

AGENDA 2.1

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of meeting held on Monday, November 26, 2012, 7:03 p.m., Markham Village Library, 6031 Highway 7, Markham

Present from Board: Mrs. Deborah Jestin, Chair
Mr. Justin Hung, Vice Chair
Mrs. Marilyn Aspevig
Ms. Jennifer Yip
Mr. Alan Orr
Mr. Alfred Kam
Mr. John Webster
Mrs. Nicki Lawrence
Mr. Ted McDermott
Mrs. Yemisi Dina (from 1.3)
Regional Councillor Joe Li (from 1.3)
Deputy Mayor Jack Heath (from 8.1)

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. Andrea Cecchetto, Manager, Learning & Growth
Ms. Angela Tse, Branch Manager
Mrs. Sony Torre, Board Secretary

Regrets: Mr. Sanjay Varma
Councillor Howard Shore

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

Mrs. Deborah Jestin, Chair, called the meeting to order at 7:03 p.m.

Moved by: Mrs. Nicki Lawrence
Seconded by: Mr. Alfred Kam

RESOLVED THAT: the agenda be approved.

Carried.

1.1 **Declaration of conflict of interest**

None.

1.2 **Delegation**

None.

1.3 **Chair's Remarks**

Mrs. Deborah Jestin, Chair, represented the Library Board on the following initiatives and community events:

- October 26, 2012 - Deputation to Council's Budget Subcommittee to request Friday evening service at four libraries located in community centres.
- November 8, 2012 - Tour of the new Cornell Library and community centre.

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- November 15, 2012 - Public information meeting regarding the proposed design for the Southeast community centre and library held at the Armadale Community Centre.
- The Celebration Committee, consisting of Deborah Jestin, Jennifer Yip, and Sony Torre, has finalized the plans for MPL's staff and Board celebration.

Agenda 10.0 Education: Behind the Scenes/Tour of the Markham Village Library Sorter and Material Handling Processes was advanced after the Chair's Remarks (7:10-7:20 p.m.)

The Board thanked Mr. Moe Hosseini-ara, Director of Service Excellence, who led the tour of the Markham Village Library sorter and material handling processes.

Moved by: Mr. John Webster
Seconded by: Mr. Ted McDermott

RESOLVED THAT: the "Behind the Scenes tour of the Markham Village Library Sorter and Material Handling Processes" be received.

Carried.

2.0 **Consent Agenda**

Moved by: Mr. Justin Hung
Seconded by: Ms. Jennifer Yip

RESOLVED THAT: the Consent Agenda comprising of Agenda 2.0 to 2.3.10 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, October 22, 2012
- 2.2 Declaration of Due Diligence by the CEO
- 2.3 Communication and Correspondence:
 - 2.3.1 yorkregion.com: "Paid parking at Markham community centre nixed"
 - 2.3.2 Markham Economist: "Face to face with International Festival of Authors"
 - 2.3.3 World Journal Oct. 24, 2012: International Festival of Authors
 - 2.3.4 Ming Pao Oct. 24, 2012: International Festival of Authors
 - 2.3.5 MPL news release: "Free books to all grade one students in York region"
 - 2.3.6 yorkregion.com: "Free book program rescued across region"
 - 2.3.7 MPL news release: "November is National Novel Writing Month at Markham Public Library"
 - 2.3.8 Ontario Library Association (OLA) Super Conference, January 30 to February 2, 2013
 - 2.3.9 The Customer Service Revolution
 - 2.3.10 "Imagine, Fail, Learn, Grow; FailCamp as a Planning Tool at Markham Public Library"

Carried.

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3.0 CEO's Highlights, November 2012

Moved by: Mr. Alfred Kam
Seconded by: Mrs. Marilyn Aspevig

RESOLVED THAT: the report entitled "CEO's Highlights, November 2012" be received.

Carried.

4.0 Annual Monthly Policy Review

(The wording of policies is reviewed annually by a member.)

To be resumed by September 2013 or as the need arises.

5.0 Monitoring (Delegation-Ownership Linkages):

5.1 Internal Monitoring Report - Executive Limitation: EL-1 General Executive Constraint (Assigned to Mrs. Marilyn Aspevig)

Mrs. Marilyn Aspevig reviewed the internal monitoring report entitled "Executive Limitation EL-1, General Executive Constraint" prepared by Mr. Larry Pogue, Director, Administration. She was satisfied with the report that she found to be comprehensive. She did not receive questions from other Board members. The report confirmed that the CEO and MPL's practices regarding General Executive Constraint were in compliance with the requirements of EL-1 policy.

In response to Mrs. Marilyn Aspevig's inquiry on staff intervention during customer internet use, Mr. Moe Hosseini-ara, Director of Service Excellence, confirmed that guidelines regarding the customers' appropriate use of the internet are in place in all the branches and MPL's web site.

Moved by: Mrs. Marilyn Aspevig
Seconded by: Mrs. Nicki Lawrence

RESOLVED THAT: the report entitled "Internal Monitoring Report: Executive Limitation EL-1, General Executive Constraint" be received.

Carried.

5.2 Internal Monitoring Report – Executive Limitation: EL-2a Customer Treatment (Assigned to Mrs. Yemisi Dina)

Mrs. Yemisi Dina reviewed the internal monitoring report entitled "Executive Limitation EL-2a, Customer Treatment" prepared by Mr. Hosseini-Ara, Director, Service Excellence. She was satisfied with the report that she found to be clear and adequate. She did not receive questions from other Board members. The report confirmed that the CEO and MPL's practices regarding customer treatment were in compliance with the requirements of EL-2a policy.

Moved by: Mrs. Yemisi Dina
Seconded by: Mr. Alan Orr

RESOLVED THAT: the internal monitoring report entitled "Executive Limitation: EL-2a, Customer Treatment" be received.

Carried.

6.0 Ends

None.

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7.0 Governance:

7.1 Review of By-laws Section 3.1 and Section 3.2 Vice-Chair

Upon the suggestion of Mr. Ted McDermott, the Board decided to defer the discussion of By-laws Section 3.1 Chair and Section 3.2 Vice-Chair to the Board meeting in December. The Board Secretary was asked to research past Board meeting minutes to confirm if the Board had passed resolutions revising the terms of office of the Chair and Vice-Chair.

8.0 Ownership Linkage:

8.1 Library's Presence at the Markham Sports, Entertainment, and Cultural Centre Project

At the Board meeting on October 22, 2012, the Board authorized the Library to look into the possibilities and ramifications should an opportunity present itself to be a part of the Markham Sports, Entertainment, and Cultural Centre (MSECC) and report back to the Board.

Ms. Deborah Walker, Director, Library Strategy and Innovation, made a presentation on library services in Markham Centre as part of the Integrated Leisure Master Plan. Her report indicated that there were pros and cons to considering a temporary small library presence at the Markham Sports, Entertainment, and Cultural Centre prior to the implementation of a full-service 20,000 sq. ft. branch as recommended in the Integrated Leisure Master Plan for Markham Centre.

Moved by: Mr. Justin Hung

Seconded by: Mrs. Marilyn Aspevig

RESOLVED THAT: the report entitled "Library's Presence at the Markham Sports, Entertainment, and Cultural Centre Project" be received.

Carried.

8.2 Follow-up: Library Board member Liaison with Literacy Council York South (no attachment)

The Chair asked the Board members to consider volunteering for the role of Library Board member liaison with Literacy Council York South to replace Ms. Jennifer Yip and Mr. Alan Orr, who are both unable to continue with this role due to their work schedules. The LCYS meetings are usually held during the day on the last Wednesday or Thursday of the month.

9.0 Board Advocacy

None.

10.0 Education:

Behind the Scenes: Tour of the Markham Village Library Sorter and Material Handling Processes

This education item took place earlier in the evening after Agenda 1.3 Chair's Remarks.

11.0 Incidental Information:

11.1 Annual Library Celebration Update

The Chair encouraged all Board members to attend the annual Library celebration to be held on November 30, 2012 at the Markham Museum Transportation Hall.

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11.2 Annual Board Dinner Update

The Chair is considering a few restaurants in Markham for the Board dinner and will report back to the Board. A date in January still has to be determined.

12.0 New Business:

Deputy Mayor Jack Heath congratulated Mrs. Deborah Jestin, Chair, on her deputation to Council's Budget Subcommittee on October 26, 2012. The Board's request to extend Friday evening service at the four libraries located in community centres was considered. However, the request could not be accommodated in the 2013 budget.

13.0 In Camera Agenda (None)

14.0 Board Evaluation: (No questionnaire in November)

15.0 Adjournment

Moved by Mr. Ted McDermott that the meeting be adjourned at 8:03 p.m.

