried.

There was some discussion and clarification on the results of the questionnaire.

14.0 **In camera**

None.

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15.0 **Adjournment**

Moved by Mr. Alick Siu and seconded by Mrs. Pearl Mantell that the meeting be adjourned at 9:42 p.m.