

## AGENDA 2.1

### MARKHAM PUBLIC LIBRARY BOARD

#### Regular Meeting

**Minutes of meeting held on Monday, September 28, 2015, 7:04 p.m., Thornhill Community Library Program Room, 7755 Bayview Avenue, Markham L3T 4P1**

**Please note that library tours took place 6:45-7:00 p.m. prior to the Regular Meeting Call to Order**

Present from Board: Mr. Alfred Kam, Chair  
Mrs. Marilyn Aspevig, Vice-Chair  
Mrs. Jeanette Lewis  
Mr. Ben Hendriks  
Dr. Farzana Jiwani  
Mrs. Lillian Tolensky  
Mrs. Pearl Mantell  
Mrs. Claire Chester  
Mrs. Yemisi Dina  
Ms. Isa Lee (from 10.2)

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. Chris Sheehy, Manager, Facilities & Workplace Safety  
Mr. Fred Whitmarsh, Manager, Thornhill Library  
Ms. Megan Garza, Manager, Milliken Mills Library  
Mr. Shaun McDonough,  
Mrs. Susan Price, Board Secretary

Regrets: Deputy Mayor Jack Heath  
Regional Councillor Joe Li  
Councillor Alan Ho  
Ms. Jennifer Yip  
Mr. Alick Siu  
Mr. Atif Ahmad

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

Mr. Alfred Kam, Chair, called the meeting to order at 7:04 p.m.

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

**Resolved that the agenda be approved.**

Carried.

#### 1.1 **Declaration of conflict of interest**

None.

## AGENDA 2.1

### 1.2 Delegation

None.

### 1.3 Chair's Remarks

Mr. Alfred Kam informed the Board that there is an updated Confidential Contact List and that EL Reports have been assigned for the remainder of 2015 and 2016. Members were asked to review the schedule to ensure that their assignments do not conflict with any planned absences. He advised the Board that there is to be a TEDx event at Markham Village Library, Friday, November 13, 2015, and that if any Board Members would like to attend, tickets would be made available to them. A further communication will follow advising how to obtain the tickets.

### 2.0 Consent Agenda

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

**Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3. 21 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, June 22, 2015**
- 2.2 Declaration of Due Diligence by the CEO**
- 2.3 Communication and Correspondence:**
  - 2.3.1 What Should I Read Next?: Staff Picks**
  - 2.3.2 Sports, poetry, spice up city's Pan Am Day**
  - 2.3.3 Markham joins in Pan Am Day fun**
  - 2.3.4 MingPaoCanada**
  - 2.3.5 Checking out without checking in: Markham Library offers online services**
  - 2.3.6 PanAm Winning at Another Game**
  - 2.3.7 MPL Book Launch**
  - 2.3.8 PanAm: A Taste of Pan Am**
  - 2.3.9 The Voice: Summer Kids' Programs at MPL**
  - 2.3.10 Markham Economist & Sun: The CAVE**
  - 2.3.11 Why Markham is the next highrise community**
  - 2.3.12 Why Digital Comics Are Great For Kids**
  - 2.3.13 MPL Summer Wrap Up Party**
  - 2.3.14 Entrepreneurs in Residence**
  - 2.3.15 Toronto 2015 Parapan Am Games Readiness Event**
  - 2.3.16 University & College Fair**
  - 2.3.17 Letter of Commendation About Staff at Markham Village Library**
  - 2.3.18 Economist & Sun: Art Graces Library Walls**
  - 2.3.19 The City Page: MPL-Thinking About Attending University or College?**
  - 2.3.20 Metroland Media: Markham war memorial getting makeover**
  - 2.3.21 City of Markham: Canadian Government Announces Funding for Veterans Square**

## AGENDA 2.1

Carried.

Staff were asked about the University and College Fair. They indicated that this would be the second year for the event as the event last year was very successful.

### 3.0 **CEO's Highlights, September 2015**

Moved by Dr. Farzana Jiwani  
Seconded by Mrs. Jeanette Lewis

**Resolved that the report entitled "CEO's Highlights, September 2015" be received.**

Carried.

The CEO confirmed with Board Members that the two questions that had arisen at the June meeting regarding the Library's operating cost per hour and the proportion of the Operating Budget spent on salaries were addressed in the highlights. Staff reported that subsequent to the release of the CEO's report; following the PechaKucha event held Friday, September 25 they were advised of a recall on cheese that was purchased at Costco and served at the event. All participants at the MPL event have been notified and no issues have been reported to date.

### 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-2c Budgeting/Forecasting** **(Assigned to Mr. Ben Hendriks)**

There was discussion about budget timing and communication protocols with respect to the budget process. Mrs. Mantell referred to a Council proposal for an audit of MPL earlier this year. The proposal was not passed by Council. Recognizing that there was a need to better inform Council of library activities and accountabilities, the CEO and senior staff met with Councillors over the summer. A PowerPoint presentation was prepared highlighting library programs, services and success measures and Councillors were provided an opportunity to tour the Library Branch in their respective wards.

The report confirmed that the CEO and MPL's practices regarding MPL's Budgeting/Forecasting are in compliance with the requirements of EL-2c policy.

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

**Resolved that the Board receives the report entitled "Internal Monitoring Report: "Executive Limitation EL-2c, Budgeting/Forecasting";**

**And that the Board approves the Library's 2016 Proposed Capital Budget of \$2,314,300 as outlined in Appendix B of this Report;**

**And that the Library's 2016 Proposed Operating Budget Submission to the Library Board be deferred until the required information is available to the CEO.**

## AGENDA 2.1

**And that Staff be authorized and directed to do all things necessary to give effect to this resolution.**

Carried.

### 5.2 **Executive Limitations/Internal Monitoring Reports Schedule 2015-2016**

Moved by Mr. Ben Hendriks  
Seconded by Mrs. Claire Chester

**Resolved that the “Executive Limitations/Internal Monitoring Reports Schedule 2015-2016” Be received.**

Carried.

### 6.0 **Ends**

#### 6.1 **Quarterly Ends Report (Jun-Aug 2015)**

There was discussion about the contents of this report. Responding to Board members' questions, Staff explained that members of Council do receive a summarized Ends Report and a Calendar of upcoming events.

Mrs. Aspevig complimented Staff on the extent of the programs and wondered if one-on-one technical support is available. Staff replied that it is possible to contact a Branch and schedule up to one hour one-on-one with a staff member. Mr. Hendriks asked for details about the “Seed Library”. Staff explained that the City provides the workshops and that social media is used to disseminate further information about this popular program to the public. Library Staff involvement includes the preparation, circulation and return of the seeds.

Moved by Mrs. Yemisi Dina  
Seconded by Dr. Farzana Jiwani

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

Carried.

### 7.0 **Governance**

### 8.0 **Ownership Linkage**

### 9.0 **Board Advocacy**

### 10.0 **Education:**

#### 10.1 **Board Statistical Report**

Moved by Mrs. Pearl Mantell  
Seconded by Mrs. Jeanette Lewis

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

Carried.

## AGENDA 2.1

There was discussion about various issues, including electronic visits, website access and the customer satisfaction survey.

### 10.2 Strategic Plan: Presentation to Council

The CEO explained that the Board has received the draft full version of the Plan. The presentation to Council is scheduled for October 9, 2015. Unfortunately due to the change in date (originally scheduled for September 14th), Mr. Ken Roberts, former CEO of the Hamilton Public Library, and member of the Royal Society of Canada's Expert Panel on The Future of Canada's Libraries and Archives, will now be unavailable to speak to Council. Mrs. Yemisi Dina suggested that perhaps he could attend thorough Skype as his message is powerful. The CEO explained that the preamble and presentation will take about one hour. Council Members will then rotate through four tables to discuss each of the four strategic themes. The final 30 minutes will be used to summarize the input provided and talk about next steps. Library Board members were encouraged to attend if available.

#### Presentation:

The CEO began the presentation by pointing out that the time frame for new Strategic Plan will be 2015-2019, concurrent with the City's Building Markham's Future Together Strategy.

Highlights of the Plan and Presentation include:

- **Community- led planning-** what are your hopes and aspirations for yourself, your family and your community, and how can the library help achieve these goals?
- **The journey into change-** exploring the Socio-Demographics of our community.  
*Note: Several Board members expressed concerns about the increasing poverty in Markham and the GTA.*
- **Economic trends & our strategic response-** MPL needs to be a key driver for Markham's Economic Strategy
- **Learning trends and our strategic response-** always connected, connect with users where they live- online and on the move.
- **Digital disruption-** provide innovative opportunities to explore new technologies
- **The way we live-** lifestyle trends & our strategic response- time crunched lifestyles- provide online service options.
- **A community with high aspirations-** the Library can help everyone achieve their aspirations for family, health, education, careers and life;
- **Social capital in decline-** provide public spaces that serve as community assets, bringing diversity together & strengthening Markham's social capital
- **Content trends & how we are responding-** rise of the e-book  
E versus paper debate- transition taking longer than expected  
The power of reading to change lives for the better
- **Place trends & how we are responding -**  
Places to grow-provide spaces that compensate for more compact living spaces  
Place- making and a resilient city- meet public realm expectations  
Community learning hubs-form partnerships to enhance our role
- **Three Shifts in Strategy Going Forward -**  
Adding "create" to the vision-from "imagine learn grow" to "imagine **create** learn grow"  
Outcomes focus- more than transactions  
Turning outward toward the community and going to where they are

## AGENDA 2.1

In Summary: **Four Strategic Themes**

1. Connecting People & Communities
2. Digital Inclusion
3. Content That Transforms Lives
4. Community Learning Hubs

Moved by Mrs. Jeanette Lewis  
Seconded by Mrs. Pearl Mantell

**Resolved that the report entitled “Strategic Plan: Presentation to Council” be received. That the Strategic Plan report, the proposed framework for the upcoming General Committee Meeting, and the schedule for the Strategic Plan Launch be approved.**

Carried.

### 10.3 **Board Education Plan-2015**

Board members were asked for their input with respect to suggestions for education topics of interest to them in 2016. There was brief discussion, and members followed up by providing their suggestions.

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

**Resolved that Board members identify outreach initiatives and education topics for 2016 to comply with Governance Process GP-2f Policy.**

Carried.

### 11.0 **Incidental Information**

#### 11.1 **Annual Library Celebration**

The CEO explained the motivation behind changing the venue of the celebration. The revised Annual celebration will focus on staff recognition.

The Chair went on to further explain that the City has significantly modified its Staff Recognition program and MPL will follow suit. Mrs. Lewis pointed out that although the budget is modest, this approach is more in keeping with a not-for profit organization.

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

**Resolved that the Board approve up to \$1,500 to cover the cost of the Annual Library Celebration for the Library staff and Board.**

Carried.

#### 11.2 **Annual Board Dinner**

The Chair explained that in prior years there was a budget of \$1,500.00 for an annual Board dinner.

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

**Resolved that the Board review the existing protocol for the Annual Board Dinner.**

## AGENDA 2.1

Carried.

The CEO stated that the appropriateness of an annual Board dinner paid for by tax dollars has been questioned by Council.

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

**Resolved that the budget for the Annual Board Dinner be suspended and that the \$1,500.00 previously allocated to that event be designated instead for the Annual Staff Celebration; which would result in a budget for the Annual Staff Celebration of \$1,500.00 already allocated plus up to an additional \$1,500.00.**

Carried.

### 12.0   **New Business**

### 13.0   **Board Evaluation**

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

The Chair reminded all Members to complete the questionnaire and hand it in to the Board secretary.

### 14.0   **In camera (none)**

### 15.0   **Adjournment**

Moved by Mr.Hendriks that the meeting be adjourned at 9:30 p.m.