

## AGENDA 2.1

### MARKHAM PUBLIC LIBRARY BOARD

#### Regular Meeting

**Minutes of meeting held on Monday, June 22, 2015, 7:03 p.m., Angus Glen Library, Program Room, 3990 Major Mackenzie Drive, Markham L6C 1P8**

Present from Board: Mr. Alfred Kam, Chair  
Mrs. Marilyn Aspevig, Vice-Chair  
Ms. Jennifer Yip  
Mrs. Pearl Mantell (up to 10.2)  
Dr. Farzana Jiwani  
Mrs. Yemisi Dina  
Mr. Alick Siu  
Mr. Atif Ahmad  
Mr. Ben Hendriks  
Mrs. Claire Chester  
Mrs. Jeanette Lewis

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  
Ms. Polly Chan, Purchasing & Accounts Analyst  
Ms. Pamela Saliba, Manager, Angus Glen Library  
Mrs. Susan Price, Board Secretary

Regrets: Deputy Mayor Jack Heath  
Regional Councillor Joe Li  
Councillor Alan Ho  
Mrs. Lillian Tolensky  
Ms. Isa Lee

Guest (Agenda 5.4) Mr. Claudio Martellacci, Audit Manager, KPMG

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

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

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

**Resolved that the agenda be approved.**

Carried.

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

None.

#### 1.2 **Delegation**

None.

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### 1.3 **Chair's Remarks**

Mr. Alfred Kam reminded the Board that comments from the Board should be addressed through the Chair and that Members should only speak once to an item in order that all Members can be heard.

Mr. Kam informed the Board that there was an updated contact list available for their binders and reminded them that the information is confidential. The Chair drew attention to Agenda item 7.3 and asked all Members present to complete the form if there were any changes in the summer contact information or any dates that they would be unavailable over July and August.

EL's are assigned annually and the new schedule for reviewing reports will be prepared for September's meeting utilizing the Skills Criteria questionnaires.

The Chair welcomed Mr. Claudio Martellacci, Audit Manager, KPMG.

### 5.4 **Auditor's Report and Approval of Draft 2014 Financial Statements of the Markham Public Library Board**

Staff introduced Mr. Claudio Martellacci and explained that he would be pleased to answer any questions from Members prior to their approving the Draft 2014 Financial Statements of the Markham Public Library Board.

After introductory remarks, Mr. Martellacci reported that the 2014 audit is complete and clean. The Chair asked if there were any questions from the Board Members.

Mrs. Aspevig queried page 73 of the report "Summary of corrected audit misstatements" and Mr. Martellacci provided an explanation. There were no further questions. The Board acknowledged the work of Mr. Martellacci and thanked him for attending.

Moved by        Mr. Ben Hendriks  
Seconded by    Mr. Atif Ahmad

**Resolved that the report entitled "Draft Financial Statements of the Markham Public Library Board, December 31, 2014" be received; and,**

**That the Board approve the Draft Financial Statements of the Markham Public Library Board for the fiscal year ended December 31, 2014; and**

**That the Board Chair be authorized to sign the approved 2014 Financial Statements on behalf of the Board; and,**

**That the Board authorize Staff to issue the final audited Financial Statements for the fiscal year ended December 31, 2014; and**

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

Carried.

### 2.0 **Consent Agenda**

Moved by        Ms. Jennifer Yip  
Seconded by    Mrs. Jeanette Lewis

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Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.4.9 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, May 25, 2015
- 2.2 Minutes of Annual General Meeting, May 25, 2015
- 2.3 Declaration of Due Diligence by the CEO
- 2.4 Communication and Correspondence:
  - 2.4.1 I.P.A.C. Innovation Award for CSR
  - 2.4.2 Markham Grows Seed Library
  - 2.4.3 Viva PanAm/ParaPan at MPL
  - 2.4.4 June Events at MPL
  - 2.4.5 Markham Teamwork Day 2015
  - 2.4.6 Hidden Gems of Fun at MPL
  - 2.4.7 PanAm Day Celebrations
  - 2.4.8 PanAm Events
  - 2.4.9 Taste of PanAm

Carried.

### 3.0 CEO's Highlights, June 2015

Moved by Mrs. Pearl Mantell  
Seconded by Dr. Farzana Jiwani

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

Carried.

The CEO commented that they have received a date of September 14, 2015 from the City for the Strategic Plan Presentation and this may require a Board planning session during the summer. She urged the Board to complete the form in Agenda item 7.3 which was being circulated. The South East Library opening date is still uncertain due to construction issues. The CEO asked if there were any questions and Mr. Siu commented on the timeframe of three years for the Strategic Plan and the CEO explained that it is difficult to project further than that but it could be discussed at the planning session.

### 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-2h Community Relations (Assigned to Mrs. Marilyn Aspevig)

Mrs. Aspevig reviewed the report that deals with Policy with respect to the Board's reputation and standing in the community. Mrs. Aspevig received the following questions.

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1. Are minor children able to access filtered workstations without parent/guardian acceptance of terms and conditions?
2. Are minor children required to have a parent/ guardian accept the terms as outlined in Internet Use Policy before accessing the unfiltered workstations?
3. What is the minimum age required to accept the terms outlined in Internet Use Policy?

Staff responded that for minor children parents sign the library card which signifies acceptance of internet policies and whenever the child logs in the policy needs to be accepted each time. Staff are vigilant at all times monitoring computer usage and all computers are outward facing to facilitate this. Thirteen year olds are able to obtain their own library card without parental consent.

The report confirmed that the CEO and MPL's practices regarding MPL's community relations are in compliance with the requirements of EL-2h policy.

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

**Resolved that the report entitled "Internal Monitoring Report: "Executive Limitation EL-2h, Community Relations" be received.**

Carried.

### 5.2 **Executive Limitation: EL-2i, Compensation and Benefits** **(Assigned to Ms. Jennifer Yip)**

Ms. Yip stated that she reviewed the internal monitoring report entitled "Executive Limitation: EL-2i, Compensation and Benefits" and found the report to be thorough and no questions or concerns were received from her fellow Board members.

The report confirmed that the CEO and MPL's practices regarding MPL's compensation and benefits are in compliance with the requirements of EL-2h policy.

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

**Resolved that the report entitled "Internal Monitoring Report-Executive Limitation EL-2i, Compensation and Benefits" be received.**

Carried.

### 5.3 **Executive Limitation: EL-2j, Communication and Counsel to the Board** **(February 2015 to April 2015)** **(Assigned to Mrs. Yemisi Dina)**

Mrs. Dina stated that the internal monitoring report entitled "Executive Limitation: EL-2j, Communication and Counsel to the Board" declares that the CEO shall not permit the Board to be uninformed or unsupported in its work. She read the report and confirmed that CEO is in compliance. No questions or concerns were received from Board members.

The report confirmed that the CEO and MPL's practices regarding MPL's communication and counsel to the Board are in compliance with the requirements of EL-2j policy.

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

**Resolved that the internal monitoring report entitled "Executive Limitation: EL-2j Communication and Counsel to the Board (February 2015 to April 2015)" be received.**

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Carried.

### 6.0 **Ends**

#### 6.1 **Quarterly Ends Report**

Staff explained this update is for the months of April and May.

Mr. Siu asked how activities were advertised. Staff responded that various methods are used: Markham Life, the Liberal Newspaper, flyers in the branches and out in the community, notices on Twitter, Facebook, and personal contacts. Mr. Siu commented on the effectiveness of Facebook and Twitter and the fact that they are free. Staff informed the Board that the Community Librarians managed these contact sites.

There was a question re page 87 about CPA's contacting the Library and wondered if anything had come of that enquiry. Staff responded not as yet, however it was another example of how the Library's role in and contribution to the community's economic priorities is being recognized. Dr. Jiwani commented that on line registration required an extra step that was cumbersome. Staff agreed that there were elements of the registration system that were less than ideal. They explained that the system used is called *Class* and is managed by the City of Markham. The system is due for replacement in the next few years and better functionality will be a requirement.

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

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

Carried.

### 7.0 **Governance**

#### 7.1 **2015 Library Capital Budget Report**

The Chair asked if there were any questions from the Board. There were several requests for clarification about approvals and timelines. Staff explained that the timelines for the 2015 budget cycle were impacted by the fact that a new Council was elected in October 2014. Information was requested on Library operating costs per hour and salaries as a percentage of overall budget. The CEO indicated that she will provide this information in the next CEO Report to the Board.

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

**Resolved that the Board adopts the amended 2015 capital Budget of \$2,416,300 for the Library's portion of the City of Markham's 2015 Capital Budget; and,**

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

Carried.

#### 7.2 **2015 Library Operating Budget Report**

Moved by Mr. Ben Hendriks  
Seconded by Mrs. Marilyn Aspevig

**Resolved that the Board approves the 2015 City of Markham Grant in the amount of**

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\$10,716,173; and,

That the Board approves the amended 2015 Library Operating Budget consisting of Library Income in the amount of \$1,082,597, and Operating Expenditures (excluding Personnel Ramp-ups) in the amount of \$11,798,770; and;

That upon finalization of the 2014 Library audited financial statements, the 2015 Operating Budget be adjusted to reflect the 2014 operating results; and,

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

Carried.

### 7.3 Delegation of Board's Authority over the summer

Moved by Mrs. Yemisi Dina  
Seconded by Mrs. Jeanette Lewis

**Resolved that the responsibility for all Board decisions over the summer be delegated to the Board Chair in consultation with the Vice-Chair;**

**And that if either the Chair or Vice-Chair cannot be contacted in a reasonable time frame, a designated Board member will be consulted.**

Carried.

### 7.4 Letter of Appreciation for Past Board Members

Moved by Mrs. Pearl Mantell  
Seconded by Mrs. Claire Chester

**Resolved that the Board Chair, on behalf of the Markham Public Library Board, send a letter of appreciation to the former Board Members who served on the Library Board for the term ending April 2015.**

Carried.

### 8.0 Ownership Linkage

### 9.0 Board Advocacy

### 10.0 Education:

### 10.1 Board Statistical Report

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

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

Carried.

Staff explained that there was a slight decrease in the number of programs offered due to the reduction of fee-based programs in the Spring. Competition from other community organizations has meant that several programs had to be cancelled. Programs are prepared up to eight months

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in advance and efforts are continually made to provide programs that meet community needs without duplicating what is already available. Although the overall programs decreased, the number of program sessions increased by 11%.

Discussion followed regarding survey statistics and how to motivate the public to complete the surveys.

### 10.2 **City Business Planning and Budget Process**

Staff explained that the purpose of the report was to provide the Board with context for the Strategic Planning presentation scheduled to go before Council in September.

#### **BMFT (Building Markham's Future Together)**

BMFT is the corporate strategic plan for the City of Markham. In 2014 the business planning process was retooled, including the creation of four Corporate Goals in order to identify the longer term focus of the corporation. The Corporate Goals are:

1. **Exceptional Services by Exceptional People**
2. **Engaged, Diverse and Thriving City**
3. **Safe and Sustainable Community**
4. **Stewardship of Money and Resources**

MPL has developed its own strategic plan referencing the Corporate Business Plan of the City. For the 2016 business plans, all departments have to include these three mandatory elements:

1. **Undertake a customer survey in at least one service area.**
2. **Undertake improvement projects arising from staff satisfaction surveys.**
3. **Review, select and report on appropriate Departmental Performance Measures.**

The MPL Draft Business Plan for 2016 is outlined in the report. Business Plan Performance Measures are defined as "things you can count, calculate and trend", i.e. survey scores, counts of transactions and key performance indicators. Success is measured through efficiency and effectiveness, i.e. providing "the best possible services at the lowest possible costs" rather than from the perspective of social outcomes.

Public engagement, face to face and digital will take place over the next several months

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

**Resolved that the report entitled "City Business Planning and Budget Process" be received.**

Carried.

### 11.0 **Incidental Information**

None.

### 12.0 **New Business**

The CEO wanted to bring the Board's attention to the "**Campaign for Fair E-Book Pricing**". Canadian Public Libraries have joined to raise awareness of unreasonably high e-book prices charged by publishers and advocate for fair e-book pricing. At this time this is for information purposes only. In the future there will be opportunities for advocacy at the Federal and Provincial level.

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### 13.0 Board Evaluation

None.

### 14.0 In camera (none)

### 15.0 Adjournment

Moved by Mr. Alick Siu that the meeting be adjourned at 8:29 p.m.