

TOWN OF MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of meeting held on Monday, February 28, 2011, 7:02 p.m., Program Room, Main Level, Markham Village Library, 6031 Highway 7, Markham

Present from Board: Ms. Cheryl Giblon, Chair
Mr. Justin Hung, Vice Chair (from 3.1)
Mr. John Webster
Mr. Edward McDermott
Ms. Ada Leung
Mr. David Jones
Ms. Lan Sum
Mr. Mahendra Naik
Mrs. Deborah Jestin

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer (up to portion of 12.0)
Mr. Moe Hosseini-Ara, Director, Service Excellence (up to portion of 12.0)
Ms. Deborah Walker, Director, Library Strategy & Innovation (up to 11.0)
Ms. Andrea Cecchetto, Manager, Learning and Growth (up to 11.0)
Mrs. Diane Macklin, Manager, Marketing & Community Development (up to 11.0)
Ms. Yolanda Chan, Branch Manager (up to 11.0)
Mr. Patrick Pan, Branch Manager (up to 11.0)
Mrs. Sony Torre, Board Secretary (up to portion of 12.0)

Regrets: Deputy Mayor Jack Heath
Councillor Alex Chiu

1.0 Call to order/Approval of agenda

The Chair called the meeting to order at 7:02 p.m.

Moved by: Ms. Lan Sum
Seconded by: Mr. John Webster

RESOLVED THAT: the agenda be approved.

Carried.

1.1 Declaration of Conflict of Interest

None.

1.2 Due Diligence

1.2.1 CEO's Report on Due Diligence

The Chair updated the Board on the revision of the due diligence process based on the "Draft Certification of Wages, Claims, Taxes and Deductions, and Remittances" prepared by Mr. Edward McDermott, and the "Draft Declaration of Due Diligence by the CEO" prepared by the CEO in consultation with the Town Solicitor. Mr. Edward McDermott was satisfied with the proposed "Declaration of Due Diligence by the CEO" as written.

The CEO read the proposed "Declaration of due diligence by the CEO."

Moved by: Mr. Edward McDermott
Seconded by: Mr. David Jones

RESOLVED THAT: the Board approve the “Declaration of CEO Due Diligence.”

Carried.

In future board meetings, the “Declaration of Due Diligence by the CEO” will be under the Consent Agenda.

1.3 **Delegation (Ownership/Linkages)**

None.

1.4 **Chair’s Remarks**

Mrs. Cheryl Giblon, Chair, welcomed the Board members and staff to the meeting and informed the Board of a full meeting agenda.

2.0 **Consent Agenda**

There were no items to be pulled out of the consent agenda for discussion.

Moved by: Ms. Lan Sum
Seconded by: Mr. Mahendra Naik

RESOLVED THAT: the consent agenda be received;

AND THAT the consent agenda comprising of the following items are 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:

2.1 Minutes of meeting, January 24, 2011

2.2 Communication and Correspondence:

2.2.1 Jan. 14, 2011, MPL news release: “Free Early Literacy Workshop Parents and Caregivers”

2.2.2 Jan. 17, 2011, MPL news release: “Chinese New Year Celebration at Markham Public Library”

2.2.3 Jan. 19, 2011, National Post: “National Book Count numbers are in: Canadians purchase/borrow 2.7 million books”

2.2.4 Jan. 26, 2011, Yorkregion.com: “More delays for Thornhill Community Centre Project”

2.2.5 Feb. 4, 2011, Markham press release: “Thornhill Community Centre and Library Progress Report”

2.2.6 Jan. 27, 2011, Economist & Sun: “Connected”

2.2.7 Feb. 3, 2011, Metro News: “Metro Minute with Chinese New Year”

2.2.8 Federation of Ontario Public Libraries: “Annual Report of Public Libraries 2010”

2.2.9 Nov.-Dec. 2010 Board Leadership – Policy Governance Newsletter

2.2.10 Feb. 17, 2011, Town of Markham: “Get Involved! Markham Needs You!”

2.2.11 Feb. 19, 2011, Economist & Sun: “Family Day fun still on in Markham”

2.2.12 Feb. 19, 2011, Economist & Sun: “MPL The Learning Place”

2.3 Staff Response to MPL Staff Satisfaction Survey Results

2.4 Annual Monthly Policy Review:

2.4.1 Governance Process: GP-2e Committee Structure

2.5 Extract from the Public Libraries Act in response to the Board’s inquiry on “e-books as prescribed by regulation”

2.6 Policy Governance Binder Update: Markham Public Library Board By-law Section 4

Carried.

3.0 CEO’s Report

3.1 CEO’s Highlights, February 2011

Moved by: Ms. Ada Leung

Seconded by: Mrs. Deborah Jestin

RESOLVED THAT: the report entitled “CEO’s Highlights, February 2011” be received.

Carried.

The Board discussed the following items from the CEO’s Highlights:

- In response to Mr. Mahendra Naik’s inquiry on online resource statistics, Mr. Moe Hosseini-Ara reported that staff continue to work with vendors to restructure data reports and ensure that the statistics reflect meaningful customer usage of the resources. Staff have also escalated with IT’S the effect of the recent system downtime on weekends on the online resource statistics.

The Board requested staff to include statistics on e-books in future reports.

- The Board discussed the dramatic increase in the use of study space in January when students prepare for their exams. The Board explored ideas to increase links with the School Boards of Education and the school trustees in order to address the students’ need for access to more study space.

3.2 **Board Priority Discussion: Library Expansion Sequence**

The Chair thanked the staff for the detailed report containing valuable information on future library services in Markham.

Moved by: Mr. Justin Hung
Seconded by: Ms. Lan Sum

RESOLVED THAT: the report entitled “Board Priority Discussion: Library Expansion Sequence” be received for information.

Carried.

The Board discussed its concerns regarding delays in delivery of future library service as part of the Board’s number one priority - Library Expansion Sequence. The CEO updated the Board on recent developments regarding future library services as part of the current budget process.

To update Council on services available and future plans at Markham Public Library, the Board decided that there would be an immediate request to get on Council's agenda for a Library Board presentation to Council.

The Board exchanged ideas on how some libraries generate library funding from debentures separate from operating funds.

The CEO informed the Board that she would pursue a meeting with Councillor Alex Chiu regarding library service in Milliken Mills.

4.0 **Monitoring (Delegation-Ownership Linkages)** **Compliance list of internal monitoring reports and discussion led by members**

4.1 **Internal Monitoring Report - Executive Limitation: EL-2e Financial Condition**

Mr. David Jones reviewed the report entitled “Internal Monitoring Report - Executive Limitation: EL-2e Financial Condition” and compared it with last year’s report. He found the report satisfactory, clear, and logical. There were no questions from the Board.

Moved by: Mr. David Jones
Seconded by: Ms. Lan Sum

RESOLVED THAT: the report entitled “Executive Limitation: EL-2e Financial Condition” be received.

Carried.

5.0 **Ends**

None.

6.0 **Governance**

6.1 **Subscription Renewal: “Board Leadership: Policy Governance in Action”**

The Board decided not to renew its newsletter subscription “Board Leadership: Policy Governance in action” by John & Miriam Carver.

7.0 Ownership Linkage

7.1 Literacy Council York South – Annual Operating Agreement

The Board discussed the CEO's report providing background information with respect to the relationship between Markham Public Library and Literacy Council York South.

Moved by: Mr. John Webster
Seconded by: Mr. Mahendra Naik

RESOLVED THAT: the report entitled "Literacy Council York South – Annual Operating Agreement" be received;

AND THAT the Board approve Markham Public Library to enter into an Annual Operating Agreement with the Literacy Council York South;

AND THAT the Markham Public Library Board nominate a Library Board member to serve as liaison with the Board of the Literacy Council York South (LCYS), and that this Library Board member shall attend LCYS board meetings;

AND THAT the Board approve the waiving of rent for the period which the Annual Operating Agreement as shown in Appendix A is in effect.

Carried.

The CEO will meet with and brief Mayor Scarpitti and will arrange to meet with LCYS to discuss the Annual Operating Agreement.

The Board requested the CEO to provide them with more information and update on Literacy Council York South.

8.0 Board Advocacy

None.

9.0 Education

None.

10.0 Incidental Information

None.

11.0 New Business

- Mr. Hosseini-Ara provided a photo update on the renovation at Thornhill Community Centre Library. The kiosk providing temporary library services to the public is operational. June 15 is the target date to re-open the full library facility to the public.
- The Chair gave an update on the budget process where requests for Friday night hours and the proposed position of Business Intelligence Coordinator were removed from the budget.
- The process for volunteers to apply for appointment to the Town of Markham Boards/Committees including the Library Board has started. Those interested in applying including current Board members are asked to submit an application form to the Clerk's Office at the Markham Civic Centre.

- Mr. Edward McDermott requested a follow-up on the customer complaint process. The customer complaint process follow-up was removed from the February agenda due to the number of agenda items. This item will be placed on the March agenda.
- The Chair reminded the Board that the agenda planning meeting occurs one week prior to a regular board meeting and all members are welcome to participate in person or via teleconference. Meetings are held at the Library Administration Board room at 1:00 p.m.

12.0 In Camera Agenda

Moved by: Mr. Edward McDermott

Seconded by: Mr. Justin Hung

RESOLVED THAT: the Board meet in camera at 8:50 p.m.

Carried.

Moved by: Ms. Lan Sum

Seconded by: Mr. Edward McDermott

RESOLVED THAT: the Board return to its regular meeting at 9:55 p.m.

Carried.

Moved by: Ms. Lan Sum

Seconded by: Mr. Edward McDermott

RESOLVED THAT: the motions approved at the in camera meeting be ratified.

Carried.

13.0 Board Evaluation

13.1 The Board and the CEO: Criteria Summary

The Board discussed the results of the questionnaire entitled "The Board and the CEO: Criteria Summary."

14.0 Adjournment

Moved by Ms. Lan Sum that the meeting be adjourned at 10:00 p.m.