

TOWN OF MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of meeting held on Monday, November 21, 2011, 7:00 p.m., Markham Village Library, Program Room, Main Level, 6031 Highway 7, Markham

Present from Board: Mrs. Deborah Jestin, Chair
 Mr. Ted McDermott
 Mrs. Marilyn Aspevig
 Mrs. Yemisi Dina
 Deputy Mayor Jack Heath
 Mr. David Jones
 Mr. Alfred Kam
 Mrs. Nicki Lawrence
 Regional Councillor Joe Li
 Mr. Alan Orr
 Councillor Howard Shore
 Mr. Sanjay Verma
 Mr. John Webster
 Ms. Jennifer Yip

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, Strategy & Innovation
 Ms. Andrea Cecchetto, Manager, Learning & Growth
 Mrs. Diane Macklin, Manager, Marketing & Community Development
 Ms. Kimberly Chan, Acting Secretary

Regrets: Mr. Justin Hung, Vice-Chair

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

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

Moved by: Ms. Jennifer Yip
Seconded by: Councillor Howard Shore

RESOLVED THAT: the agenda be approved.

Carried.

1.1 **Declaration of Conflict of Interest**

None.

1.2 **Chair's Remarks**

Mrs. Deborah Jestin expressed her thanks to the Board for their attendance at the re-opening of the Thornhill Community Centre and Library on November 20, 2011. She also thanked Ms. Jennifer Yip and Mr. Alan Orr for their attendance at the Literacy Council York South board meeting.

AGENDA 2.1

2.0 Consent Agenda

Moved by: Mr. David Jones

Seconded by: Mr. Alan Orr

RESOLVED THAT: the Consent Agenda comprising of Agenda 2.0 to 2.4.6 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 Annual General Meeting, October 24, 2011

2.2 Minutes of the Regular Meeting, October 24, 2011

2.3 Declaration of Due Diligence by the CEO

2.4 Communication and Correspondence:

2.4.1 October 20, 2011, yorkregion.com: "Updated: Words, rhythm part of spoken word artist's life"

2.4.2 October 27, 2011, yorkregion.com: "Markham budget tackles books, boundaries, bilingualism"

2.4.3 Town of Markham's Corporate Social Media Policy

2.4.4 Ontario Library Association (OLA) Super Conference, February 1-14, 2012

2.4.5 University of Toronto INFORMED: "Catherine Biss receives FIAA Outstanding Alumni Award"

2.4.6 Letter from a resident expressing "need a new branch" and response from Deborah Walker, Director, Library Strategy & Innovation

Carried.

3.0 CEO's Highlights, November 2011

Moved by: Mrs. Yemisi Dina

Seconded by: Mr. Alfred Kam

RESOLVED THAT: the report entitled "CEO's Highlights, November 2011" be received.

Carried.

Moved by: Deputy Mayor Jack Heath

Seconded by: Councillor Howard Shore

RESOLVED THAT: as requested by Deputy Mayor Jack Heath, the CEO will prepare a written report regarding the expansion of Milliken Mills Library for the December Board meeting.

Carried.

4.0 Annual Monthly Policy Review:

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

4.1 **Policy Governance Training & Recommendation to Defer GP Policy Wording Review**

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

RESOLVED THAT: the Board select a date for Catherine M. Raso (CMR Consulting) to conduct Policy Governance training in Markham;

AND THAT the Board defer discussion of the term “ownership” and the monthly wording review of Governance Process (GP) policies until following the policy governance training.

Carried.

The policy governance training is scheduled for Saturday, February 11, 2012, 8:30 or 9:00 a.m. to 12 noon.

4.2 **Governance Process: GP-2b Board Job Description**

Mr. Alan Orr reviewed the policy entitled “CP-2b Board Job Description”. He was satisfied with the wording of the policy.

Moved by: Councillor Howard Shore
Seconded by: Ms. Jennifer Yip

RESOLVED THAT: the Board defer the review of the wording of Governance Process Policy “GP-2b Board Job Description” after the Board’s Policy Governance training.

Carried.

4.3 **Board-CEO Linkage: BCL-2b Accountability of the CEO**

Ms. Jennifer Yip reviewed the policy entitled “BCL-2b Accountability of the CEO”. She was satisfied with the wording of the policy.

Moved by: Ms. Jennifer Yip
Seconded by: Mr. Alan Orr

RESOLVED THAT: the verbal report on the wording of Board CEO-Linkage Policy (BCL-2b) entitled “Accountability of the CEO” be received.

Carried.

Councillor Howard Shore questioned whether there should be a fifth point outlining the formal relationship between the Board, CEO and Council. The CEO clarified that she is a Board employee who represents the Board in Council.

5.0 **Monitoring (Delegation-Ownership Linkages):**

(Compliance list of internal monitoring reports and discussion led by members)

5.1 **Executive Limitation: EL-1 General Executive Constraint**

Mrs. Marilyn Aspevig reviewed the report entitled “Executive Limitation: EL-1 General Executive Constraint”. She found the report satisfactory. She asked for clarification of the terms “Procurement”,

AGENDA 2.1

“Employment of Related Individuals” and the “Statement of intellectual freedom”. All items were addressed by Mr. Larry Pogue, Director of Administration, and Mrs. Catherine Biss, CEO.

Moved by: Mrs. Marilyn Aspevig
Seconded by: Mr. David Jones

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

Carried.

Mr. Ted McDermott requested that new customer service standards comply with the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11. The CEO will provide a written report for the Board meeting in December.

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

RESOLVED THAT: that the Board take all necessary steps to ensure compliance with the *Accessible Customer Service Standard* outlined in the *Accessibility for Ontarians with Disabilities Act (AODA)* in conjunction with the Town’s accessibility coordinator;

AND THAT the CEO report to the Board on the status of such compliance efforts on an ongoing basis.

Carried.

5.2 **Executive Limitation: EL-2a Customer Relations**

Mrs. Yemisi Dina reviewed the report entitled “Executive Limitation: EL-2a Customer Relations”. She found the report satisfactory and no questions were received from other Board members.

Moved by: Mrs. Yemisi Dina
Seconded by: Mr. Ted McDermott

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

Carried.

6.0 **Ends**

None.

7.0 **Governance**

None.

8.0 **Ownership Linkage:**

8.1 **Library Board member liaison with Literacy Council York South**

Ms. Jennifer Yip and Mr. Alan Orr attended the Literacy York South meeting on October 27, 2011. Ms. Yip will attend meetings from October through February and Mr. Orr will attend meetings from March through

AGENDA 2.1

June. Information updates were provided regarding Literacy Council York South. LCYS is educating both college and immigrant students struggling with English exams.

8.2 **Southern Ontario Library Service (SOLS) Trustee Meeting Verbal Update**

Mr. Justin Hung was absent at this meeting. His update on the Southern Ontario Library Service (SOLS) Trustee Council meeting will be deferred to the meeting in December.

9.0 **Board Advocacy**

None.

10.0 **Education:**

10.1 **Strategic Plan Update: Theme 1: Customer Service Excellence**

Ms. Deborah Walker, Director, Library Strategy and Innovation, made a presentation on the Strategic Plan Update, Theme 1: Customer Service Excellence.

Moved by: Mr. Alfred Kam
Seconded by: Ms. Jennifer Yip

RESOLVED THAT: the report entitled “Strategic Plan Update: Theme 1: Customer Service Excellence” be received .

Carried.

11.0 **Incidental Information:**

None.

12.0 **New Business:**

None.

13.0 **In Camera Agenda**

None.

14.0 **Board Evaluation**

Moved by: Mr. Alan Orr
Seconded by: Mrs. Marilyn Aspevig

RESOLVED THAT: the report entitled “Questionnaire Results: Conduct of the Board” be received.

Carried.

15.0 **Adjournment**

Moved by Mr. Ted McDermott that the meeting by adjourned at 8:31 p.m.