

AGENDA 1.0

MARKHAM PUBLIC LIBRARY BOARD

REGULAR MEETING

Notice of meeting to be held on Monday, September 27, 2021, 7:00 p.m., Virtual Meeting

AGENDA

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

- 1.1 Declaration of conflict of pecuniary interest
- 1.2 Delegation: None
- 1.3 Years of Service Recognition Event
- 1.4 Chair's Remarks

2.0 **Approval of Minutes:**

- 2.1 Library Board Minutes June 28, 2021

2.2 **Consent Agenda:**

All items 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

- 2.3 Declaration of Due Diligence by the CEO

2.4 Communication and Correspondence:

- 2.4.1 thestar.com: [Markham public libraries to reopen in August](#)
- 2.4.2 Markham Review: [Zoom with author Angeline Boulley – Markham Review](#)
- 2.4.3 yorkregion.com: Markham public libraries to reopen in August
<https://www.yorkregion.com/whatson-story/10446471-markham-public-libraries-to-reopen-in-august/>
- 2.4.4 NewmarketToday.ca: Abuse Hurts joins agencies across region in readying for Take Back the Night
[Newmarket's Abuse Hurts joins agencies across region in readying for Take Back the Night ...](#)

3.0 **CEO's Highlights, September 2021**

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 (J.Xie /M. Sawh)

6.0 **Ends:**

- 6.1 Strategic Plan Update: (D. Walker)

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- 7.0 **Governance:**
- 7.1 OLBA Update (Ben Hendriks)

- 8.0 **Ownership Linkage:**
- 8.1 Input from Board Members

- 9.0 **Board Advocacy:**
- 9.1 October 2021 Library Programs (D. Macklin)
- 9.2 Working Group Presentation to Council (D. Walker)

- 10.0 **Education:**
- 10.1 Board Education Plan for 2022 (A. Cecchetto)
- 10.2 Library Sector Advocacy Priorities (A. Cecchetto)

- 11.0 **Incidental Information:**
- 11.1 Board Meetings 2021/2022 Discussion

- 12.0 **New Business**

- 13.0 **Board Evaluation:**
- 13.1 Questionnaire: The Conduct of the Board

- 14.0 **In Camera Agenda**

- 15.0 **Adjournment**

Members are requested to call Susan Price at 416-230-9457 by 4:00 p.m. on Monday, September 27, 2021 or e-mail sprice@markham.library.on.ca if unable to attend. Thank you.

NEXT MEETING: **Monday, October 25, 2021**
 Virtual Meeting

AGENDA 2.2

TO: Markham Public Library Board

FROM: Catherine Biss, CEO& Secretary-Treasurer

PREPARED BY: Susan Price, Board Secretary

DATE OF MEETING: September 27, 2021

SUBJECT: **CONSENT AGENDA**

RECOMMENDATION:

That the Consent Agenda comprising of Agenda 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:

2.2 CONSENT AGENDA:

2.3 Declaration of Due Diligence by the CEO

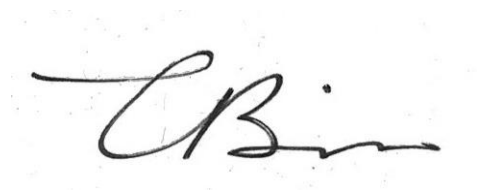
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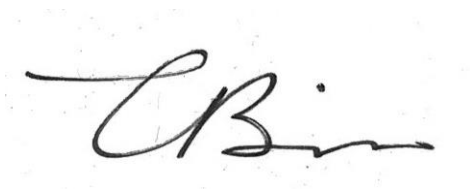
Catherine Biss
CEO & Secretary-Treasurer

MARKHAM PUBLIC LIBRARY BOARD

DECLARATION OF DUE DILIGENCE BY THE CEO

I, Catherine Biss, Chief Executive Officer of the Markham Public Library Board (the “Board”), hereby declare that to the best of my knowledge and belief, Markham Public Library is in compliance with the following from June 23 ,2021 to September 21,2021.

- 1) All wages owing have been paid to all employees of the Board;
- 2) All payroll remittances, consisting of income tax, CPP, EI premiums and Employers Health Tax relating to employee remuneration have been appropriately calculated and withheld, and promptly remitted;
- 3) All the Harmonized Sales Taxes owing have been appropriately calculated based on the Board’s current operating procedures and promptly remitted on a quarterly basis;
- 4) All federal and provincial regulatory filings have been made;
- 5) The Board has been informed of any complaints of harassment, including sexual harassment, involving a staff person;
- 6) The Board has been informed of any contraventions of the Occupational Health and Safety Act;
- 7) Other than as previously disclosed to the Board, there are no actual, threatened or potential claims against the Board or its Directors.



Catherine Biss, CEO & Secretary-Treasurer

September 21, 2021
Date

AGENDA 5.1

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Michelle Sawh, Director, Administration

DATE OF MEETING: September 27, 2021

SUBJECT: INTERNAL MONITORING REPORT: Executive Limitation EL-2d, Financial Condition

EXECUTIVE SUMMARY:

This report provides the Board with an update on the year to date financial condition of the Library. Actual and Budgeted Operating Budget expenditures are reported for the twelve-month period ending December 31, 2021. This is a report on Actual and Budgeted Operating Budget expenditures for the eight-month period ending August 31, 2021. This is the second of three financial reports to the Board covering fiscal year 2021 (Jan – Aug). All expenditures were in full compliance with Board policy.

The Library is in a favourable position with a year-to-date net surplus of **\$3,299,747** based on both Library Income and Expenditures that were below budget.

RECOMMENDATION:

That the Report entitled “Internal Monitoring Report: Executive Limitation EL-2d, Financial Condition” be received.

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY TITLE: FINANCIAL CONDITION (EL-2d)

[Report on actual expenditures compared with budget]

GLOBAL POLICY LIMITATION:

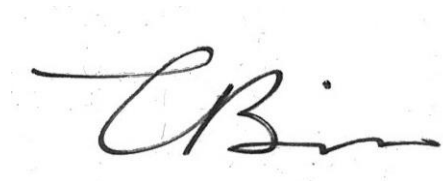
With respect to the actual, ongoing financial condition and activities of the organization, the CEO shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from Board priorities established in Ends policies.

CEO RESPONSIBILITY:

Consistent with statutory obligations and prudent financial management, funds will be allocated and expended in a manner that is consistent with Board priorities established in the Board Ends policies.

ASSERTION OF COMPLIANCE

Per the Report below, I assert that I am in compliance with this Global Policy Executive Limitation.



Catherine Biss
CEO & Secretary-Treasurer

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1. **POLICY LIMITATION:** *The CEO may not expend more funds than have been received in the fiscal year to date unless the debt guidelines (below) are met.*

CEO RESPONSIBILITY:

The CEO shall not operate in a deficit situation at any time during the fiscal year that cannot be repaid within 60 days.

EVIDENCE OF COMPLIANCE:

- The CEO is in compliance. As of August 31, 2021, the Library had a net budgetary surplus of **\$3,299,747** based on an unfavourable variance in Library Income of **\$(643,514)** and a favourable variance in Expenditures of **\$3,943,261**. See Appendix "A" (Statement of Revenue and Expenditures – Four Months Ended 08/31/2021).
 - **Library Income** – The Actual was \$65,593 against a Budget of \$709,107 creating an unfavourable variance of \$(643,514).
 - **Expenditures** – The Actual was \$6,110,483 against a Budget of \$10,053,744 creating a favourable variance of \$3,943,261.
 - All figures in this Report are based on the Financial Statement dated August 31, 2021, received from the City of Markham's Financial Services Department on September 9, 2021.
2. **POLICY LIMITATION:** *The CEO may not indebt the organization in an amount greater than can be repaid by certain, otherwise unencumbered revenues within 60 days, or hold the controllable expenditures to avoid overspending funds.*

CEO RESPONSIBILITY:

The CEO shall not enter any commitment that cannot be fully paid from unencumbered revenues or monitor the expenditures to ensure commitments are covered, without jeopardizing the Library's financial stability.

EVIDENCE OF COMPLIANCE:

- There are no commitments beyond those identified in the current Operating Budget.
3. **POLICY LIMITATION:** *The CEO may not allow payroll and debts to be handled in an untimely manner.*

CEO RESPONSIBILITY:

The CEO shall ensure the timeliness of all payroll and accounts payable activities.

EVIDENCE OF COMPLIANCE:

- The Library's payroll and accounts payable activities are undertaken by the City's Financial Services Department. The Library authorizes and submits payroll and payables information, and Finance then carries out the actual transactions. When the Library receives invoices, they are processed and submitted to the Accounts Payable Department in a timely fashion. The actual timing of payments to vendors and suppliers is determined by Accounts Payable through its internal processes.

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4. **POLICY LIMITATION:** *The CEO may not withhold, nor otherwise delay, from the Board the results and recommendations of the auditors and the Administrative response thereto.*

CEO RESPONSIBILITY:

The Library's financial statements will be evaluated by an independent auditor on an annual basis, who will then express an opinion based on the audit, and present it to the Board.

EVIDENCE OF COMPLIANCE:

The "Financial Statements of the Markham Public Library Board, December 31, 2020" were presented to the Board in its meeting of May 31, 2021. The *Independent Auditor's Report* indicated that "in our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the [Markham Public Library Board] as at December 31, 2020, and its results of operations, its changes in net financial assets and its cash flows for the year then ended in accordance with Canadian public sector accounting standards."

The minutes of the May 31, 2021 Library Board meeting records the following resolution:

Ms. McGrory welcomed Ms. Naketa Wright, Manager, KPMG and Mr. Kevin Travers, Partner, KPMG who conducted the Markham Public Library Board annual audit.

Mr. Travers advised the Board that the audit for the Markham Public Library Board for 2020 is completed and that the audit was clean with no deficiencies or uncorrected differences. KPMG Auditors met with Senior Staff and the Board Chair May 19, 2021. Mr. Travers noted that the audit was conducted entirely remotely and that staff had provided them with a clean set of data. Mr. Travers also stated that the Pandemic had a significant impact on revenues and drew attention to Note 7, which has been included in all financial statements for 2020. It states that "During the year, the COVID-19 outbreak was declared a pandemic by the World Health Organization. This has resulted in the Canadian and Provincial governments enacting emergency measures to combat the spread of the virus. These measures, which include the implementation of travel bans, self-imposed quarantine periods and social distancing have resulted in a decline in revenues due to cancellation of events and lockdown measures.

The situation is dynamic and the ultimate duration and magnitude of the impact on the economy and the financial effect on operations is not known at this time. These emergency measure and economic impacts could include potential future decreases in revenues and expenses."

Staff thanked the auditors for attending and the Vice-Chair extended an invitation to remain at the meeting if they chose to.

Moved by Deputy Mayor Hamilton
Seconded by Mrs. Lillian Tolensky

Resolved that the report entitled "Financial Statements of the Markham Public Library Board, December 31, 2020" be received; and,

That the Board approve the Financial Statements of the Markham Public Library Board December 31, 2020; and,

That the Board Chair be authorized to sign the approved 2020 Financial Statements on behalf of the Board; and,

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That the Board authorize Staff to issue the final audited Financial Statements for the fiscal year ended December 31, 2020;

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

Carried.

- 5. POLICY LIMITATION:** *The CEO may not acquire, lease, rent, encumber or dispose of real property.*

CEO RESPONSIBILITY:

For the purpose of acquiring, leasing, renting or encumbering, this means new property not currently under Board ownership, lease, or rental. Real property is interpreted to mean real estate, space and facilities. Disposal would mean the sale of real property.

EVIDENCE OF COMPLIANCE:

- The Library Board does not own real property, nor does it currently lease or rent any spaces. It is responsible for all services, programs and related activities provided to the public within library buildings located on municipal properties. The real property is owned by the City of Markham.
- The Library pays to the City "Occupancy Costs" for branches located within community centres, which constitutes a funding transfer to the Recreation Services Department. This transfer effectively pays for support provided to the Library by Recreation for building-related services including cleaning, utility usage, telecommunications (e.g. telephone, cable TV, etc.), and basic building maintenance and repairs.
- MPL has eight branch locations, including three stand-alone buildings (Markham Village / Thornhill Village / Unionville) and five community centre branches (Aaniin / Angus Glen / Cornell / Milliken Mills / Thornhill Community).

- 6. POLICY LIMITATION:** *The CEO may not fail to aggressively pursue receivables, fines and fees, after a reasonable grace period.*

CEO RESPONSIBILITY:

The CEO shall ensure receivables, fines, and fees are recovered through the most current methods.

EVIDENCE OF COMPLIANCE:

- The Library recovers receivables, fines and fees on an ongoing basis. Fines and fees are incurred after customers have borrowed physical collection items and then kept them beyond the authorized loan period, or have lost and failed to return borrowed items. These receivables are usually paid by the customers voluntarily in order to keep their records in good standing. (MPL also provides customers with several options to assist them in keeping track of due dates, including pre-due notices, thereby enabling them to avoid the assessment of overdue fines.)
- MPL has an agreement with Unique Management Services (UMS), a specialized collection agency that pursues suspended customer accounts with amounts owing of greater than \$40.00 in fines, fees and lost material values, and where the customer has failed to respond

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to multiple MPL contact attempts over a minimum of 45 days. UMS is an international company providing service to thousands of library system clients utilizing a “gentle nudge” approach which helps to maintain customer goodwill.

- The table below is a summary of 2021 (Jan –Aug) information related to MPL’s UMS transactions:

	Description	Amount
A	# of customer accounts submitted to collection agency	0
B	Fines/fees received from customers following UMS contacts	\$3,045
C	Returned items following UMS contact (value)	\$478
D	Subtotal – Fines/fees plus returned items (B + C)	\$3,523
E	Fees paid to UMS by MPL	\$0
F	Net benefit to MPL (D – E)	\$3,523
G	Net benefit ratio (Benefit per \$1 investment in service)	N/A

- While the relationship with UMS has been successful financially, the primary benefit is a higher return rate for overdue materials, making them available to other customers and ensuring that the Library can better achieve its service mandate within the community. The arrangement ensures that resources purchased through taxpayer-based funding remain public assets and that community access to them is maintained.

7. **POLICY LIMITATION:** *The CEO may not allow tax payments or other government-ordered payments or filings to be overdue or inaccurately filed.*

CEO RESPONSIBILITY:

The CEO shall ensure that the Library submits all tax payments, filings, and other government-required payments in an accurate manner and in compliance with mandated timelines.

EVIDENCE OF COMPLIANCE:

The CEO is in compliance. The Library met the deadline of June 30, 2021 in filing its annual Charity return 2020 with the Canada Revenue Agency (CRA). The Library also met the deadline of July 31, 2021 in filing its Q2 2021 (April - June) Public Service Bodies Rebate Claim with the Canada Revenue Agency (CRA). This submission is required for rebate of the federal portion of the HST. All other government filings and requests were satisfied within the required timelines throughout 2021.

ATTACHMENTS:

- Appendix “A” – Statement of Revenue and Expenditures – Eight Months Ended 08/31/2021.
- Appendix “B” – Variance Report

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Deborah Walker, Director, Strategy & Planning

DATE OF MEETING: September 27, 2021

SUBJECT: **Strategic Plan Update**

RECOMMENDATION:

That the report “Strategic Plan Update” be received.

BACKGROUND:

The purpose of this Report is to update the Board regarding the status of MPL’s 2021 Strategic Work Plan.

Context:

Over the summer, there have been several new developments in the COVID-19 pandemic, thereby changing the context for library operations and implementation of our Strategic Plan Actions and Initiatives. These changes include the general success of multiple effective vaccines, as well as the emergence of new variants that spread more easily and lead to worse health outcomes. At the same time, as vaccination rates rise, there is more positive momentum toward reopening and gradually restoring library and other municipal services to the Markham community.

Roadmap to Reopen Stage 3

On July 16, 2021, Ontario entered Step Three of its Roadmap to Reopen¹. Step Three focuses on the resumption of additional indoor services with larger numbers of people and restrictions in place.

Accordingly, following staff recalls and training, the following service changes are scheduled to take place on September 22nd:

- Three more branches – the Aaniin, Angus Glen and Thornhill Community Centre Libraries are opening their doors to Markham residents.
- These branches, along with the Markham Village and Unionville branches, will offer a range of in-person services, including browsing our physical collections, booking study rooms, using library computers, printers, photocopiers and scanners, and accessing children’s areas (with limited seating).
- All branches will offer a new service – printing vaccine certificates – a free service for customers requiring a paper copy of their vaccination certificate. This will support Markham residents in compliance with a further Stage 3 requirement – proof of vaccination to enter certain businesses and organizations.

At the same time, delivery of MPL’s online services will continue, including access to digital collections, virtual programs, online learning, and Live Chat.

¹ <https://www.ontario.ca/page/reopening-ontario>

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OUR STRATEGIC GOALS AND OBJECTIVES	ACTIONS/INITIATIVES	STATUS (SEPTEMBER 2021)
GOAL 1: Reading to Transform We are the reading organization, celebrating reading, and its power to transform lives and engage residents in building an inclusive, livable, caring and culturally vibrant community. We engage individuals and families in transformative reading experiences. The Library promotes reading as a means to literacy, critical thinking, creativity, and empathy.		
Objective 1.1 Leverage our unique reading-related assets (collections, expertise, services and programs) to engage families with the Library's literacy programs, collections and services in both digital and in-person formats.	Implement Content Strategy initiatives regarding family literacy	Launched a new and improved Kids page on our website. Includes resources that support virtual curriculum (worksheets, virtual children's info desk, blog posts, reading lists).
	Introduce digital tools to support digital early literacy skills for pre-schoolers.	Launched Launchpad tablets for pre-schoolers to develop early literacy skills.
	Refresh family literacy spaces in all branches.	Will be included in branch space use study
Objective 1.2 Promote Library content that supports formal and informal learning opportunities for lifelong learners, as well as the academic success of students.	Expand MPL's offering of non-traditional collections to support different learning styles.	Launched Ontario Park passes to enable residents to access outdoor park experiences.
	Launch online resources to provide learners with 24x7 access to reading resources and academic support.	Promoted our BrainFuse resource, which provides live virtual tutoring for students in JK to Grade 12, along with resources to assist college and university students as well.
	Deliver resources that support skill development for workplace skill upgrades and workforce re-entry.	Deferred.
Objective 1.3 Reduce barriers to membership and Library use.	Launch fine-free access for youth.	Completed launch of fine free cards for children and teens.
	Launch online library card registration.	Completed launch of online library card registration. Launched the MPL eCard (and discontinued the OverDrive Instant Digital Card the end of July 2021).

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OUR STRATEGIC GOALS AND OBJECTIVES	ACTIONS/INITIATIVES	STATUS (SEPTEMBER 2021)
	Introduce mobile library solutions to under-served and hard-to-reach residents.	Business case for mobile library in development.
Objective 1.4 Provide resources in a range of formats and languages to ensure collections are balanced, inclusive and accessible .	Complete Inclusion Audit for MPL's collections.	In progress, starting with staff storytime collections. This is a multi-year project as it covers the entire collection.
	Expand collections to support functional literacy development.	2022.
	Develop a curated Black Heritage collection to support community interest in Black Lives Matter and the City's Diversity and Inclusion Plan.	2022
	Expand lending collections, accessibility tools and inclusive content for those with print and other disabilities.	2022 Develop a curated collection to support neurodiversity and ASD. Completed, with a community partner, the summer bike lending program, including the addition of children's bikes and eBikes.
Objective 1.5 Promote the value of reading for pleasure as something that supports strong educational outcomes, increased empathy, improved relationships with others, better mental health and overall wellbeing.	Launch services and content to support wellness and cognitive health through reading fiction.	Completed launch of bibliotherapy service.
	Develop public awareness campaign to promote the benefits of reading for pleasure.	Launched Bibliotherapy, articles in local papers related to Bibliotherapy and to reading for pleasure. Website includes increased blog postings and staff picks lists related to reading for pleasure and its benefits.
	Expand events and programs that celebrate literature, storytelling, reading and book culture.	Participated in the OLA Forest of Reading Program in the school age categories with virtual author visits and book discussion meetups. Participated in OnePage (a virtual literary series featuring online author visits). Completed the 2021 Markham Reads program, featuring Firekeeper's Daughter by Angeline Boulley.
		Virtual Programming Project with Richmond Hill, Vaughan, Ajax and

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OUR STRATEGIC GOALS AND OBJECTIVES	ACTIONS/INITIATIVES	STATUS (SEPTEMBER 2021)
		Pickering- developing best practices for virtual reading program for children.
		Completed the fully virtual 2021 TD Summer Reading Club, including an author event series, developed in collaboration with 16 other York Region and Durham libraries.
Goal 2: Limitless Learning The Library complements formal education and extends learning beyond the academic experience. The Library facilitates curiosity, self-directed learning and personal growth through all stages of life. We concentrate on readying children for school , providing opportunities for individual development , preparing people for employment and citizenship , and helping people build skills they need for the digital environment . We grow a community of learners through all phases and stages of life .		
Objective 2.1 Provide tools and resources that support individual learning goals throughout every stage of life.	Expand online learning resources and skill development programs	TBD
	Provide spaces and open hours that support needs of students and entrepreneurs of all ages.	Delayed due to closure; will be reviewed as part of space use study.
	Support experiential learning, creativity and experimentation through the expansion of MPL's makerspaces and STEAM resources.	On hold pending branch re-opening and safe launch conditions: • Implementation of a new Digital Media Lab (DML) at the Angus Glen Branch. • Library Makerspace: Music Creation and Musical Instruments Lending at Markham Village Branch
Objective 2.2 Deliver a multi-faceted, inclusive and equitable lifelong learning strategy to address barriers to success in formal education .	Partner with organizations to provide learning supports and resources that address gaps in formal education.	TBD
	Provide remedial support for reading, math and sciences.	Introduced Extra English Help and Extra Math Help virtual programs supporting Ont. Grades 1 to 3 curriculum
	Provide services that support students and parents in distance learning, online learning and home-schooling.	Launched the "Learning at Home" series of blog posts to support elementary students continued learning. These posts explore topics related to the Ontario curriculum and are designed to spark curiosity, learning and fun.

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OUR STRATEGIC GOALS AND OBJECTIVES	ACTIONS/INITIATIVES	STATUS (SEPTEMBER 2021)
		Developed remote learning resources for Grades 1 to 5 covering English, Math and Science curriculum. Parents may request this material through a form on our website and activities, in pdf format, are emailed to them.
		Ran summer outdoor STEAM programs, featuring demonstrations with a take home activity. Fall: Through a community partner will offer an outdoor Cantonese Storytime to pre-schoolers.
		October: will offer a program on Digital Media Smarts and Online Safety for children, content which complements the media literacy curriculum at school.
		In partnership with Community Family Services of Ontario, we offered a Returning to School Safely program in Mandarin. Included representatives from local school boards and provided information to participants about what to expect when students return to in-class learning.
		Offered programs about children and anxiety with a focus on anxiety related to online learning and more recently to the anxiety faced by both parents and children about returning to school.
Objective 2.3 Provide Markham residents and entrepreneurs with skills and literacies to build their confidence and resiliency to participate fully in the economy, including the local job market.	Expand services and content to support individuals developing employment skills, retraining and accreditation.	Planning re-opening of business hub at Aaniin.
	Implement networking and mentorship opportunities for new local entrepreneurs.	TBD
Objective 2.4 Equip community members with digital literacy skills to enable them to learn,	Implement Digital Literacy Strategy supporting the Digital Markham plan.	The Digital Literacy Strategy is currently being refreshed and will be completed Q2. Implementation is ongoing under the old strategy including the development of online and remote learning digital literacy

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OUR STRATEGIC GOALS AND OBJECTIVES	ACTIONS/INITIATIVES	STATUS (SEPTEMBER 2021)
connect, engage and work online.		content through the MPL website and the launch of Curbside 3D Printing Launched Curbside 3D Printing service.
	Expand virtual branch including instructional support and resources.	AskMPL has refocused on reference and instructional service, increasing 1:1 support for research.
Goal 3: Community Social Cohesion Markham is economically and socially connected. People in all circumstances and at all stages of their lives benefit from the information, ideas, relationships and resources shared at the library. People contribute to their local government and to their community because they know that they are respected and that their City thrives on everyone's rich diversity, equity, opportunity and digital readiness. We close the digital divide and build social cohesion . Markham is the best place to live, invest, and work .		
Objective 3.1 Achieve an inclusive, equitable and accessible workplace and library service through a policy and procedures review and through engagement with the City's Diversity and Inclusivity Action Plan Update.	Implement MPL's Inclusion Strategy	All active MPL staff have completed anti-black racism training. Staff training content through MPLEdu is being expanded, including the implementation of the Inclusive Language Guide.
	Update MPL's Older Adult Strategy	Customer Service to Older Adults training in development; assessing recommendations for pre-open hours for older adults as part of MPL's recovery planning.
	Contribute to the development of the City of Markham's Diversity Action Plan and implement the recommendations.	Projected launched in June 2021, with completion by April 2022.
Objective 3.2 Leverage partnerships and the knowledge and expertise of local organizations to deliver social capital initiatives and contribute to the community's social well-being .	Implement Community Development Strategy and Partnership Development Toolkit.	TBD
	Curate and integrate priority community and government services into the Integrated Library System (ILS).	Needs analysis and resource gathering in progress.
	Update and implement programming strategy	TBD

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OUR STRATEGIC GOALS AND OBJECTIVES	ACTIONS/INITIATIVES	STATUS (SEPTEMBER 2021)
Objective 3.3 Reduce social isolation and bridge social divides by providing physical and virtual spaces that instil a sense of welcome and belonging for all community members	Refresh Outreach Strategy to engage underserved communities	TBD
	Implement Space Use plan to improve branch space allocations to address emerging community needs	Research plan in development to assess customer needs. Completed revised Study Room policy.
	Plan new library facilities and renovations of existing spaces.	Milliken Mills Library Renovation (to create a new sorter room and universal washroom). RFP for a General Contractor has been issued.
Objective 3.4 Enhance knowledge of the community through data and research , and facilitation of community engagement initiatives .	Complete the development of Neighbourhood Profiles for service planning	In progress, working in collaboration with Environics to establish data requirements for these reports.
	Implement Business Intelligence Framework to expand community research, outcome measurement, data collection, and reporting capabilities.	Many data collection processes have been automated through Data Studio; new quarterly reporting template has been implemented; Currently focusing on expanding use of outcome measurements
Objective 3.5 Champion civic discourse to advance social cohesion and broaden community understanding of global and local issues.	Facilitate in person and virtual conversations on topics that are relevant to community and civic priorities.	Senior Care v2 calling senior and homebound customers to provide information about COVID vaccine opportunities and resources for booking appts and transportation to clinics
	Combat misinformation through information agency and media literacy initiatives.	Currently supporting the vaccination campaign by connecting eligible individuals with reliable public health information and assisting with vaccine booking.
	Support the municipality's digital democracy priorities by facilitating access to online voting and candidate information.	Federal Election: Supported the community in make informed choices through a series of initiatives, including the Get Ready To Vote information page and Candidates Q&A sessions.

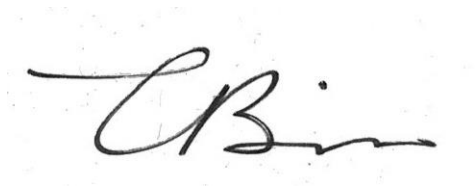
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OUR STRATEGIC GOALS AND OBJECTIVES	ACTIONS/INITIATIVES	STATUS (SEPTEMBER 2021)
3.6 Address the digital divide by providing equitable access to technology and resources for success in the digital world.	Launch equipment and connectivity lending initiatives.	Not Started
	Expand instruction on utilizing foundational digital tools.	Through askMPL, promoting and supporting use of MPL's online courses including tools such as NicheAcademy with course on using web based-video conferencing tools. Development of instructional videos for use of library digital resources and makerspaces underway.
	Improve MPL's IT infrastructure, public computing and other library technologies.	TBD

Corporate Strategic Projects

In alignment with corporate priorities and as a team player with the City, staff are also supporting several corporate strategic projects undertaken pursuant to our 2021 Business Plan, which is structured around the four Goals of Building Markham's Future Together (BMFT). These include:

ACTION	DESCRIPTION	STATUS
Implement new technology to enhance business operations	Continue to participate on project teams that advance implementation of Program Registration, Facility Booking software system. (BMFT Action 1.2.1)	Ongoing. Launch projected for 2022. Resource-intensive project in terms of staff hours required. Challenges re financial configuration of the system that meets needs of all departments.
Implement Integrated Leisure Master Plan for the City of Markham's Parks, Recreation, Culture and Libraries	Continue to participate in all Growth Management projects. (BMFT Action 3.2.4)	Ongoing. Recent internal consultation meetings included 7015 Yonge Street, Upcoming: Markville Secondary Plan Study. ILMP 2019 is used as reference point for such Studies.
Establish process for evaluating public and private sector partnerships and business opportunities.	Develop evaluation process for partnerships and business opportunities. (BMFT Action 4.2.1) Will implement ILMP recommendation #127.	Project deferred to 2022, due to COVID-related staff shortages.
Update the City's Development Charges Background Study Update	Work with Finance Dept. to update the Library section of the DC Background Study. (See detailed description in 3.0.)	Completed updates of our inventory lists of library capital assets from 2017 to 2020 - Library Materials (including digital materials) and F&E.

A handwritten signature in black ink, appearing to read 'C Biss', enclosed within a faint, light gray rectangular border.

Catherine Biss
CEO & Secretary-Treasurer

TO: Markham Public Library Board
FROM: Catherine Biss, CEO & Secretary-Treasurer
PREPARED BY: Diane Macklin, Director, Community Engagement
DATE OF MEETING: September 27, 2021
SUBJECT: **October 2021 Library Programs**

RECOMMENDATION:

That the report “October 2021 Library Programs” be received.

BACKGROUND:

Board member attendance at Library and community events has several positive benefits. The Public Library Act directs library boards to provide library services that reflect the unique needs of their community. Attending community events as a member of the Board enriches Board understanding of the diversity of interests of the community, gives community members opportunities to interact with the Board, and shows Library support for community initiatives. We look forward to the time when this interaction will be possible once more.

Due to the quickly changing nature of programming at this time, notice of upcoming programs will be provided to the Board on a more frequent basis, either in a Board package or by e-mail.

Contact mplcommunitylibrarians@markham.library.on.ca for assistance in registering for a program or using the various platforms. Unless otherwise indicated all programs are offered free of charge.



Catherine Biss
CEO & Secretary-Treasurer

Attachments: Appendix “A” October 2021 Library Programs

LIBRARY PROGRAMS
October 2021



OCTOBER 2021 LIBRARY PROGRAMS

This month Markham Public Library is offering dozens of unique virtual programs. Working with our community partners we have something for everyone from business and entrepreneurship to wellness, preschooler to seniors. See our current list of program offerings below or visit our website at markhampubliclibrary.ca (click on [What's On](#)) to see our most up-to-date offerings. Email mplcommunityibrarians@markham.library.on.ca for more information about these programs or to register.

Education & Lifelong Learning

Top Ranked US Universities: to apply or not to apply?

(Partnered program)

In this program, education coach Imbert Fung from Future Reach Education will guide you through the advantages and disadvantages of elite US universities versus top Canadian universities, affordability and financial aid options, share application tips for recommended universities, and answer your questions about university options south of the border.

Tuesday, October 12

7:00 PM

5 Myths that Hinder Post Secondary Success

(partnered program)

This seminar is presented by Christopher Grafos, Ph.D., Academic Coach & Mentor and founder of BridgesEDU. After teaching hundreds of undergraduates, Dr. Christopher Grafos noticed that many of his students failed to meet their true academic potential. This was not because the students couldn't do well, but rather, because they didn't know how to do well. At the root of this issue were several widespread myths that prevented students from being able to put their best foot forward. This presentation will show parents and students the positive outcomes that can transpire when these common myths are debunked.

Tuesday, October 19

7:00 PM

The Secrets of Scholarship Research & Writing

(partnered program)

Learn how to navigate the sometimes confusing academic terrain of scholarship research and writing! Whether you're in high school, college, or university, all students should know the importance of scholarship research and writing.

Tuesday, October 26

7:00 PM

OSAP 101: How to Apply

(partnered program)

This webinar will teach individuals about OSAP eligibility and timelines. Participants will also learn more about scholarships, bursaries and awards as well as work-study programs. This program is provided by Seneca College in partnership with Markham Public Library.

Thursday, October 28

3:00 PM

LIBRARY PROGRAMS

October 2021



Home & Family

Family Trivia Night

(staff led program)

Join us for a fun and educational trivia night! The whole family can join and answer questions together. We are celebrating Ontario Public Library Week this week, so brush up on your book, author and library related trivia!

Saturday, October 23

7:30 PM

Wellness

Laughter Yoga

(partnered program)

Laughter Yoga is the newest and greatest way to stay mindfully aware, joyous and dissolve stress. This 8-week program will help boost your immune system and lower stress through laughter.

Mondays, October 4, 18 and 25

11:00 AM

Flex and Stretch Yoga

(partnered program)

Let's chill and unwind in this wonderful Flex & Stretch Yoga session from Markham Yoga. Using active and passive stretching we will focus on the breath and releasing tension throughout the body as we stretch, leaving you a little stronger, more flexible and mindful. This program is facilitated through Zoom.

Mondays October 4, 18 and 25

7:00PM

Meditate & Melt the Stress Away

(partnered program)

Join us every Wednesday for a guided virtual meditation workshop led by an instructor from Markham Yoga.

Wednesdays October 6, 13, 20 and 27

8:15PM

Essential Oils and Immunity

(partnered program)

Interested in learning about how essential oils can help support your immunity. Join Patricia Mongillo, founder of The Essential Wellness Life, who will share simple practices that can be used to boost natural immune responses in the body.

Thursday, October 7

7:00PM

Depression and Social Isolation

(partnered program)

This workshop will introduce some basic elements of mental health. It will look at the impact of the pandemic on our wellbeing by focusing on areas such as depression, social isolation and loneliness. The workshop will also share tips and where to access resources that are helpful to improving your wellbeing and self-care journey. This workshop is provided by the Canadian Mental Health Association, York Region South Simcoe.

Wednesday, October 13

12:00 PM

LIBRARY PROGRAMS
October 2021



Metabolism and Weight Loss

(partnered program)

Join Dr. Sophie, ND from Silver Spruce Naturopathic to explore weight loss beyond the oversimplified "calories-in, calories-out" approach. Get an in-depth understanding of how metabolism works, conditions that affect it and ways to achieve healthy metabolic balance and healthy weight.

Wednesday, October 13

7:00 PM

Hathaflow

(partnered program)

Hatha Flow, presented by Markham Yoga, offers an energizing class to build strength, increase flexibility and create mental clarity.

Saturdays, October 2, 9, 16, 23

9:30 AM

Joyful Family Yoga

(partnered program)

In this class led by an instructor from Markham Yoga, everyone in the family is invited to practice breathing, relaxation and simple yoga poses that will encourage mindfulness.

Saturdays, October 2, 9, 16, 23

11:00 AM

STEAM and Tech

Introduction to 3D Design for Children

(staff led program)

Are you interested in creating 3D objects? If so, join us for an introduction to the basics of 3D design and a demonstration of modelling using TinkerCad – a free online platform that allow users to design their 3D objects for printing. This class is intended for children 8-12 years old.

Wednesday, October 6

4:00 PM

Introduction to Adobe Premier

(staff led program)

Learn the basics of video editing using Adobe Premiere, a popular industry leading professional software used in Hollywood films & commercials. This workshop will help you organize your files, understand how to use certain tools, and utilize basic techniques, such as trimming raw footage, leveling audio, incorporating special effects, and understanding the interface. By the end of this workshop, you will have basic editing techniques and be producing work in no time!

Tuesday, October 12

7:00 PM

Digital Media Smarts and Online Safety

(staff led program)

This program has been designed to educate children on how to be smarter and safer both on and off-line. Children will learn about the risks of the online world and how to make responsible decisions to protect themselves. They will also put their critical thinking skills to the test to become engaged, active consumers of news and information in order to discern what is real and what is fake.

Monday, October 18

4:00 PM

LIBRARY PROGRAMS
October 2021



Canva: Easy Ways To Make Your Design Look Professional (staff led program)

Have you ever had trouble creating your own design? Whether it's a poster, business card, or even a wedding invitation? Canva is the perfect tool for beginners to help create professional look designs for your business, brand or lifestyle.

Tuesday, October 19 7:00 PM

Introduction to Genealogy with Ancestry Library Edition (staff led program)

Interested in learning more about your genealogy? You can access Ancestry Library Edition for free with your library card! This database is currently accessible from the comfort of your home and a great way to start this new hobby.

Wednesday, October 20 7:00 PM

Explore Library Catalogue and Resources (staff led program)

Learn about our online offerings including Libby (eBook app), Hoopla (online movies and music), free online courses and much more. By the end of the tutorial you will feel comfortable accessing your MPL account using either the mobile app or the website and be able to conduct a search for a title, place a hold, and renew items.

Thursday, October 21 2:00 PM

Introduction to 3D Design for Teens and Adults (staff led program)

Are you interested in creating 3D objects? If so, join us for an introduction to the basics of 3D design and a demonstration of modelling using TinkerCad – a free online platform that allow users to design their 3D objects for printing. This class is intended for teens and adults.

Thursday, October 21 7:00 PM

Business, Finance and Job Skills

SEO Basics for Business (partnered program)

Learn the history of the search engines and how search has evolved over time. Learn the basics of achieving top rankings on the search engines that worked in the past, present and future. The goal of the course is to help business owners get more business from search engines by dominating the free search rankings. Taught by the SEO Guru Allan Pollett, who has 20+ years of experience consistently getting his clients to the top of the search engines.

Wednesday, October 6 7:00 PM

65 Side Hustles (partnered program)

Participants will explore various side hustle ideas and learn how to use their expertise when deciding on the best side hustle to pursue, in order to reach their financial goals.

Thursday, October 14 5:30 PM

LIBRARY PROGRAMS
October 2021



Resume Writing Webinar

(partnered program)

In this workshop you will learn how to prepare a targeted, accomplishment-based resume.

Monday, October 25

6:00 PM

Job Interview Webinar

(partnered program)

In this workshop, you will learn more about teleconferencing and virtual interviews. The session will cover topics such as conducting an effective teleconferencing or online interview, using appropriate body language, speaking voice in a virtual interview and answering behavioural questions effectively.

Wednesday, October 27

6:00 PM

Human Library

(partnered program)

Our human library series is an opportunity to check out human books on Zoom to explore different careers. From firefighter to paleontologist, there's something you will find interesting. This month we will be talking to a professional in the medical field.

Thursday, October 28

7:00 PM

Newcomers

English Conversation Circle

(partnered program)

Join the weekly English Conversation Circle, where we practice in friendly small groups led by local long-term residents. The session is brought to you in collaboration with CCSYR through the Library Settlement Partnerships (LSP).

Mondays September 20 – December 13

1:30 PM

Taxes 101: Filing Your Tax Return

(partnered program)

Join us for a series of *Taxes 101* workshops that will answer all your tax-related questions, including why filing a tax return is important, information on different return benefits, and tips for maximizing your return. This session will cover different types of benefits that you will be eligible for after submitting your tax return.

Tuesday, October 5

7:00 PM

Cantonese Songs and Stories

(partnered program)

Join us for an interactive fun-filled session of Cantonese Songs & Stories! Help your child develop early literacy and language skills through songs and rhymes. We will meet on Zoom to give participants an opportunity to practice their language skills!

Wednesday, October 6

4:30 PM

Financial Literacy for Newcomers (in Cantonese)

(partnered program)

Managing personal finances is an important skill for newcomers. Join us for a webinar about financial literacy and how to organize your money wisely.

Friday, October 8

2:00 PM

LIBRARY PROGRAMS
October 2021



Money Basics for Newcomers

(partnered program)

Coming to a new country takes courage, strength and perseverance. It requires individuals and families to learn a new culture, a new government, a new system, possibly a new language, along with a new banking and financial system. The Canadian financial system is complex and oftentimes confusing to navigate. In this two part series, you will learn the basics of the financial system in Canada. This program is provided in partnership with the Credit Counselling Society.

Thursday, October 21

12:00 PM

Mandarin Songs and Stories

(partnered program)

Join us for a fun-filled session of Mandarin Songs & Stories! Help your child develop early literacy and language skills. We will meet on Zoom to give participants an opportunity to practice their language skills!

Saturday, October 23

12:00 PM

Reading and Creative Expression

2SLGBTQ+ and Allies Book Club

(partnered program)

Do you like reading? Join our 2SLGBTQ+ and allies book club in partnership with CAYR and Gila Münster! In this monthly book club, you will get to explore and particularly pay attention to books that portray intersectional identities and discuss the importance of representation. In our October session, we will be discussing "Blood Price" by Tanya Huff and "Boy Erased: A Memoir" by Garrard Conley.

Tuesday, October 19

7:00 PM

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Deborah Walker, Director, Library Strategy and Planning

DATE OF MEETING: September 27, 2021

SUBJECT: **Working Group Presentation to Council**

RECOMMENDATION:

That the report “Working Group Presentation to Council” be received.

BACKGROUND:

The Library Board’s annual presentation to General Committee is scheduled to take place on **Monday, November 15, 2021**. This annual event is a critical channel for Library Board advocacy regarding MPL’s budget and our unique role in the community and its quality of life.

Presentation Working Group

The Working Group Members for 2021 are Mr. Alick Siu, Chair, Ms. Margaret McGrory, Vice-Chair, Mrs. Lillian Tolensky, Mr. Raymond Chan and Mr. Edward Choi.

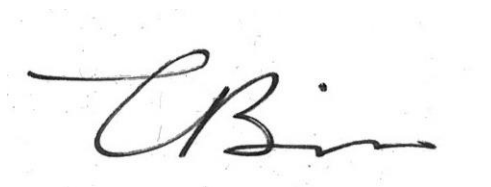
Presentation Strategy

This year’s presentation is scheduled to be no longer than 20 minutes. Accordingly, it is recommended that the content of the Board’s 2021 Presentation be tightly focused within the framework presented by the Board in 2020 as the approach to developing our new Strategic Plan.

Presentation Outline

- As presented last year, the focus of our new Strategic Plan was informed by:
 - The Wheelhouse Concept and focusing on our key strengths and areas of expertise, rather than trying to be all things to all people.
 - The Jim Collins principles about finding our “hedgehog” and focusing on where we can make the greatest difference to our community.
 - Our Passion: What we stand for (our core values) and why we exist (our Mission).
 - What We’re Best At: What we can uniquely contribute to the community, better than any other organization in Markham; and
 - Our Resource Engine: What best drives our time, funding, and brand. Or, in other words, where we can most effectively contribute to City priorities and sustain our resource engine.
- The BMFT layer will be woven into the presentation, showing alignment with municipal priorities as determined by the City’s Strategic Plan – Building Markham’s Future Together (BMFT).
 - Staff also recommend re-using the BMFT Powerpoint template to emphasize that MPL is a team player
- COVID Times:
 - Last year, we did not foresee the time it would take to move towards post-COVID recovery.

- Implementation of many of our strategic goals was delayed by the partial closure of our physical branches and restrictions on public use of these vital community spaces.
- On September 22nd, we were finally able to open for in branch services, providing access to library branches in a way that was closer to normal.
- Our 2021 achievements prior to September 22nd:
 - Digital service delivery.
 - Highlights/key examples.
 - Summer reading club and Markham Reads online
 - Signature projects:
 - Fine free library cards for youth.
 - New and improved Kids page on our website
- Since September 22nd :
 - List further key projects and achievements.
- Workplan for 2022 – Proposed Themes:
 1. Learning Recovery
 - This theme will be based on the foundational research evidence¹ of student learning loss during COVID-related school closures and the mixed results of online learning.
 - What the community lost in terms of access to learning when branches closed.
 - What MPL is doing going forward
 - In branch programs.
 2. Community Recovery
 - This theme will be based on the foundational research evidence² regarding Community Recovery and re-building Social Capital.
 - Role of Libraries as Place³ in Community Recovery.
 - The need for library facilities in Markham Centre.



Catherine Biss
CEO & Secretary-Treasurer

¹ See Trend Report: Learning Recovery in September's 3.0 Report.

² See Trend Report: Community Recovery in September's 3.0 Report.

³ See Trend Report: Highlights from the Annual Institute on Library as Place Conference in September's 3.0 Report.