

## MARKHAM PUBLIC LIBRARY BOARD

### Regular Meeting

#### Minutes of Regular Meeting held on Monday, September 26, 2022 7:04 p.m. Virtual Meeting

- Present from Board: Ms. Margaret McGrory, Chair  
Mr. Raymond Chan, Vice-Chair  
Ms. Iqra Awan (up to 8.1)  
Mr. Edward Choi  
Mr. Ben Hendriks  
Mr. David Whetham  
Mr. Jay Xie
- Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer  
Ms. Andrea Cecchetto, Director, Service Excellence  
Mrs. Diane Macklin, Director, Community Engagement  
Ms. Michelle Sawh, Director, Administration  
Ms. Debbie Walker, Director, Library Strategy & Planning  
Ms. Megan Garza, Senior Manager, Organizational Transformation  
Mr. Patrick Pan, Manager, Facilities & Workplace Safety  
Mrs. Anthea Bailie, Manager, Collections & Technical Services  
Mr. Amir Feridooni, Manager, Thornhill Community, Thornhill Village Libraries  
Mrs. Antonella Costa, Manager, Workforce Development  
Mrs. Susan Price, Board Secretary
- Regrets: Mrs. Lillian Tolensky  
Deputy Mayor Don Hamilton  
Mrs. Pearl Mantell  
Councillor Keith Irish  
Councillor Andrew Keyes
- Guests: Mr. Dhanak Ohri, Resident

- 1.0 **Call to Order/Approval of Agenda**  
Ms. Margaret McGrory, Chair called the meeting to order at 7:04 p.m.

Moved by Mr. Raymond Chan  
Seconded by Mr. Ben Hendriks

**Resolved that the agenda be approved.**

Carried.

- 1.1 **Declaration of Conflict of Pecuniary Interest**  
None.

- 1.2 **Delegation**  
None.

### 1.3 **Chair's Remarks**

The Chair asked that a moment of silence be observed to commemorate and acknowledge the passing of her Majesty Queen Elizabeth II on September 8, 2022. Queen Elizabeth was Canada's longest reigning Monarch and served the Commonwealth with dignity and grace for over 70 years.

### **CHAIR'S INDIGENOUS LAND ACKNOWLEDGMENT**

We begin today by acknowledging the traditional territories of Indigenous Peoples and their commitment to stewardship of the land. We acknowledge the communities in circle. The North, West, South and Eastern directions, the Haudenosaunee, Huron-Wendat, Anishnabeg, Seneca, Chippewa and the current treaty holders Mississaugas of the Credit peoples. We share the responsibility with the caretakers of this land to ensure the dish is never empty and to restore relationships that are based on peace, friendship and trust. We are committed to reconciliation, partnership and enhanced understanding.

Directors were asked to introduce any "guest" staff members present.

Ms. McGrory advised the Board that it has been recommended that we count votes at virtual meetings and asked Members if they are in favor of a motion to keep their hands raised until they can be tallied.

The Staff Recognition Event will follow and although the two honorees are unable to attend they will be acknowledged here.

### 1.4 **Years of Service Recognition Event:**

The following staff members were honoured for their **25** years of service.

#### **Catherine Yu**

Amir Feridooni, Manager, Thornhill Community and Thornhill Village libraries described Catherine as a loving grandmother, welcoming of new library services and a skilled and engaging storytime leader. Mr. Feridooni congratulated Catherine on this important milestone and thanked her for her wonderful work.

#### **Surina Poon**

Anthea Baillie, Manager, Collections and Technical Services congratulated Surina on her 25 years with MPL and gave a brief outline of her work history. Anthea described Surina as dedicated and conscientious, she has worked on numerous projects in a timely, accurate manner, and is always open to trying new things and challenging new tasks, whatever comes her way.

On behalf of the Library Board, Ms. McGrory congratulated Catherine and Surina and thanked them for their long and valued service to MPL and Markham residents.

## AGENDA 2.1

### 2.0 **Approval of Minutes:**

2.1 Library Board Minutes June 27, 2022

Moved by Mr. Raymond Chan  
Seconded by Mr. Jay Xie

**Resolved that the minutes of the June 27, 2022 Library Board Meeting be confirmed.**

Carried.

### 2.2 **Consent Agenda:**

Moved by Mr. David Whetham  
Seconded by Mr. Ben Hendriks

**Resolved that the Consent Agenda comprising Agenda items 2.2 to 2.4.7 and the same are hereby approved as written and the CEO of the Library is hereby authorized and directed to take such action that may be necessary to give effect to the recommendations as therein contained:**

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

#### 2.4 **Communication and Correspondence:**

- 2.4.1 thestar.com: Start making music! Markham Public Library launches free musical lending library
- 2.4.2 Media Release: Markham Public Library receives Government of Canada support through My Main Street Community Activator Placemaking Program
- 2.4.3 MarkhamReview.com: MPL's Trail Project gets funding to combine health and wellbeing with economic revitalization  
<https://markhamreview.com/markham-public-libraris-trail-project-gets-federal-funding-to-combine-health->
- 2.4.4 Economist and Sun: Library Receives Funding to Revitalize Neighbourhood
- 2.4.5 MarkhamReview.com: Markham Youth Magazine accepting submissions  
<https://markhamreview.com/markham-youth-magazine-accepting-submissions/>
- 2.4.6 thestar.com: Markham receives funding to revitalize Main Street Neighbourhoods  
[https://www.thestar.com/local-markham/news/2022/08/22/markham-receives-funding-to-revitalize-main-street-neighbourhoods.html?li\\_source=LI&li\\_medium=star\\_web\\_ymbii](https://www.thestar.com/local-markham/news/2022/08/22/markham-receives-funding-to-revitalize-main-street-neighbourhoods.html?li_source=LI&li_medium=star_web_ymbii)
- 2.4.7 thestar.com: Markham votes: Hands on guide for casting your vote in 2022 municipal election  
<https://www.thestar.com/local-markham/news/municipal-election/2022/08/31/markham-votes-hands-on-guide-for-casting-your-vote-in-2022-municipal-election.html>

Carried.

### 3.0 CEO's Highlights:

The Chair called upon the CEO for her comments on the September Highlights. Mrs. Biss noted the following items contained in the report:

- **Indigenous Subject Headings:** Offensive or inaccurate terms changed to more appropriate headings with the goal of a more respectful reference e.g. “Off-reservation boarding schools” changed to “Residential schools”
- **Municipal Election:** MPL is working with Legislative Services to build awareness of the election and to encourage eligible voters to participate. Front line staff have been trained to register voters and edit voter information
- **Summer Programs:** Reintroducing indoor Storytimes, camps returned for the first time since 2019 and were very successful. TD Summer Reading Club encourages children to be engaged with reading and the library over the summer, the highlight was a virtual viewing party with Canadian Astronaut Chris Hadfield. Markham Reads “Have You Eaten Yet” was another successful celebration of reading, sharing of ideas and community.
- **Update on Milliken Centre Secondary Plan**
- **Designing Inclusive Workspaces:** Research on neurodiversity indicates that with more appropriate accommodations and inclusive workspaces all community members can be set up for success
- **Markham Village Library:** Construction on the south entrance has been completed and doors re-opened September 19, 2022.
- **Enterprise Risk Management**
- **Board Statistical Report**

Referring to the section on the Municipal Election and further to a previous discussion, the following recommendation was put forward.

Moved by Mr. Edward Choi  
Seconded by Mr. Raymond Chan

**Resolved that MPL management is requested to explore the drafting of an Elections Meeting Policy for all future called federal, provincial and municipal elections and report to the Board along with its comments.**

Carried.

Moved by Mr. Edward Choi  
Seconded by Mr. Ben Hendriks

**Resolved that the report entitled “CEO’s Highlight’s September 2022” be received.**

Carried.

### 3.1 Markham Centre Update, September 26, 2022

Staff advised the Board about the **Development Services Committee Meeting held July 5, 2022 on the Markham Centre Secondary Plan Update**. The development concept has changed little since March 2022. It is expected that the Plan will be brought forward to the new Council.

## AGENDA 2.1

The Library CEO and the Director of Recreation met with Finance Department staff to discuss the City strategy to provision a Facility Ramp Up Reserve for the operating costs of future Community Services facilities. The Facility Ramp Up Reserve is used to incrementally ramp up for the estimated personnel and operating expenses associated with the opening of new facilities so that the opening of these facilities does not result in a one year spike in the municipal operating budget. Ramp up periods are typically 8 to 12 year plans. Although the timelines are later than previously indicated, meetings will continue. There was some discussion and interest in a combined Library/Theatre project.

Moved by Mr. Edward Choi  
Seconded by Ms. Iqra Awan

**Resolved that the report entitled “Markham Centre Update, September 26, 2022” be received.**

Carried.

4.0 **Annual Monthly Policy Review**  
(To be undertaken at the January meeting)

5.0 **Internal Monitoring Reports:**  
(Compliance list of internal monitoring reports and discussion led by members)

5.1 **Executive Limitation: EL-2d Financial Condition**  
(Assigned to Mr. Raymond Chan)

Mr. Chan reviewed the report and gave a brief overview. The report provides the Board with an update on the year to date financial condition of the Library.

Mr. Chan sent an e-mail to Board members and did not receive any questions or concerns about the report and there were none from the floor.

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

Moved by Mr. Raymond Chan  
Seconded by Mr. Ben Hendriks

**Resolved that the Report entitled “Internal Monitoring Report: Executive Limitation, EL 2-d” be received.**

Carried.

6.0 **Ends:**  
6.1 **Strategic Plan Update**

Staff gave a brief presentation that covered the highlights contained within the report distributed to the Board.

## AGENDA 2.1

### Where We're At:

- Emerging from the shadow of COVID
- Gradual re-opening of branches
- Over the summer, strategic planning for 2023
- Municipal priorities
- Community
- Economic Success
- Diversity
- Low Tax Rates
- Markham Brand
- Measures of Success

### 2023 Workplan:

#### **Four Strategic Areas of Focus:**

- Branch Rebound
- Raise Your Game-Combatting Learning Loss
- The Inclusive Library
- The Big Issues Series (aligns with Theme 4 of the corporate Diversity and Inclusion Plan to provide ongoing education and awareness of both historical discrimination and current experience related to diversity)

Moved by Mr. Edward Choi  
Seconded by Mr. Jay Xie

**Resolved that the report “Strategic Plan Update” be received.**  
Carried.

### 7.0 Governance:

#### 7.1 OLS Update: Margaret McGrory

Due to time constraints Ms. McGrory offered to send her update on the September Assembly Meeting by e-mail to the Board.

### 8.0 Ownership Linkage:

#### 8.1 Input from Board Members

There were no reports from Board members attending events at this time.

### 9.0 Board Advocacy:

#### 9.1 October to December 2022 Library Programs

Staff advised the Board that the programs planned for the coming months have something for everyone. There have been some challenges with the ‘hybrid model’ (that is, some participants attending in person, some virtual) but this should improve with time. There was special mention of **“Heroes of the Holocaust: Celebrating well known and not so well known rescuers”** **November 3<sup>rd</sup>** in honour of Holocaust Education Week.

Moved by Mr. Ben Hendriks  
Seconded by Mr. Jay Xie

**Resolved that the report “October to December 2022 Library Programs” be received.**

Carried.

### 10.0 **Education:**

#### 10.1 **Board Education Plan-2023**

Staff explained that the proposed topics for 2023 focus on trends that may have actual or potential impact on MPL; that provide a deeper understanding of issues of strategic significance for MPL, and support education and orientation for new Board members and a review for existing members. Staff asked the Board to provide any feedback.

Moved by Mr. Raymond Chan  
Seconded by Mr. David Whetham

**Resolved that the Board members identify outreach initiatives and education topics for 2022 to comply with Governance Process GP-2 f policy.**

Carried.

### 10.2 **MPL’s Digital Literacy Strategy**

Staff gave a comprehensive presentation on MPL’s Digital Literacy Strategy, the goal of which is to provide equitable access to digital literacy development for everyone as the need/demand for digital skills will be strong in future workplaces.

#### **Overview of accomplishments and developments 2018-2022 (during the pandemic)**

- Increased access to creative technologies
- Provided Digital Literacy learning opportunities
- Trained Staff to provide Digital Literacy support for customers

#### **Recent Initiatives**

- Influencer Campaigns
- MPL Trail project
- Makerspace Rentals

#### **Successful Outcomes**

- 80% of users tried something new
- 62 % of users report MPL is their only point of access for digital technology
- 38% of users report feeling comfortable with Digital technology after using MPL’s services
- 53% of users report they use MPL services to build employment skills

#### **Outcomes**

- Encourage experimentation and creative exploration
- Social cohesion and community
- Intergenerational learning
- Engagement with the library
- Equity and inclusion

There was some discussion on accessibility for those with physical challenges and the possibility of hosting an open house for this community with demonstrations of accessibility options, possibly by individuals with disabilities in order to showcase what is available at MPL.

## AGENDA 2.1

Moved by Mr. Raymond Chan  
Seconded by Mr. Edward Choi

**Resolved that the Board receives the Board Education Presentation entitled “MPL’s Digital Literacy Strategy”**

Carried.

11.0 **Incidental Information**  
(none)

12.0 **New Business**  
-

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

The chair asked members to complete the questionnaire by e-mail and return to the Board Secretary.

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

15.0 **Adjournment**

Moved by Mr. Jay Xie and seconded by Mr. Edward Choi that the meeting be adjourned at 8:39 p.m.