

TOWN OF MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of meeting held on Monday, March 28, 2011, 7:03 p.m., Markham Village Library, Program Room, Main Level, 6031 Highway 7, Markham

Present from Board: Ms. Cheryl Giblon, Chair
Mr. Justin Hung, Vice Chair
Ms. Ada Leung
Ms. Lan Sum
Mr. David Jones
Mr. John Webster
Mrs. Deborah Jestin
Deputy Mayor Jack Heath (from 3.1)
Mr. Edward McDermott (from 10.1)

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer
Mr. Moe Hosseini-Ara, Director, Service Excellence
Mr. Larry Pogue, Director, Administration
Ms. Deborah Walker, Director, Library Strategy & Innovation
Ms. Andrea Cecchetto, Manager, Learning and Growth
Mrs. Diane Macklin, Manager, Marketing & Community Development
Ms. Margaret Macmillan, Branch Manager, Thornhill Branches
Ms. Angela Tse, Acting Branch Manager, Markham Village Branch
Mr. Chris Sheehy, Facilities & Building Coordinator
Mrs. Sony Torre, Board Secretary

Regrets: Councillor Alex Chiu
Mr. Mahendra Naik

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

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

RESOLVED THAT: the agenda be approved.

Carried.

1.1 **Declaration of Conflict of Interest**

None.

1.2 **Delegation (Ownership/Linkages)**

None.

1.3 **Chair's Remarks**

The Chair informed the Board that Mrs. Catherine Biss, CEO, and Mr. Moe Hosseini-Ara, Director, Service Excellence, will meet with Mayor Frank Scarpitti on March 31, 2011 to update him on the Library's operating agreement with Literacy Council York South (LCYS). They will also meet with Ms. Di Searle, Executive Director of LCYS, on April 1, 2011 to discuss the space of LCYS at Thornhill Community Centre Library.

The Chair will extend the Board's greetings at the 19th "Battle of the Books" competition for Markham area east schools on April 5, 2011, 7:00 p.m., at the Edward T. Crowle Public School. Other Board members were invited to attend.

Councillor Alan Ho has accepted the Board's invitation to participate in the "Librarian for an Hour" initiative. The Chair and staff at the Angus Glen Library will provide Councillor Ho with a tour of the Angus Glen Library on March 31, 2011 and familiarize him with the broad range of services that MPL provides to Markham residents.

1.3.1 Request for the Board's presentation to the General Committee of Council

The Chair has sent a request to the Town's Clerks Department to include the Board's presentation at the General Committee of Council either in its meeting on May 2 or May 9, 2011.

2.0 Consent Agenda

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

Moved by: Mrs. Deborah Jestin
Seconded by: Mr. John Webster

RESOLVED THAT: the consent agenda be received;

AND THAT the consent agenda comprising of the following items 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:

- 2.1 Minutes of meeting, February 28, 2011**
- 2.2 Declaration of Due Diligence by the CEO**
- 2.3 Communication and Correspondence:**
 - 2.3.1 Feb. 24, 2011, Economist & Sun: "Connected – Spend time at a Markham Public Library Branch"**
 - 2.3.2 March 8, 2011, CEO's comments and the March 7, 2011 article from The Library Journal: "Library Consortia Begin To Vote Against HarperCollins EBook Checkout Policy" provided by the Board Chair**
 - 2.3.3 March 2011: Notes and comments from David Jones on "The Harper-Collins change in e-book pricing model"**
 - 2.3.4 March 18, 2011, Toronto Star: "E-book cap leaves libraries in a bind"**
 - 2.3.5 March 16, 2011, Chair's invitation to four new Councillors to participate in "Librarian for an Hour"**
 - 2.3.6 March 8, 2011, Siobhan Stevenson's letter of thanks to library staff – Moe Hosseini-Ara, Diane Macklin, and Andrea Cecchetto**

Carried.

- 2.4 Annual Monthly Policy Review:**
(The wording the following policy is reviewed annually by a member.)

2.4.1 Governance Process: GP-2F Agenda Planning

Moved by: Ms. Ada Leung
Seconded by: Ms. Lan Sum

RESOVLED THAT: the Chair's verbal report of the review of the Governance Process policy entitled "GP-2F Agenda Planning" be received.

Carried.

Ms. Cheryl Giblon, Chair, reviewed the wording of the Governance Policy entitled GP-2F Agenda Planning. There were no questions and comments received from other Board members and no changes would be made to the policy.

3.0 **CEO's Report:**

3.1 **CEO's Highlights, March 2011**

Moved by: Mr. Justin Hung

Seconded by: Mrs. Deborah Jestin

RESOLVED THAT: the CEO's Highlights, March 2011 be received.

Carried.

An addendum to the CEO's Highlights was distributed containing additional information regarding statistics on customer visits, logins to online resources and search queries, and e-books usage/turnover rate by subject. The CEO will bring forward more information on e-books usage for the board meeting in April.

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-2h Emergency Executive Succession**

Moved by: Mr. John Webster

Seconded by: Mr. Justin Hung

RESOLVED THAT: the report entitled “Internal Monitoring Report – Executive Limitation: EL-2h Emergency Executive Succession” be received.

Carried.

Mr. John Webster reviewed the report entitled “Internal Monitoring Report – Executive Limitation: EL-2h Emergency Executive Succession”. He found the report satisfactory and other Board members had no questions. The report confirmed that the CEO ensures that the Library has at least two Director positions, whose incumbents are capable of fulfilling the CEO's responsibilities when the CEO is unable to perform these responsibilities. The CEO also ensures that the Library has other key positions to lead the system in providing appropriate customer service. Recent organizational changes have created a more robust management structure with improved capacity and greater ability to meet the requirements of EL-2h. Below the level of the CEO, a number of key positions are in place that can assure the Board of continuity of service should it be required.

4.2 **Follow-up on Executive Limitation: EL-2a Customer Relations**

The discussion took place later in the evening upon the arrival of Mr. Edward McDermott.

Moved by: Mr. Edward McDermott

Seconded by: Mr. Justin Hung

RESOLVED THAT: the report entitled “Follow-up on Executive Limitation: EL-2a Customer Relations” be received.

Carried.

Mr. Edward McDermott reviewed the report entitled “Follow-up on Executive Limitation: EL-2a Customer Relations.” He was satisfied with the comprehensive report and thanked the staff for explaining the process in place for handling customer feedback and identifying the role of the Library Board as written in the Resolution of Customer Comments Policy.

The Chair thanked the staff for their comprehensive report on customer relations.

5.0 **Ends:**

5.1 **Ends Policy Discussion**

The Chair led the discussion of the Ends Policy entitled “E-1 Global Ends Policy.” The Board discussed various ideas and suggestions, and the CEO will put together ideas. There will be a follow-up discussion at the April Board meeting.

The following ideas and suggestions were brought forward:

- The existing policy is written in an open manner rather than written explicitly.
- All sentences start with the word “they” except for 1.2 and 1.2.1.
- Insert the word “encourage” in section 4.3.
- Incorporate MPL’s tag line “imagine, learn, grow”
- The importance of communications – why visit MPL?
- How do we raise awareness of the Library in the community?
- Can we reach other areas through smaller branches?
- Who are we marketing to?
- Demographics of library users
- MPL serves the needs of the masses.
- Consider a display site for e-books and showcase it actively.
- E-books do not necessarily make a person less social. One must be innovative in order to use e-books socially.
- The social aspect of the Library is important.
- People need a physical place to go to like the library. Some people like to read alone while others enjoy reading with other people in the library.
- Promote activities that arouse people’s interests such as recommending books, inviting authors, having short story writing contests, all candidates’ meeting.
- Use technology innovatively to link like minded people, form book clubs.
- Audio books - use enabling technology that would allow reading books to others.

6.0 **Governance:**

6.1 **Town of Markham Board & Committee Appointment Policy and Striking Committee Terms of Reference**

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

RESOLVED THAT: the report on the Town of Markham Board and Committee Appointment Policy and Striking Committee Terms of Reference be received.

Carried.

Deputy Mayor Jack Heath informed the Board that the appointment process to Town Boards and Committees includes a new Striking Committee. “The Striking Committee is a Sub-Committee of Council responsible for recommending a candidate/slate of candidates for appointment to Town boards and committees and for ensuring consistency, fairness and professionalism in the recruitment, selection and orientation process.”

7.0 **Ownership Linkage**

None.

8.0 **Board Advocacy**

None.

9.0 **Education**

9.1 **Parliamentary Procedures Workshop**

The Chair asked Board members to inform Sony Torre, Board Secretary, if they would like to attend a one-day "Parliamentary Procedures Workshop" in Aurora Public Library on June 18, 2011, 9:30 a.m.-3:30 p.m. The cost is approximately \$125 per participant.

9.2 **Strategic Plan Update**

Moved by: Mr. John Webster
Seconded by: Mr. David Jones

RESOLVED THAT: the staff presentation and Strategic Plan update be received.

Carried.

The Board thanked the staff for the excellent Strategic Plan update.

Ms. Deborah Walker, Director, Library Strategy & Innovation, presented to the Board the significant progress and achievements of MPL's strategic priorities in the past four years, 2007-2010. The strategic plan focused on strategies and innovations that guided the Board and staff in their efforts to make Markham Public Library the place where Markham's communities come together to imagine, learn, and grow. Rooted in MPL's vision, mission, and values, the strategic plan was built upon 5 perspectives – The Customer Experience, Resources and Services, Internal Processes, Learning and Growth, and Financial Management.

Under process improvement, the Board requested information on the current turn around time involved in date stamping materials compared to the past.

10.0 **Incidental Information:**

10.1 **2011 Capital Budget Report**

Moved by: Ms. Lan Sum
Seconded by: Ms. Ada Leung

RESOLVED THAT: the Board adopts the amended 2011 Capital Budget of \$1,958,000 for the Library's portion of the Town of Markham's 2011 Capital Budget;

AND THAT staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried.

Mr. Larry Pogue, Director, Administration, informed the Board that the 2011 Operating Budget report will be presented in the April Board meeting.

11.0 **New Business:**

11.1 **Canadian Urban Libraries Council (CULC) European Study Tour**

Moved by: Mr. John Webster
Seconded by: Mr. David Jones

RESOLVED THAT: the Board approves the CEO's attendance at the fall CULC European Study Tour at a cost not to exceed \$5,500.00 and that the expenditure be funded from the Library's approved 2011 Conference Budget.

Carried.

This tour will provide the opportunity for CULC CEO's to interact with the leadership of forward thinking European libraries in Copenhagen, Helsinki, and Amsterdam. Libraries in these cities are world leaders in architecture, new program development, utilization of technology and innovative services. Attendance by the CEO will enhance the Library's implementation of its new 2011-2014 strategic plan, bringing the newest concepts of service to MPL.

12.0 **Board Evaluation:**

12.1 **Questionnaire: Feedback to the Chair**

The Board completed the questionnaire entitled "Feedback to the Chair." The summary of the responses will be in the April Board meeting agenda.

13.0 **In Camera Agenda**

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

RESOLVED THAT: the Board meets in camera at 8:55 p.m.

Carried.

Moved by: Mr. Justin Hung
Seconded by: Mr. Edward McDermott

RESOLVED THAT: the Board returns to its regular meeting.

Carried.

Moved by: Mr. David Jones
Seconded by: Mr. Justin Hung

RESOLVED THAT: the motions approved at the In Camera meeting be ratified.

Carried.

14.0 **Adjournment**

Moved by Mr. David Jones that the meeting be adjourned at 9:20 p.m.