

AGENDA 1.0

MARKHAM PUBLIC LIBRARY BOARD

REGULAR MEETING

Notice of Meeting to be held on Monday, April 25, 2022, 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 March 28, 2022

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 yorku.ca: York U's Scholars Hub Blog

<https://www.yorku.ca/markham/2022/03/29/virtual-speaker-series-bringing-york-u-to-york-region/>

3.0 **CEO's Highlights, April 2022**

4.0 **Annual Policy Review**

(To be under taken at the January meeting)

5.0 **Internal Monitoring Reports:**

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

5.1 Executive Limitation: Asset Protection: EL-2e (D. Whetham /M. Sawh)

6.0 **Ends:**

6.1 Strategic Plan Update (D. Walker)

7.0 **Governance:**

7.1 OLS Update (Margaret McGrory)

7.2 2022 Library Capital Budget Report (M. Sawh)

7.3 2022 Library Operating Budget Report (M. Sawh)

7.4 The Library and Political Elections Policy (2022)

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8.0 **Ownership Linkage:**

8.1 Input from Board Members

9.0 **Board Advocacy:**

9.1 May 2022 Library Programs (D. Macklin)

10.0 **Education**

11.0 **Incidental Information**

12.0 **New Business**

13.0 **Board Evaluation:**

13.1 Questionnaire Results: Feedback to the Chair

14.0 **In Camera Agenda:**

To discuss a confidential personnel matter

15.0 **Adjournment**

**NEXT MEETING: Monday, May 30, 2022, 7:00 p.m.
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: April 25, 2022

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 yorku.ca: York U's Scholars Hub Blog

<https://www.yorku.ca/markham/2022/03/29/virtual-speaker-series-bringing-york-u-to-york-region/>



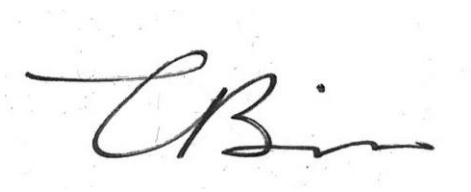
Catherine Biss
CEO & Secretary-Treasurer

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 March 23, 2022 to April 19, 2022.

- 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

April 19, 2022
Date

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Michelle Sawh, Director, Administration

DATE OF MEETING: April 25.2022

SUBJECT: **INTERNAL MONITORING REPORT: Executive Limitation EL-2e, Asset Protection**

EXECUTIVE SUMMARY:

This report provides the Board with an annual affirmation of protection of various Library assets including facilities and equipment; intellectual property; information and files; disposal of substantial assets; the auditing process; liability risk; theft/vandalism of assets; and ensuring the uniqueness of the Library.

RECOMMENDATION:

That the report entitled “Internal Monitoring Report: Executive Limitation EL-2e, Asset Protection” be received.

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY TITLE: ASSET PROTECTION (EL-2e)

GLOBAL POLICY LIMITATION:

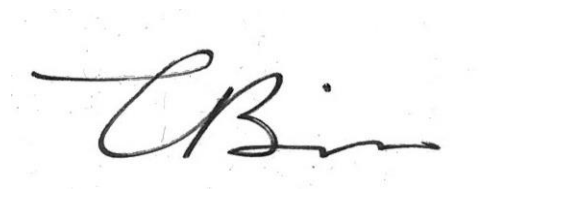
The CEO shall not allow assets to be unprotected, inadequately maintained, unnecessarily risked, or substantially disposed.

CEO RESPONSIBILITY:

The CEO will ensure that assets are maintained and safeguarded, and that appropriate risk management strategies are in place.

ASSERTION OF COMPLIANCE

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

A handwritten signature in black ink, appearing to read 'CBiss', is written over a light blue grid background.

Catherine Biss,

CEO & Secretary-Treasurer

1. Facilities and Equipment:

The CEO shall not subject facilities and equipment to improper use.

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:**1.1 Customer Service Promise:**

The Library's facilities and equipment are funded through public support and provided for the benefit and use of the public. The CEO ensures that these assets are used appropriately and protected as publicly-owned property.

The Library's "Customer Service Promise" (CSP) states that MPL will deliver quality services to all customers on an equitable basis, and that it will provide comfortable and welcoming public spaces. In return, the CSP states the following expectations of all customers:

We are confident that you will work with us to ensure that all library customers share an outstanding experience. As a customer of Markham Public Library you will:

- Respect the rights of all library customers to share a common space
- Ensure the care and safety of your children
- Be courteous and respectful to others
- Follow library practices and procedures
- Treat library materials and resources with care

Public observance of these guidelines ensures that the Library's facilities and equipment are enjoyed by the community and that improper use is avoided. They are followed by the vast majority of customers, and only on rare occasions is direct staff intervention required to enforce them.

1.2 Assistance from City Departments:

In order to maintain and repair facilities and equipment, the Library has agreements with City departments (Sustainability & Asset Management and Information Technology Services) as well as contracts and agreements with suppliers and third party companies. The Recreation Services Department is also a close partner because most MPL branches are located within large joint-use recreation centres where residents can access and participate in a number of activities, including public library use.

1.2.1 Stand-alone Libraries:

The Asset Management Department provides project management services to MPL with respect to Life Cycle repairs in all three "stand-alone branches", i.e. those branches not physically connected to community centres – Markham Village, Thornhill Village and Unionville. The Life Cycle process ensures that buildings and properties are maintained in good condition and that replacement of assets is scheduled and undertaken on a regular basis.

1.2.2 Community Centre Libraries:

MPL has five community centre-based branches: Aaniin, Angus Glen, Cornell, Milliken Mills and Thornhill Community. These buildings are supported by Recreation, and Life Cycle budgets for these branches reside within that department rather than Asset Management.

Within these facilities, Recreation also provides ongoing maintenance services and manages facility building projects that include or impact on the library portion of the complex. Ongoing maintenance includes daily cleaning, basic repairs, utilities, telecommunications, service contracts, room set-ups, etc.

1.2.3 Special Projects (MPL-wide):

In 2021/2022, various upgrade/replacement projects have included the following (some of which are still in process):

- Various library locations
 - **Touchless technology** has been applied with following components that do not require retrofit to the existing condition:
 - Door foot pulls
 - Touchless door operators
 - Wave sensors
 - Touchless toilets/urinals flush
 - Touchless washroom faucets
 - Touchless washroom soap dispensers
 - Touchless paper towel dispensers
 - Touchless light switch
 - Touchless water filling station
 - Sanitizer dispensers for the public: two types of touchless sanitizer dispensers - pedestal style 20L at main entrances with higher traffic volume and small wall mounted unit 1.2L in study areas
- Markham Village Library / Administration Centre:
 - **South entrance deck:** Full reconstruction is being carried out with design features to resist de-icing salt corrosive environment. Construction started last October, and is expected to **complete by the end of May**.
 - Sound masking devices were installed to provide acoustic separation in Community Librarians and TSD office area.
 - UPS upgrading: a new UPS has replaced the existing one supporting the network for MV and CA. Higher power socket had been installed in the server room as the new UPS requires a higher power supply.
- Aaniin Library:
 - Installation of digital lockers in the Business Hub
 - Installation of access card system in the Business Hub: to provide MPL business hub members with separate entrance to the business hub space during library hours. Mirroring the system at the fitness centers, the access system will be programmed to separate the card security system with the rest of the building; an access card can be set to have permissions to open the business hub's door. The library will have the capability to end/revoke any pre-set entry privileges.
- Thornhill Village Library:
 - Upgrading Fire Alarm system: the whole system has been upgraded in October/November to meet fire code requirements. Existing devices throughout the building in the basement, ground floor and 2nd floor were replaced with new conduits and fire alarm wiring. New smoke and heat detectors were added on each floor. Exit sign and emergency lighting with battery pack were installed at the top of the stairs on the 2nd floor.

- Milliken Mills Library:
 - **Community Centre/Library Lobby Enhancement:** The scope includes a library washroom conversion into a sorter room with a 5-bin bibliotheca sorter, 3 accessible washrooms, and lobby flooring renovations. The construction has started in February, and is **expected to complete in June**.
 - Currently in the design stage for a shelving upgrade over the next 3 years (2022-2024) with following design features:
 - More study spaces
 - Shorter shelves with open view across the library
 - power/ feature walls easily moveable to make space for events, eye-catching to attract readers to new books, with reduced bulkiness and height
 - Installation of Access Card at staff entrance
- Unionville Library:
 - **Construction of a shed for recycle bin storage to deter dumping behaviors and keep wildlife away from garbage:** the work was completed in August 2021.
 - Front door replacement: Rusty and badly corroded, UL front entrance doors were replaced. The new doors are easy to use and more wheel-chair friendly.
 - Plumbing to fix the excessive odor issue in public washrooms
 - Replacing women's washroom counter/sinks
 - Painting of interior metal pillars/walls
- Thornhill Community Library
 - Installation of Access Card at staff entrance
 - MakerSpace retrofitting: installing additional power outlets and network drops, and replacing the exiting door with one that provides better visibility and ventilation.

2. Intellectual Property, Information & Files:

The CEO shall not allow intellectual property, information or files to be exposed to loss, improper access or significant damage, or operate without maintaining records in accordance with a records retention schedule.

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

2.1 Intellectual Property:

Intellectual property that represents value to the Library includes program curricula. MPL has a number of programs and camps that constitute Library-owned content, including learning activities for 8-week programs or 5 days of camp programs. Content was developed for the Library by subject experts in emergent literacy for preschool programs or Ontario curriculum for school-age programs.

Camp staff and program instructors receive hard copies of the curricula for the program(s) they are teaching. Each page includes a Markham Public Library watermark. All instructors sign a

confidentiality agreement stating that content is the property of MPL and must be returned upon completion of the program. Further to this, Instructor contracts reinforce these requirements.

2.2 Information and Files:

The CEO is responsible for ensuring the protection and proper use of the personal information that is in the Library's custodial care. All new employees sign a "Confidentiality Agreement" requiring them to ensure that all information/property remains confidential, protected and the property of the Library and are required to abide by the terms of this document.

This covers situations where employees, while carrying out their responsibilities, have access to computer passwords, human resources records, financial information, business information, technical information, information about customers, other employees, business knowledge, and any other Library-related information, document, material or communication that is of a proprietary or confidential nature.

3. Long-term Preservation of Primary & Secondary Sources:

The CEO shall not allow damage to the long-term preservation of primary or secondary sources of the Library's collections.

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

The Library does not have the physical facilities to properly store primary historical documents and therefore does not focus on long-term preservation of primary sources in paper form. Primary sources that originally had been donated to the Library over the years were later transferred to the Markham Museum, which has the equipment and expertise to preserve these unique and fragile paper documents.

4. Disposal of Substantial Assets:

The CEO shall not dispose of substantial assets.

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

The CEO is in compliance with this requirement. Disposal of assets is carried out according to the Library's "Procurement Policy", section 6 "Disposal of Personal Property." This section provides a protocol for disposal of assets that are worn out or considered surplus by the user department.

Replacement of tangible capital assets is required over time due to the heavy ongoing public use of MPL facilities in normal circumstances. However, this is carried out in a carefully planned manner and in compliance with the Policy, which mandates that surplus assets such as furniture, fixtures and equipment must first be offered to other departments within the City. The removal of surplus older items from Library facilities frees up space for new equipment, ensuring that good customer service to residents is maintained.

5. Naming/Renaming of Board Assets:

The CEO shall not name or rename any Board asset.

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

In compliance with this policy, no Board assets (e.g. buildings, portions of buildings, or rooms) have been named or renamed.

6. Conflict of Interest:

The CEO shall not make any purchase wherein normally prudent protection has not been given against conflict of interest.

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

When undertaking purchases, the Library follows the guidelines outlined in its *Procurement Policy* and in the City's *General Terms & Conditions - Contractors* and its *Purchasing By-Law #2017-8*. Item #2.2 of the latter states that "the Code of Purchasing Ethics published by the National Institute of Government Purchasing Inc. [NIGP] and the Purchasing Management Association of Canada [PMAC] shall apply to all City staff involved in the purchase and disposal of goods."

Both NIGP and PMAC are professional entities whose missions are to provide guidance to affiliated organizations and their members on standards of behaviour and ethical conduct.

The NIGP Code of Ethics stipulates a number of ethical principles that every person employed by a public sector procurement or materials management organization is expected to follow. Accordingly, they:

- Shall be governed by the highest ideals of honour and integrity in all public and personal relationships in order to merit the respect and inspire the confidence of the organization and the public being served.
- Believe that personal aggrandizement or personal profit obtained through misuse of public or personal relationships is dishonest and not tolerable.
- Identify and eliminate participation of any individual in operational situations where a conflict of interest may be involved.
- Believe that members of the Institute and its staff should at no time, or under any circumstances, accept directly or indirectly, gifts, gratuities, or other things of value from suppliers, which might influence or appear to influence purchasing decisions.

Staff are very much aware of the importance of avoiding conflicts of interest or the appearance thereof in their daily conduct. The *Procurement Policy* requires competitive bidding processes for the procurement of goods or services valued at specific thresholds, which safeguards against the possibility that decisions could be motivated by personal favouritism.

All purchases made by corporate credit cards are reviewed and authorized by the employee's manager. City Accounts Payable staff frequently query individual purchases and request back-up information. In addition, the independent auditor (see section #7 below) reviews financial records as part of the annual audit procedures and conducts substantive testing. All of these processes help to ensure the avoidance of conflicts of interest as addressed in the code of ethics summarized above.

7. Unbonded Personnel:

The CEO shall not allow unbonded personnel access to material amounts of funds.

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

No unbonded personnel have been allowed access to material amounts of funds. Cash and receivables are picked up regularly at MPL branches through the City's contracted service, which utilizes bonded personnel.

8. Board-appointed Auditor:

The CEO shall not receive, process, or disburse funds under controls which are insufficient to meet the Board-appointed auditor's standards.

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

Each year the City-appointed auditor reviews Library transactions and processes to ensure that they meet recognized accounting standards. Accordingly, the "Financial Statements of the City of Markham Public Library Board, December 31, 2020" were presented to the Board in its meeting of May 31, 2021. The minutes of that meeting record the following discussion and 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,

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.

9. Insurance:

The CEO shall not allow the organization, Board members, staff, and volunteers to be uninsured against liability losses, theft, fire and casualty losses to an amount consistent with City of Markham coverage, and against liability losses.

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

The Library is insured under the City's insurer. This policy also covers Library Board members who are exercising their duties as members of the Board.

10. Exposure to Claims of Liability:

The CEO shall not unnecessarily expose the organization, its Board, or staff to claims of liability.

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

Through the City, the Board is insured against liability losses when Board members carry out their Board functions. Library staff have the same level of protection as City staff from claims of liability.

11. Theft / Vandalism of Assets:

The CEO shall not allow the Board to be unaware of theft or vandalism of assets worth \$1,000 or more.

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

During this reporting period (May 2020 – April 2020), there were no thefts or acts of vandalism that fell within this threshold.

12. Uniqueness of the Library:

The CEO shall not risk or endanger the uniqueness of the Library as being distinct from the City.

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

Markham Public Library operates as a unique entity in terms of its governance and many of its operations. It works in cooperation with the City of Markham, which provides most of the Library's funding.

12.1 Governance:

The Board's governance structure is mandated by the *Public Libraries Act, R.S.O. 1990, Ch. P.44* (the "Act"). The Act mandates that "a public library shall be under the management and control of a board, which is a corporation known as the [Markham] Public Library Board" (sec. 3).

As per sec. 9(1) "Composition of the public library board", members of the current Library Board were appointed by Markham Council. The Board has been functioning in all respects according to the requirements of the Act, administering the services provided by the public library as per sec. 20 "Powers and duties of the board."

Sec. 24 of the Act outlines the Board's financial responsibilities:

24. (1) A public library board, county library board or county library co-operative board shall submit to the appointing council, annually on or before the date and in the form specified by the council, estimates of all sums required during the year for the purposes of the board. R.S.O. 1990, c. P.44, s. 24 (1).

Approval of estimates

(2) The amount of the board's estimates that is approved or amended and approved by the council shall be adopted by the board and shall be paid to the board out of the money appropriated for it. R.S.O. 1990, c. P.44, s. 24 (2).

Idem

(3) The board shall apply the money paid to it under subsection (2) in accordance with the estimates as approved, subject to subsection (4). R.S.O. 1990, c. P.44, s. 24 (3).

The Library participates in the City's annual budget process and submits its budget to Council for approval. Following budget approval by Council, the Library Board adopts and approves the Library's annual Capital and Operating Budgets. The funding provided by the City is then applied as outlined in the Board budget reports and financial reporting is provided to the Board three times throughout the year in the form of a monitoring report entitled "Executive Limitation EL-2d Financial Condition." While the Library is included in the City's budget process, the Board also has a separate budget approval process that follows approval by Council.

12.2 Operational Uniqueness:

While the Library is essentially integrated with the City of Markham in a number of important functional areas, it maintains its own operations in several critical areas. For example, sec. 15(1) of the *Public Libraries Act* states that "A board may appoint and remove such employees as it considers necessary, determine the terms of their employment, fix their remuneration and prescribe their duties." Accordingly, the Library maintains its own employee recruitment program, posts its own staff positions, and has separate CUPE union locals with Collective Agreements that are unique to MPL. Further, the Library maintains unique Joint Health and Safety Committees, functioning under the *Workplace Health and Safety Act*.

The Library also has its own "Procurement Policy" per the requirements of the *Municipal Act*.

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Deborah Walker, Director, Strategy & Planning

DATE OF MEETING: April 25, 2022

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 2022 Strategic Work Plan.

Context – Lifting Restrictions

On March 1, 2022, the Province of Ontario lifted a number of the restrictions related to the COVID-19 pandemic, including the requirement for active screening and physical distancing.

In response to the restriction changes announced by the Province, effective Monday, March 21, 2022, the City has provided prudent guidance for staff in terms of safely re-building branch services.

Lessons from the COVID Pandemic

- **Failure of Online Education:** Online education has failed most children and their families. As noted in this month’s CEO’s highlights, students across the country have lived through school closures, changes to routines, and multiple shifts between virtual and in-person learning. These factors have contributed to **learning loss** and has impacted the overall well-being of families.
- **Children and Youth in Crisis:** The **social isolation** associated with school closures has also damaged the **mental health** of many children, with clinicians reporting increases in eating disorders and treatment needs.
- **Excessive Screen Time** is negatively associated with early childhood cognitive development and children’s mental health in general.
- **The Rise of Loneliness:** Social isolation is not good for human beings in general. Research shows that lack of real-life human connection in our daily lives can have harmful health effects.
- **The Decline of Social Cohesion:** The rise during COVID of social division and political polarization among Canada’s socioeconomic groups has been chilling. One factor underlying this trend appears to be the closures of public spaces where socioeconomic mixing (the act of bringing together people from diverse racial and ethnic backgrounds) normally takes place.

These lessons will inform MPL’s strategic workplans going forward, strengthening the importance of our focus on:

- In-person educational experiences for children and youth to support their learning recovery.
- Re-building our branch experiences to support community recovery. Through applying our core values of equity, diversity and inclusion, our branches will be positioned to facilitate healthy socioeconomic mixing and human interaction.

We will of course also carry forward those aspects of the digital pivot that will provide enduring value to the community. Ultimately we envision that our in-branch operations should be seamlessly integrated with our digital channels,

Municipal Priorities

On April 4th, 2022, a report entitled “Building Markham’s Future Together (BMFT) 2020 – 2023 Strategic Plan Update” went forward to General Committee.¹

This report provided a progress update on the City’s strategic plan and a presentation highlighting 2021 accomplishments from 2021. Despite the many challenges of the pandemic, the City of Markham continued providing essential services in 2021 and prioritized its commitment to maintain momentum on delivering a number of key BMFT strategic actions under Council’s four strategic goals.

The BMFT report of 2021 Highlights is appended as Appendix A to this report.

2021 accomplishments highlighted at General Committee included:

- Mobilizing City Resources to provide space and staff for the vaccination campaign
- Ranked by Forbes as Canada’s top municipal employer.
- Support for public outdoor winter activities: snow clearing with better coverage and response times, the Winter Pathway Program and installation of five new outdoor ice skating rinks.
- Affordable housing measures.
- Diversity Action Plan.
- The lowest 17-year average property tax increase in the GTA.
- Making key capital investments in facilities, infrastructure and amenities that support Markham’s strategic goals.
- Aaniin Community Centre & Library won ‘Building of Significance Award’ at the 2021 Markham Urban Design Excellence Awards.
- Overdue library fines eliminated for children and young adults reduces barriers to community library use.

In terms of municipal priorities going forward toward the October municipal election, we anticipate the following:

- Implementation of the corporate Diversity Action Plan and Anti-Black Racism Plan.
- Measures of Success: Strong Performance Numbers and Key Performance Indicators², Awards, External Grants, Innovation.
- Low Tax Rates supported by internal efficiency savings.
- Digital Transformations “supported by citizens”.

MPL will continue to align with municipal priorities and related reporting, including an upcoming forecast of the notable projects we anticipate will be completed by the end of 2022.

Looking Forward

The COVID-19 pandemic introduced volatility to the economy, disrupted business supply chains, instigated market labour shortages, and created significant volatility in financial markets on a global scale. The outcomes of these areas of volatility, and their impacts on business, will depend on future developments that are highly uncertain and cannot be reliably forecasted.

These future developments may include new information regarding vaccination rates and efficacy, disease immunity, the recurrence of waves of significant infections, as well as ongoing constituent fears about the disease. Such fears could adversely affect foot traffic to library branches and demand for our “real-life” services, programs, and content. Further or prolonged closures of MPL’s branches, or capacity restrictions, could result in a need for reassessment of our strategic priorities. Currently however, residents across the GTA appear to be embracing the re-opening of indoor venues of all types, and a return to pre-COVID lifestyles.

¹ See item 10.1 <https://pub-markham.escrimemeetings.com/Meeting.aspx?Id=978ba11c-01e3-4268-84e3-d91943fe4e1a&Agenda=Merged&lang=English>

² Regional Councillor Heath mentioned he would like to see KPIs similar to MPL’s that show the City’s position in relation to municipal comparators.

A Note on Key Performance Indicators (KPIs)

MPL has historically reported on comparable prior-year visits and borrowing as key performance indicators. Due to the rolling branch closures from COVID-19 and the impact of social distancing and fluctuating government-mandated capacity constraints in reopened branches, MPL believes that 2022 KPIs will not be representative of the underlying trends of our business strategy.

Strategic Plan Review

The table below records the status of our 2022 Work Plan as of April 15th. It also includes the actions and initiatives set out in our 2022 corporate Business Plan, as developed pursuant to the corporate strategic plan, Building Markham's Future Together (BMFT).

It should be noted that all Actions (projects and initiatives) are subject to assumptions that normal operating conditions will prevail for the remainder of 2022, and that business will not be disrupted by COVID or other factors.

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
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	<ul style="list-style-type: none"> • 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). • Continued UX improvements to website to promote engagement with collections (e.g. suggested reading lists are more prominent, increased blog 	<ul style="list-style-type: none"> • Improve findability of and access to children's special collections to support parents in finding relevant material for their families' needs. To include the Overdrive Kids search menu and appropriate labelling 	

AGENDA 6.1

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
		posts and staff pick lists). • Implemented monthly Reader's Advisory newsletter including suggested picks for children and families		
	Introduce digital tools to support digital early literacy skills for pre-schoolers.	• Completed. • 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.	Timing of branch space use study is dependent on branch re-openings.	
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.	Completed launch of Ontario Park passes to enable residents to access outdoor park experiences.	Expand lendable collection of Digital Media Lab (DML) equipment , coinciding with the launch of the DMLs at Markham Village and Cornell.	Completed.
	Launch online resources to provide learners with 24x7 access to reading resources and academic support.	• Expanded digital library content, which included new products such as Kanopy , an online streaming service, and the Morningstar Investment Research Centre . • Promoted our BrainFuse	Launch new eLearning platform Udemy , offering access to self-paced, on-demand video courses for the most in-demand skills across business, technology, design, and personal interest.	In progress.

AGENDA 6.1

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
		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.	See Udemy above as one new digital resource that supports this.	In progress.
Objective 1.3 Reduce barriers to membership and Library use.	Launch fine-free access for youth.	Eliminated overdue fines for all children and teens through launch of fine free cards for youth . Lowers barriers to library use for marginalized and lower-income customers and improves overall community access.	Evaluate fine-free pilot, and develop recommendations for next steps. May be deferred to 2023, due to potential continuing service restrictions during 2022.	In progress.
	Launch online library card registration.	Completed launch of Library eCards to enable home access to the Library's digital resources (eBooks, research databases, streaming music and movies, magazines and	Continue to promote eCards.	

AGENDA 6.1

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
		newspapers, etc.), and support needs of homebound seniors and other residents during the pandemic		
	Introduce mobile library solutions to under-served and hard-to-reach residents.	Business case for mobile library in development.	Ongoing	
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 (multi-year project)	Completed audit for Baby and Books program. Audit for Family Storytime collections in progress. .	<ul style="list-style-type: none"> • Complete Audit for Family Storytime collections. • Conduct Diversity Audit of both digital and print collections. • Update Indigenous Subject Headings to reflect current best practice. • Complete diversity audit of all staff program collections. 	<p>In progress.</p> <p>In progress.</p> <p>In progress.</p> <p>In progress.</p>
	Expand collections to support functional literacy development.	Deferred to 2022.	Expand and increase visibility of MPL's Hi-Lo collection, focusing on developing functional literacy.	In progress.
	Develop a curated Black Heritage collection to support community interest in Black Lives Matter and	Deferred to 2022	Working with partners in the community, review, update, and relaunch the Black History/Heritage collection at Milliken Mills.	In progress.

AGENDA 6.1

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
	the City's Diversity and Inclusion Plan.			
	Expand lending collections, accessibility tools and inclusive content for those with print and other disabilities.	Completed, with a community partner, the summer bike lending program, including the addition of children's bikes and eBikes.	<ul style="list-style-type: none"> • Expand our collections that support individuals on the autism spectrum and their families or caregivers. • Pilot a collection for older adults dealing with dementia. 	<p>In progress.</p> <p>In progress.</p>
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.	Promoted the benefits of reading to mitigate social isolation and support community mental health through content promotion and reading programs, such as virtual book clubs and the Bibliotherapy / Book Healing initiative	Ongoing.	<p>Staff trained in facilitation techniques for Bibliotherapy program</p> <p>Bibliotherapy launching as monthly program in May.</p> <p>Virtual book clubs offer opportunities for social interaction. Titles address many themes including diversity, mental health, etc.</p>
	Develop public awareness campaign to promote the benefits of reading for pleasure.	Website includes increased blog postings and staff picks lists related to reading for pleasure and its benefits.	Ongoing.	Development of RA Content Development Working Group responsible for development of ongoing content for website (reading lists, blogs)
	Expand events and programs that celebrate	<ul style="list-style-type: none"> • Participated in the OLA Forest of Reading Program 	Transition to hybrid delivery of reading	Launch of Between the Lines reading

AGENDA 6.1

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
	literature, storytelling, reading and book culture.	<p>in the school age categories with virtual author visits and book discussion meetups.</p> <ul style="list-style-type: none"> Started creating Instagram reels and launched MPL's presence on TikTok to promote reading and collections. Launched Your Next Reads in Oct., a monthly eNewsletter to promote collections for a variety of interests and demographics Participated in OnePage (a virtual literary series featuring online author visits). Completed the 2021 Markham Reads program, featuring Firekeeper's Daughter by Angeline Boulley. 	<p>programs (virtual and branch). Timing dependent on COVID trends.</p>	<p>program for school age children</p> <p>Reading Buddies revamped by staff committee and reintroduced as a virtual program led by volunteers and staff</p> <p>Reading to Success offered in partnership with YPAM returns as a weekly virtual program</p> <p>Shortlist of Markham Reads titles determined, initial talks with publishers have begun, voting by community to take place in May.</p>
		<p>Virtual Programming Project with Richmond Hill, Vaughan, Ajax and Pickering- developing best</p>	<p>Transition to hybrid delivery of reading programs (virtual and branch). Timing dependent on COVID trends.</p>	<p>Meetings with partner libraries ongoing with planning underway for 2022 SRC virtual programs. MPL will develop additional</p>

AGENDA 6.1

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
		<p>practices for virtual reading program for children.</p> <ul style="list-style-type: none"> • Developed a shared, virtual programming series featuring visits from popular children's authors • Resulted in participation by 17 Durham and York Region libraries developing a series of author visits by popular children's writers. 		<p>in-person programming.</p> <p>Revised Reading Buddies program developed and being offered virtually.</p>
		<ul style="list-style-type: none"> • 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. • Collaborated with 5 GTA library systems to develop the 2021 summer reading program that brought high quality children's authors to the libraries virtually, promoted children's 	<p>Transition to hybrid delivery of Summer Reading programs (virtual and branch). Timing dependent on COVID trends.</p>	<p>Planning in progress</p>

AGENDA 6.1

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
		reading, and bolstered reading literacy levels		
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	See above re Udemy. Launch <i>Morningstar Investment Research Centre</i> database to support customers' financial literacy needs.	In progress. Completed.
	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.	Launch of membership-based Business Hub for local entrepreneurs at Aaniin.	In progress
	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	• Develop website content for makerspaces that supports the in-branch experience and learning. • Launch programming to support music creation and instrument lending at MV.	Website content developed and live (but not linked in navigation until Makerspaces open) [DM] Branding of makerspaces complete at AG and underway at AL and TC.

AGENDA 6.1

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
		Instruments Lending at Markham Village Branch		Promotional strategy developed for reopening of makerspaces
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	Contingent on timing of branch re-opening.	Partnering with YPAM Virtual Reading for Success program
	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.	Launch revised remedial reading programs (e.g. Reading Buddies).	Virtual Reading Buddies launched.
	Provide services that support students and parents in distance learning, online learning and home-schooling.	<ul style="list-style-type: none"> 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. Supported City of Markham Departmental community education objectives (e.g. 	Expand collection of textbooks and test preparation resources (both digital and print) for students of all ages where appropriate.	In progress.

AGENDA 6.1

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
		Learning at Home posts on waste management, water conservation, energy conservation).		
		Launched remedial remote children learning opportunities for Grades 1 to 5 on the library's children's webpage and provided curriculum-focused resources and activities on high-needs areas to support online education during school closures.	Ongoing.	
		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.	Ongoing.	
		Offered a program on Digital Media Smarts and Online Safety for children, content which complements the media literacy	Ongoing.	

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OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
		curriculum at school.		
		In partnership with Community Family Services of Ontario, 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.	Ongoing.	
		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.	Ongoing.	
Objective 2.3 Provide Markham residents and entrepreneurs with skills and literacies to build their confidence and	Expand services and content to support individuals developing employment skills, retraining and accreditation.	Planned re-opening of business hub at Aaniin.	Re-opening of business hub contingent on COVID trends.	In progress

AGENDA 6.1

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
resiliency to participate fully in the economy, including the local job market.	Implement networking and mentorship opportunities for new local entrepreneurs.	TBD	Participate on Economic Development Strategy project team with departmental focus on supporting: <ul style="list-style-type: none"> • Implementation of workplace skills and digital training and programs. Expand digital resources and platforms for in-demand business and tech skills, and financial literacy. • Provision of public space and equipment to support entry-level entrepreneurship, innovation and start-ups • Support economic development work on COVID recovery. BMFT 	Worked with City HR to develop new Job Seekers webpage featuring career related resources. Page is also linked to from City portal.
Objective 2.4 Equip community members with digital literacy skills to enable them to learn, connect, engage and work online.	Implement Digital Literacy Strategy supporting the Digital Markham plan.	<ul style="list-style-type: none"> • Completed refresh of the Digital Literacy Strategy. • Launched Curbside 3D Printing service. 	Continue to implement the refreshed Digital Literacy Strategy.	
	Expand virtual branch including instructional support and resources.	<ul style="list-style-type: none"> • Refocused AskMPL on reference and instructional service, increasing 1:1 		

AGENDA 6.1

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AGENDA 6.1

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
			dealing with dementia <ul style="list-style-type: none"> • Complete diversity audit of online and print Collections • Support the building and strengthening of strategic community partnerships that support diversity and inclusion (BMFT Action 2.2.4) 	In progress.
	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.	<ul style="list-style-type: none"> • See above for collection supporting older adults with dementia. • Implement activities of the 7 Generation Markham project in collaboration with community partners 	Ongoing
	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.	Launch community conversation series related to DEI	
Objective 3.2 Leverage partnerships and the knowledge and expertise of local	Implement Community Development Strategy and Partnership Development Toolkit.	TBD	Activate outreach strategy with focus on technology, digital and traditional literacies.	Hired Outreach Coordinator with experience in digital literacy (starts in May) will work with Program Manager

AGENDA 6.1

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
organizations to deliver social capital initiatives and contribute to the community's social well-being.				to roll out new Outreach Strategy.
	Curate and integrate priority community and government services into the Integrated Library System (ILS).	Needs analysis and resource gathering in progress.	Deferred to 2023.	
	Update and implement programming strategy	TBD	Dependent on timing of branch re-opening.	
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	Dependent on timing of branch re-opening.	
	Implement Space Use plan to improve branch space allocations to address emerging community needs	Developed research plan to assess customer needs. Completed revised Study Room policy.	Implement 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): Completed design and RFP for a General Contractor.	Milliken Lobby Project – construction and installation of sorter.	In progress. Expected to be completed by Summer 2022.
Objective 3.4 Enhance knowledge of	Complete the development of Neighbourhood	In progress, working in collaboration with	Ongoing.	

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OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
the community through data and research , and facilitation of community engagement initiatives .	Profiles for service planning	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	Continue focus on 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	Ongoing.	
	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.	Ongoing.	
	Support the municipality's digital	Federal Election: Supported the community in	Engage the community in the electoral process in	Working with Legislative Services to support online

AGENDA 6.1

OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
	democracy priorities by facilitating access to online voting and candidate information.	make informed choices through a series of initiatives, including the Get Ready To Vote information page and Candidates Q&A sessions.	both municipal and provincial elections.	voting and to engage community with municipal elections.
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	Investigate grant opportunities.	
	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.	See above for Udemy.	In progress.
	Improve MPL's IT infrastructure, public computing and other library technologies.	TBD	<ul style="list-style-type: none"> • Improve MPL's public computing infrastructure including both hardware and software (i.e. PACs, printers, coin-ops, mobile printing, print and PAC management software, etc.). • Expand DML and Makerspaces to 	Awaiting ITS - In progress.

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OUR STRATEGIC GOALS AND OBJECTIVES	2021 ACTIONS/INITIATIVES	STATUS (YEAR-END 2021)	WORK PLAN 2022	STATUS APRIL 15 2022
			<p>Markham Village and Cornell branches. Also transition to a Windows based environment instead of MAC for better support.</p> <ul style="list-style-type: none"> • Adding Sorter to Milliken Mills, replacing and updating Sorter at Thornhill Community branch, and replacing and updating Self Check machines at Thornhill Community and Unionville branches. • ILS (Symphony) upgrade enhancing our capacity to manage workflows. 	<p>In progress.</p> <p>In progress.</p>

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 2022 Business Plan, which is structured around the four Goals of Building Markham's Future Together (BMFT).

It should be noted that all Actions (projects and initiatives) are subject to assumptions that normal operating conditions will prevail for the remainder of 2022, and that business will not be disrupted by COVID or other factors.

ACTION	DESCRIPTION	STATUS YEAR-END 2021	WORK PLAN 2022	STATUS APRIL 15 2022
Implement new technology to enhance	Continue to participate on project teams that advance implementation of	Launch of Perfect Mind is projected for 2022.	Continue to participate on project teams that advance	In progress.

AGENDA 6.1

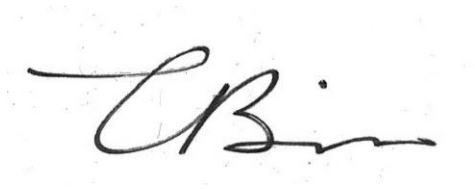
ACTION	DESCRIPTION	STATUS YEAR-END 2021	WORK PLAN 2022	STATUS APRIL 15 2022
business operations	Program Registration, Facility Booking software system – Perfect Mind. (BMFT Action 1.2.1)		implementation of Program Registration, Facility Booking software system. (BMFT Action 1.2.1). Launch Perfect Mind in August 2022 (projected).	
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. Consulted on Markham Centre Secondary Plan Update. Worked with Planning to apply ILMP provision standards to Langstaff MZO.	Ongoing.	Langstaff TOC – MZO announced.
Implement Integrated Leisure Master Plan for the City of Markham's Parks, Recreation, Culture and Libraries			Lead the implementation and monitoring of the multi-year ILMP, including regular reporting on progress (BMFT Action 3.2.4) and complete 2021 year-end progress report.	To launch in late Q2 2022.
Implement Integrated Leisure Master Plan for the City of Markham's Parks, Recreation, Culture and Libraries			Support the approved Recreation-led project to determine the provision of Indoor Community Space in Intensification Areas, including an evaluation process for partnerships and business opportunities.	Pending
Implement Integrated	Develop evaluation process for	Project deferred to 2022, due to	Implement the evaluation process	Pending

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ACTION	DESCRIPTION	STATUS YEAR-END 2021	WORK PLAN 2022	STATUS APRIL 15 2022
Leisure Master Plan for the City of Markham's Parks, Recreation, Culture and Libraries	partnerships and business opportunities. (BMFT Action 4.2.1) Will implement ILMP recommendation #127.	COVID-related staff shortages.	project through Recreation's project above re provision of Indoor Space in Intensification Areas.	
Implement Integrated Leisure Master Plan for the City of Markham's Parks, Recreation, Culture and Libraries	Markham Centre Library		Continue to advance the Markham Centre Civic Square, collaborating with Culture, and the Living Lab Library Project through the various Markham Centre Planning Committees.	Pending approval of the Markham Centre Secondary Plan Update.
Implement Integrated Leisure Master Plan for the City of Markham's Parks, Recreation, Culture and Libraries	Develop Furniture Standard		Complete Furniture Standard Project to support future furniture procurement for BMFT 3.2 "outstanding community amenities".	To launch in late Q2 2022.
Implement Integrated Leisure Master Plan for the City of Markham's Parks, Recreation, Culture and Libraries	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.	Subject to Council approval of DC Background Study, inform Board re ILMP implications for future capital projects.	Pending Council approval.
Support BMFT Objective 3.4: Protect and enhance our natural environment and built form.			Develop Trail Hub Project and leverage branch assets to promote the Rouge Valley Trail System, including	

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ACTION	DESCRIPTION	STATUS YEAR-END 2021	WORK PLAN 2022	STATUS APRIL 15 2022
			programming and activities.	
Support BMFT Objective 4.2.2 Advance detailed service planning for continuous improvement			Advance service planning and continuous improvement through by documenting and evaluating service innovations made in response to changes, including COVID-19.	To launch in late Q2 2022.



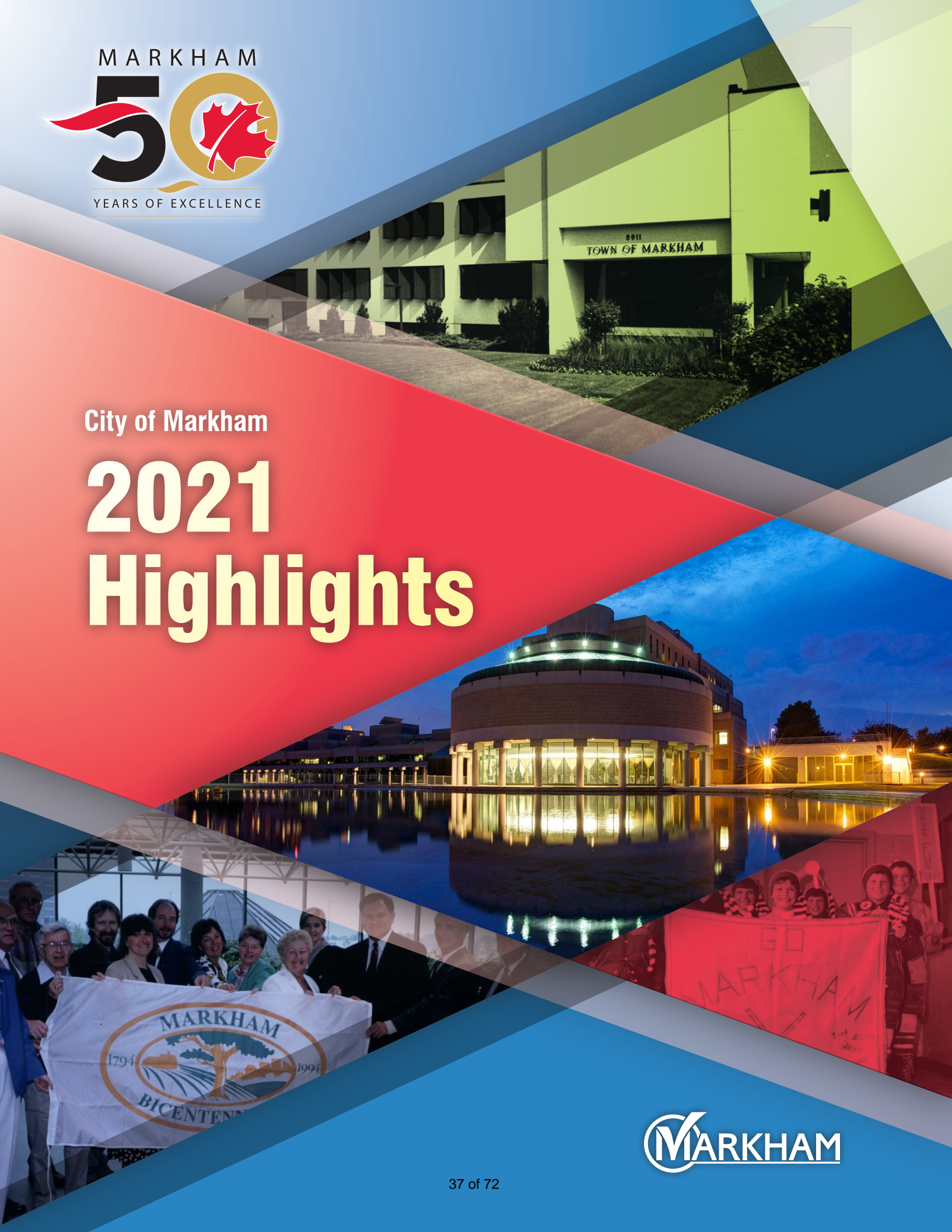
Catherine Biss
CEO & Secretary-Treasurer

APPENDIX A: 2021 Highlights BMFT



City of Markham

2021 Highlights





John Daniels Park lit with gold to celebrate Andre De Grasse's golden moment at the Tokyo 2020 Olympic Games.

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Markham City Council (2018-2022)

(Top Row:) Ward 7 Councillor **Khalid Usman**, Ward 3 Councillor **Reid McAlpine**, Ward 5 Councillor **Andrew Keyes**, Ward 2 Councillor **Alan Ho**

(Middle Row:) Regional Councillor **Jim Jones**, Deputy Mayor **Don Hamilton**, Mayor **Frank Scarpitti**, Regional Councillor **Jack Heath**, Regional Councillor **Joe Li**

(Lower Row:) Ward 4 Councillor **Karen Rea**, Ward 6 Councillor **Amanda Collucci**, Ward 1 Councillor **Keith Irish**, Ward 8 Councillor **Isa Lee**

Message from the Mayor

The City of Markham marked its 50th Anniversary since incorporation in 2021. The roots of the current Corporation of the City of Markham date back to the creation of the Regional Municipality of York when Unionville, Milliken, Thornhill and Markham Village were consolidated to form the Town of Markham.

Since our incorporation in 1971, Markham has transformed into a premier Canadian municipality focused on celebrating our history, driving innovation, reducing our environmental footprint, ensuring everyone feels included, delivering exceptional services with state-of-the-art facilities and strong fiscal stewardship. Our community has grown but one thing has remained the same: Markham continues to be a desirable place to live, work and play.

Our city is home to the world — a beautiful mosaic of peoples from all walks of life. Markham is Canada's most diverse city and with that comes a responsibility to ensure everyone feels welcome, heard and included. In these challenging times of a global pandemic, it is important that we continue to support one another while appreciating and celebrating our diversity. We belong to a greater global community that values inclusivity, intersectionality, harmony and social cohesion.

In the face of adversity, we rose to the challenge. In late 2021, we passed a budget that kept taxes low and invested in a safe and sustainable recovery. We continued delivering critical services while making key capital investments in facilities, infrastructure and amenities that support Markham's strategic goals. Markham maintains the lowest 17-year average property tax increase in the GTA.

I want to thank our exceptional City staff for their extraordinary efforts in the past year, particularly responding to the Covid-19 pandemic. I also want to thank our residents, business community and partners for their feedback, participation and collaboration.

As the longest serving member of Council and Markham's longest serving mayor, I have witnessed firsthand the commitment to excellence by respective councils over the years. Our 50 years of excellence is a strong foundation on which Markham can continue to thrive well into the future.



Frank Scarpitti
Mayor

Message from the CAO

The City of Markham delivers exceptional services by exceptional people. Despite the many challenges of the pandemic, the City continued essential services and prioritized its commitment to maintain momentum on delivering a number of key ***Building Markham's Future Together (BMFT)*** strategic actions under Council's four goals.

Throughout the pandemic, our corporation has remained steadfast in our commitment to delivering our award-winning services. To assist with the largest mass vaccination effort in Canadian history, the City of Markham provided space in recreation centres to health care partners such as Oak Valley Health and the Region of York to vaccinate residents. Furthermore, the City of Markham recruited and provided non-clinical staffing and volunteer support to mass vaccination centres. This mobilization of resources and personnel could not have been accomplished without the support and dedication of our committed team of Markham staff.

The City of Markham also moved forward with exciting initiatives such as the expansion of the successful Winter Pathway Program and installation of five new outdoor ice skating rinks. Markham's new East Works Yard opened in the Fall of 2021, allowing for an improvement in coverage and response times to winter maintenance activities. Community consultations for the update to Markham's Diversity Action Plan began in late 2021 and the final plan and recommendations will be brought before Council and the community in 2022. We continued our important work on Indigenous reconciliation by reaffirming our support and commitment to fulfilling the municipally related Calls to Action from the National Truth and Reconciliation Commission.

Our commitment to environmental sustainability and combatting climate change is unmatched in the region and our successful and growing technology, hardware and automotive cluster is reinforcing our position as a hub for innovation. The City of Markham was ranked by Forbes as Canada's top municipal employer and we are joined on the list by several leading-edge and innovative Markham-based companies.

The future is bright for the City of Markham and I am proud of our exceptional progress in accomplishing our strategic goals. I look forward to sharing more of our progress in 2022.



Andy Taylor
Chief Administrative Officer



Supporting Our Community in Extraordinary Times

The Covid-19 pandemic presented many challenges and opportunities for the City of Markham. While progress continued on the City's strategic goals and actions, the organization adapted its programs and services and shifted to provide support to the community and its partners.



Health

Mass vaccination clinics

hosted at Cornell Community Centre, Aaniin Community Centre, Thornhill Community Centre and Armadale Community Centre.

City-led recruitment

of staff and volunteers for mass vaccination clinic at Aaniin Community Centre.



Safety

Timely communication of public health measures, vaccination rollout and updates to programs and services to residents.

Safe reopening

of select community centres delivering award-winning services.

Introduction of health screening and Proof of Vaccination

protocols at all City of Markham community facilities.

High rate of adoption of the Ontario Safe Travel Stamps

program by Markham businesses.



Health care staff posed for a picture at one of the mass vaccination clinics (left). Resident receives vaccination (right).

Leadership

Four

Covid-19 update reports presented to Council.

Advocacy for Safe Restart funding in collaboration with municipal partners.

Implemented a **fast-tracked patio permits** process to support restaurants during pandemic.

Delivered a robust
Destination Markham
marketing strategy and digital loyalty program to support businesses and promote tourism.



Services

220,000 visits
to 6 reopened Markham Public Library branches.

Coordination with local BIAs on reintroduction of public events such as farmers markets.

‘Live & Connected’
virtual performance series delivered by Flato Markham Theatre.

Supported
‘My Main Street’
grant applications totaling more than **\$120,000** to support business recovery projects.

Building Markham's Future Together

At the start of each new Council term, Markham Council and Staff revisit the strategic plan to confirm the City's goals and objectives and identify key priorities for the term.

Building Markham's Future Together (BMFT) establishes the City's vision, mission and values as the framework for both Council decision-making and day-to-day employee focus and ensures that resources are allocated to support the strategies and initiatives that help the City achieve its desired outcomes.



Exceptional Services by Exceptional People

We embrace a bold and innovative culture that empowers and inspires excellent services within a collaborative and healthy work environment.



Leveraging Technology

7.6 million

visits to Markham's website.

17.6 million

views of Markham's social media channels.

23%

increase of residents using
Markham's eProperty Tax system.



Enhanced accessibility through
closed-captioning of all City virtual meetings.

11,000 unique conversations with

**Markham's
online AI Virtual
Assistant,**

expanded in 2021 to include
50 new topics.

Continued growth of
YourVoiceMarkham

an interactive web portal
home to 80 surveys seeking
feedback on City projects.



Service Excellence

264,000+

phone calls, **132,000+** emails and **20,000+** online chats answered by Markham's Call Centre team.

4,000

registrants attended **55 virtual seminars** hosted by Economic Growth, Culture & Entrepreneurship.

3,000+

Stationary and Mobile Business Licenses issued.

75%

of lost dogs reunited with their owners by Animal Services

99

cat adoptions during the pandemic.

6,900

emergencies and fires responded to by Markham Fire and Emergency Services.

3,582

new residential building permits processed and issued.

600 hours

of zoning review provided by staff to support development

Fall 2021 opening of
**East Markham
Works Yard**

improved winter
maintenance and
operations to residents.



Recognitions

Markham's 'FOG Clogs – Protect your Pipes'

communications campaign won 3 International Association of Business Communicators awards.

Bicycle Friendly Community

Silver Designation awarded to Markham for investments in the City's cycling and trails network.

Markham's styrofoam ban

wins CAMA Environment Award and AMO P.J. Marshall Innovation Award.



Named **Canada's Top City Employer** by Forbes in 2021 & 2022

Aaniin Community Centre & Library

won 'Building of Significance Award' at the 2021 Markham Urban Design Excellence Awards.

Markham's Artificial Intelligence Pothole Detection Pilot Project

won IDC Smart Cities North America Award.

Platinum Level Certification

awarded to the City by the World Council on City Data (WCCD) for the second consecutive year.

Continuous Learning and Development

Staff training on Anti-Black Racism and Unconscious Biases

Launch of peer-to-peer Staff Well-Being Program



Engaged, Diverse, Thriving and Vibrant City

We are an inclusive city, engaging everyone in building a livable, caring and culturally vibrant community while respecting our past.



Engaged

20+
virtual events
hosted to maintain
community
connections during
the pandemic.

Launch of
inaugural
**Mayor's Black
Youth Liaison
Committee.**

Community banner program
launched in celebration of
**Markham's 50th
Anniversary**
since incorporation.

Overdue library fines
eliminated for children and young adults reduces
barriers to community library use.

Formation of
partnership
between
**Markham Fire
and Humber
College** to
reduce barriers
for Black,
Indigenous
and Racialized
students
pursuing careers
in firefighting.



Kids playing at newly opened Harmony Park (left). Markham 50 banners on Main St. Markham (middle). Family enjoying new bike trail (right).



Diverse

70 proclamations
issued commemorating dates of significance.

Launch of new **City of Markham
Indigenous Land Acknowledgment**
in consultation with Indigenous
communities and partners.

10 community consultations
resulting in **1100+ responses** to Markham's
Diversity Action Plan Update community survey.

**National Truth and
Reconciliation Day**
educational program hosted corporately.



Thriving

\$48,500
in **Celebrate Markham** grant funding
provided to community groups.

5 new
outdoor public **skating rinks** opened seasonally.

Advancement of partnerships
with York University, ventureLAB
and Markham Board of Trade

5 new City parks
launched, totaling **30 acres**.

95 new pathways
totalling **29+ kilometres** of pathways
maintained for outdoor winter use.

Markham names
'University Boulevard'
across from future **York University
Markham Campus**.



High-density development in Markham Centre.

Safe, Sustainable and Complete Community

We strive to achieve complete communities with an excellent quality of life. We ensure community safety and enhance the natural environment and built form through sustainable integrated planning, infrastructure management, and services.



Safe

2,250 KM

of road repaired, **totaling \$6.8 million.**

Two

rural **anti-whistling rail crossings** completed.

Pedestrian crossovers

introduced to enhance safety and reduce speeding in the community.



Sustainable

18

new electrical vehicle charging stations
installed at City facilities.

\$11.9 million

in Flood Control Program work
completed in West Thornhill.

\$71 million

invested in **Flood Control Program** work
to date across the City.

10,500 trees

and shrubs planted to
create 3.7 hectares of forest.



Complete Community

**Yonge North
Subway
Extension**
received
Federal
funding.

**Housing Choices:
Markham's Affordable and
Rental Housing Strategy**
is approved by Council.

New
community
**geothermal
energy
system** pilot
partnership
with Mattamy
Homes and
Enwave.

#MarkhamMiX
- Markham Innovation Exchange
(MiX) vision approved by Council

Markham's new
**Fire Training
Centre** opened.

**Adventures of the 905 Green
Team:** Exploring Markham's
Energy book launched at
library branches.

First phase
of **Markham
Centre Trail**
completed from
Warden Ave. to
Birchmount Ave.

Stewardship of Money and Resources

We demonstrate exceptional leadership using sound, transparent and responsible fiscal & resource management and policy development to mitigate risks while enabling efficient and effective service delivery.

Lowest
17-year property
tax rate increase
in GTA.

1.95%
property tax rate
increase for 2022.

\$3.7 million
in **efficiency**
savings part of
2022 Budget.

1,650 water
meters
repaired and
replaced.

\$2.5 billion
residential
construction value
in 2021.

Markham Fire
welcomes **York**
Paramedic
Services
to Station
95 resulting
in revenue
generation

\$3.5 billion
in **total construction**
value in 2021.

Successfully
bargained
updated Collective
Agreements
with CUPE.

2
Auditor General
Reports completed.



Markham's Olympic athletes from left to right: Jayde Riviere, Zachary Gingras, Andre De Grasse, and Melissa Papaconstantinou.

Key Services

Access Markham Online

Public art and public realm

Local roads, bridges and sidewalks

Building standards

Sustainability

Markham Museum

Community centres

Varley Art Gallery

Permits and licensing

Economic development

Water and wastewater

Property taxes

Flato Markham Theatre

Heritage and conservation

Animal services

Recreation programs

Libraries

Bylaw enforcement

Traffic Management and cross guards

Parks and pathways

Customer contact centre

Waste and recycling

Planning and development

Fire and emergency

Winter maintenance

Forestry



Our Mission Statement

Working with the community to provide high-quality municipal services that meet, if not exceed, the expectations of residents and businesses.

Our Vision

Markham, the leading Canadian municipality – embracing technological innovation, celebrating diversity, characterized by vibrant and healthy communities – preserving the past and building for the future.

Our Values

- Cooperation and teamwork
- Focus on continuous improvement
- Respect for the individual
- Process-driven and prevention-based strategic planning
- Primary focus on the customer
- Responsibility to society
- Leadership through involvement
- Factual approach to decision-making
- People encouraged to make a contribution



Steven Stamkos brought Stanley Cup to Markham (above). Family skating at Markham Civic Centre outdoor rink (back cover).

Markham information in many languages

Information Markham en plusieurs langues

ਮਾਰਖਮ ਬਾਰੇ ਕਈ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਜਾਣਕਾਰੀ

Informazioni su Markham in molte lingue

萬錦市以多種語言發佈的信息

اطلاعات مارکھام به زبانهای مختلف

அநேக மொழிகளில் மார்க்கம் செய்தி

بہت ساری زبانوں میں مارکھم کی معلومات





SKATE ON, MARKHAM!

MARKHAM CIVIC CENTRE OUTDOOR ICE RINK

Presented by:

KYLEMORE
LIVE. WELLNESS.

Skate Partner
Sponsor:

YORK
UNIVERSITY

markham.ca/skating

MARKHAM

Markham Civic Centre

101 Town Centre Blvd., Markham, ON, L3R 9W3

905.477.5530 | customerservice@markham.ca

Markham.ca/StrategicPlan



TO: Markham Public Library Board
FROM: Catherine Biss, CEO & Secretary-Treasurer
PREPARED BY: Michelle Sawh, Director, Administration
DATE OF MEETING: April 25, 2022
SUBJECT: 2022 Library Capital Budget Report

RECOMMENDATION:

That the Library Board adopts the 2022 Capital Budget of **\$2,990,200** for the Library's portion of the City of Markham's 2022 Capital Budget; and,

That staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

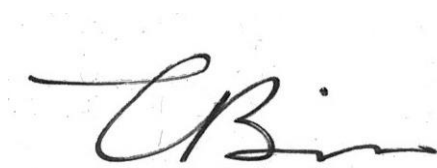
To request that the Board adopt the Library's 2022 Capital Budget. Board approval of the annual budgets is required for auditing purposes.

BACKGROUND:

The Library participated fully in the City's annual budget process this year through the submission of its 2022 Capital requirements. With the assistance of Financial Services staff, estimates were adjusted and some projects were deferred or amended in order to align with the Corporation's guidelines.

Markham Council approved the City's 2022 Budget on December 14, 2021, with 1.95% tax rate increase for day-to-day operating costs and infrastructure investment to support the life cycle reserve.

Appendix "A" provides a detailed breakdown of the Library's Capital Budget projects for both 2021 and 2022, along with brief project descriptions. As can be seen, Library Collections are included in the Capital Budget and represent the largest component of this budget. The 2022 figure of \$2,990,200 represents an increase of 7.86% over 2021.



Catherine Biss
CEO & Secretary-Treasurer

ATTACHMENTS: Appendix "A" – Library Capital Budget Projects

APPENDIX “A” – LIBRARY CAPITAL BUDGET PROJECTS

AGENDA 7.2

2022 Capital Budget Projects – Library:

Project #	Project Name	Budget (\$)	Brief Project Description
22130	Library Collections	1,610,100	Library Collections are a core MPL service provided to the community. This project will fund the purchase of new materials, new collections and the replacement of damaged and withdrawn books.
22131	Replace Library Furniture, Equipment & Shelving	180,100	Annual program to replace damaged/worn/outdated furniture, equipment & shelving. The high level of public usage results in heavy use of tables, chairs, study carrels, etc., which must be replaced regularly in order to maintain both the appearance and functionality of MPL facilities. Increase in 2022 reflects addition of FF&E replacements allocated for Cornell starting in Year 10.
22232	Library Collections – E-resources & Periodicals	1,200,000	The E-Resources & Periodicals components of the Collections budget have been split out from the rest. The combined total is \$2,810,100.
TOTAL		2,990,200	

2021 Capital Budget Projects – Library:

Project #	Project Name	Budget (\$)	Brief Project Description
21099	Library Collections	1,387,700	(See project#22130 & 22232 above). The combined total is \$2,625,700.
21100	Replace Library Furniture, Equipment & Shelving	146,700	(See project#22131 above).
21199	Library Collections – E-resources & Periodicals	1,238,000	(See project#22130 & 22232 above). The combined total is \$2,625,700.
TOTAL		2,772,400	

TO: Markham Public Library Board
FROM: Catherine Biss, CEO & Secretary-Treasurer
PREPARED BY: Michelle Sawh, Director, Administration
DATE OF MEETING: April 25, 2022
SUBJECT: 2022 Library Operating Budget Report

RECOMMENDATION:

That the Library Board approves the 2022 City of Markham Grant in the amount of **\$13,671,808**; and,

That the Board approves the 2022 Library Operating Budget consisting of Library Income in the amount of **\$1,147,120**, and Operating Expenditures (excluding Personnel Ramp-ups) in the amount of **\$14,818,928**; and,

That upon finalization of the 2021 Library audited financial statements, the 2022 Operating Budget be adjusted to reflect the 2021 operating results; and,

That the above figures be subject to further adjustment as required throughout the year based on information received from the City of Markham; and,

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

PURPOSE:

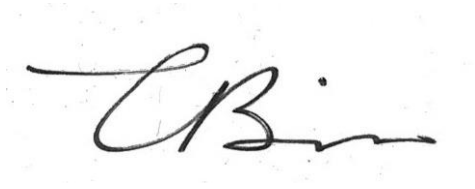
To request that the Board approve the City of Markham Grant and the Library's Operating Budget for 2022. Board approval for the annual Operating Budget is required for auditing purposes.

BACKGROUND AND DISCUSSION:

The Markham Public Library participated fully in the City's annual budget process this year, including submission of its 2022 Operating Budget requirements. Markham Council approved the City's 2022 Budget on December 14, 2021, with 1.95% tax rate increase for day-to-day operating costs and infrastructure investment to support the life cycle reserve.

The approved 2022 City budget figure of \$533.7M covering all departments includes operating funding for the Library. This year the Library has a small net budgetary increase of \$130,135 in its Operating Budget.

The table below outlines the Library's 2022 Operating Budget. Explanations for all changes are provided in Appendix A, "2022 Library Operating Budget Adjustments – Explanations & Comments."

A handwritten signature in black ink, appearing to read 'CBiss', is centered above a horizontal line.

Catherine Biss
CEO & Secretary-Treasurer

ATTACHMENTS:

- Appendix A: 2022 Library Operating Budget Summary
- Appendix B: 2022 Library Operating Budget Adjustments – Explanations & Comments

AGENDA 7.3

Appendix A: 2022 LIBRARY OPERATING BUDGET SUMMARY

Acct	Description	2022 Budget	2021 Budget	Change
	Library Income - Total	\$ (1,147,120)	\$ (1,141,689)	\$ (5,431)
	Operating Expenditures	\$ 14,818,928	\$ 14,683,362	\$ 135,566
	Net Expenditure (City of Markham Grant)	\$ 13,671,808	\$ 13,541,673	\$ 130,135

2022 LIBRARY INCOME – DETAIL

Acct	Description	2022 Budget	2021 Budget	(Increase) / Decrease
8300	Province of Ontario Grant	\$ (228,778)	\$ (228,778)	\$ -
8800	Program Registration Fees	\$ (495,918)	\$ (490,963)	\$ (4,955)
8801	New Memberships	\$ (11,894)	\$ (11,894)	\$ -
8884	Fines & Fees	\$ (249,728)	\$ (249,728)	\$ -
8899	Other Service Charges	\$ (3,497)	\$ (3,497)	\$ -
8999	Program Room Rentals	\$ (54,469)	\$ (53,993)	\$ (476)
9115	Vending Machines	\$ (1,400)	\$ (1,400)	\$ -
9146	Photocopying	\$ (30,250)	\$ (30,250)	\$ -
9199	Miscellaneous Sales	\$ (71,186)	\$ (71,186)	\$ -
	TOTAL	\$ (1,147,120)	\$ (1,141,689)	\$ (5,431)

2022 LIBRARY OPERATING EXPENDITURES – DETAIL

Acct	Description	2022 Budget	2021 Budget	Increase / (Decrease)
3000	Salaries and Benefits	\$ 12,756,306	\$ 12,621,447	\$ 134,859
4010	Printing & Office Supplies	\$ 35,957	\$ 35,957	\$ -
4272	Program & Operating Expenses	\$ 106,348	\$ 106,348	\$ -
4290	Other Operating Expenses	\$ 5,862	\$ 5,862	\$ -
5000	Utilities	\$ 166,112	\$ 166,112	\$ -
5100	Communications	\$ 121,386	\$ 121,386	\$ -
5200	Conference & Travel Expenses	\$ 22,320	\$ 20,320	\$ 2,000
5250	Staff Training	\$ 56,417	\$ 58,417	\$ (2,000)
5300	Contracts & Service Agreements	\$ 238,159	\$ 237,665	\$ 494
5400	Maintenance & Repairs	\$ 218,126	\$ 217,913	\$ 213
5510	Rental/Lease (Copiers)	\$ 18,688	\$ 18,688	\$ -
5560	Insurance	\$ 11,963	\$ 11,963	\$ -
5600	Professional Services	\$ 77,642	\$ 77,642	\$ -
5700	Licenses, Permits, Fees, Service Charges	\$ 28,400	\$ 28,400	\$ -
5800	Promotion & Advertising	\$ 31,000	\$ 31,000	\$ -
5900	Occupancy Costs (Community Centre Branches)	\$ 913,308	\$ 913,308	\$ -
6000	Office Equipment & Furnishings	\$ 6,000	\$ 6,000	\$ -
7800	Miscellaneous Expenses	\$ 4,934	\$ 4,934	\$ -
	TOTAL	\$ 14,818,928	\$ 14,683,362	\$ 135,566

Appendix B:
2022 Library Operating Budget Adjustments – Explanations & Comments

AGENDA 7.3

(1) Library Income:

Acct	Description	Change from last yr (\$) *	Explanations / Comments
8800	Program Registration Fees	(4,955)	• Small inflationary increase in revenue expectation.
8999	Program Room Rentals	(476)	• Small inflationary increase in revenue expectation.
	TOTAL	(5,431)	

* - Bracketed numbers indicate budgetary increases / un-bracketed numbers indicate decreases.

(2) Library Operating Expenditures:

Acct	Description	Change from last yr (\$) *	Explanations / Comments
3000	Salaries & Benefits	134,859	• Small increase to cover employee wage grid increases (representing less than 1.1% of the total Salaries and Wages budget of \$12.7M).
5200	Conference & Travel Expenses	2,000	• Adjustment to cover additional expenditures in 2022
5250	Staff Training	(2,000)	• Adjustment based on planned expenditures in 2022
5300	Contracts & Service Agreements	494	• Small inflationary increase on budget forecasts for 2022
5400	Maintenance & Repairs	213	• Small inflationary increase on budget forecasts for 2022
	TOTAL	135,566	

* - Un-bracketed numbers indicate budgetary increases / bracketed numbers indicate decreases.

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Diane Macklin, Director, Community Engagement

DATE OF MEETING: April 25, 2022

SUBJECT: **May 2022 Library Programs**

RECOMMENDATION:

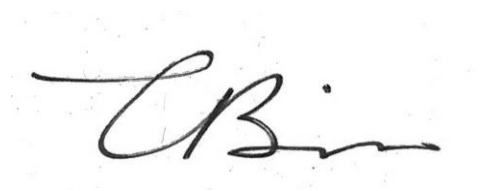
That the report “May 2022 Library Programs” be received.

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” May 2022 Library Programs

LIBRARY PROGRAMS
MAY 2022



MAY 2022 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 mplcommunitylibrarians@markham.library.on.ca for more information about these programs or to register.

Education & Lifelong Learning

Show & Share

Attention Grades 3 and 4 students! Join us at the library to share your favourite things based on a fun weekly theme. Connect with others, make friends, practice your public speaking and learn about all sorts of cool books. Get ready for lots of laughs and learning!

Monday, May 2, 9, 16 4:00 PM

What is School Readiness? (Preschool & Kindergarten)

This workshop will look at what "school readiness" truly means and provide a breakdown of fundamentals from preschool to kindergarten with regards to social competence, emotional development, language, and early literacy/academic skills.

Thursday, May 5 6:00 PM

Chess in the Library

Is your child interested in learning how to play chess? CITL is a non-profit student-run organization that aims to promote chess across Canada to players of all skill levels.

Unionville Library

Sunday, May 8 2:00 PM

Sunday, May 22 2:00 PM

Elementary School Learning and Academic Success (Part 1 of 2)

The elementary grades are crucial learning stages to establish students' ability to prepare for academic life and is a strong predictor of future academic success.

Wednesday, May 11 6:00 PM

Wednesday, May 18 6:00 PM

Top Ranked US Universities: To Apply or Not to Apply?

Ivy League and other top-ranked US universities are sought-after by high school students around the world, but the application process for these schools can also seem confusing. Find out more about the application and selection process for Canadians.

Unionville Library

Thursday, May 12 7:30 PM

LIBRARY PROGRAMS
MAY 2022



Seneca to York U Bridging Programs

Did you know that there are different programs at Seneca that can bridge to a program at York University? Learn about Seneca to York Pathways, admission requirements, transfer credit process, and support services. This program is presented in partnership with Seneca College.

Thursday, May 19 4:30 PM

Help Your Child (K to Grade 3) to Learn the Ontario Curriculum

Are you interested in learning how to win scholarships? Whether in high school, college, or university, students should know the importance of scholarship research and writing. This presentation will help parents and students navigate the terrain of scholarship research and writing. You will learn where to look for scholarships and how to best position yourself to win them.

Wednesday, May 25 6:30 PM

5 Myths that Hinder Post-Secondary Success

The path to post-secondary education is riddled with out-of-date assumptions and misguided advice about what students should do, know, and concentrate on to be successful. This presentation will show parents and students the positive outcomes that can transpire when these common myths are debunked.

Wednesday, May 25 6:30 PM

Preparing for a Global Business Career - University and MBA Programs that Give You a Head Start

Are you a student or recent grad eager to build a career in business? Trying to figure out which Bachelor's and MBA programs will give you a "head start" in the business world? There are many types of business fields and multinational corporations, and there's no set formula for a successful business career. In this program, you will learn about different US and Canadian universities that have exemplary business programs. Also, you will learn about US and Canadian MBA options and how different academic pathways translate to career opportunities.

Saturday, May 28 11:30 AM

Home & Family

Parenting Strategies to Promote Good Behaviour

A child's first years are pivotal in teaching them all about social skills and good behaviour. To make sure children grow up to be good adults, encouraging positive behaviour in children is very essential for parents. In this workshop, we will be discussing strategies to promote good behaviour in your children!

Tuesday, May 3 1:30 PM

Healthy Relationships

Join us for the last session of our three-part series to understand the difference between healthy and unhealthy relationships. You will learn what is abuse, what power and control look like, and the barriers to leaving unhealthy relationships. You

LIBRARY PROGRAMS
MAY 2022



will also learn how to identify abuse, how to get help, and what to do if you suspect that you or someone you know is being abused.

Wednesday, May 18 6:00 PM

Bullying in Adolescence

Most kids get teased by a sibling or a friend at some point. And it's not usually harmful when done in a playful, friendly, and mutual way, and both kids find it funny. But when teasing becomes hurtful, unkind, and constant, it crosses the line into bullying and needs to stop. Friends in adolescence stage can use words that are hurtful and bullying can begin as early as preschool stage to youth. In this workshop, we will be discussing how to deal with bullying in adolescence.

Thursday, May 19 1:00 PM

Legacy Planning

Did you know that 70% of wealth transfers never make it to the second generation? It takes a great deal of time and effort to create wealth, but not nearly enough time and effort is invested in the conversations and planning around the transition of wealth. Join us to learn about the complexities of wealth transfers, the 3-step approach to get you started and creating a successful legacy plan.

Thursday, May 19 3:30 PM

Death, Taxes & Beyond

Participants will learn about the basics of taxes, insurance and estate planning which will enable them to get their financial household in order.

Tuesday, May 31 1:00 PM

Wellness

Laughing Yoga

Join us for a fun 30 minutes of stress buster Laughter Yoga is the newest and greatest way to stay mindfully aware, joyous and dissolve stress.

Monday, May 2, 9, 16, 30 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.

Monday, May 2, 9, 16, 30 7:00 PM

Chair Yoga

In this class, led by a recent grad from Markham Yoga, participants will learn gentle and dynamic exercises and stretches for balance while seated and supported in a chair.

Tuesday, May 3, 10, 17, 24, 31 7:00 PM

LIBRARY PROGRAMS
MAY 2022



Mom & Baby Yoga

Need a quick fix but can't get out of the house? Then our 30-minute Mom & Baby Yoga is the perfect reset for you and baby! These 30 minute classes are filled with stretches catered to new moms with little ones (3-18 months).

Wednesday, May 4, 11, 18, 25 10:30 AM

Meditate & Melt the Stress Away

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

Wednesday, May 4, 11, 18, 25 8:15 PM

Hatha Flow

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

Saturday, May 7, 14, 21, 28 9:30 AM

STEAM and Tech

Backyard Birds through the Seasons

This season brings a variety of birds to backyards across the Toronto area. You can attract and observe them with backyard bird feeders and native plants that supplement their winter diets! We'll introduce common backyard birds, feeder styles, seed mixes, and maintenance.

Wednesday, May 4 6:30 PM

Kids Explore the Great Lakes

Join the Toronto Zoo, for a fun presentation for pre-school children to learn all about the Great Lakes and the animals that live there!

Monday, May 9 7:00 PM

Be a Cybersafety Champion (Grades 1-6)

Join Claudiu Popa, a cyber safety expert, as we learn about making your favourite apps secure, the most important cyber safety tips for elementary school children, and how children can learn to teach you, their guardians, about cyber safety. Participants in this program receive a certificate of completion.

Wednesday, May 11 7:00 PM

Asian Seniors Digitization Day

Do you have film, slides, or pictures that you would like to have in a digital format? Bring your favorite photo to the Thornhill Community Centre Branch of Markham Public Library to learn how to use our digitization software. Share a coffee and the story of your favorite photo or photos! What participants will need: one or more items to be digitized, USB storage device. What can be digitized: NTSC tapes, slides, still-image films, vinyl records & cassette tapes

Thornhill Community Library

Tuesday, May 17 11:00 AM

LIBRARY PROGRAMS
MAY 2022



Seniors Tech Support

Do you need tech support? Want to learn how to use a computer better or use social media? If so, attend our Seniors Tech Support sessions.

Monday, May 16, 23	11:00 AM
Tuesday, May 17, 31	3:00 PM

How to Use the Digital Library: Movies & TV Shows

Did you know that the library offers movies and TV shows you can watch from the comfort of your home? Join us to learn: How to create an account on Hoopla and Kanopy How to browse and borrow digital materials little known tips and tricks and more...! Participants will have a chance to ask questions and create their own accounts.

Friday, May 27	10:00 AM
Tuesday, May 31	7:00 PM

Business, Finance and Job Skills

Business Legal 101: All you need to know about legal rules of operating a business in Ontario

Join our series of professional workshops and learn about various legal aspects of operating a business in Ontario.

Monday, May 2	7:00 PM
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Branding for Small Businesses on Social Media

Social media is here to stay, so if you're not already taking advantage of it, then it is important for you to start utilizing these free and dynamic tools to both sustain and grow your small business.

Wednesday, May 4	12:00 PM
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Creative Career Talks: Comics & Beyond

Ever wondered how you can work in comics, toys or video games? Here's a chance to ask all your questions about that with host Howard Wong, Creative Development and Narrative Specialist, who has worked for many leaders in the creative industry including Bandai Namco Asia Company Limited, Bungie Inc., Hong Kong Disneyland, Marvel Comics.

Wednesday, May 4	3:00 PM
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Identifying Your Career Direction

Have you ever wondered what career is best for you? Want to know how your interests, values, personality, and lifestyle impact your career decisions? Join us for an introductory 60-minute workshop and learn more about career exploration.

Tuesday, May 10	1:30 PM
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LIBRARY PROGRAMS
MAY 2022



Tips and Tricks on Fine-Tuning Your Resume

In this session, we will compare different resumes and identify the characteristics of a good resume. New Canadians will also learn how to adapt their overseas experience to Canadian resume writing style.

Tuesday, May 10 6:30 PM

Get your Business up and Running with These Library Resources!

Join us as we look into the many physical and electronic resources available through the library, and as we do a deep dive and showcase some of the great databases that can help you with your business. Our knowledgeable staff can help you stand out from the competition.

Tuesday, May 10 7:00 PM

Guide to Incorporation for Small Businesses

Incorporating your business in Canada or Ontario is easy and straightforward! However, as an entrepreneur, in addition to the benefits, it is also important to know about the details and responsibilities when you do so.

Wednesday, May 18 10:00 AM

How to Excel in your Job Interview

Join us to learn about the Teleconferencing/Virtual Interview, topics include how to conduct an effective teleconferencing interview, using appropriate body language and speaking voice and how to answer behavioural questions effectively.

Tuesday, May 24 6:30 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).

Monday, May 2, 9, 16, 30 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, May 4 4:30 PM

Driving in Canada: Leasing, Financing, and Safety Tips (in Cantonese)

Canada has a large and beautiful landscape, and being able to drive is an indispensable skill.

Did you just arrive in Canada? How do you get a driver's license? How do you lease or finance a car? What about driving on snowy surfaces? This session will teach you everything you need to know about driving in Canada.

Thursday, May 5 10:00 AM

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Welcome to Canada: A Newcomer's Checklist (in Mandarin)

Moving to a new country can be overwhelming. Many things might be different from your home country. This session will provide you a brief overview and a checklist to guide your essential first steps in Canada and in York Region, and help you connected with newcomer services.

Tuesday, May 10 7:00 PM

English Learners Book Club

Are you an English language learner looking to practice your speaking, reading and comprehension skills? Join us for a monthly Book Club for English language learners! Read books, chat with new friends, and learn new words.

Thursday, May 12 5:00 PM

ABC's of Volunteering in Canada

Are you a newcomer and looking to start your volunteering journey in Canada? Are you seeking Canadian experience and do not know where to start? Do you want to learn a new skill or simply give back to the community? Join our interactive webinar to learn about Canadian volunteer etiquette, identify and discover the type of volunteer opportunities and resources available to support you on this new journey.

Wednesday, May 18 2:00 PM

What is School Readiness? And H (In Mandarin)

Starting school can be a big challenge, especially during a pandemic. This workshop will look at: What "school readiness" truly means and provide a breakdown of fundamentals from preschool to kindergarten with regards to social competence, emotional development, language, and early literacy/academic skills. Useful strategies and resources will be discussed such that caregivers/educators can continue to support young children to prepare for successful early school life. This program is presented in partnership with Aspiration & Discoveries Therapy and Education Centre.

Tuesday, May 17 6:00 PM

Mandarin Songs and Stories

Join us for an interactive fun-filled session of Mandarin 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!

Saturday, May 28 12:30 PM

Reading and Creative Expression

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, May 3, 10, 17, 24, 31 4:00 PM

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French Reading Club (Age 4-8)

Children (4 - 8 years old) can join our beginner storytime where we will focus on introductory concepts such as the French alphabet, colours, and other basic vocabulary.

Wednesday, May 4 and 18 4:00 PM

French Reading Club (Age 9-15)

Students (9 - 15 years old) can join our intermediate storytime where we will read more advanced French books and aim to foster conversations in French!

*Beginner/Intermediate French is recommended.

Wednesday, May 4 and 18 4:30 PM

Book Club: Lost Feast

Join us for a discussion of food and our impacts on food through Lenore Newman's *Lost Feast* to continue our discussion on food, and food systems check out: *Planet Palm* (Audiobook) *Silent Earth: Averting the Insect Apocalypse* *Secret History of Food*.

Wednesday, May 4 7:00 PM

Thursday, May 5 3:00 PM

Reading to Success: Junior and Senior Kindergarten

In partnership with YPAM, Reading to Success is a volunteer facilitated reading program established to motivate children to read regularly.

Thursday, May 5, 12, 19, 26 5:00 PM

Reading to Success: Grade 1 and 2

In partnership with YPAM, Reading to Success is a volunteer facilitated reading program established to motivate children to read regularly.

Saturday, May 7, 14, 21, 28 10:30 AM

Teens Write for Rights

Each month we will write persuasive letters largely based around issues promoted by Amnesty International's Write for Rights campaign. As a group, we will mail these letters out and show our support!

Thursday, May 12 7:00 PM

Storytellers Meet Up

The Storytellers is committed to creating a thriving literary scene in Markham, with local talent at its heart. Join us for author talks, workshops, conversations about the craft, and more. We welcome writers of all stripes: fiction, non-fiction, poetry, you name it.

Thursday, May 19 7:00 PM

Shared Reading with Markham Public Library

This program combines reading and talking about books, stories, poetry and music to achieve a more positive sense of wellness. It is a chance to connect with others, discuss how books can help make people feel better, and share your thoughts in a

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small group. A library staff member will lead the activities on a weekly theme followed by a guided group discussion.

Wednesday, May 25 11:00 AM