

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of Regular Meeting held on Monday, May 25, 2020 7:00 p.m., Virtual Meeting

Present from Board: Mr. Alick Siu, Chair
Ms. Margaret McGrory, Vice-Chair
Ms. Iqra Awan
Mr. Raymond Chan
Mr. Edward Choi
Deputy Mayor Don Hamilton
Mr. Ben Hendriks
Councillor Keith Irish
Councillor Andrew Keyes
Mr. Anthony Lewis
Mrs. Pearl Mantell
Mrs. Lillian Tolensky
Mr. David Whetham
Mr. Jay Xie

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer
Ms. Andrea Cecchetto, Director, Service Excellence
Mrs. Diane Macklin, Director, Community Engagement
Ms. Michelle Sawh, Director, Administration
Ms. Debbie Walker, Director, Library Strategy & Planning
Ms. Polly Chan, Financial Analyst
Mr. Shaun McDonough, Research Analyst
Mr. Patrick Pan, Manager, Facilities & Workplace Safety
Mrs. Jennifer North, Manager Angus Glen Library
Mrs. Angela Tse, Manager, Aaniin Library
Mr. Fred Whitmarsh, Manager, Unionville Library
Mr. David Zambrano, Organizational Transformation Manager
Mr. Harman Malhi, Manager, Cornell Library
Ms. Frieda Meyer, Manager, Milliken Mills Branch
Ms. Catherine Glynn-Anker
Mr. Jeff Skelton
Ms. Liz Myers
Mrs. Susan Price, Board Secretary

Regrets: Youth Representative: Ms. Timea Gergely

Guests: Ms. Naketa Wright, Manager, KPMG
Ms. Janet Ashfield, City of Markham: Manager, H.R. Labour Relations and Health and Safety
Ms. Nikki Sutherland, Resident

AGENDA 2.1

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

Mr. Alick Siu, Chair called the meeting to order at 7:00 p.m.

Moved by Mrs. Lillian Tolensky
Seconded by Ms. Margaret McGrory

Resolved that the agenda be approved.

Carried.

1.1 **Declaration of Conflict of Pecuniary Interest**

None.

1.2 **Delegation:** **Response to Delegation: Nick Bludov, Unit Chair, CUPE Local 905, Markham Library Unit**

Moved by Mrs. Pearl Mantell
Seconded by Mr. Ben Hendriks

Resolved that the report entitled “Response to Delegation: Nick Bludov, Unit Chair, CUPE Local 905, Markham Library Unit” be received.

Carried.

1.3 **Chair’s Remarks**

CHAIR’S INDIGENOUS LAND ACKNOWLEDGMENT

We begin today by acknowledging that we walk upon the traditional territories of Indigenous Peoples and we recognize their history, spirituality, culture and stewardship of the land. We are grateful to all Indigenous groups for their commitment to protect the land and its resources and we are committed to reconciliation, partnership and enhanced understanding.

The Chair introduced Ms. Naketa Wright, Manager, KPMG and acknowledged the other “guest” staff members present as well.

1.4 **Board CEO-Linkage BCL-2e Policy; Performance Review (Chair):**

The Chair advised the Board that the process for the Chief Executive Officer Performance Review for the year 2019 (ending February 29, 2020) was undertaken and completed.

The signed documents will be filed along with the CEO’s response, per procedure.

Additionally, there will be a copy stored in a secured file on the server.

PLEASE NOTE THAT AGENDA 5.2 WAS MOVED AHEAD IN ORDER TO ACCOMMODATE OUR GUEST.

5.2 **Financial Statements of the Markham Public Library Board:**

Mr. Siu welcomed Ms. Naketa Wright, Manager, KPMG who conducted the Markham Public Library Board annual audit.

Ms. Wright advised the Board that she had completed the audit for the Markham Public Library Board for 2019 and that the audit was clean and that there were no deficiencies. All that will be required to complete the Audit is this discussion with the Board, the approval of the Board and the signature of the Chair. Ms. Wright thanked the management team for their help and cooperation in completing the audit. There was a pension related question that was referred to staff to report back to the Board.

Moved by Mrs. Pearl Mantell
Seconded by Mr. Raymond Chan

Resolved that the report entitled “Financial Statements of the Markham Public Library Board, December 31, 2019” be received; and,

That the Board approve the Financial Statements of the Markham Public Library Board December 31, 2019; and,

That the Board Chair be authorized to sign the approved 2019 Financial Statements on behalf of the Board; and,

That the Board authorize Staff to issue the final audited Financial Statements for the fiscal year ended December 31, 2019;

AND that Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried.

2.0 **Approval of Minutes:**

2.1 Library Board Minutes April 27 2020

Moved by Mr. Ben Hendriks
Seconded by Councillor Andrew Keyes

Resolved that the minutes of the April 27 , 2020 Library Board Meeting be confirmed.

Carried.

2.2 **Consent Agenda:**

Moved by Mr. Edward Choi
Seconded by Mrs. Lillian Tolensky

Resolved that the Consent Agenda comprising Agenda items 2.2 to 2.4.4 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:

2.3 Declaration of Due Diligence by the CEO

2.4 Communication and Correspondence:

- 2.4.1 yorkregion.com: Markham creates equipment to address critical shortages in coronavirus crisis:
<https://www.yorkregion.com/news-story/9960536-markham-creates-equipment-to-address-critical-shortages-in-coronavirus-crisis/>
- 2.4.2 markham.ca: Markham created PPE equipment:
<https://www.markham.ca/wps/portal/home/about/news/sa-news-releases/markham-creates-ppe-equipment>
- 2.4.3 markham.ca: News Release: MPL to launch a new and improved website
<https://www.markham.ca/wps/portal/home/arts/markham-public-library/news/1-20200415-new-website>
- 2.4.4 yorkregion.com: Library vital part of learning curve
<https://www.yorkregion.com/news-story/9987846-library-vital-part-of-learning-curve-for-markham-families-coping-with-school-closures/>

Carried.

3.0 CEO's Highlights:

The Chair asked the CEO if she had any comments to make on the Highlights, and Mrs. Biss did mention several items within the report:

- The retirement of Brenda Libreca, Commissioner of Community and Fire Services since 2008 and who has been very supportive of the library system.
- The annual **Library Board Presentation to Council** has been tentatively scheduled for the General Committee meeting on Monday, October 19, 2020. A possible focus for the Presentation in this unusual year could be the rapid shift to online/virtual library services during branch closures
- **Planning & Strategic Issues**-Many Large City Wide Projects Delayed:
 - Replacement of Markham's systems for program registration and facility bookings (CLASS)
 - Launch of the Learning management Systems (LMS)
 - Implementation of a new Digital Media lab(DML) at the Angus Glen Branch
 - Markham Centre Library Community Consultation
 - Library makerspace: music Creation and Musical Instruments Lending
 - Markham Brain Project-Brain Health for Older Adults; Dementia Theme
 - Update to Markham's Diversity Action Plan (Lead: HR)
 - User Fee Assistance Policy (Lead: Rec Services)
 - Older Adult Plan-Dedicated Website for Seniors (Lead: Rec Services)
 - Older Adult Plan-Status Update (Lead: Rec Services)
 - Community Hub Model (Lead: Rec Services)
 - Other Secondary Plans (Lead: Development Services Commission) –New Secondary Plans and updates are in progress, DSC staff have been able to utilize electronic meetings

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- Milliken Mills Renovation Project (Lead: Rec Services)

As noted above the COVID-19 pandemic has disrupted the 2020 work plan, however many innovations in library services to the community have been created.

- Digital cards for residents without library cards
- Expansion of online/virtual delivery of programs
- 3D printing of PPE parts needed for face shields
- Share Your Story-community engagement project
- Staff working from home (WFH)
- “Keeping Connected” “care” phone calls to vulnerable or isolated residents
- Launch of an online staff training module

Moved by Mrs. Lillian Tolensky

Seconded by Mr. Ben Hendriks

Resolved that the report entitled “CEO’s Highlight’s May 2020” be received.

Carried.

- 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-2d Financial Condition**
(Assigned to Mrs. Lillian Tolensky)

Mrs. Tolensky advised that this report provides the Board with an update on the year to date financial condition of the Library. This report is on Actual and Budgeted Operating Budget expenditures for the four month period ending April 30, 2020. This is the first of three financial reports to the Board covering fiscal year 2020 (Jan-Dec) Mrs. Tolensky did receive one question on accrued vacation time/pay that was clarified by staff.

The report confirmed that the CEO and MPL’s practices relative to MPL’s Financial Condition comply with the requirements of EL-2d policy.

Moved by Mrs. Lillian Tolensky

Seconded by Mr. Anthony Lewis

Resolved that the report entitled “Internal Monitoring Report-Executive Limitation EI-2d, Financial Condition” be received.

Carried.

- 6.0 **Ends:**
6.1 **Strategic Planning Process Update**

Staff advised that the report was brief and focused on the hiring of outside consultant, Rebecca Jones, a leading consultant in the field of strategic planning for public libraries. Based on

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Rebecca's experience and advice, Board engagement in strategic planning will begin at the June 2020 Board meeting with a 1-hour workshop facilitated and led by her. This workshop will introduce the Board to the consultant's role in the strategic planning process and discovering Board members' expectations, insights and assumptions for the strategic planning process.

There was some discussion on accessing the workshop forum using enhanced technology for the meeting/workshop in June. Staff will reach out to Board members to assess their available resources in order to participate fully.

The Board was advised that they would be receiving reports for their review over the summer in order to prepare for the half day workshop to be conducted in late September. Members asked Staff to also pass on any high level information that they will receive during relevant information sessions (such as CULC) that could be utilized during the strategic planning process.

Moved by Mrs. Pearl Mantell
Seconded by Mr. Edward Choi

Resolved that the report "Strategic Planning Process Update" be received.

Carried.

7.0 **Governance:**

7.1 **OLBA Update: Ben Hendriks**

Mr. Hendriks informed the Board about an OLBA webinar he attended this past week-end. Concerns were focused on what is next for Library Boards and how they can best support a resilient reopening considering the possibility of a second and third wave of the COVID virus. Priorities are on keeping library values and principles going forward and utilizing all resources available to them (FOPL OLA OLS)

At this time of uncertainty, it is imperative to stay connected on a regular basis with municipalities and maintain relationships as team players, as the ramifications of reopening municipalities becomes reality.

7.2 **Wording Amendments MPL Board By-laws Section 2.7, 2.8 and 5.4**

Moved by Mrs. Lillian Tolensky
Seconded by Mr. David Whetham

Resolved that the Board receives the revised version of the Markham Public Library Board By-Laws effective April 2020.

Carried.

8.0 **Ownership Linkage:**

8.1 **Input from Board Members**

There were no reports from Board members attending events at this time with the exception of Ben Hendriks and his virtual OLBA activities.

9.0 **Board Advocacy**

10.0 **Education:**

10.1 **Accessibility and Inclusion at Markham Public Library**

Staff explained that in lieu of a presentation at this virtual meeting a written report was included in the Board package.

Overview: MPL's Inclusion Strategy

- This is a new document focusing on defining inclusion as an organizational value at MPL. The strategy defines an inclusive culture as follows:
 - *Organizational culture that supports involvement and empowerment and supports a sense of belonging. It is the behaviours, policies and attitudes in an organization that promotes diversity of thought and experience and ensures all people are welcome and are able to participate*
- The Strategy includes recommendations for service enhancements such as
 - Conducting a review of C3 in the areas of Indigenous and LGBTQ+ to ensure classification and taxonomy are appropriate
 - Encouraging the identification of preferred pronouns for staff
 - Development of an inclusive language guide for the system that will be imbedded in staff onboarding
 - Strategies for inclusion in programs and services to support individuals with disabilities and cognitive differences
 - Staff awareness training in the areas of serving homeless customers, gender identity awareness, indigenous cultural competency and how to work with customers with learning differences

Overview: Accessibility at MPL

- This plan meets MPL's requirements under the *Accessibility for Ontarians with Disabilities Act* and addresses areas of opportunity in the following areas:
 - Branch facilities including furniture and fixtures
 - Adaptive services including inclusion support in programs
 - Accessible technologies and content formats
 - Accessibility and inclusive customer service training for staff

Currently staff are working on implementing several components of the Inclusion Strategy.

Ms. McGrory expressed concerns over what the reopening parameters could mean to the visually impaired when so much initial direction would be given in signage etc. Staff assured that every effort would be made to support all customers.

Moved by Mrs. Pearl Mantell
Seconded by Ms. Margaret McGrory

Resolved that the Board receives the report entitled "Accessibility and Inclusion at Markham Public Library"

Carried.

11.0 **Incidental Information**

(None)

12.0 **New Business:**

12.1 **Proposals for MPL Curbside Services**

This report addresses initial phase in of Library services.

Curbside Pick-Up

The tentative plan for curbside pick- up includes an initial phase of limited service delivery:

- Limited services hours
- Reduced locations to include stand-alone branches; Markham Village, Thornhill Village and Unionville to start
- Phased in services
 - Customers to pick up materials currently on hold at the branch
 - Place holds on materials at the pick-up branch only
 - Returns permitted and items quarantined for 72 hours

This expansion will be determined in collaboration with the City and pending further public health developments.

There was lots of discussion on the logistics and safety of the proposed service.

The Deputy Mayor advised the Board that Council, for several reasons may not see the value in this initial expansion of services and may not support it.

The CEO and Staff will prepare a report to Council that will outline the parameters and benefits of the initial curbside services for their review.

Moved by Ms. Iqra Awan
Seconded by Mrs. Pearl Mantell

Resolved that the Board receives the report entitled “Proposals for Markham Public Library Curbside Service” and approves the recommendations herein;

AND that Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried.

13.0 **Board Evaluation:**

13.1 **Questionnaire Results: Feedback to the Chair**

The Chair has reviewed the feedback and will take it under advisement. Mr. Siu also asked that if any Board members would like to discuss anything further, they could send him an e-mail.

Moved by Mrs. Lillian Tolensky
Seconded by Mrs. Pearl Mantell

Resolved that report entitled “Questionnaire Results: Feedback to the Chair” be received.

Carried.

13.2 **Questionnaire: Performance of Individual Board Members**

The Chair asked Board members to e-mail the questionnaires to the Board secretary as requested.

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14.0 **In Camera Agenda:**
(None)

Carried.

15.0 **Adjournment**

Prior to adjournment the Deputy Mayor asked if he could take the opportunity to congratulate and thank MPL staff for all they have been able to do during library closures. Their efforts have been appreciated by the citizens of Markham and MPL has been ahead of the game in transitioning services at this time.

Moved by Mrs. Pearl Mantell and seconded by Councillor Andrew Keyes that the meeting be adjourned at 8:31 p.m.