

## AGENDA 2.2

### MARKHAM PUBLIC LIBRARY BOARD

#### Regular Meeting

**Minutes of meeting held on Monday, January 25, 2016, 7:11 p.m. Markham Village Library, Program Room, 6031 Highway 7 East, Markham, L3P 3A7**

Present from Board: Mr. Alfred Kam  
Mrs. Marilyn Aspevig  
Mr. Alick Siu  
Mrs. Jeanette Lewis  
Mrs. Lillian Tolensky  
Mrs. Claire Chester  
Dr. Farzana Jiwani  
Mr. Ben Hendriks  
Mr. Atif Ahmad (up to 10.0)  
Ms. Jennifer Yip  
Ms. Isa Lee  
Deputy Mayor Jack Heath  
.

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer  
Ms. Deborah Walker, Director, Strategy and Innovation  
Mrs. Diane Macklin, Manager, Marketing & Community Development  
Mr. Shaun McDonough, Research Analyst  
Mrs. Susan Price, Board Secretary

Regrets: Regional Councillor Joe Li  
Councillor Alan Ho  
Mrs. Yemisi Dina  
Mrs. Pearl Mantell

Guest: Brenda Librecz, Commissioner, Community & Fire Services

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

Mr. Alfred Kam, Chair, called the meeting to order at 7:11 p.m.

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

**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: Mr. Ben Hendriks

**RESOLVED THAT: the election of Mr. Alfred Kam to the position of Chair held at the Annual General Meeting on January 25, 2016 be confirmed and that Mr. Alfred Kam be appointed as Chair for the term ending January 2017;**

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And that the election of Mrs. Marilyn Aspevig to the position of Vice-Chair held at the Annual General Meeting on January 25, 2016 be confirmed and that Mrs. Marilyn Aspevig be appointed as Vice-Chair for the term ending January 2017.

Carried.

### 1.2 **Declaration of Conflict of Interest**

None.

### 1.3 **Delegation**

None.

(Agenda Item 7.1 was moved forward in order to accommodate Brenda Librecz, Commissioner, Community & Fire Services.)

### 1.4 **Chair's Remarks**

Mr. Alfred Kam asked Board members to pick up a copy of the 2016 EL schedule.

The Chair thanked staff for organizing PechaKucha, a sold out event held on January 22, 2016 at the Markham Flato Theatre. He also thanked the Vice-Chair for organizing the tickets for Board Members including Deputy Mayor Heath and Regional Councillor Joe Li. Mrs. Aspevig added her thanks for the refreshments.

Deputy Mayor Heath added his compliments and expressed the hope that Board members will attend other MPL events in the future.

### 2.0 **Consent Agenda**

Moved by        Mr. Alick Siu  
Seconded by    Mrs. Claire Chester

**Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.4.5 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 23, 2015**
- 2.2    Minutes of Regular Meeting, December 14, 2015**
- 2.3    Declaration of Due Diligence by the CEO**
- 2.4    Communication and Correspondence:**
  - 2.4.1    Cenotaph Upgrade to boost veteran's profile in Markham**
  - 2.4.2    Honour with Books 2015**
  - 2.4.3    Economist & Sun: Star Wars-mania hits York Region libraries**
  - 2.4.4    CEO's Response to Delegation of November 23, 2015**
  - 2.4.5    Toronto Star: Cats find a home in Markham community centre**

Carried.

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### 3.0 **CEO's Highlights, January 2016**

Moved by Dr. Farzana Jiwani  
Seconded by Ms. Jennifer Yip

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

Carried.

Board members had no questions about this report.

### 4.0 **Annual Monthly Policy Review**

(To be undertaken at the January meeting)

#### 4.1 **Policy Governance Wording Review**

Moved by Mrs. Jeanette Lewis  
Seconded by Mrs. Lillian Tolensky

**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 approves them as written.**

Carried.

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

Moved by Mr. Ben Hendriks  
Seconded by Dr. Farzana Jiwani

**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.

As this is the first time that this Board has conducted the review, the last two year's reviews will be made available to members at the February In Camera meeting. The Vice-Chair clarified that the Annual Review is confirmation that the CEO meets or exceeds compliance standards.

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

**Resolved that the "Executive Limitations/Monitoring Reports Schedule" be received.**

Carried.

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### 6.0 Ends

#### 6.1 Annual Ends Report

Moved by Mrs. Marilyn Aspevig  
Seconded by Ms. Isa Lee

**Resolved that the Annual Ends Report be received .**

Carried.

There was discussion about how the programs that celebrate multicultural holidays are chosen. It was explained that library staff work with community members representative of the community to develop the programming ideas. Technology shortcomings related to programming was also addressed and the CEO explained that the Strategic Plan contains a Technology Plan that will address these challenges.

(Please note that Agenda 7.1 followed Agenda 1.3 in order to accommodate our guest.)

### 7.0 Governance

#### 7.1 Discussion regarding the April 2016 meeting between the Markham Public Library Board and Markham Council entitled: "Council and the Markham Public Library Board-Working Together"

The Chair introduced Brenda Librecz, Commissioner Community & Fire Services who attended the meeting in order to offer some guidance to the Board for their meeting with Markham Council. The CEO informed the Board that the date in April has not yet been established. Ms. Librecz explained that over the past year there have been efforts for more dialogue about the roles of the Library Board and the City.

Ms. Librecz indicated that there is a need for greater clarity of the two separate entities. For reasons of efficiency and effectiveness, Council should be made more aware of the *Public Library Act (PLA)* and governance of the Library. Preparations for the meeting could include the provision of reference binders for Council Members with handouts comparing the *Municipal Act* and the *PLA*. Other suggestions included the Board putting together information highlighting the skill-sets of its members. The Commissioner advised that educating Council would be the most constructive way of improving communications between the two entities.

The Commissioner asked Deputy Mayor Jack Heath if he had any input to add. He indicated that as far as the budget is concerned that will remain an ongoing issue as the City is accountable to its residents. However, greater understanding of the issues would help diminish the problem. He also advised that the York University satellite campus is now re-scheduled to open in the fall of 2020 and suggested that the Board begin approaching York University directly with concrete proposals for a partnership.

Moved by Mr. Ben Hendriks  
Seconded by Mrs. Jeanette Lewis

**Resolved that "The Board request staff prepare a report on opportunities to partner with York University on their library".**

Carried.

In closing Ms. Librecz thanked the Board for the opportunity to meet with them and also Markham Public Library for the role it has played in the sponsorship of Syrian refugees and other

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newcomers to Canada. The Library plays a vital role in the settlement of newcomers with its various targeted programs.

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

**Resolved that the discussion regarding the April 2016 meeting between the Markham Public Library Board and Markham Council entitled: “Council and the Markham Public Library Board-Working together” be received.**

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. Claire Chester

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

Carried.

#### 10.2    **Opportunities in Library Programming & Partnership**

Staff delivered a presentation outlining the complexity and challenges of the Library’s programs including examples of:

- **Core Programs** as delivered by library staff and volunteers (e.g. storytime, book clubs )
- **Fee-based programs** e.g. Curriculum based learning programs and Summer camps.
- **Volunteer led programs** such as crafts, movies, board games and reading buddies.
- **Events based** activities, family entertainment, creating opportunities to generate interest in all the library has to offer (e.g. March Break events, TedX, PechaKucha)
- **Partnership Programs** through a variety of community organizations and businesses that allow the library to increase its effectiveness and reach through the expertise of others.

Partnerships can be formal or informal, anything from partnerships with settlement agencies (e.g. Let’s Talk English), business organizations such as Start Up York for Entrepreneurs in Residence to high school students conducting workshops. The new Strategic Plan includes a focus on Community Led Programming, determined by members of the community. Examples of this include Coder-Dojo and programs that have community members share their knowledge of software available in The CAVE.

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

**Resolved that the presentation entitled “Opportunities in Library Programming & Partnerships “be received.**

Carried.

### 10.3 **2015 Strategic Plan Achievements**

Staff explained that a good deal of the 2015 Strategic Plan Achievements have already been reported in the Annual Ends Report and going forward there will be some consolidation of these reports.

In general it should be noted that 2015 was a somewhat anomalous year. The delay in construction of the new South East Library has pushed all initiatives related to this facility into 2016. The 2015 work-plan was also impacted by some unplanned priorities-the challenging 2015 budget situation and Councillor advocacy.

#### **Achievements:**

##### **THEME 1: Connecting People and Communities**

- Enriching Opportunities for Engagement and Learning
- Partnerships that Build Community Capacity
- Taking the Library Out into the Community
- Programming That Changes Lives for the Better

##### Indicators and Outcomes:

- Program Attendance Up 28.6% from 2014
- 14,000 Volunteer Hours

##### **THEME 2: Digital Inclusion**

- Multi-Year Technology Roadmap
- IT That Meets Community's Learning, Creative and Business Needs
- Leveraging Technology for Responsive and Efficient Library Services
- Ensuring Staff are equipped to support New Services and Library Technology

##### Indicators and Outcomes:

- 83% of Checkouts take place through Self-Service
- 249,500 E-mail notifications
- 2,463,618 Electronic Visits (up 1.2% over 2014)
- 180,054 Public Access Computer Uses

##### **THEME 3: Content That Transforms Lives**

- Community-Led Library Content
- Content Transformation
- Promoting Content & Its Power to Transform Lives
- Content-Based Programming

##### Indicators and Outcomes:

- 4,581,729 Physical Circulation (up 4.8% from 2014)
- 246,824 E-Circulation (up 49.8% from 2014)

##### **THEME 4: Community Learning Hubs**

- Future Innovative Library Service Models
- Updating Existing Facilities
- Opening Southeast Library
- Improving the Experience

##### Indicators and Outcomes:

- 2,369,199 Customer Branch Visits (2.3% increase over 2014)

#### **Foundational Strategies for 2016:**

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Spread the Word  
Clear the Air-Improve the Municipal Relationship  
Develop the Workforce  
Success Measures

There was a question regarding the pricing of e-books and the CEO responded that one publisher had improved their pricing; however the rules vary from one company to another.

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

**Resolved that the report entitled “2015 Strategic Plan Achievements” be received.**

Carried.

### 11.0 **Incidental Information**

#### 11.1 **Board Meeting Attendance Record**

Moved by Ms. Jennifer Yip  
Seconded by Mrs. Lillian Tolensky

**Resolved that the Board meeting attendance records for 2015 be received.**

Carried.

#### 11.2 **MPL Staff Celebration**

Moved by Mrs. Claire Chester  
Seconded by Mrs. Marilyn Aspevig

**Resolved that the report entitled “MPL Staff Celebration” be received.**

Carried.

The Chair advised the Board that the evening was well organized and that staff had thanked him for the Board's support of the event and indicated their appreciation. This year, in an effort to limit the cost, the celebration was held after hours at Angus Glen Library, eliminating any rental cost. Light refreshments were provided and staff contributed to a dessert pot-luck. The approved budget for the event was \$3,000.00, however as it was organized by staff the expenses totaled \$1,900.00. Board members generously contributed \$800.00 which further reduced the expenditure to only \$1,100.00, resulting in a net cost of about \$4.50 per person.

### 12.0 **New Business**

None.

### 13.0 **Board Evaluation**

#### 13.1 **Simplified Questionnaire: Performance of Individual Board Members**

The Chair spoke to the Board about the usefulness of the questionnaires. Some wondered what was done with the information gathered and thought perhaps there should be more accountability.

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The CEO noted that a response of “don’t know” or “not sure” could indicate the need for further clarification. The CEO will endeavor to contact Board members in the future by e-mail to determine if they would like any additional information especially as it applies to the Board’s By-laws and governing policies.

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

**Resolved that the report entitled “Questionnaire Results: Performance of Individual Board Members” be received.**

Carried.

### 13.2 **Simplified Questionnaire: The Board and The CEO**

The Chair went through the Questionnaire with the Board members to ascertain their understanding of the questions as it forms part of the CEO’s Annual Review, which will take place in February.

### 14.0 **In camera**

None.

### 15.0 **Adjournment**

Moved by Mrs. Claire Chester and seconded by Mrs. Lillian Tolensky that the meeting be adjourned at 9:50 p.m.