

TOWN OF MARKHAM PUBLIC LIBRARIES

Regular Meeting

Minutes of Meeting held on Monday, February 25, 2008; 7:05 p.m., Markham Village Library – Administration Centre, 6031 Highway 7, Markham

- Present from the Board: Ms Patricia Durst, Chair
Councillor Alex Chiu (up to 10.0)
Ms Ada Leung
Deputy Mayor Jack Heath
Mr. Justin Hung (from 6.2)
Ms Deborah Jestin
Mr. William Jeyaveeran (from 6.2)
Ms Shamira Madhany
Ms Lan Sum
Councillor John Webster
- Present from Staff: Mrs. Catherine Biss, CEO and Secretary-Treasurer
Mr. Mohammed Hosseini-Ara, Director, Service Excellence
Mrs. Diane Macklin, Marketing & Programming Strategist
Mr. Larry Pogue, Director, Administration & Operational Support
Ms Debbie Walker, Director, Library Strategy & Innovation
Mrs. Jane Byrnes, Board Secretary
Mrs. Aleksandra Dowiat Vine, Branch Manager, Thornhill Community Library
Mr. Patrick Pan, Branch Manager, Unionville Library
- Guests: Mr. Elliot Berlin, Former Board Member
- Regrets: Ms Cheryl Giblon, Vice Chair
Mr. Mahendra Naik
Ms Rashi Sharma

1.0 AGENDA

1.1 Call to Order/Approval of Agenda

The Chair called the meeting to order at 7:05 p.m.

Moved by: Councillor Chiu
Seconded by: Ms Madhany

RESOLVED THAT: The agenda be approved.

Carried.

1.2 Declaration of Conflict of Interest

None.

1.3 Due Diligence

Chair asked the CEO: Have the taxes and GST been paid and are we in environmental compliance? The CEO responded: To the best of my knowledge and belief.

1.4 Delegation (Ownership/Linkages)

None.

1.6 Chair's Comments

The Chair reminded the Members there will be an In Camera session this evening. She highlighted Ken Haycock interpretation of the Board's Role: to set strategic direction, hire and evaluate the CEO and ensure the monitoring and the implementation of strategic direction.

1.7 In Camera (Heard after agenda item 10.0)

Moved by: Ms Sum
Seconded by: Ms Madhany

RESOLVED THAT: The Board meet In Camera at 9:49 p.m.

Carried.

Moved by: Ms Sum
Seconded by: Mr. Hung

RESOLVED THAT: The Board returns to its regular meeting at 11:16 p.m.

AND THAT: The motions In Camera be ratified.

Carried.

2 CONSENT AGENDA

The Chair asked if any items from the Consent Agenda would like to be discussed. The following items were pulled from the Consent Agenda.

- 2.2.2 Regular Meeting Minutes – January 28, 2008
- 2.3 CEO's Highlights

Moved by: Ms Madhany
Seconded by: Ms Jestin

RESOLVED THAT: The consent agenda be received.

Carried.

Moved by: Ms Jestin
Seconded by: Ms Sum

RESOLVED THAT: The Consent Agenda comprising of items 2.1 to 2.5.1 (excluding 2.2.2 Regular Minutes – January 28, 2008 and 2.3 CEO's Highlights)

ALL MATTERS LISTED UNDER THE CONSENT AGENDA ARE CONSIDERED TO BE ROUTINE AND ARE RECOMMENDED FOR APPROVAL BY THE CHAIR. THEY MAY BE ENACTED IN ONE MOTION, OR ANY ITEM MAY BE DISCUSSED IF A MEMBER SO REQUESTS.

- 2.1 Approval of Consent Agenda
- 2.2 Minutes of Meeting: January 28, 2008

- 2.2.1 Annual General Meeting – January 28, 2008
- 2.4 Communication and Correspondence:
 - 2.4.1) Extract from General Committee – Resolution of Council Meeting No. 2 dated January 22, 2008
 - 2.4.2 Thank you from Milliken Mills Public School, February 19, 2007
 - 2.4.3 Email from E. Berlin, “An idea for Promotion of the Library”
 - 2.4.4 “Abstract, Group of 7, critiques available at art works”, Yorkregion.com, Jan. 23/08
 - 2.4.5 “Markham Village Library reopened”, Mark of Excellence, Jan. 25/08
 - 2.4.6 Thank you for gift from J. McCallum, dated January 28, 2008
 - 2.4.7 “El espanol llega a biblioteca de Markham”, Correo Canadiense
 - 2.4.8 “Prepare to Dig a Little Deeper”, Economist & Sun, Thursday, February 14, 2008
 - 2.4.9 “Art on Ice”, Economist and Sun, February 14, 2008
 - 2.4.9 “Are the arts elitist? New report shows that cultural experiences are more important than demographic factors”, Hill Strategies, Feb 6, 2008
 - 2.4.11 “Books shaped lives of York newsmakers”, Yorkregion.com, Feb. 1/08
 - 2.4.12 “Children need to read”, Yorkregion.com, Jan. 26/08
 - 2.4.13 “Shining examples honoured”, Yorkregion.com, Feb. 8/08
 - 2.4.14 “Karaoke Night”, Capturing Life & Entertainment
 - 2.4.15 Northern Karate School, Friendship Tournament, March 29, 2008
- 2.5 Monitoring Report
 - 2.5.1 GP-2e Committee Structure

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.

Carried.

Minutes of Annual General Meeting – January 28, 2008

Moved by: Ms Jestin
Seconded by: Ms Sum

RESOLVED THAT: The Minutes of the Annual General Meeting held on January 28, 2008 be approved.

Carried.

3.0 MONITORING (delegation-ownership linkages)

3.1 Compliance list of internal monitoring reports and Discussion Led by Members

3.1.1 Executive Limitations: EL-2e Financial Condition – W. Jeyaveeran

Mr. Jeyaveeran led the discussion on EL-2e Financial Condition. The discussions covered budget surplus, programming, Unique Management Services (UMS), and courier expenses. The CEO provided satisfactory responses. In addition, written responses to Ms Leung's questions were provided by the CEO. Ms Leung requested the written responses be provided to all Members electronically.

Moved by: Mr. Jeyaveeran
Seconded by: Ms Sum

RESOLVED THAT: The monitoring report Executive Limitations EL-2e Financial Condition be received and accepted.

Carried.

4.0 ENDS

5.0 GOVERNANCE

6.0 OWNERSHIP LINKAGE

6.1 Outreach Reports

6.1.1 Building Program

Mr. Hosseini-Ara provided an update on the outstanding deficiencies of Markham Village Library which included: the installation of exterior and interior glass, caulking, furniture delivery, millwork, light fixtures, HVAC and air pressure issues. The collection continues to be processed using the new classification system (C3). C3 is also being reviewed and modified to meet the needs of the customer. Until the collection is fully processed, the non-reservable status will remain. A presentation of C3 to Council is being arranged.

6.1.1.1 Article, Yorkregion.com

Councillor Webster indicated he will respond to the writer by providing factual historical information on the preferred decision taken.

6.1.2 South Markham

6.1.3 Monthly Meeting/Outreach Reports:

6.1.3.1 Chair's Visits

The Chair attended the Cornell Advisory Committee and General Committee meetings. She also escorted Councillor Burke on the "Librarian for an Hour" tour of Thornhill Community Library and Thornhill Village Library. The Chair noted the visits with the Councillors are very important. They are made aware of new trends and innovations as often Councilors have not been in their local Library in quite awhile. The Chair commended Ms Dowiat Vine and her staff on the exemplary service provided. The Mayor will be visiting the Milliken Mills Library in April or May.

It was suggested that an invitation be sent to senior Town staff to hold one of their regular scheduled meetings in the Library, i.e. Directors' Meeting, Department Heads Meeting, etc.

6.1.3.2 Members

At last month's meeting the Chair requested Members to visit Milliken Mills Library and to observe and evaluate how the Library is meeting the needs of the community. Mr. Hung and Ms Jestin attended. Their collective observations of the Library's use were: a safe bridging place, exceptionally busy and crowded and diverse user groups.

6.1.3.3 Outreach Events

The Chair encouraged all Members to attend the events listed on the sheet provided.

6.2 FOPL Report – E. Berlin

The Chair introduced Mr. Berlin. Mr. Berlin was on the Board more than 9 years and held the position of Vice Chair for several terms. Mr. Berlin was an active member of FOPL and held the position of Vice Chair before stepping down this year.

Mr. Berlin described his role as the former Vice Chair of FOPL and the importance of FOPL. Advocacy and research are the main goals and representation at government levels is its main function. FOPL is comprised of an equal number of CEO and Board representatives with the view of one voice speaking for the Federation. He stressed it is important to know our main constituents; staff, council and the Provincial and Federal Ministers. He also stressed the importance of communicating and sharing information and the need to continue this dialogue. He mentioned not all library service levels are the same across the province. There are many disparities. He noted under the Public Libraries Act the province has responsibilities and that we must continue the dialogue with the responsible provincial minister on the importance and need of libraries to our communities. He encouraged Board Members to participate and the need for representation. Ms Madhany applauded Mr. Berlin for his work. She also shared his concerns that while libraries are important to communities; they are vulnerable.

Mr. Berlin also mentioned his idea of having Board Members and staff tell their special way of using/enjoying the library. This way; customers can become aware of the various ways and multi-uses of using the library in today's world. Mr. Berlin's idea is referred in the consent agenda item 2.4.3

The Chair thanked Mr. Berlin for coming to the meeting, for always being a strong supporter of libraries and for his continued passion of libraries.

The Chair requested Members to consider whether our Board should continue to be a part of FOPL. It will be discussed next month.

6.3 Super Conference

Ms Jestin went to the pre-conference and attended the FOPL session. She said it was very informative and noted the service levels differed in different areas of the province and noted the importance of one voice.

The Chair noted Ms Sharma was the other Board Member who attended and will be asked to report next month.

The CEO offered to provide information on the FOPL Board structure and will provide it in the Board package next month.

7.0 EDUCATION

7.2 Board Leadership Newsletter /Policy Governance – S. Madhany

Ms Madhany summarized the Board Leadership newsletter #93, "Accountability Isn't Blame' It's a system Characteristic". Ms Madhany reviewed the definition of accountability from three dictionaries and found the Princeton dictionary to provide the

best definition: Accountability: ability to account for one's actions. She noted accountability is not to blame but to be responsible for one's actions. Each level of authority has its own responsibilities and is linked with each level. She noted the CEO is responsible for oversight and staff is responsible for implementation. Accountability is both horizontal and vertical.

7.3 Balance Scorecard Measurements – D. Walker

Ms Walker presented the Balance Scorecard measurements for the Library under the headings: proactive customer service, WOW space, the right stuff, right "IT" tool. She presented the benchmarks for each measurement. The online customer satisfaction survey, Counting Opinions, provide some of the statistics used for measurement supplemented by statistics from internally generated databases.

8.0 INCIDENTAL INFORMATION

8.1 Agenda Planner Update

The Chair asked Members to note the assigned duties throughout the year.

9.0 NEW BUSINESS

2.2.2 Regular Minutes – January 28, 2008

Councillor Webster raised a concern regarding last month's policy governance topic "When the Board Asks a Committee to Develop Its Initial Policies". He raised concerns with this thought and felt a committee system was very effective although Carver did not support the committee system.

Moved by: Councillor Webster

Seconded by: Ms Sum

RESOLVED THAT: The Minutes of the meeting held on January 28, 2008 be approved.

Carried.

2.3 CEO's Highlights

Ms Sum noted Milliken Mills Library will be renovated in June. The CEO will file a report at the next Board Meeting.

The Unionville Library renovation was raised. The CEO was to investigate and report back at the March Board Meeting on possible alternate space for customers to use during the renovation period.

Moved by: Ms Sum

Seconded by: Mr. Hung

RESOLVED THAT: The CEO's Highlights – February be received.

Carried.

10.0 BOARD EVALUATION

10.1 Performance of Individual Board Members Summary

The Chair asked the Members if they had any questions regarding the summary. The Members did not have any question or concerns.

11.0 ADJOURNMENT

Moved by Ms Sum that the meeting be adjourned at 11.16 p.m.