

## AGENDA 2.1

### MARKHAM PUBLIC LIBRARY BOARD

#### Regular Meeting

Minutes of meeting held on Monday, June 23, 2014, 7:07 p.m., Markham Village Library,  
6031 Highway 7, Markham

Present from Board: Mr. Edward T. McDermott, Chair  
Mr. Alfred Kam, Vice-Chair  
Mr. John Webster  
Mrs. Marilyn Aspevig  
Mrs. Yemisi Dina  
Ms. Jennifer Yip  
Mrs. Nicki Lawrence  
Regional Councillor Joe Li  
Deputy Mayor Jack Heath (up to 10.2)  
Councillor Howard Shore  
Mr. Sanjay Varma  
Mrs. Deborah Jestin (from 10.2)

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer  
Mr. Larry Pogue, Director, Administration  
Mrs. Diane Macklin, Manager, Marketing & Community Development  
Ms. Michelle Sawh, Manager, Service Delivery  
Mr. Chris Sheehy, Manager, Facilities & Workplace Safety  
Mr. Suliang Feng, Manager, Virtual Services  
Mrs. Susan Price, Board Secretary

Regrets: Mr. Alan Orr  
Mr. Justin Hung

Guest (Agenda 5.4) Ms. Joane Mui, Manager, KPMG LLP

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

Mr. Edward T. McDermott, Chair, called the meeting to order at 7:07 p.m.

Moved by Mr. John Webster  
Seconded by Mrs. Nicki Lawrence

**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. Ted McDermott, Chair, congratulated the CEO and Staff for the IPAC (Gold) Award for their submission of the "Customer Service Revolution". The Chair thanked everyone for a great accomplishment. He suggested that the award should be on display and circulate from branch to branch. There will be a media release through the City.

The Chair thanked the Vice-Chair, Alfred Kam, Councillor Shore, Deputy Mayor Heath and Regional Councillor Li for their representation at Council June 9, 2014 that resulted in MPL retaining the surplus savings of \$192K from the award of contract for library materials. MPL must continue working together with the City regarding the budget as issues are not as yet resolved between the City and the Board.

The Chair reminded the Board that comments need to be addressed through the Chair and the Chair assured the Members that all would be heard in turn.

The Chair welcomed Ms. Joane Mui, Manager, KPMG LLP.

### 5.4 Auditor's Report and Approval of Draft 2013 Financial Statements of the Markham Public Library Board

Ms. Joane Mui, Manager, KPMG LLP, reported that the 2013 audit is complete and no major deficiencies identified. Ms. Mui stated that according to current accounting practices, e-books etc. are not considered tangible assets and therefore are not capitalized.

Some discussion followed around variances and these items were clarified.

The Board acknowledged the work of Ms. Joane Mui and thanked her for her efforts.

Moved by Mr. John Webster  
Seconded by Mr. Sanjay Varma

**Resolved that the report entitled "Draft Financial Statements of the Markham Public Library Board, December 31, 2013" be received;**

**That the Board approve the Draft Financial Statements of the Markham Public Library Board for the fiscal year ended December 31, 2013;**

**That the Board Chair be authorized to sign the approved 2013 Financial Statements on behalf of the Board;**

**That the Board authorise Staff to issue the approved Financial Statements for the fiscal year ended December 31, 2013;**

**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 Mrs. Nicki Lawrence  
Seconded by Mr. Alfred Kam

**Resolved that the Consent Agenda comprising Agenda items 2.0 to 2.3.5 and the same are hereby approved as written and the CEO of the Library is hereby authorized and directed**

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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 26, 2014
- 2.2 Declaration of Due Diligence by the CEO
- 2.3 Communication and Correspondence:
  - 2.3.1 Good Reading from Markham Public Library
  - 2.3.2 Welcome to the Next Generation of Public Libraries
  - 2.3.3 Fee-Based Programs- D. Walker
  - 2.3.4 Community Consultations
  - 2.3.5 Markham Library asks to spend surplus on French, multilingual materials

Carried.

### 3.0 CEO's Highlights, June 2014

Moved by Councillor Howard Shore  
Seconded by Ms. Jennifer Yip

**Resolved that the report entitled "CEO's Highlights, June 2014" be received.**

Carried.

The CEO informed the Board that Debbie Walker has sustained a non-work related injury and that she was unable to contribute to the report. The IPAC award received June 2, 2014 was not mentioned in this month's report however it is recorded under Chair's remarks.

### 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 Mr. John Webster)

Mr. Webster stated that in each of the items of the EL there was nothing left out or missing. There was no inappropriate use of the internet. Mr. Webster suggested that the community needs to learn more about the library and thinks that this seems to be addressed in Item 3 of the new Strategic Plan. He requested that a follow up review of community awareness be performed in a year's time. Mr. Webster also questioned whether there was a visual invitation to donate to MPL on the website and staff affirmed that donation criteria are on the website.

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 Mr. John Webster  
Seconded by Mrs. Marilyn Aspevig

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Resolved that the internal monitoring report entitled "Executive Limitation EL-2h, Community Relations" be received.

Carried.

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

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

The Board raised the issue that the CEO's compensation should be reviewed at the same time as the CEO performance review. This discussion will be referred to an In Camera meeting scheduled for September.

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. Nicki Lawrence

Resolved that the internal monitoring report entitled "Executive Limitation EL-2i, Compensation and Benefits" be received.

Carried.

### 5.3 Executive Limitation: EL-2j, Communication and Counsel to the Board (February 2014 to April 2014) (Assigned to Mrs. Yemisi Dina)

Mrs. Yemisi Dina reviewed the internal monitoring report entitled "Executive Limitation: EL-2j, Communication and Counsel to the Board". She was satisfied with the report and confirmed that the CEO is ensuring that the Board is well informed and provides updates as required. She did not receive questions and concerns from other 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 Mrs. Nicki Lawrence

Resolved that the internal monitoring report entitled "Executive Limitation: EL-2j Communication and Counsel to the Board (February 2014 to April 2014) be received.

Carried.

## 6.0 Ends

### 6.1 Quarterly Ends Report

Moved by Mrs. Marilyn Aspevig  
Seconded by Mrs. Yemisi Dina

Resolved that the Quarterly Ends Report be received.

Staff explained that in order for the report to be more meaningful for Board members, it has been reorganized by strategic themes and further subdivided within each strategic theme by objectives, activities and success indicators. A question was raised with regard to "Group Home"

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memberships and it was explained by Staff that a new class of membership was established in order to meet the specific needs of that community.

Carried.

### 7.0 Governance

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

Moved by Councillor Howard Shore  
Seconded by Mr. Sanjay Varma

**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.

The Chair asked the Board to submit their summer contact information to the Board Secretary including the dates they are not available over the summer.

### 8.0 Ownership Linkage

#### 9.0 Board Advocacy

None.

### 10.0 Education:

#### 10.1 Board Statistical Report

Moved by Mr. John Webster  
Seconded by Mrs. Marilyn Aspevig

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

Carried.

Mr. Webster questioned the lower circulation figures. Staff reported that much of the decline was due to the inclement winter weather. Other libraries have indicated a similar decline in circulation. A special meeting of library staff from across the province will be convened at Guelph Public Library to discuss the issue of declining circulation. This issue will also be addressed in the new Strategic Plan.

There are issues with the current Wi-Fi available and also with paid parking at Cornell Branch. A discussion followed on the pros and cons of paying for parking and it was mentioned that paying for parking should also mean that there is available parking when required.

An additional motion was added to the agenda.

Moved by Deputy Mayor Jack Heath  
Seconded by Mr. John Webster

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Resolved that over the forthcoming months the Chair in consultation with the CEO will prepare a position paper on the issue of unreasonable paid parking costs as it impacts on the facilities of the Markham Public Library and if deemed appropriate will present it to the Provincial Government officials for their review and consideration.

Carried.

### 10.2 Strategic Plan Update Report

The CEO reviewed the various venues through which input was received:

- Board Consultations
- Staff Consultations
- Community Consultations
- City Consultations
- Online Survey
- Targeted consultations in four languages

The report is nearly complete with the exception of timelines.

The CEO added a special thanks to Andrea Cecchetto for her leading role in the CSR (Customer Service Revolution) that led to the winning of the Gold IPAC Award.

The consultations identified the following as important issues:

- 51.3% of respondents replied that better WI-FI would increase their interest in the Library
- 43.2% wanted more advanced equipment (better technology)
- 43.3% wanted a place to create content such as photos and music
- 26.1% were interested in the lending of non-traditional items (other than books etc.)

Moved by Ms. Jennifer Yip  
Seconded by Mr. John Webster

Resolved that the Markham Public Library Draft Strategic Plan be approved.

Carried.

At 8:15 the Members were divided into three groups to further discuss the information provided. Group sessions ended at 9:15 and the Chair asked each group to briefly recap the highlights of their discussion.

#### Group A:

- WI-FI is a big issue and growing our electronic collection of products.
- There is a need to work more closely with the city for cost saving wherever possible in order to reallocate savings to other lines in the budget.
- Importance of a relationship with the City in order to better serve the customer.
- Better IT
- Some issues with physical content
- Marketing using Facebook, Twitter etc.
- Issues about how to attract and retain the 18-22 year olds.
- Need to address space issues
- Seniors: need to find ways to engage them further

#### Group B:

- Concerns with IT
- Need to advocate for ourselves (MPL)
- Suggestions to improve relations with new Council Members (see New Business)

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### Group C:

- Discussed the new Strategic Plan as a whole and it looks like a good one.
- Need to attract teens.
- Discussed the technology shortcomings
- Discussed the relationship between the City and the Library and the need to clarify respective roles.

### 11.0 Incidental Information

None.

### 12.0 New Business

Councillor Howard Shore suggested that in order to promote better understanding of the role of the Library Board that MPL create an opportunity to get in front of new Council Members by inviting them to a Board meeting or planning a more social event. He also recommended that MPL prepare an Orientation/FAQ package for incoming Council that would highlight the role the Library plays in the community. Councillor Shore also suggested inviting business consultants PricewaterhouseCoopers (PWC), who are completing a Digital Review for the City, to a Board meeting in early Fall.

### 13.0 Board Evaluation:

#### 13.1 Questionnaire Results: Performance of Individual Board Members

Moved by Mrs. Deborah Jestin

Seconded by Mrs. Yemisi Dina

**Resolved that the report entitled "Questionnaire Results: Performance of Individual Board Members" be received.**

Carried.

### 15.0 Adjournment

Moved by Regional Councillor Joe Li that the meeting be adjourned at 9:33 p.m.