

# AGENDA 1.0

## MARKHAM PUBLIC LIBRARY BOARD

### REGULAR MEETING

**Notice of meeting to be held on Monday, October 25, 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 Chair's Remarks

2.0 **Approval of Minutes:**

2.1 Library Board Minutes September 27, 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 yorkregion.com: Every Child Matters , Markham marks 1<sup>st</sup> Day of Truth and Reconciliation

[https://www.yorkregion.com/news-story/10486843-every-child-matters-markham-marks-1st-day-of-truth-and-reconciliation-with-online-events-sept-30/?s=n1?source=newsletter&utm\\_content=a07&utm\\_source=ml\\_nl&utm\\_medium=email&utm\\_email=B E2D3B68DB620D000F0E5035560358CA&utm\\_campaign=yrha\\_108044](https://www.yorkregion.com/news-story/10486843-every-child-matters-markham-marks-1st-day-of-truth-and-reconciliation-with-online-events-sept-30/?s=n1?source=newsletter&utm_content=a07&utm_source=ml_nl&utm_medium=email&utm_email=B E2D3B68DB620D000F0E5035560358CA&utm_campaign=yrha_108044)

3.0 **CEO's Highlights, October 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-2b Staff Treatment (L. Tolensky /A. Cecchetto)

5.2 Executive Limitation: EL-2c Budgeting/Forecasting (B. Hendriks /M. Sawh)

5.3 Executive Limitation: EL-2j Communication and Counsel to the Board

(D. Whetham/D. Walker)

6.0 **Ends**

7.0 **Governance:**

7.1 OLBA Update (Ben Hendriks)

## AGENDA 1.0

- 8.0 **Ownership Linkage:**
- 8.1 Input from Board Members
  
- 9.0 **Board Advocacy:**
- 9.1 November 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)
  
- 11.0 **Incidental Information**
  
- 12.0 **New Business**
  
- 13.0 **Board Evaluation:**
- 13.1 Questionnaire Results: The Conduct of the Board
  
- 14.0 **In Camera Agenda**
- 14.1 To discuss a confidential personnel matter
  
- 15.0 **Adjournment**

Members are requested to call Susan Price at 416-230-9457 by 4:00 p.m. on Monday, October 25, 2021 or e-mail [sprice@markham.library.on.ca](mailto:sprice@markham.library.on.ca) if unable to attend. Thank you.

**NEXT MEETING:           Monday, November 22, 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: October 25, 2021  
SUBJECT: **CONSENT AGENDA**

---

### RECOMMENDATION:

That the Consent Agenda comprising of Agenda 2.2 to 2.4.1 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:

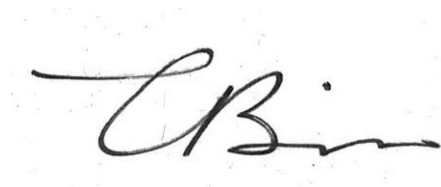
**2.2 CONSENT AGENDA:**

**2.3 Declaration of Due Diligence by the CEO**

**2.4 Communication and Correspondence:**

**2.4.1** yorkregion.com: Every Child Matters , Markham marks 1<sup>st</sup> Day of Truth and Reconciliation

[https://www.yorkregion.com/news-story/10486843-every-child-matters-markham-marks-1st-day-of-truth-and-reconciliation-with-online-events-sept-30/?s=n1?source=newsletter&utm\\_content=a07&utm\\_source=ml\\_nl&utm\\_medium=email&utm\\_email=BE2D3B68DB620D000F0E5035560358CA&utm\\_campaign=yrha\\_108044](https://www.yorkregion.com/news-story/10486843-every-child-matters-markham-marks-1st-day-of-truth-and-reconciliation-with-online-events-sept-30/?s=n1?source=newsletter&utm_content=a07&utm_source=ml_nl&utm_medium=email&utm_email=BE2D3B68DB620D000F0E5035560358CA&utm_campaign=yrha_108044)



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 September 22 ,2021 to October 19,2021.

- 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

October 19, 2021  
Date

## AGENDA 5.3

TO: Markham Public Library Board  
FROM: Catherine Biss, CEO & Secretary-Treasurer  
PREPARED BY: Deborah Walker, Director, Strategy & Planning  
DATE OF MEETING: October 25, 2021  
SUBJECT: **INTERNAL MONITORING REPORT: Executive Limitation EL-2j,  
Communication & Counsel to the Board  
(June 2021 to September 2021)**

---

### EXECUTIVE SUMMARY:

This report provides the Board with a triannual affirmation that the Board is informed and supported in its work.

This is a report on communication and counsel to the Board for the period from June to September 2021. All communication and counsel requirements are in full compliance with Board policy.

### RECOMMENDATION:

**That the report entitled “Internal Monitoring Report: Executive Limitation EL-2j, Communication & Counsel to the Board (June 2021 to September 2021)” be received.**

**POLICY TYPE: EXECUTIVE LIMITATIONS**

**POLICY TITLE: COMMUNICATION AND COUNSEL TO THE BOARD (EL-2j)**

**[Report on the CEO’s communications to the Board, ensuring that it is properly informed and equipped to make appropriate decisions.]**

### GLOBAL POLICY LIMITATION:

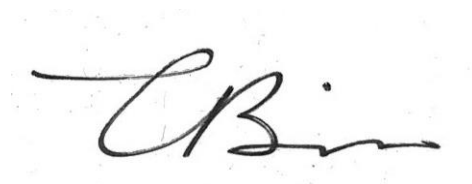
*The CEO shall not permit the Board to be uninformed or unsupported in its work.*

### CEO RESPONSIBILITY:

The CEO will ensure the Board is informed and supported in its work.

### ASSERTION OF COMPLIANCE

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



Catherine Biss  
CEO & Secretary-Treasurer

## AGENDA 5.3

- 1. POLICY LIMITATION:** *The CEO shall not neglect to submit monitoring data required by the Board (see policy on Monitoring Executive Performance) in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored and including the CEO's interpretations consistent with the "Delegation to the CEO" policy, as well as relevant data.*

### **CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:**

- On a regular schedule, the Library provides appropriate internal monitoring reports, in which the CEO discloses compliance information to the Board.
- All such reports include a statement of interpretation indicating the CEO's "reasonable interpretations" of the Board Ends and Executive Limitations Polices within the meaning of the "Delegation to the CEO" policy.
- Relevant data is included in monitoring reports to demonstrate accomplishment of the interpretation (regarding Ends) or compliance with the interpretation (regarding Executive Limitations).
- Monitoring data is also provided to the Board through the regular cycle of Strategic Plan Updates, Ends Reports, Executive Limitation Reports, and Board Statistical Reports.
- Annually, the auditor presents the previous year's financial report.

- 2. POLICY LIMITATION:** *The CEO shall not let the Board be unaware of significant changes in provincial or municipal policies, anticipated adverse media coverage, material external and internal changes (including purchases of over \$350,000), particularly changes in the assumptions upon which any Board policy has previously been established.*

### **CEO RESPONSIBILITY:**

- The monthly CEO reports identify significant changes in provincial or municipal policies, anticipated adverse media coverage, and material external and internal changes.
- Material external and internal changes reported include:
  - Markham Centre Planning Updates.
  - 2022 Municipal Budget Process.
  - Publication of MPL's New Strategic Plan.
  - Summer Programs 2021.
  - Milliken Mills Community Centre Lobby Enhancement Project.
- Regarding purchases of over \$350,000, no such purchases have been made during the reporting period.
- When an event relevant to the Board's mandate arises outside the normal cycle of Board reports, staff use email communication to ensure Board awareness.
- Adverse media coverage during the reporting period is reported in the regular CEO reports. When a potentially urgent incident of adverse media coverage arises between Board meetings, staff use email to ensure the Board Chair and Vice-Chair are promptly informed.
  - No such media coverage occurred during the reporting period.

### **EVIDENCE OF COMPLIANCE:**

- There has been no non-compliance to report upon.

- 3. POLICY LIMITATION:** *The CEO shall not allow the Board to be unaware that, in the CEO's opinion, the Board is not in compliance with its own policies on Governance Process and Board-CEO Linkage, particularly in the case of Board behaviour that is detrimental to the work relationship between the Board and the CEO.*

### **CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:**

- There has been no non-compliance to report on.

## AGENDA 5.3

4. **POLICY LIMITATION:** *The CEO shall not present information in unnecessarily complex or lengthy form or in a form that fails to differentiate among information of three types: monitoring, decision-preparation, or other.*

### **CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:**

- Staff prepare appropriate reports and presentations for Board information or recommending Board approval. The reports and presentations include points of view, issues, and options, as appropriate. Examples include:
  - June 28, 2021:
    - 6.1 Strategic Plan Update.
    - 10.1 Markham Centre Library Update.
    - 12.1 MPL Reopening Plan
  - September 27, 2021:
    - 6.1 Strategic Plan Update.
    - 9.2 Working Group Presentation to Council.
    - 10.1 Board Education Plan for 2022.
    - 10.2 Library Sector Advocacy Priorities.
- Staff invite delegations of City staff to attend Board meetings to provide information on municipal aspects of Board issues, as appropriate.
  - September 27, 2021: Mr. Morgan Jones, Commissioner of Community Services, and Ms. Claudia Storto, City Solicitor and Director of Human Resources were in attendance to answer Board questions regarding mandatory vaccinations in public spaces in Markham.
- Staff invite delegations of consultants and other external representatives to attend Board meetings to provide information on projects and initiatives of interest to the Board, as appropriate.
  - No such delegations took place during the reporting period.

5. **POLICY LIMITATION:** *The CEO shall not allow the Board to be without a workable mechanism for official Board, officer or committee communications.*

### **CEO RESPONSIBILITY and EVIDENCE of COMPLIANCE:**

- In the absence of any feedback, the CEO is in compliance.

6. **POLICY LIMITATION:** *The CEO shall not allow the Board to be without secretarial support, including draft minutes within two weeks of each Board meeting and any action list arising from meetings.*

### **CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:**

- The Board Secretary provides action lists arising from Board meetings within a week of the meeting.
- The Board Secretary provides a draft of the minutes to the Board within two weeks of the meeting.
- The Board Secretary responds to telephone calls and emails within 48 hours of receipt of them.

7. **POLICY LIMITATION:** *The CEO shall not favour or privilege certain Board members except when:*

- a) *Fulfilling individual requests for information or;*
- b) *Responding to officers or committees duly charged by the Board.*

### **CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:**

- The CEO is in compliance.

## AGENDA 5.3

8. **POLICY LIMITATION:** *The CEO shall not allow the Board to be unaware of an actual or anticipated non-compliance with Ends or Executive Limitations policy of the Board regardless of the Board's monitoring schedule.*

**CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:**

- There has been no actual or anticipated non-compliance with any policy of the Board to report on.

**POLICY LIMITATION:** The CEO shall not fail to submit to the Board a required approval (consent) agenda containing all items delegated to the CEO, and required by law or contract to be Board-approved, along with the monitoring assurance pertaining thereto.

**CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:**

- During the reporting period, there was nothing in the consent agendas that was required by law to be Board-approved.

9. **POLICY LIMITATION:** *The CEO shall not allow the Board to be unaware of complaints identified by customers which in the judgment of the CEO are of pressing concern.*

**CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:**

- No such complaints were received during the reporting period.

10. **POLICY LIMITATION:** *The CEO shall not allow personal information about Board members to be unprotected or compromised (except for Board member's names, photographs, and any authorized tag lines on the Library website and other promotional vehicles).*

**CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:**

- The Board Secretary maintains all contact information for Board members in confidential files accessible only to senior administration staff and their support staff.
- The Board's personal contact information is provided through electronic and paper versions to the Board members, senior Administration staff and their support staff only upon specific occasions:
  - a) Emergency,
  - b) Inviting Board members to special MPL events such as opening a library, staff celebrations, etc., and
  - c) To fulfill Revenue Canada's request for information on the "Directors, Trustees, and Like Officials worksheet."
- The Library's Human Resources policy regarding *Confidentiality of Personal Information* further provides that contact information for employees and Library Board members may not be released without the permission of the employee/Board member or the CEO. Requests for this information must be referred to the CEO, or designate.

11. **POLICY LIMITATION:** *The CEO shall not fail to advise the Board in a timely manner of trends, facts and information relevant to the Board's work.*

**CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:**

- The monthly CEO reports include:
  - Relevant external trends, such as:
    - Post-COVID Consumer Trends.
    - Trend in Learning – the Learning Crisis and Inequity of Learning.
    - Trends in Community Recovery and Social Capital in York Region.



## AGENDA 5.3

- Statistical reports on a quarterly basis as part of the monthly CEO's Highlights Report (3.0). The statistical reports include YTD-over-YTD data regarding new member registrations, customer satisfaction, library space (in-person visits, electronic visits, room bookings), circulation, self-service, connectivity (computer usage, website and catalogue sessions, social media followers), and programs and outreach.
- Enterprise Risk Management (bi-annual report).
- Background facts relevant to the Board's work or as follow up to Board discussions.
- The regular Strategic Plan Update reports include:
  - Updates regarding work plan progress.
  - Identification of strategic priorities.
  - Identification of societal and/or economic trends that have implications for library strategy.
- Information on Library program offerings is provided on a quarterly basis.
  - Due to the quickly changing nature of programming during COVID closures, notice of upcoming programs is currently provided to the Board on a more frequent basis, either in a Board package or by e-mail.

TO: Markham Public Library Board  
FROM: Catherine Biss, CEO & Secretary-Treasurer  
PREPARED BY: Diane Macklin, Director, Community Engagement  
DATE OF MEETING: October 25, 2021  
SUBJECT: **November 2021 Library Programs**

---

**RECOMMENDATION:**

**That the report “November 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](mailto: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” November 2021 Library Programs

LIBRARY PROGRAMS  
November 2021



## NOVEMBER 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](http://markhampubliclibrary.ca) (click on [What's On](#)) to see our most up-to-date offerings. Email [mpcommunitylibrarians@markham.library.on.ca](mailto:mpcommunitylibrarians@markham.library.on.ca) for more information about these programs or to register.

### Education & Lifelong Learning

#### Virtual Reading Buddies

Reading aloud can boost your child's confidence in reading and improve reading skills. Book a 1-on-1 session to read with a teen volunteer.  
Tuesday, November 2, 9, 16, 23 4:00 PM

#### Post-Secondary Funding 101

The session will provide newcomers basic information about funding your post-secondary education in Canada. 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.  
Thursday, November 18 6:00 PM

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

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, November 23 7:00 PM

### Home & Family

#### Supporting Loved Ones Who Are Survivors

How can you help support a survivor of intimate personal violence/domestic violence or sexual assault? November is Domestic Violence Awareness Month. Women's Support Network will be discussing how to support survivors of intimate partner violence and sexual assault.  
Monday, November 8 7:00 PM

#### Turning Problem Behaviour into Positive Behaviour

What causes a child to show big emotions? Tantrum, difficulty following directions, hitting objects, and showing aggressive behavior towards themselves or others? In this workshop, you will be provided with tools and ways to help your child find alternative ways to change their behavior in a positive way.  
Tuesday, November 16 1:00 PM

#### Decluttering for the Holidays

The holiday season always seems to come with more: more food, more busyness, more shopping, more STUFF! But it doesn't have to be that way. And it certainly doesn't have to overwhelm you or leave you feeling stressed and burnt out. Join Shirley Coughlin, a

LIBRARY PROGRAMS  
November 2021



decluttering specialist as she shares ways to simplify the holiday season.  
Please contact [mplcommunitylibrarians@markham.library.on.ca](mailto:mplcommunitylibrarians@markham.library.on.ca) for program dates and times.

## Wellness

### Laughter Yoga

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, November 1, 8, 15, 22, 29 11:00 AM

### Flex and Stretch Yoga

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, November 1, 8, 15, 22, 29 7:00PM

### Racism and Mental Health

This workshop will review what racism means to different people and the impact it has on our individual wellbeing. Through the workshop, participants will be introduced to some basic terms around racism such as prejudice, stigma and discrimination. It will also provide tips on promoting our wellness and self-care journey and how to respond / reach out for help in situations that feel discriminatory. This workshop is provided in partnership with the Canadian Mental Health Association, York Region South Simcoe.

Wednesday, November 3 12:00 PM

### Meditate & Melt the Stress Away

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

Wednesdays November 3, 10, 17, 24 8:15PM

### Hatha Flow

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

Saturdays, November 6, 13, 20 9:30 AM

### Yoga in Gujarati

Join us each week in a fluid moving yoga class ideal for beginners, for our Gujarati speaking community led by Markham Yoga newly graduated teachers. This 30 minute class will be instructed in primarily Gujarati.

Sundays, November 7, 14, 21, 28 10:00 AM

### Yoga in Hindi

Join us each week in a fluid moving yoga class ideal for beginners, for our Hindi speaking community led by Markham Yoga newly graduated teachers. This 30 minute class will be instructed in primarily Hindi.

Sundays, November 7, 14, 21, 28 10:40 AM

LIBRARY PROGRAMS  
November 2021



**Adjusting to Life in the New Normal**

In this program, staff from Oak Valley Health – Markham Stouffville Hospital, will talk about life in a post pandemic world, post-pandemic anxiety and what people can do to make the transition into a new normal less stressful. This program will be offered the week of November 22. Please email [mplcommunitylibrarians@markham.library.on.ca](mailto:mplcommunitylibrarians@markham.library.on.ca) for date and time.

**Essential Oils, Emotions and Application Prompts**

As we manoeuvre through this world we need all the emotional assistance we can get our hands on. Essential Oils have a variety of benefits but one of the most important uses is the emotional support they provide. This class is designed to educate you on how to use essential oils to assist in releasing some of those emotions we all are hanging on to.  
Tuesday, November 23 8:00PM

**Nutrition for Older Adults**

This program, led by a Registered Dietician, will look at optimal nutrition for older adults. Topics of focus will include common nutrition concerns of older adults including best nutrition for longevity and prevention of disease, weight concerns, grocery shopping tips and meal prepping or planning for one or two. The session is brought to you in collaboration with Markham Stouffville Hospital.  
Thursday, November 25 1:00PM

**STEAM and Tech**

**Introduction to 3D Design for Children**

Are you interested in creating 3D objects? If so, join us for an introduction on 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, November 10 4:00 PM

**Introduction to Adobe Premier**

Learn the basics of video editing using Adobe Premiere, a popular industry leading professional software used in Hollywood films & commercials. This workshop will help learners organize their 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, learners will know basic editing techniques and be producing work in no time!  
Tuesday, November 16 7:00 PM

**Introduction to 3D Design for Teens and Adults**

Are you interested in creating 3D objects? If so, join us for an introduction on 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.  
Wednesday, November 24 7:00 PM

**Business, Finance and Job Skills**

**Retirement Planning Starts Today: RRSP vs TFSA, which one is better for me?**

RRSP vs TFSA - Which one is better for me? A commonly asked question - RRSPs or TFSAs? Presented by Business Coach & Investment Expert: Hoc Nhan, the session will

LIBRARY PROGRAMS  
November 2021



give a great overview to learn the pros and cons of each account, how to use them to save on taxes while growing your money and which might be better for you.  
Wednesday, November 3 7:00 PM

**Retirement Planning: Investments Guarantees and Guaranteed Income**

Are you wondering how you can lock in the growth of your money? Whether you wish to start saving for retirement, have been saving for retirement or already retired, guarantees give peace of mind! Join us to learn what guarantees you can get in investments, how to leverage guarantees and not worry about outliving your savings, inflation risk, and market volatility. Summary: Learn which investments have guarantees and why you need them.  
Wednesday, November 10 7:00 PM

**Investing Crash Course**

In this presentation, the presenter will go over the different types of investment accounts, different classes of investments (Stocks, Bonds, Mutual funds) and the mistakes he made early in his trading career so that you don't have to.  
Tuesday, November 16 6:30 PM

**Job Interview Webinar**

In this workshop, individuals will learn more about teleconferencing/virtual interviews. The session will cover topics such as conducting an effective teleconferencing/online interview, using appropriate body language and speaking voice in a virtual interview and answering behavioural questions effectively.  
Wednesday, November 17 7:00 PM

**5 Steps to Tax and Estate Planning**

This presentation examines the different steps to follow and various tools that can be used to create an effective estate plan. You will gain a detailed understanding of wills, powers of attorney, and executors. Learn how your financial advisor can help you set realistic goals, preserve your wealth, and transfer your estate per your wishes.  
Thursday, November 18 3:30 PM

**Resume Writing Webinar**

In this workshop individuals will learn how to prepare a targeted, accomplishment-based resume.  
Thursday, November 18 7:00 PM

**Ask the Experts: Success Stories Series**

Are you looking for a job in the Financial Sector? Join us to hear from an HR Specialist from the bank; Get tips, advice and hear the personal success story of our newcomer guest speaker, Philip Hsu. Ask questions to the experts and network.  
Monday, November 22 1:00 PM

**75 Ways to Save on Household Expenses**

Participants will gather tips on how to save on various household expenses including utilities, transportation, groceries and personal items. Participants will also be encouraged to share their best practices with each other.  
Monday, November 22 5:30 PM

**Working Smarter: Using Library Programs and Services to Achieve your Employment Goals**

This workshop will highlight library programs and services to help you gain meaningful employment, or further your career. We will also go over other useful programs and

LIBRARY PROGRAMS  
November 2021



services offered by Markham Public Library.  
Wednesday, November 24 2:00 PM

### Newcomers

#### English Conversation Circle

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

#### Cantonese Songs and Stories

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, November 3 4:30 PM

#### Money Basics for Newcomers

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, November 4 12:00 PM

#### Taxes 101: Maximizing the Canada Child Benefit

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 teach you how to maximize the Canada Child Benefit.  
Tuesday, November 9 7:00 PM

#### Mandarin Songs and Stories

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, November 27 12:00 PM

#### Taxes 101: Ontario Trillium Benefit & HST Credit

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 teach you about the Ontario Trillium Benefit & HST Credit.  
Tuesday, November 30 7:00 PM

LIBRARY PROGRAMS

November 2021



**Reading and Creative Expression**

**BIPOC in Canadian Literature Talk and Discussion**

Join Arts Educator/ Poet and Founder of *Owning our Stories*, Sheniz Janmohamed, and Living Hyphen Founder & Editor-in-Chief and Publicist for Metonymy Press, Justine Abigail Yu, and as they discuss the challenges and joys of working within Canadian Literature.

Wednesday, November 17                      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: October 25, 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’s first meeting took place on October 12<sup>th</sup>, 2021 to review a draft presentation. The draft presentation and its strategic narrative were built out around several overarching themes:

- Alignment with **BMFT** (and the corporate framework of Goals, Objectives and Actions).
- Alignment with **municipal priorities** through our annual business plans.
- MPL’s **strategic focus** as based on the **Jim Collins** principles<sup>1</sup>:
  - 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 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.
- Our **evidence-based** focus on mitigating the COVID-driven losses of learning and social capital:
  - **The Learning Crisis and Learning Recovery:**
    - Studies showing that students have suffered learning loss as a result of pandemic-related school disruptions, particularly in the areas of reading and math.
    - Inequities across the socio-economic spectrum.
  - **Community Recovery and Re-building Social Capital:**
    - The importance of physical community gathering spaces and face-to-face social interaction.
    - The role of libraries as “place” in community recovery.

The Group members reviewed a draft presentation and approved the following presentation outline.

---

<sup>1</sup> As presented in last year’s Board Presentation regarding MPL’s new Strategic Plan, i.e. the Jim Collins principles about finding our “hedgehog” and focusing on where we can make the greatest difference to our community, along with the Wheelhouse Concept of focusing on our key strengths and areas of expertise, rather than trying to be all things to all people.

## PRESENTATION OUTLINE

### 1. Introductions

- a. Mr. Alick Siu, Chair, Ms. Margaret McGrory, Vice-Chair, Mrs. Lillian Tolensky, Mr. Raymond Chan and Mr. Edward Choi.
- b. Brief statements regarding why the speakers are proud to serve on the Library Board and support MPL's unique community role.
- c. Briefly describe how the Board represents the interests of community stakeholders, and why this matters.

### 2. Evidence-based focus on mitigating the community's loss of learning level attainment and social capital during the pandemic

Slides and speaking notes will reference the following issues:

#### a. **The Learning Crisis**

- Studies showing that students have suffered learning loss as a result of pandemic-related school disruptions, particularly in the areas of reading and math.
- Deeper inequities based on socio-economic status.

#### b. **Community Recovery**

- Re-building social capital lost during lockdown and social isolation.
- Importance of physical community gathering spaces and face-to-face social interaction.

### 3. 2021 Strategic Accomplishments

Slides and speaking notes will briefly review the following 2021 achievements within our two thematic streams:

#### a. **Supporting Markham through COVID**

- Helping students and parents recover from the learning losses caused by school closures and the challenges of online learning:
  - New webpage for children and their parents.
  - Online resources like Brainfuse.
  - Programs focused on educational support such as the annual summer reading club.
- Improving safe access to physical library materials.
  - The journey from curbside service to gradual reopening of branches with prudent and science-based safety protocols, aligned with City policies for all public facilities in Markham.
  - Pilot of fine-free library cards for youth.

#### b. **Advancing Social Cohesion through Challenging Times**

- Focus on using virtual channels to bolster social cohesion, reduce isolation and sustain social capital through group programs.
- Virtual programs across spectrum of need to bring people together, such as the online delivery of Markham Reads.

### 4. 2022 Strategic Work Plan

Slides and speaking notes will briefly preview the approach and our preliminary proposed Actions and Initiatives for the MPL 2022 Work Plan pursuant to BMFT:

- a. **Focus** – We focus and prioritize based on where we can allocate our key strengths and areas of expertise to most effectively to support Markham’s economic and social recovery.
- b. **BMFT Goal 1: Exceptional Services by Exceptional People**
  - Launch Perfect Mind - Program Registration and Facility Booking System – to improve efficiency and community satisfaction.
  - Deliver high-quality digital training for community – to support online voting etc.
  - Launch new Digital Media Labs – with more focus on creative digital skills.
- c. **BMFT Goal 2: Engaged, Diverse, Thriving and Vibrant City**
  - Advance education/learning recovery through programs focused on recovery of learning and literacy loss.
  - Re-ignite volunteer recruitment and training for literacy programs such as Reading Buddies.
  - Implement Markham’s Diversity & Inclusion action plan, including curated collections focused on Black Lives Matter and Indigenous peoples.
  - Support Economic Development, Destination Markham and the Digital Markham Strategy, including the re-launch of our business cowork service and the development of the Living Lab Library (LLL) concept in Markham Centre.
- d. **BMFT Goal 3: Safe, Sustainable and Complete Community**
  - Promote cycling through partnership with Markham Cycles.
  - Position/leverage branches as accessible information hubs (with parking and washrooms) for cyclists and pedestrians using the Rouge River trail system and the Rouge National Urban Park (RNUP). Use signage for cross-promotion of trails and library branches.
  - Promote and develop informational programs (such as Story Walks) and content for RNUP regarding, for example, the Park flora and fauna, and the history of indigenous presence along the Rouge River and its tributaries.
  - Address challenges of facility provision in Intensification Areas, e.g. land values.
- e. **BMFT Goal 4: Stewardship of Money and Resources**
  - Maximize Return on Investment (ROI) on capital and operating budgets through judicious allocations aligned with and linked to success of municipal priorities.
  - Develop a corporate process for evaluating public and private sector partnerships and business opportunities related to facility provision in Intensification Areas.

A further draft of the Presentation (fleshed out with images and relevant detail) will be presented at the Board meeting for further review and feedback by the full Board.



---

Catherine Biss  
CEO & Secretary-Treasurer

TO: Markham Public Library Board  
FROM: Catherine Biss, CEO & Secretary-Treasurer  
PREPARED BY: Andrea Cecchetto, Manager, Learning & Growth  
DATE OF MEETING: October 25, 2021  
SUBJECT: **Board Education Plan 2022**

---

**RECOMMENDATION:**

**That the report entitled “Board Education Plan 2022” be received.**

**BACKGROUND:**

At the Board meeting on September 27, 2021, Andrea Cecchetto, Director, Service Excellence proposed a list for 2022 and asked the Board for any feedback prior to delivering a finalized Education Plan in October 2021. Based on feedback on the draft Education Plan, following is the finalized list of topics that will be presented to the MPL Board over the course of 2022.

These topics include:

- a focus on trends that may have an actual or potential impact on MPL
- a deeper understanding to the Board of issues of strategic significance for MPL
- subjects related to the governance responsibilities of the Board.

**Education Topics from January to November 2022.**

January 2022	<b>Community Priorities-Post COVID</b>
March 2022	<b>Diversity, Equity and Inclusion at MPL</b>
May 2022	<b>The Fine-Free Movement in Libraries</b>
June 2022	<b>Library Board Governance</b>
September 2022	<b>MPL’s Digital Literacy Strategy</b>
November 2022	<b>Impact of Library Collections</b>



Catherine Biss  
CEO & Secretary-Treasurer