MARKHAM PUBLIC LIBRARY BOARD

REGULAR MEETING

Notice of Meeting to be held on Monday, November 28, 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 October 25, 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 MarkhamReview.com: MPL provides Dementia Care kits
      https://markhamreview.com/mpl-provides-dementia-care-kits/
   2.4.2 YorkRegion.com: Helping engage with loved ones: Markham Public Library launches Dementia
      Care Kits
      https://www.yorkregion.com/news-story/10742310-helping-engage-with-loved-ones-markham-
      public-library-launches-dementia-care-
      kits/?s=n1?source=newsletter&utm_content=a02&utm_source=ml_nl&utm_medium=email&utm_e
      mail=BE2D3B68DB620D000F0E5035560358CA&utm_campaign=yrha_137436
   2.4.3 Markham Economist & Sun: Helping engage with loved ones: Markham Public Library launches
      dementia care kits
      https://www.stcatharinesstandard.ca/local-markham/news/2022/10/22/helping-engage-with-loved-
      ones-markham-public-library-launches-dementia-care-kits.html
   2.4.4 Bloomberg: Libraries Can Unite a Lonely Divided Nation
   2.4.5 YorkRegion.com: Milliken Mills Library reopens after 2 years and 8 months of closure
      https://www.yorkregion.com/news-story/10760390-milliken-mills-library-reopens-after-2-years-and-
      8-months-of-closure/

3.0 **CEO's Highlights, November 2022**
3.1 **Markham Centre Update** (D. Walker)

4.0 **Annual Monthly Policy Review**
4.1 Policy Governance wording review reminder for January

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

5.1   Executive Limitation: EL-1 General Executive Constraint (P. Mantel / M. Sawh)
5.2   Executive Limitation: EL-2a Customer Treatment (D. Whetham /A. Cecchetto)

6.0   **Ends**

7.0   **Governance:**
7.1   OLS Update (Margaret McGrory) none this month

8.0   **Ownership Linkage:**
8.1   Input from Board Members
8.2   Board Legacy Document-Framework template sent under separate cover

9.0   **Board Advocacy:**
9.1   January to March 2023 Library Programs (D. Macklin)
9.2   Working Group Presentation to Council (D. Walker)

10.0   **Education:**
10.1   Impact of Library Collections (M. Sawh)
10.2   OLA Super Conference 2023 (in person + virtual) February 1-4, 2023
       Walking in Two worlds/March entre deux mondes

11.0   **Incidental Information:**
11.1   Board Meetings Venue Discussion 2023
11.2   Board Meeting Dates 2023

12.0   **New Business**

13.0   **Board Evaluation**
       None in November.

14.0   **In Camera Agenda:**
14.1   To discuss a confidential personnel matter

15.0   **Adjournment**

NEXT MEETING: **Monday, January 23, 2023 7:00 p.m.**
                              TBD

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TO:	Markham Public Library Board
FROM:	Catherine Biss, CEO& Secretary-Treasurer
PREPARED BY:	Susan Price, Board Secretary
DATE OF MEETING:	November 28, 2022
SUBJECT:	**CONSENT AGENDA**

RECOMMENDATION:

That the Consent Agenda comprising of Agenda 2.2 to 2.4.5 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 MarkhamReview.com: MPL provides Dementia Care Kits
https://markhamreview.com/mpl-provides-dementia-care-kits/

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2.4.3 Markham Economist & Sun: Helping engage with loved ones: Markham Public Library launches dementia care kits
https://www.stcatharinesstandard.ca/local-markham/news/2022/10/22/helping-engage-with-loved-ones-markham-public-library-launches-dementia-care-kits.html

2.4.4 Bloomberg: Libraries Can Unite a Lonely Divided Nation

2.4.5 YorkRegion.com: Milliken Mills Library reopens after 2 years and 8 months of closure
https://www.yorkregion.com/news-story/10760390-milliken-mills-library-reopens-after-2-years-and-8-months-of-closure/

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 October 19,2022 to November 22 ,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

November 22, 2022
Date

CityLab
Culture

Libraries Can Unite a Lonely, Divided Nation

The time has come for a "Great Reknitting" across America. The country's most egalitarian institutions — its public libraries — are a crucial place to start.

A palace for the people. *Photographer: Drew Angerer/Getty Images North America*

By Richard Florida and Brooks Rainwater
October 26, 2022, 8:00 AM EDT

Even as the Covid-19 pandemic shifts to more of an endemic, it continues to eat away at the connective fibers that bind our society together. As with so many things, Covid accelerated an existing trend: America was in the throes of a crisis of loneliness well before the pandemic struck. Today nearly 40 million Americans live alone, representing almost 30% of all US households – up from 9% in 1950. The rise of remote work, the shift away from cities to more far-flung exurbs, and many other trends have combined to worsen America's loneliness epidemic. The effects are visible in everything from the rise in substance abuse and mental health challenges to the surge in crime and disorder in cities across the country.

To recover from this epidemic of isolation, America needs to reknit its frayed social fabric. Many institutions can play a role in this "Great Reknitting," from schools and churches to businesses and voluntary associations. But there's one institution that has long bolstered communities in an open and democratic way: America's libraries. As the industrialist and great patron of public libraries Andrew Carnegie famously put it more than a century ago, "A library outranks any other one thing a community can do to benefit its people. It is a never-failing spring in the desert." His words ring true today.

More from

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US Senate Control Will Come Down to Handful of Tight Races, Poll Finds

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Abbott's Texas Business Allies Want a Pivot From Culture War

Li Ka-shing's Skyscraper Is 21% Empty as HK Vacancies Hit Record

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Want to Build Affordable Housing in the Heart of Paris? Make It Chic.

Libraries are so much more than storehouses for books. They are crucial pieces of social infrastructure. When we talk about infrastructure, we typically mean the built structures and utilities – like roads, bridges, subways and sewer systems – that underpin our communities. Social infrastructure, as the sociologist Eric Klinenberg defines it, is the kind of infrastructure that facilitates human connections, interaction and civic engagement – places like parks, playgrounds, swimming pools, museums – and, of course, libraries.

Libraries have an important role to play in reknitting the human connections that are being lost to remote work. The share of people who work primarily from home has risen from roughly 6% in 2019 to 18% in 2021, according to recent data from the US Census' American Community Survey. Stanford University economist Nicholas Bloom and his colleagues estimate that roughly 20% of workdays will be done remotely in the future. But surveys by Adam Ozimek, a leading analyst of remote work, have found that nearly a quarter of those who work from home actually spend part of their working time outside their home offices in coworking spaces, coffee shops, the homes of friends or colleagues, and, yes, libraries.

More than this, libraries provide services and connective fiber to a wide range of people of across genders, races, ages and income levels, housed and unhoused alike. One can sit quietly in a corner and read a book or a magazine, but libraries offer so much more – the chance to interact with someone from outside your social

bubble, take in a controversial exhibit that makes you think, or join a public meeting. What other institution can offer storytime for children, entrepreneurial services and financial literacy for adults, programs ranging from author talks to musical acts, and a place to work remotely or get on a Zoom call with people from across the world?

Perhaps even more significant is the role libraries play in spurring human creativity and lifelong learning. We know this personally. One of us, Brooks Rainwater, grew up in a small beach town in Florida where cities and the wider world seemed far away. But knowledge of what was going on in the world was right there at the Satellite Beach Public Library, and he devoured it. Richard Florida's most influential learning experiences occurred not in classrooms but in libraries. As a young child in elementary school in North Arlington, New Jersey, he read through the school library's modest collection before moving onto the public library. Every Saturday, his father would drive him to the Newark Public Library, where he would spend hours perusing the stacks, igniting his curiosity about cities and urbanism.

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Libraries today are being designed and redesigned with these connective functions in mind. Take the case of Washington DC's newly renovated Martin Luther King Jr. Memorial Library. For decades, the modernist masterpiece designed by Ludwig Mies van der Rohe in 1972 was essentially a beautiful shell, with an aging and unwelcoming interior designed simply to house books. Since the renovations led by DC Library Executive Director Richard Reyes-Gavilan and designed by Mecanoo and OTJ Architects were completed, its newly built cafe, high-ceilinged reading room, makerspace , auditorium, amazing rooftop space, and meeting rooms large and small have been drawing countless people in.

Helsinki's Central Library is yet another example. This forward-leaning space, which shares a courtyard with the Finnish Parliament House, was "built to serve as a kind of citizenship factory," as CityLab's David Dudley has put it. Helsinki residents can enjoy the public space outside or take advantage of the myriad services on offer on its ground floor. Tommi Laitio, the former executive director of Helsinki's department of culture and leisure and currently a Bloomberg Center for Public Innovation fellow at Johns Hopkins University, told an interviewer from Bloomberg Cities Network that his primary focus was to listen to residents – especially those whose voices were rarely heard – and understand how public spaces like libraries could better serve them.

As Albert Einstein is reported to have said, "The only thing that you absolutely have to know is the location of the library." Those words ring ever truer today.

– Richard Florida is University Professor at the University of Toronto's Rotman School of Management and School of Cities. Brooks Rainwater
is president and CEO of the Urban Libraries Council.

TO:	Markham Public Library Board
FROM:	Catherine Biss, CEO & Secretary-Treasurer
PREPARED BY:	Catherine Biss, CEO & Secretary-Treasurer
DATE OF MEETING:	November 28, 2022
SUBJECT:	**Policy Governance Wording Review**

RECOMMENDATION:

That all the policies under the Governance Process and Board-CEO Linkage sections of the Governance Policies and EL Policies be reviewed and that proposed amendments be presented to the Board at its regular meeting in January 2023 as required.

Attached are the latest Governance Process (GP), Board-CEO Linkage (BCL) and Executive Limitations (EL) policies for your review.

Catherine Biss
CEO & Secretary-Treasurer

Appendix A: GP, BCL and EL Policies

Markham Public Library Board
Policy Governance

Developed: February 22, March 22, and April 14, 2003
Previous revision dates: April 27, 2009, June 22, 2009, October 26, 2009, May 31, 2010,
May 30, 2011, December 12, 2011, January 23, 2012, February 27, 2012, September 24, 2012,
January 28, 2013, May 27, 2013, September 4, 2013, January 23,2017, January 22,2018,
December 17, 2018, February 25, 2019, January 27, 2020, October 26, 2020, January 25, 2021

Last revision date: January 24, 2022

Table of Contents

POLICY TYPE	POLICY NO.	POLICY TITLE
ENDS	E-1	Global Ends Policy
GOVERNANCE PROCESS	GP-1	Global Governance Commitment
	GP-2a	Governing Style
	GP-2b	Board Job Description
	GP-2c	Chair's Role
	GP-2d	Board Committee Principles
	GP-2e	Committee Structure
	GP-2f	Agenda Planning
	GP-2g	Board Members' Code of Conduct
	GP-2h	Cost of Governance
	GP-2i	Ends Policy Review Procedure
	GP-2j	Board Member Expenses
	GP-2k	Risk Management
BOARD-CEO LINKAGE	BCL-1	Global Governance-Management Connection
	BCL-2a	Unity of Control
	BCL-2b	Accountability of the CEO
	BCL-2c	Delegation to the CEO
	BCL-2d	Monitoring Executive Performance
	BCL-2e	Chief Executive Officer Performance Review
EXECUTIVE LIMITATIONS	EL-1	General Executive Constraint
	EL-2a	Customer Treatment
	EL-2b	Staff Treatment
	EL-2c	Budgeting/Forecasting
	EL-2d	Financial Condition
	EL-2e	Asset Protection
	EL-2f	Protection of Services
	EL-2g	Emergency Executive Succession
	EL-2h	Community Relations
	EL-2i	Compensation and Benefits
	EL-2j	Communication and Counsel to the Board

Policy Type:	Ends Policy	
Policy Number:	E-1	Page 1 of 1
Policy Title:	Global Ends Policy	
Revision Dates:	October 25, 2004, June 26, 2006, May 28, 2007, June 23, 2008, May 31, 2010, May 30, 2011, September 24, 2012	

Level 1:

Markham Public Library (MPL) exists so that people who live, work, or study in Markham enjoy an enhanced quality of life at a level that justifies the funds invested.

Level 2:

2.1   Individuals and families are readers, lifelong learners, and have a gathering space.

2.2   The community is enriched and strengthened.

Policy Type:	Governance Process	
Policy Number:	GP-1	Page 1 of 1
Policy Title:	Global Governance Commitment	
Revision Dates:	September 24, 2012	

The purpose of the Board is to:

1. Represent the interests of moral ownership of the people who live and work in Markham (the "community"). The Board will proactively pursue community input, not waiting to be initiated by the community.

2. Determine the benefits that the organization will provide, keeping a long term, strategic perspective (the Ends Policies).

3. Ensure that the operating organization accomplishes what it should (described in the Ends Policies) in ways that the Board determines are acceptable (described in the Executive Limitations Policies).

Policy Type:	Governance Process	
Policy Number:	GP-2a	Page 1 of 1
Policy Title:	Governing Style	
Revision Dates:	June 30, 2003	

The Board will govern lawfully with an emphasis on:

A. Outward vision, rather than internal preoccupation
B. Diversity in viewpoints
C. Strategic leadership, rather than administrative detail
D. Clear distinction of Board and chief executive roles
E. Collective rather than individual decisions
F. Future orientation
G. Proactivity, rather than reactivity
H. Inclusiveness to reflect the community.

Accordingly, the Board will:

1. Commit to understand the needs of the community.

2. Cultivate a sense of group responsibility. The Board, not the staff, will be responsible for excellence in governing. The Board will be the initiator of policy, not merely a reactor to staff initiatives. The Board will use the expertise of individual members to enhance the ability of the Board as a body rather than to substitute individual judgments for the Board's values.

3. Allow no officer, individual or committee of the Board to hinder or be an excuse for not fulfilling its commitments.

4. Direct, control, and inspire the organization through the careful establishment of broad written policies reflecting the Board's values and perspectives about ends to be achieved and means to be avoided.

5. Enforce upon it whatever discipline is needed to govern with excellence. Discipline will apply to matters such as attendance, preparation for meetings, policy making principles, respect of roles, and ensuring the continuance of governance capability. Although the Board can change its governance process policies at any time, it will observe them while in force.

6. Ensure the continuance of governance capability through continual Board development, such as orientation of new Board members in the Board's governance process and periodic Board discussion of process improvement.

7. Monitor and discuss the Board's process and performance regularly. At each meeting, complete a meeting process analysis. Annually, complete a formal comparison of Board activity and discipline to policies in the Governance Process and Board-CEO Linkage categories.

Policy Type:	Governance Process	
Policy Number:	GP-2b	Page 1 of 1
Policy Title:	Board Job Description	
Revision Dates:	May 16, 2003, June 26, 2006, September 24, 2012	

The job of the Board is to serve as an informed agent of the community, representing the community in determining and requiring appropriate organizational performance. To distinguish the Board's own unique job from the jobs of staff, the Board's job products will be the following:

1. The link between the community and Markham Public Library:
    This includes relationships with municipal council and the community outside of the Library, for the purpose of achieving the Board's governance commitment.

    a) Board members must be outreach agents to the community at the governance level of organizations in the community. The Board should create an annual plan. There are three aspects to outreach or linkage with the community.

        i)   The first is listening to the community in order to understand their needs and values. The Board's job is to listen to the interests of the community, not their customer issues.

        ii) The second is educating the community about the way that the Board governs the organization.

        iii) The third is building relationships within the community, so that listening and educating can take place easier.

2. Written governing policies that address the broadest levels of all organizational decisions and situations:

    a) *Ends*: Organizational products, impacts, benefits, outcomes, recipients, and their relative worth (what good for what people at what cost).

    b) *Governance Process*: Specification of how the Board conceives, carries out and monitors its own task.

    c) *Board-CEO Linkage:* How power is delegated and its proper use monitored; the CEO's role, authority, and accountability.

    d) *Executive Limitations*: Constraints on executive authority that establish the prudence and ethics boundaries within which all executive activity and decisions must take place.

3. Assurance of successful organizational performance, including Board performance and CEO performance.

Policy Type:	Governance Process	
Policy Number:	GP-2c	Page 1 of 1
Policy Title:	Chair's Role	
Revision Dates:	June 30, 2003, April 25, 2005, February 27, 2012, September 24, 2012	

The Chair ensures the integrity of the Board's process and represents the Board to outside parties.

1. The expected result of the Chair's job is that the Board behaves consistently within its own rules and those legitimately imposed upon it from outside the organization.

    a) The Chair is responsible for preparing agendas and ensures an annual Board agenda is used for Board meetings according to Board policy. The Chair may consult with the Vice Chair, CEO, or other Board members as appropriate.

    b) The Chair is empowered to chair Board meetings with all the commonly accepted power of that position (e.g. ruling, recognizing).

        i) Meeting discussion content will be on those issues that, according to Board policy, clearly belong to the Board to decide or monitor.

        ii) The Chair will ensure that the focus of the Board's discussion is on monitoring and decision making.

        iii) Deliberation will be fair, open, and thorough, but also timely, orderly, and kept to the point.

2. The authority of the Chair consists in making decisions that fall within the topics covered by Board policies on Governance Process and Board-CEO Linkage, with the exception of employment or termination of a CEO, and where the Board specifically delegates portions of this authority to others. The Chair is authorized to use any reasonable interpretation of the provisions in these policies.

    a) The Chair has no authority to make decisions about policies created by the Board within the Ends and Executive Limitations policy areas. Therefore, the Chair has no authority to supervise or direct the CEO.

    b) The Chair may represent the Board to outside parties in announcing Board-stated positions and in stating Chair decisions and interpretations within the area delegated to him or her.

    c) The Chair may delegate this authority but remains accountable for its use.

    d) The Chair may be required to maintain a file of confidential materials as needed and pass those materials on to the subsequent Board Chair.

Policy Type:	Governance Process	
Policy Number:	GP-2d	Page 1 of 1
Policy Title:	Board Committee Principles	
Revision Dates:	May 16, 2003, December 8, 2003, April 25, 2005, June 22, 2009, September 24, 2012	

Board committees, when used, will be assigned so as to reinforce the wholeness of the Board's job and so as never to interfere with delegation from Board to CEO.

1. Committees will be used sparingly, only when other methods have been deemed inadequate.

2. Board committees are to help the Board do its jobs, not to help the staff do their jobs. Committees ordinarily will assist the Board by preparing policy alternatives and implications for Board deliberation. In keeping with the Board's broader focus, Board committees will normally not have dealings with the current staff with the exception of the Committee Secretary.

3. Board committees may not speak or act for the Board except when formally given such authority for specific and time-limited purposes. Expectations and authority will be carefully stated in order not to conflict with authority delegated to the CEO.

4. Board committees cannot exercise authority over staff. The CEO has sole responsibility to exercise authority over staff.

5. This policy applies to any group that is formed by Board action, whether or not it is called a committee, and regardless whether the group includes Board members. It does not apply to staff committees formed under the authority of the CEO.

6. Committees will be selected by members of the Board at Board meetings.

7. Committee members accept committee appointments with the understanding that meeting attendance and timely responses to deadlines are expected.

8. All Board members shall receive committee correspondence including meeting notices, agenda, etc. All Board members are welcome to attend committee meetings. Only committee members may move and second motions and vote in committee meetings. All Board members may participate in discussion of matters before the committees.

9. The CEO or staff designate shall attend committee meetings and act as Committee Secretary, unless otherwise instructed by the Board at the time the committee is struck.

10. All committee communications should be copied to the Board Secretary.

11. The initial responsibilities of each committee shall be to:

    a) review Policy GP-2d Board Committee Principles,

    b) select a Chair and a Secretary,

    c) set a timetable (with response deadlines) that will be forwarded to the Board Secretary who will in turn forward it to all Board members.

Policy Type:	Governance Process	
Policy Number:	GP-2e	Page 1 of 1
Policy Title:	Committee Structure	
Revision Dates:	September 24, 2012	

A committee is a Board committee only if its existence and charge come from the Board, regardless whether Board members sit on the committee. The only Board committees are those which are set forth in this policy. Unless otherwise stated, a committee ceases to exist as soon as its task is complete.

1. Sample Committee

   a) Products:
   [description of the products of the committee that will help the Board accomplish one of its jobs – see GP-2b]

   b) Authority: To incur costs of no more than $XX direct charges and no more than X hours of staff time.

   c) Composition: Membership shall be …

Policy Type:	Governance Process	
Policy Number:	GP-2f	Page 1 of 2
Policy Title:	Agenda Planning	
Revision Dates:	June 30, 2003, September 13, 2003, February 2, 2004, April 25, 2005, October 24, 2005, November 28, 2005, December 19, 2005, February 27, 2006, September 24, 2012, February 25,2019	

To accomplish its job products with a governance style consistent with Board policies, the Board will follow an annual agenda which completes a re-exploration of Ends policies annually, and continually improves its performance through Board education and enriched input and deliberation.

1. The cycle will conclude each year on the last day of June so that administrative planning and budgeting can be based on accomplishing a one-year segment of the Board's most recent statement of long-term Ends.

2. The cycle will start with the Board's development of its agenda for the next year. Outreach initiatives will be determined in September.

   a) Consultations with selected groups in the community, or other methods of gaining community input, will be determined and held during the balance of the year.

   b) Governance education and education related to Ends determination (e.g. presentations by futurists, demographers, advocacy groups, and staff) will be arranged by September, to be held during the balance of the year.

   c) Review of organizational compliance with Executive Limitations policies will be completed throughout the year.

   d) Review of Board compliance with Governance Process and Board-CEO Linkage policies will be undertaken throughout the year.

3. Throughout the year, the Board will attend to consent agenda items as expeditiously as possible.

4. CEO monitoring will be on the agenda if reports have been received since the previous meeting, if plans must be made for direct inspection monitoring, or if arrangement for third-party monitoring must be prepared.

(over)

Policy Type:	Governance Process	
Policy Number:	GP-2f	Page 2 of 2
Policy Title:	Agenda Planning	
Revision Dates:	June 30, 2003, September 13, 2003, February 2, 2004, April 25, 2005, October 24, 2005, November 28, 2005, December 19, 2005, February 27, 2006, September 24, 2012, February 25,2019	

MONITORING GRID FOR BOARD INITIATIVES

BOARD PLANNING YEAR		
ACTION	**FREQUENCY**	**DATE**
Amend Ends Policies, if necessary	Annually or as needed	January
Review Executive Limitations Policies	Annually	January
Review Governance Process and Board-CEO Linkage Policies	Annually	January
Board/Committee of the Whole meets about audit	Annually	As needed
Determine Board's Costs of Governance for upcoming year (developmental and training needs, audit and other third-party monitoring, surveys, focus groups, opinion analyses, and meeting costs)	Annually	To be decided
Succession Planning (information kit to applicant and new Council)	Election year	September
CEO performance review and remuneration determination	Annually	March
Monitor, assess, and discuss Board's process, performance, and educational needs	Annually	As per schedule
Set agenda for ensuing one-year period	Annually	January

Policy Type:	Governance Process	
Policy Number:	GP-2g	Page 1 of 1
Policy Title:	Board Members' Code of Conduct	
Revision Dates:	June 30, 2003, February 23, 2004, June 26, 2006, September 24, 2012	

The Board commits itself and its members to ethical, businesslike and lawful conduct, including proper use of authority and appropriate decorum when acting as Board members.

1. Board members must be loyal to the interests of the community that the Board serves. This accountability supersedes any conflicting loyalty such as that to advocacy or interest groups and membership on other boards, organizations or staffs. This accountability supersedes the personal interest of any Board member acting as an individual consumer of the organization's services.

2. Board members must avoid any conflict of interest with respect to their fiduciary responsibility, by adhering to relevant legislation including but not limited to the *Municipal Conflict of Interest Act*, and the *Public Library Act*.

   a) There will be no self-dealing or any conduct of private business or personal services between any Board member and the organization except as procedurally controlled to assure openness, competitive opportunity, and equal access to inside information.

   b) Board members will not use their positions to obtain employment in the organization for themselves, family members or close associates.

3. Board members may not attempt to exercise individual authority over the organization except as explicitly set forth in Board policies.

   a) Board members' interaction with the CEO or with staff must recognize the lack of authority in any individual Board member or group of Board members except as noted above.

   b) Board members' interaction with the public, press or other entities must recognize the same limitation and the similar inability of any Board member or Board members to speak for the Board, with the exception of the Chair or designate.

   c) Board members will make no judgments of the CEO or staff performance except as that performance is assessed against explicit Board policies or by the official process.

4. Board members will respect the confidentiality appropriate to issues of a sensitive nature, including but not limited to all personnel issues, certain financial and certain legal and property issues.

5. Board members will be responsible for governing with excellence. Such responsibility will include:

   a) Attendance
   b) Informed preparation for Board deliberations
   c) Speaking with one voice on a matter arising from a Board decision
   d) Policy making principles
   e) Respect of roles
   f) Rules of order

Policy Type:	Governance Process	
Policy Number:	GP-2h	Page 1 of 1
Policy Title:	Cost of Governance	
Revision Dates:	May 15, 2003, June 30, 2003, September 13, 2003, February 2, 2004, June 26, 2006, May 26, 2008, September 24, 2012	

The Board recognizes the importance of its governance job and commits to investing resources towards governing with excellence.

1. Board skills, methods, and supports will be sufficient to assure governing with excellence.

2. Costs will be prudently incurred, though not at the expense of endangering the development and maintenance of superior capability.

   a) The CEO is expected to provide for the Board's Governance Process in such a manner as she determines in the best interests of the Board and the Markham Public Library.

3. The Board has determined that the following processes, in the hierarchy of priorities noted, will ensure that it governs with excellence.

   a) Training will be used liberally to orient new members, and retraining, including attendance at conferences and workshops, to maintain and increase existing Board member skills and understandings;

   b) Membership in relevant library organizations for the Board and members;

   c) Outside audit and other third party monitoring assistance of organizational performance will be arranged so that the Board can exercise confident control over its organizational performance;

   d) Meeting and other Board administrative costs;

   e) Board and staff events that support and improve the relationships of the members of the Board and recognize the Board's appreciation and link with the staff of the Markham Public Library;

   f) Community linkage, including surveys, focus groups, opinions analyses, and other outreach tools and activities will be used as needed to ensure the Board's awareness of owner viewpoints and values.

4. The Board may by motion determine additional processes to improve or support its governance processes. The Board will establish its cost of governance budget for the next fiscal year during the month of September.

Policy Type:	**Governance Process**
Policy Number:	**GP-2i** **Page 1 of 1**
Policy Title:	**Ends Policy Review Procedure**
Revision Dates:	**November 28, 2005, September 24, 2012, February 25, 2019, January 24,2022**

The Ends Policy Review Procedures enables Board members to gather information and ideas regarding Ends throughout the year, get staff feedback on that information and then review the information annually to set Ends priorities.

Throughout the year, Board members contact the Chair and Board Secretary with Ends amendment ideas. Suggestions for amendments will be noted throughout the year. All Policy Governance documents will be included in the November Board package. The Chair will advise the Board to review the documents and bring forward any suggestions prior to the January meeting.

The CEO will review the suggestions or amendments and provide the Board with relative costs or implications to those suggestions at the January meeting.

All of this information will be assembled and put into the January Board package.   Board members can then prepare for the meeting by commenting on each of the proposed amendments.

At the January Board meeting the amendments will be discussed and voted on to complete the Ends Policy review.

	Type	**Frequency**	**Date**
Review	Ends	Once a year	January

Policy Type:	Governance Process	
Policy Number:	GP-2j	Page 1 of 1
Policy Title:	Board Member Expenses	
Revision Dates:	September 24, 2012, October 26,2020	

Board members will be appropriately reimbursed for their expenses as follows:

1. Board members shall receive an honorarium of $200 per year to compensate them for expenses incurred as a Board member, or the amount equal to the months served in the year, and the CEO is authorized to approve the expenses. The Board Chair shall receive an honorarium of $300 per year to compensate for expenses incurred in the position, and the CEO is authorized to approve the expenses.

2. Board members may be reimbursed for any out-of-pocket expenses associated with their duties as Board members, including conferences, training, and other expenses as authorized by the Board Chair.

3. When attending approved out of town conferences, Board members will be reimbursed according to the current City of Markham Business Expense and Conference Policy.

4. Board members may be reimbursed for mileage and associated expenses (i.e. parking, toll charges) in accordance with the Library's policy on travel expenses to attend Board activities outside the jurisdiction of Markham as authorized by the Board Chair.

Policy Type:	Governance Process	
Policy Number:	GP-2k	Page 1 of 2
Policy Title:	Risk Management	
Revision Dates:	December 17,2018	

PURPOSE

This policy outlines the library's policy on how risk is identified, assessed, treated and reported in the organization under the MPL Enterprise Risk Management Program.

PRINCIPLES

MPL's ERM is developed based on three principles:

- *Integration*: the MPL ERM focuses on enhancing strategic decision making and business planning across the whole organization, holding in balance the objectives of its multiple business units. The objective of the ERM is therefore to enhance integration of organizational strategies by managing risk holistically.

- *Sustainability*: The MPL ERM is developed in the context of the library's overall mission, strategic priorities and operational constraints. The ERM will be implemented in the context of the library's existing strategy and business planning processes; moreover it will be embedded as part of the library's organizational culture and overall way of working.

- *Impact*: the MPL ERM is designed to support innovation and operational excellence. It does this by not only providing a framework for controlling negative risk, but for optimizing positive risk. The MPL ERM will support appropriate risk appetite in order for MPL to pursue its mandate of innovation.

OBJECTIVES

The objectives of the MPL ERM are:

- To clarify MPL's threshold for tolerable uncertainty so that staff and stakeholders understand that events that fall within this threshold can be accommodated according to the risk management plan.
- To ensure ongoing legal and regulatory compliance and identify any threats to this compliance.
- To enhance business continuity and innovation by applying a risk framework.
- To deepen social responsibility by anticipating threats and opportunities vis-à-vis the library's role in the community.
- To safeguard our commitment as stewards of taxpayers' funds and enhance stakeholder confidence in our fiscal management processes.
- To enhance integration of our strategic planning processes and to collaboratively manage trades-off amongst goals.

Policy Type:	Governance Process	
Policy Number:	GP-2k	Page 2 of 2
Policy Title:	Risk Management	
Revision Dates:	December 17,2018	

RESPONSIBILITIES

The ownership of the library's ERM program resides with the Board, and will be implemented under the direction of the CEO.

MPL Board:

- Review and approve the Governance Process GP-2K Risk Management
- Receive reports on the implementation of the ERM Program, and risk reports via the Risk Register in the CEO's report on a semi-annual basis.
- Review and approve MPL's Risk Appetite Statement.

CEO:

- Ensure that procedures, processes, and resources are in place to effect this Policy.
- Direct the preparation of the Risk Register for identifying and addressing organizational risks.
- Prepare semi-annual reports to the Board, highlighting significant risks and documenting risk treatment strategies.

Action	Type	Frequency	Date
Review	Risk Management	Twice a year by staff	March, September

Policy Type:	Board-CEO Linkage	
Policy Number:	BCL-1	Page 1 of 1
Policy Title:	Global Governance-Management Connection	
Revision Dates:	September 24, 2012	

The Board's sole official connection to the operational organization, its achievement, and conduct will be through a CEO, whose sole accountability is to the Markham Public Library Board.

Policy Type:	Board-CEO Linkage	
Policy Number:	BCL-2a	Page 1 of 1
Policy Title:	Unity of Control	
Revision Dates:		

Only decisions of the Board acting as a body are binding on the CEO.

1. Decisions or instructions of individual Board members, officers or committees are not binding on the CEO except in rare circumstances when the Board has specifically authorized such exercise of authority.

2. In the case of Board members or committees requesting information or assistance without Board authorization, the CEO can refuse such requests that require, in the CEO's opinion, a material amount of staff time or funds, or are disruptive.

Policy Type:	Board-CEO Linkage	
Policy Number:	BCL-2b	Page 1 of 1
Policy Title:	Accountability of the CEO	
Revision Dates:	May 17, 2004, May 30, 2005, September 24, 2012	

The CEO is the Board's only link to operational achievement and conduct, so that authority and accountability of staff, as far as the Board is concerned, is considered to be the authority and accountability of the CEO.

1. The Board will not give instructions to persons who report directly or indirectly to the CEO.

2. The Board will refrain from evaluating, either formally or informally, any staff other than the CEO.

3. The CEO shall be accountable only to the Board.

Policy Type:	Board-CEO Linkage	
Policy Number:	BCL-2c	Page 1 of 1
Policy Title:	Delegation to the CEO	
Revision Dates:	December 12, 2011, September 24, 2012	

The Board will instruct the CEO through written policies that prescribe the organizational Ends to be achieved and describe organizational situations and actions to be avoided, allowing the CEO to use any reasonable interpretation of these policies.

1. The Board will develop policies instructing the CEO to achieve certain results. These policies will be developed systematically from the broadest, most general level to more defined levels and will be called Ends policies. All issues that are not ends issues as defined here are means issues. Ends policies answer the following 3 questions about what the organization will produce: "What Good? For Whom? And At What Cost?"

2. The Board will develop policies that will limit the latitude the chief executive may exercise in choosing the organizational means. These policies will be developed systematically from the broadest, most general level to more defined levels and they will be called Executive Limitations Policies. These limiting policies will describe those practices, activities, decisions and circumstances that would be unacceptable to the Board even if they were to be effective. The Board will never prescribe organizational means delegated to the CEO. Therefore, all means are considered pre-approved by the Board unless explicitly prohibited in the Executive Limitations Policies.

3. As long as the CEO uses any reasonable interpretation of the Board's Ends and Executive Limitations Policies, the CEO is authorized to establish all further policies, make all decisions, take all actions, establish all practices and develop all activities. Such decisions of the CEO shall have full force and authority as if decided by the Board.

4. The Board may change its Ends and Executive Limitations Policies, thereby shifting the boundary between Board and CEO domains. By so doing, the Board changes the latitude of choices given to the CEO. But as long as any particular delegation is in place, the Board and its members will respect and support the CEO's choices.

5. The highest level policy in any category is not necessarily limited to the sum of the subsidiary levels of that policy.

    a) Below the global (highest) level, the aggregate of limitations on any given level may embrace the scope of the foregoing level, but only if justified by the CEO to the Board's satisfaction.

Policy Type:	Board-CEO Linkage	
Policy Number:	BCL-2d	**Page 1 of 2**
Policy Title:	Monitoring Executive Performance	
Revision Dates:	May 16, 2003, June 17, 2003, June 30, 2003, May 30, 2005, June 26, 2006, May 28, 2007, January 23, 2012, September 24, 2012, January 23,2017, January 25,2021	

Systematic and rigorous monitoring of CEO job performance will be solely against the expected job outputs: organizational accomplishments of Board policies on Ends and organizational operation within the boundaries established in Board policies on Executive Limitations, and avoidance of Board prescribed means.

1. Monitoring is simply to determine the degree to which Board policies are being met. Data that do not assist in doing so will not be considered to be monitoring data.

2. The Board will acquire monitoring data by one or more of four methods:

   a) Internal report, in which the CEO discloses compliance information to the Board;

   b) External report, in which a disinterested, external third party selected by the Board, assesses compliance with Board policies;

   c) Direct Board inspection, in which a designated member or members of the Board assess compliance with the appropriate policy criteria;

   d) Confidential report: Internal or external report deemed to be confidential according to the *Public Libraries Act.*

3. In every case, the Board will judge:

   a) the reasonableness of the CEO's interpretation, and

   b) whether data demonstrates accomplishment of the interpretation (regarding Ends) or compliance with the interpretation (regarding Executive Limitations).

4. The standard for compliance shall be any reasonable CEO interpretation of the Board policy being monitored. The Board is the final arbiter of reasonableness, but will always judge with a "reasonable person" test rather than with interpretations favoured by Board members or by the Board as a whole.

5. All policies that instruct the CEO will be monitored at a frequency and by a method chosen by the Board. The Board can monitor any policy at any time by any of the above methods, but will ordinarily depend on a routine schedule.

6. The Board will conduct a yearly formal evaluation of the CEO based on the previous year's monitoring reports for the Executive Limitations Policies and Ends Policies. By monitoring compliance with the Executive Limitations and achievement of the Ends Policies according to the established schedule, the Board will have evaluated the CEO's performance.

Policy Type:	Board-CEO Linkage	
Policy Number:	BCL-2d	Page 2 of 2
Policy Title:	Monitoring Executive Performance	
Revision Dates:	May 16, 2003, June 17, 2003, June 30, 2003, May 30, 2005, June 26, 2006, May 28, 2007, January 23, 2012, September 24, 2012, January 23,2017,January 25,2021	

EXECUTIVE LIMITATIONS AND ENDS POLICY MONITORING GRID

No.	Executive Limitations Policy	Method	Frequency	Date
EL-1	General Executive Constraint	Internal	Annually	November
EL-2a	Customer Treatment	Internal	Annually (include survey bi-annually)	November
EL-2b	Staff Treatment	Internal	Annually	October
EL-2c	Budgeting/Forecasting	Internal	Twice yearly	*May October
EL-2d	Financial Condition	Internal	Thrice yearly	*March, May, September
EL-2e	Asset Protection	Internal	Annually and as needed	April
EL-2f	Protection of Services	Internal	Annually	January
EL-2g	Emergency Executive Succession	Internal	Annually and as needed	March
EL-2h	Community Relations	Internal	Annually and as needed	June
EL-2i	Compensation and Benefits	Internal	Annually (monitoring report to include comparative grid)	June
EL-2j	Communication and Counsel to the Board	Internal	Thrice yearly	March, June, October

* Some adjustments may be required during election years.

Ends Policy	Method	Frequency	Date
Annual Ends Report of Library Achievements	Internal	Annual	January
Board Statistical Report	Internal	Quarterly	January, April, June, September,
Strategic Plan Update	Internal	Quarterly	January, April, June, September

Policy Type:	Board-CEO Linkage	
Policy Number:	**BCL-2e**	**Page 1 of 5**
Policy Title:	**Chief Executive Officer Performance Review**	
Revision Dates:	**April 25, 2005, September 24, 2012, January 28, 2013, May 27, 2013, January 27,2020, January 25,2021**	

The Chief Executive Officer's performance review is conducted subject to the Board's policies. The review is conducted annually at the March Board meeting. It is undertaken by the Board as a whole in two In Camera sessions, with the CEO participating in the second of the two.

The Board's policies provide that the CEO's performance be considered to be synonymous with monitoring organizational performance against achievement of Board policies on Ends and compliance with Executive Limitations. Therefore, the CEO evaluation considers only data derived from monitoring these policies during the previous year.

The purpose of the CEO's evaluation is to summarize the actions previously taken by the Board as it monitored Ends and Executive Limitations Policies during the year, and to draw conclusions on the basis of that on-going monitoring process, relative to organizational performance and, consequently, the CEO's performance.

The procedure for completing the review is as follows:

1. Throughout the year all Board members review and understand all monitoring reports. Every time that a monitoring report is presented to the Board, a record of the Board's decision with respect to that monitoring report must be recorded in a summary document entitled "Policy Monitoring Worksheet – Board Decision Summary" maintained by the Board Secretary. (Revised January 2013.)

2. In the March Board package, all Board members will receive and review a copy of the above-noted summary document, "Policy Monitoring Worksheet – Board Decision Summary."

3. Before the March meeting, all Board members will review the previous year's monitoring reports summarized in the "Annual Ends Report of Library Achievements" submitted to the Board in January. As needed, the Board members will fill in Section 1 of the attached CEO's Annual Summative Evaluation (Appendix "A") for submission to the Board Chain and discussion. (Revised January 2013.)

4. At an In Camera session at the March meeting, all Board members will discuss Section 1. The Chair records the conclusions reached by the Board under Section 1. These conclusions only pertain to the CEO's performance under the Ends and Executive Limitations Policies. If over the course of the year's monitoring, the Board did not accept an action of the CEO as a reasonable interpretation of a policy, the action taken by the Board at that time may be noted here.

5. The Chair will then consolidate that information and deliver it to the CEO between the March and April meetings.

6. At an In Camera portion of the April meeting, in open discussion, the Board and the CEO review Section 1, and complete Section 2 of the CEO's Annual Summative Evaluation. The Chair records the recommendations and decisions for the upcoming year under Section 2. These may pertain to directions to the CEO (enacted through revisions to Board policy in Ends or Executive Limitations) or activities to be undertaken by the Board.

(over)

Policy Type:	Board-CEO Linkage	
Policy Number:	BCL-2e	Page 2 of 5
Policy Title:	Chief Executive Officer Performance Review	
Revision Dates:	April 25, 2005, September 24, 2012, January 28, 2013, May 27, 2013, January 27,2020, January 25,2021	

7. Between the April and May meetings, the CEO's Annual Summative Evaluation is formalized and signed by the Board Chair and the CEO. The CEO signs the review to indicate she has read it and the CEO may add comments. The review is filed in the CEO's Personnel File and copied to the Chair. The Chair's files pertaining to the CEO's performance review are stored in a locked file cabinet in the Board Secretary's office and a copy stored on a secured server. The review is confidential and other copies may only be made for the Board upon Board motion.
    (Revised May 2013)

8.   At the May Board meeting, the Chair gives notice to the Board that the CEO performance review has been completed and filed as per procedure.

Attachments: Appendix "A"
                    Appendix "B"

(over)

Policy Type:	Board-CEO Linkage	
Policy Number:	BCL-2e	Page 3 of 5
Policy Title:	Chief Executive Officer Performance Review	
Revision Dates:	April 25, 2005, September 24, 2012, January 28, 2013, May 27, 2013, January 27,2020, January 25,2021	

APPENDIX "A"
CEO'S ANNUAL SUMMATIVE EVALUATION

During the preceding year, the Board monitored all MPL Ends and Executive Limitations Policies, with receipt of monitoring reports considered to be evidence of satisfactory organizational and CEO's performance.

SECTION 1   **SAMPLE Policy Monitoring Worksheet** *(sample text in italics)*
Board Decision Summary

Policy no. and Title	Report received according to monitoring schedule? Date received.	Interpretation determined "reasonable" by Board?	Data sufficient to satisfy Board of compliance or achievement?	Board decision and Date for re-submission (if necessary)	Results of re-submission
EL-1 General Executive Constraint	*Yes. Sept. Board meeting*	*Yes*	*No, item #3 inadequate evidence to determine compliance*	*Deficiency, October Board meeting*	*In compliance*
EL-2a Customer Treatment	*Yes. Sept. meeting*	*Yes*	*Yes*	*In compliance, recorded in Board minutes.*	*n/a*
EL-2b Staff Treatment					
EL-2c Budgeting/ Forecasting					
EL-2d Financial Condition					
EL-2e Asset Protection					
EL-2f Protection of Services					
EL-2g Emergency Executive Succession					
EL-2h Community Relations					
EL-2i Compensation & Benefits					
EL-2j Communication & Counsel to the Board					
E-1 Global Ends Policy (Annual Ends Report of Library Achievements due in January)					

Policy Type:	Board-CEO Linkage	
Policy Number:	BCL-2e	Page 4 of 5
Policy Title:	Chief Executive Officer Performance Review	
Revision Dates:	April 25, 2005, September 24, 2012, January 28, 2013, May 27, 2013, January 27,2020, January 25,2021	

SECTION 1
(continuation) **(As needed, the Board members fill Section 1 for submission to the Chair and discussion. The Chair records the conclusions reached by the Board under this Section.**

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SECTION 2 **(The Board and the CEO complete Section 2. The Chair records the recommendations and decisions for the upcoming year under this Section.)**

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Signed: _____   Chair

Date: _____

Signed: _____   CEO

Date: _____

Policy Type:	Board-CEO Linkage	
Policy Number:	BCL-2e	Page 5 of 5
Policy Title:	Chief Executive Officer Performance Review	
Revision Dates:	April 25, 2005, September 24, 2012, January 28, 2013, May 27, 2013, January 27,2020, January 25,2021	

APPENDIX "B"

Question Guide: Annual CEO's Evaluation Consistent with Policy Governance®

1. Based on a review of the monitoring reports in Ends over the time period being evaluated, which Ends has the CEO:

    a) Achieved or, if they are long-term Ends, achieved acceptable progress towards?

    b) Not achieved, or not made acceptable progress towards?

    c) Exceeded?

2. On what evidence is the above judgment made? (Cite dates of specific internal monitoring reports, external monitoring reports, or direct Board inspections.)

3. Based on a review of the monitoring reports for Executive Limitations over the time period being evaluated, has the CEO:

    a) Consistently operated within the constraints of the Executive Limitations?

    b) Occasionally contravened the limitations, but reported the contravention promptly, providing acceptable rationale and a plan for future compliance, which was met?

    c) Occasionally contravened the limitations, but without reporting the contravention, or without acceptable rationale?

    d) Frequently contravened the limitations?

4. On what evidence is the above judgment made? (Cite dates of specific internal monitoring reports, external monitoring reports, or direct Board inspections.)

Policy Type:	Executive Limitations	
Policy Number:	EL-1	Page 1 of 1
Policy Title:	General Executive Constraint	
Revision Dates:	May 29, 2006, September 24, 2012	
TYPE OF REPORT	FREQUENCY	DATE
Internal monitoring report	Annually	November

The CEO shall not cause or allow any practice, activity, decision or organizational circumstance which is unlawful, imprudent or in violation of commonly accepted business and professional ethics, including, but not limited to the *Public Libraries Act, RSO 1990, c. P. 44* and relevant City of Markham policies adopted by the Markham Public Library, either Board or Administration.

Policy Type:	Executive Limitations	
Policy Number:	EL-2a	**Page 1 of 1**
Policy Title:	Customer Treatment	
Revision Dates:	May 16, 2003, June 17, 2003, June 30, 2003, September 13, 2003, June 26, 2006, September 24, 2012	
TYPE OF REPORT	FREQUENCY	DATE
Internal monitoring report	Annually (include survey bi-annually)	November

With respect to interactions with customers, or those applying to be customers, the CEO shall not cause or allow conditions, procedures, or decisions which are unsafe, undignified, unnecessarily intrusive, or which fail to provide appropriate confidentiality and privacy.

Accordingly, the CEO shall not:

1. Use application forms or procedures that elicit information for which there is no clear necessity.

2. Use methods of collecting, reviewing, transmitting or storing customer information that fail to protect against improper access to the information elicited.

3. Allow customers to be unaware of what may be expected and what may not be expected from the service offered.

4. Allow customers to be unaware of this policy, or unaware of a grievance process for those who believe they have not been accorded a reasonable interpretation of their rights under this policy.

5. Operate facilities without appropriate accessibility, privacy, safety, and cleanliness.

6. Allow access to inappropriate material on the Internet.

Policy Type:	Executive Limitations	
Policy Number:	**EL-2b**	**Page 1 of 1**
Policy Title:	Staff Treatment	
Revision Dates:	**May 16, 2003, June 17, 2003, September 13, 2003, October 23, 2006, October 26, 2009, September 24, 2012, January 23, 2017**	
TYPE OF REPORT	**FREQUENCY**	**DATE**
Internal monitoring report	Annually	October

With respect to the treatment of paid and volunteer staff, the CEO shall not cause or allow conditions that are unfair, undignified, unsafe, or unclear.

Accordingly, the CEO shall not:

1. Operate without personnel and management policies and procedures which:

   a) clarify rules for staff, including but not limited to, conflict of interest (e.g. gifts, payments for services) and workplace harassment prevention;

   b) provide for effective handling of grievances;

   c) protect against wrongful conditions;

   d) preserve the confidentiality of personal information.

2. Retaliate against an employee for non-disruptive expression of dissent, or for reporting to management or to the Board (per the grievance procedure in the personnel manual) acts or omissions by staff, management or the Board that the employee believes, in good faith and based on credible information, constitutes a violation of provincial or federal law or a governing policy of the Board. (Whistleblower policy)

3. Allow staff to be unaware of their rights under this policy.

4. Allow the talents and skills of employees to be unsupported, unrecognized or unrewarded.

5. Allow staff to be unprepared to deal with emergency situations.

6. Allow staff to be unfamiliar with the CEO's interpretations of their protections under this policy.

Policy Type:	Executive Limitations	
Policy Number:	EL-2c	Page 1 of 1
Policy Title:	Budgeting/Forecasting	
Revision Dates:	June 17, 2003, June 30, 2003, January 24, 2005, May 28, 2007, September 24, 2012, September 4, 2013, January 23,2017	
TYPE OF REPORT	FREQUENCY	DATE
Internal monitoring report	Twice yearly	March, October (Some adjustments may be required.)

Budgeting in any fiscal year or the remaining part of any fiscal year shall not deviate materially from Board Ends priorities, risk fiscal jeopardy, or fail to show a generally acceptable level of foresight.

The CEO is authorized to work with the City's Financial Services Department to prepare budget estimates for Council approval. The CEO submits operating and capital budget requirements for the ensuing year by the September Board meeting.

1. Operating Budget

   Accordingly, the CEO shall not cause or allow budgeting which:

   a) Contains too little information to enable accurate projection of revenues and expenses, separation of capital and operational items, cash flow, and disclosure of planning assumptions.

   b) Provides inadequate information to support a full line or program budget presentation.

   c) Plans the expenditures in any fiscal year of more funds than are conservatively projected to be received in that period.

   d) Fails to include a provision for Board governance, such as costs of fiscal audit, Board development, and Board and committee meetings. (See also Governance Process policy GP-2h, Cost of Governance).

2. Capital Budget

   Accordingly, the CEO shall not:

   a) Prepare capital budget estimates which lack sufficient detail to credibly describe the nature, scale and scope of the proposal, or which fail to disclose full consideration of the costs to acquire, install/build, operate, support, maintain and repair/replace for the life expectancy of the capital item.

   b) Fail to project accurate financing options and annual repayment costs.

   c) Cause or allow budgeting for a capital item which plans the expenditure in any fiscal year of more funds than are conservatively projected to be received in that period.

Policy Type:	Executive Limitations	
Policy Number:	EL-2d	**Page 1 of 1**
Policy Title:	Financial Condition	
Revision Dates:	June 17, 2003, June 30, 2003, September 13, 2003, February 24, 2005, October 27, 2006, May 28, 2007, September 24, 2012, September 4, 2013, January 23,2017,January 25,2021, January 24,2022	
TYPE OF REPORT	FREQUENCY	DATE
Internal monitoring report	Thrice yearly	March, June, September (Some adjustments may be required.)

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

Accordingly, the CEO shall not:

1. Expend more funds than have been received in the fiscal year to date unless the debt guidelines (below) are met.

2. Indebt the organization in an amount greater than can be repaid by certain, otherwise unencumbered revenues within 60 days, or hold the controllable expenditures to avoid overspending funds.

3. Allow payroll and debts to be handled in an untimely manner.

4. Withhold, nor otherwise delay, from the Board the results and recommendations of the auditors and the Administrative response thereto.

5. Acquire, lease, rent, encumber or dispose of real property.

6. Fail to aggressively pursue receivables, fines and fees, after a reasonable grace period.

7. Allow tax payments or other government-ordered payments or filings to be overdue or inaccurately filed.

Policy Type:	Executive Limitations	
Policy Number:	EL-2e	**Page 1 of 1**
Policy Title:	Asset Protection	
Revision Dates:	June 17, 2003, September 13, 2003, March 21, 2005, April 25, 2005, September 24, 2012	
TYPE OF REPORT	FREQUENCY	DATE
Internal monitoring report	Annually and as needed	April

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

Accordingly, the CEO shall not:

1. Subject facilities and equipment to improper use.

2. 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.

3. Allow damage to the long-term preservation of primary and secondary sources of the Libraries' collections.

4. Dispose of substantial assets.

5. Name or rename any Board asset.

6. Make any purchase wherein normally prudent protection has not been given against conflict of interest.

7. Allow unbonded personnel access to material amounts of funds.

8. Receive, process, or disburse funds under controls which are insufficient to meet the Board-appointed auditor's standards.

9. 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.

10. Unnecessarily expose the organization, its Board, or staff to claims of liability.

11. Allow the Board to be unaware of theft or vandalism of assets worth $1,000 or more.

12. Risk or endanger the uniqueness of the Library as being distinct from the City.

Policy Type:	Executive Limitations	
Policy Number:	EL-2f	Page 1 of 1
Policy Title:	Protection of Services	
Revision Dates:	June 30, 2003, May 29, 2006, December 18, 2006, September 24, 2012, January 25,2021	
TYPE OF REPORT	FREQUENCY	DATE
Internal monitoring report	Annually	January

The CEO shall not allow the services delivered to the customers of the Markham Public Library to be compromised.

Accordingly:

1. Hours

   The CEO shall not, without the approval of the Board, change the total hours of the Library system or of any Branch, with the exception of scheduling statutory holidays and holiday periods, emergencies, and incidents that affect health and safety.

2. Services/Facilities

   The CEO shall not, without the approval of the Board, close, relocate, or combine any Branches of the system.

Policy Type:	Executive Limitations	
Policy Number:	EL-2g	Page 1 of 1
Policy Title:	Emergency Executive Succession	
Revision Dates:	May 16, 2003, June 17, 2003, June 30, 2003, March 21, 2005, September 24, 2012, January 24,2022	
TYPE OF REPORT	FREQUENCY	DATE
Internal monitoring report	Annually and as needed	March

In order to protect the Board from sudden loss of CEO services, the CEO shall not have fewer than two other executives familiar with Board and CEO issues and processes and able to carry on the responsibilities of CEO as set out in the policies.

Policy Type:	Executive Limitations	
Policy Number:	EL-2h	**Page 1 of 1**
Policy Title:	Community Relations	
Revision dates:	May 16, 2003, June 17, 2003, September 13, 2003, April 28, 2004, May 30, 2005, November 28, 2005, April 27, 2009, September 24, 2012, January 23,2017	
TYPE OF REPORT	**FREQUENCY**	**DATE**
Internal monitoring report	Annually and as needed	June

With respect to the Board's reputation and standing in the community, the CEO shall not endanger the organization's public image, credibility, or its ability to accomplish Ends.

Accordingly, the CEO shall not:

1. Allow the public to be without access to information that keeps them informed of the work of the organization including:

    a) Agendas and approved Minutes of each Regular public meeting or annual meeting;

    b) Reports including annual achievements, financial statements, statistical reports and other reports at the discretion of the CEO.

2. Fail to develop and implement policies concerning receipt and use of donations and gifts (monetary or in-kind) that consider:
    a. ownership and timelines;
    b. appropriate recognition

3. Fail to make the Library visible in the community.

4. Fail to have policies and procedures in place that monitor the Library's reputation.

5. Fail to enter into partnerships or collaborations that are cost effective and of mutual benefit.

6. Fail to seek public input on library services and operations.

Policy Type:	Executive Limitations	
Policy Number:	EL-2i	**Page 1 of 1**
Policy Title:	Compensation and Benefits	
Revision Dates:	May 16, 2003, June 17, 2003, November 28, 2005, September 24, 2012, January 24,2022	
TYPE OF REPORT	FREQUENCY	DATE
Internal monitoring report	Annually (monitoring report to include comparative grid)	June

With respect to employment, compensation and benefits to employees, consultants, and contract workers, the chief executive shall not cause or allow jeopardy to fiscal integrity or public image.

Accordingly, the CEO shall not:

1. Change his or her own compensation and benefits.

2. Promise or imply permanent or guaranteed employment.

3. Establish current compensation and benefits which:

    a) Deviate materially from the geographic or professional market for the skills employed;

    b) Create obligations over a longer term than revenues can be safely projected, subject to losses of revenue and legally imposed restraints.

Policy Type:	Executive Limitations	
Policy Number:	EL-2j	Page 1 of 2
Policy Title:	Communication and Counsel to the Board	
Revision Dates:	May 16, 2003, November 24, 2003, November 28, 2005, November 27, 2006, September 24, 2012, January 22,2018, January 25,2021	
TYPE OF REPORT	FREQUENCY	DATE
Internal monitoring report	Thrice yearly	March, June, October (Some adjustments may be required during election years.)

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

Accordingly, the CEO shall not:

1. Neglect to submit monitoring data required by the Board (see policy on Monitoring Executive Performance) in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored and including the CEO's interpretations consistent with the "Delegation to the CEO" policy, as well as relevant data.

2. Let the Board be unaware of significant changes in provincial or municipal policies, anticipated adverse media coverage, material external and internal changes (including purchases of over $350,000), particularly changes in the assumptions upon which any Board policy has previously been established.

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

4. Present information in unnecessarily complex or lengthy form or in a form that fails to differentiate among information of three types: monitoring, decision-preparation, or other.

5. Allow the Board to be without a workable mechanism for official Board, officer or committee communications.

6. Allow the Board to be without secretarial support, including draft minutes within two weeks of each Board meeting and any action list arising from meetings.

7. Favour or privilege certain Board members except when:

   a) Fulfilling individual requests for information or;

   b) Responding to officers or committees duly charged by the Board.

Policy Type:	Executive Limitations	
Policy Number:	EL-2j	Page 2 of 2
Policy Title:	Communication and Counsel to the Board	
Revision dates:	May 16, 2003, November 24, 2003, November 28, 2005, November 27, 2006, September 24, 2012, January 22,2018, January 25,2021	
TYPE OF REPORT	FREQUENCY	DATE
Internal monitoring report	Thrice yearly	March, June, October (Some adjustments may be required during election years.)

8. Allow the Board to be unaware of an actual or anticipated non-compliance with Ends or Executive Limitations policy of the Board regardless of the Board's monitoring schedule.

9. Fail to submit to the Board a required approval (consent) agenda containing all items delegated to the CEO, and required by law or contract to be Board-approved, along with the monitoring assurance pertaining thereto.

10. Allow the Board to be unaware of complaints identified by customers which in the judgment of the CEO are of pressing concern.

11. Allow personal information about Board members to be unprotected or compromised (except for Board member's names, photographs, and any authorized tag lines on the Library website and other promotional vehicles).

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

TO:	Markham Public Library Board
FROM:	Catherine Biss, CEO & Secretary-Treasurer
PREPARED BY:	Michelle Sawh, Director, Administration
DATE OF MEETING:	November 28, 2022
SUBJECT:	**INTERNAL MONITORING REPORT: Executive Limitation EL-1, General Executive Constraint**

EXECUTIVE SUMMARY:

This report provides the Board with a high-level description of the Library's general approach to carrying out its activities in the community. It confirms that Staff govern themselves lawfully and prudently, and their activities are in compliance with commonly accepted business and professional ethics, statutes, policies and contracts.

RECOMMENDATION:

That the report entitled "Internal Monitoring Report: Executive Limitation EL-1, General Executive Constraint" be received.

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY TITLE: GENERAL EXECUTIVE CONSTRAINT (EL-1)
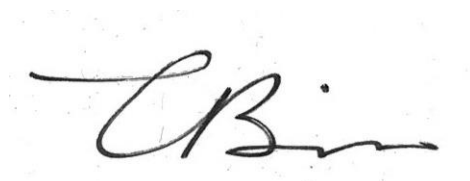
GLOBAL POLICY LIMITATION:

The CEO shall not cause or allow any practice, activity, decision or organizational circumstance which is unlawful, imprudent or in violation of commonly accepted business and professional ethics, including, but not limited to the Public Libraries Act, RSO 1990, c.P.44, and relevant City of Markham policies adopted by the Markham Public Library, either Board or Administration.

CEO RESPONSIBILITY:

The CEO will ensure that the organization functions in a lawful and prudent manner, adhering to commonly accepted business and professional ethics, statutes, policies and contracts.

ASSERTION OF COMPLIANCE:

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

Catherine Biss,
CEO & Secretary-Treasurer

1. **Business Ethics**

The Library has policies, practices and arrangements requiring employees to act in an appropriate and ethical manner in the course of their duties. The Library's close relationship with the City of Markham helps to ensure that MPL is in step with recognized municipal business practices.

The following specific Library policies relate to business or personal ethics and are enforced within the organization. They constitute guidelines for employee behaviour that ensure an understanding of acceptable conduct on the part of employees while carrying out their work. MPL policies were thoroughly reviewed and updated recently, with new policies being developed and introduced on an ongoing basis to address changing circumstances. (See Appendix "A" for summaries of many of these policies.)

Administration Policies:
- Business Expense & Conference
- Conference Attendance
- Confidentiality of Personal Information
- Privacy & Access to Information
- Procurement

Human Resources Policies:
- Attendance Management
- COVID-19 Vaccine Policy
- Employment of Related Individuals
- General Health and Safety Rights, Roles, Responsibilities Policy
- Health and Safety Core Policy
- Long-Term Disability
- Respect in the Workplace (Harassment & Violence)
- Short-Term Disability
- Terms of Reference for Management and Non-union Employees
- Terms of Reference for Non-union Part-Time Employees
- Vulnerable Sector Check Policy
- Workplace Substance Abuse

Public Service Policies:
- Library Collections & Material Selection
- Staff Intervention During Internet Use Policy
- Unacceptable Conduct Policy

2. **Professional Ethics:**

Professional ethics are embodied in statements issued by the associations that represent the librarianship profession. The major North American library associations have statements on intellectual freedom (see Appendices "C" & "D".) These statements affirm the role of libraries in providing services and materials of interest to the entire community, to ensure the right of intellectual freedom in the selection and provision of materials, and to resist attempts at censorship by any individual or group within the community. These are core values of the profession that help to define the role of public libraries within democratic societies.

MPL's practices are in conformity with the statements issued by the Ontario Library Association and the American Library Association. MPL's "Library Collections and Materials Selections Policy" includes the following elements:

- Material selection criteria
- Statement on new formats (in recognition that collection formats change over time)
- Withdrawals procedures
- Gifts and donations from the public
- Customer requests
- Resource sharing / Inter-library loan services
- Statement on intellectual freedom
- Reconsideration of collection items upon challenges from the public

As per the MPL policy, the content or manner of expressing ideas in material that is purposely selected to fill the needs of some Library customers may, on occasion, be considered to be offensive by other Library customers or members of the public. The Library recognizes the right of any individual or group to reject library material for personal use, but does not accord to any individual or group the right to restrict the ability of others to access that same material.

Very occasionally, the Library receives complaints or challenges from the public about specific collection items and these situations are then reported to the Board in the "Executive Limitation Monitoring Report EL-1 General Executive Constraint." MPL Staff thoroughly investigate such complaints, considering factors such as the merits of the collection item, the position taken by neighbouring public libraries, etc. Staff then makes a decision and contacts the complainant to explain this decision. So far, in 2022, there has been no formal challenge to any items in our collection.

3. Statutes:

The Library operates under and complies with various statutes, including (but not restricted to) the following:

- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11
- Employment Standards Act, 2000, S.O. 2000, c. 41
- Human Rights Code, R.S.O. 1990, c. H.19
- Labour Relations Act, 1995, S.O. 1995, c. 1, Sched. A
- Municipal Act, 2001, S.O. 2001, c. 25
- Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56
- Occupational Health and Safety Act, R.S.O. 1990, c. O.1
- Public Libraries Act, R.S.O. 1990, c. P44

4. Occupational Health and Safety Act, R.S.O. 1990 c. 0.1

The *Occupational Health and Safety Act* (the "*Act*") sets out the legal framework and the tools for ensuring that workplaces across the province are both safe and healthy. This legislation outlines the rights and duties of all workplace parties, establishes procedures for dealing with workplace hazards and provides for enforcement of the law where compliance has not been achieved voluntarily.

The *Act* makes it clear that all workplace parties (workers, supervisors, employers) have an important role and a responsibility for promoting health and safety. The Library has a management position with a focus on employee health and safety, and also receives advice on an ongoing basis from the City of Markham

with respect to individual employee situations. In addition, Joint Health and Safety Committees consisting of trained workers and management representatives are functioning in each of MPL's branch locations.

5. Contractual Agreements – Internal

Collective Agreements:

Approximately 90% of MPL's total workforce of 278 employees are unionized under the Canadian Union of Public Employees (CUPE). The unionized group includes 54 Full Time, 108 Part Time and 88 Page employees. (The non-union group includes employees in Management and Administration.)

MPL has three Collective Agreements covering employees in the CUPE Full Time, Part Time and Pages bargaining units. These Agreements create a legal framework governing the relations between the Library Board as Employer and the Union which represents the employees within each bargaining unit. Overall, the stated purpose of the Agreements is to:

- maintain relations and settle conditions of employment between the parties;
- recognize the value of joint discussions and negotiations;
- encourage efficiency in operations;
- promote the morale, well-being and security of all employees in the bargaining units; and to
- recognize the Employer's basic right to manage its own affairs and operations.

6. Contractual Agreements – External

ITS-MPL Information Service Level Agreement:

The Library and the City's Information Technology Services (ITS) Department annually reviews the Service Level document which outlines service standards for IT services provided to the Library.

7. Other Contracted Services:

The Library participates in and benefits from a number of other contracts arranged through the City of Markham's Purchasing Department for various services, ensuring cost savings and efficiencies. Some of these cover essential activities for the Library. Appendix "B" summarizes these contracts, including both ongoing service contracts and those for one-time purchases of goods and services.

ATTACHMENTS:

- Appendix "A" – MPL Policies Relating to Business / Personal Ethics
- Appendix "B" – City of Markham Contracts Covering MPL
- Appendix "C" – Ontario Library Association's (OLA) "Statement on the Intellectual Rights of the Individual"
- Appendix "D" – "Library Bill of Rights" issued by the American Library Association (ALA)

Appendix "A" – MPL Policies relating to Business / Personal Ethics:

Policy Title	Topics Covered in Policy

Attendance Management	• Provides direction and establishes expectations with respect to employee workplace attendance. Includes the following sections:
	   o Employee Accountability for Attendance
	   o Absence Reporting Requirements
	   o Proof of Illness Requirements
	   o Responsibilities of Workplace Parties

Business Expenses & Conference	• Permitted expenditures by Board members and staff, use of corporate credit card, reimbursement procedures for expenses paid by employees, signing authorities. • Automobile expense reimbursements. • Meal allowances while on Library business, membership & association fees, and seminar & conference attendance, and business travel. • Reimbursement of transportation and accommodation expenses. • Library Board member honorarium.
Conference Attendance	• Describes how Staff are permitted to attend professional conferences, which are opportunities for the sharing of key knowledge. • The rules around situations where MPL Staff are presenting at external conferences or workshops.
Confidentiality of Personal Information	• Confidential handling of personal information related to all Library Board members, employees and Library customers; Information restricted to CEO, confidential Administrative Staff. • Employee's right to review his/her personal information; queries from prospective employers, financial institutions, and outside agencies. • Confidentiality of customer information held by the Library.
COVID-19 Vaccine Policy	• In line with provincial legislation, this policy mandates that all employees, contractors and consultants acting on behalf of the Library must be fully vaccinated against COVID-19. • Everyone must disclose their vaccination status to the employer. • Provides for accommodation of those unable to be vaccinated for legitimate medical or religious reasons and the follow-up steps that they must take.
General Health and Safety Rights, Roles and Responsibilities	• A policy that ensures that accountability for occupational health and safety is shared by all employees based on their authority within the organization. • The roles and responsibilities for employees, managers, directors, senior management and the CEO are detailed.

	• Covers the establishment and role of Joint Health and Safety Committees per the legislation.
Health & Safety Core Policy	• Statement of Commitment by the CEO to ensuring a healthy and safe work environment, including the stated objective of an injury and illness-free workplace.
Employment of Related Individuals	• Governs the Library's actions regarding its recruitment & promotion processes. • "Related individuals" may work for the Library except where there is real or perceived conflict of interest or exercise of favouritism. • Range of examples include: married couples; in-laws; landlord/tenant; business partners. • Process to handle conflicts; Management Plan in place to minimize such conflicts.
Library Collections & Materials Selection	• Guides staff in the development and acquisition of MPL's collections, resources and services for Markham's diverse community in two official languages, English and French, plus materials that reflect local linguistic, cultural heritage & accessibility needs. • Includes Canadian content; City of Markham materials; recognition of the Canadian Charter of Rights and Freedoms; print, non-print, audio-visual and electronic materials. • Selection criteria guidelines; consideration of new formats and withdrawal of materials. • Processes regarding access to collections and controlled usage; gifts and donations; and customer requests for collection materials. • Sharing of resources through Inter-Library Loan (ILLO) services. • Process for reconsideration of materials. • Authoritative statements on intellectual freedom and the rights of the individual.
Long Term Disability	• The purpose of this Policy is to outline the long term disability (LTD) program and the income benefits available to eligible Full Time employees who are absent due to a long term non-occupational illness or injury. • The administration of the LTD program managed through a Third Party Provider (currently Sun Life Financial) as outlined in the existing plan agreement.
Privacy & Access to Information	• Compliance with the intent of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA). All customers have the right to privacy and confidentiality regarding their use of the library, its materials and services; information received from customers may be either in person, in writing or electronically. • Adherance to the principles outlined in the Canadian Standards Association Model Code for the Protection of Personal Information. • Listing of information collected from library customers and reasons required. • Online privacy practices; guidelines regarding personal information of staff, with consent.

Procurement	- Outlines principles, conditions and methods respecting the Library's procurement, disposal and administrative service requirements, including the entering into of contracts and signing authority. - Includes methods of Procurement for: tenders, requests for proposals; requests for quotation; expressions of interest; pre-qualification requests; non-competitive procurement. - Process for the awarding of contracts (dollar threshold); deposit requirements. - Guidelines for disposal of surplus or obsolete property. - Detailed review of this Policy to be conducted every 5 years or earlier. - Lists items that are excluded from Policy's requirements and a summary of the contract award authorities.
Respect in the Workplace (Harassment & Violence)	- To maintain a working environment based on respect for the dignity and rights of all MPL employees, volunteers, contractors, consultants and Board Members. - Policy addresses: respect; discrimination; harassment, including workplace sexual harassment; poisoned work environment; and violence. - Prevention and duties of employees and supervisors and managers; liability. - Procedure for resolving and investigating complaints; confidentiality of complaints; and protection from retaliation.
Short-Term Disability	- Describes the Short Term Disability program available to Full Time and Part Time employees. - States the employee's obligations re: notification of absence and proof of illness requirements. - Explains how sick leave is accumulated and paid out to employees based on status (e.g. Full Time vs. Part Time) and time in the position.
Vulnerable Sector Check	- Mandates that a Vulnerable Sector Check must be provided for designated positions in which employees are required to work with potentially vulnerable individuals, e.g. children. - The list of designated positions includes many public-facing MPL positions.
Workplace Substance Abuse	- Defines "workplace substance abuse" and "impairment and enabling behaviours". - Communicates the Library's expectation that employees will report to work in a "fit for work" condition. - Describes the Library's commitment to assist and accommodate employees who are experiencing substance abuse. - Identifies the responsibilities of the various workplace parties in ensuring that this policy is implemented and followed.
Staff Intervention During Customer Internet Use	Guidelines to assist staff in dealing with difficult or illegal situations with customers using the Internet at Markham Public Library; four (4) procedural scenarios are provided.

	• Reference to sections of the Criminal Code of Canada respecting illegal activities that may arise in the viewing of Internet sites.
Terms of Reference for Management & Non-union Employees	• Terms and conditions of employment for Management and Non-Union employees. • These terms include: compensation, fringe benefits, hours of work and overtime, probationary period, and annual vacation. • The Policy also speaks to the appointment to positions of dual responsibility, and leaves of absence for educational purposes. • Other terms are identical to those provided for in the Full Time Collective Agreement or as outlined in the Employment Standards Act.
Terms of Reference for Non-union Part-Time Employees	• Same as above, but pertaining specifically to part-time exempt employees.
Unacceptable Conduct Policy	• Outlines expectations for public behaviour in Library spaces. • States that MPL does not tolerate violence, harassment, vandalism or any other abusive or unacceptable behaviour that undermines the safety or dignity of staff and/or customers.

Appendix "B" – City of Markham Contracts Covering MPL:

(1) Multi-year Service Contracts:

Contract Description	Bid Award #	Awarded Supplier
Window Cleaning Services	220-T-19	Rain or Shine Window Cleaning
Markham Public Library Materials & Processing Services	011-R-19	Library Services Centre (LSC)
Plumbing Services for Various City of Markham Locations	023-R-20	Saunders Plumbing & Heating Inc.
Janitorial Services for Various City Locations	078-R-15	National Corporate Housekeeping
Pest Control Services	134-T-22	Professional PCO Services Inc.
Markham Public Library Courier Service	167-T-19	Jim Clifford Moving Services Ltd.
Fire Safety Systems Inspections, Testing & Repairs	158-T-17	Onyx Fire Protection Services Inc.
Security Services for Various City Locations	021-R-18	Paladin Security Group (Ontario) Ltd.
Citywide Building and HVAC Systems Maintenance	023-R-18	SIG Mechanical Services
Preventative Maintenance, Inspection, and Repairs for Overhead Doors, Gates, Dock Levelers	222-T- 22	861925 Ontario LTD
Elevator Maintenance and Inspection	006 -T-22	CEE Elevator Service Ltd.
Building Operation and Maintenance	022-R-18	Angus Consulting Management Ltd.
Sanitary Napkin Disposal, Sanitizing & Air Freshening Service	198-T-14	Citron Hygiene
Furniture Supply and Install	084-R-15	NUA Office Inc.

(2) Contracts for Major Projects (Current Year):

Contract Description	Bid Award #	Bid Date Award	Awarded Supplier
Entrance Deck Re-construction at Markham Village Library	193-T-21	27-Aug-2021	Avion Construction Group Inc. (Completion delayed till September 20, 2022)
Milliken Mills Community Centre Lobby Enhancement	133-T-21	27-Sep-2021	Fina Construction Ltd. (Completion delayed till November 1, 2022)

CCTV Cameras upgrading at Markham Village Library	N/A	18-July-2022	360 Advanced Security Group
UPS upgrading at Markham Village Library	N/A	17-Mar-2022	Kierkland Electric
Re-carpeting at Library Central Admin	N/A	04-May-2022	Sands Flooring
Thornhill Community Centre Flood Control Wall	005-T-22	14-Mar-2-22	Laycon Construction Services Inc.
Milliken Mills Community Centre Washroom and Change Room Refurbishment	120-T-22	31-May-2022	Icon Restoration Services Inc.
Consultation/Design of Shelving Upgrading at Milliken Mills Library	N/A	06-Jan-2022	Lebel & Bouliane
Milliken Mills Community Centre Flooring Replacement	032-Q-22	29-Mar-2022	Tradeworks Interiors Canada Corp.
Wall Outlet retrofitting for Sorter upgrading at Thornhill Community Library	N/A	07-July-2022	Dontex Construction LTD
Life Cycle Painting at Unionville Library	N/A	27-Apr-2022	P&C General Contracting
Unionville Library Gas Meter upgrading	N/A	29-Apr-2022	Enbridge
Replacing Heat Exchangers and New Gas Piping Supports at Unionville Library	N/A	03-Oct-2022	SIG
Fire escape pads lift, raise and relay at Unionville Library	N/A	25-Oct-2022	Built Once Inc.
AV conferencing system in Board Room at Library Central Admin	N/A	04-Aug-2022	Highgrade Construction

Ontario Library Association

Statement on Intellectual Freedom and the Intellectual Rights of the Individual

Introduction

The Ontario Library Association and its divisions are committed to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms.

Ontario Libraries have the important responsibility to facilitate expressions of knowledge, creativity, ideas, and opinion, even when viewed as unconventional or unpopular.

The Ontario Library Association declares its acceptance of the following principles for libraries:

1. Equitable access to library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.

2. Intellectual freedom requires freedom to critically examine and create other ideas, opinions, views, and philosophy of life, other than those currently approved by the local community or by society in general and including those ideas and interpretations which may be unconventional, uncommon or unpopular.

3. The free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen, view, and create is fundamental to such free traffic.

4. Library governance ensures that the principles of intellectual freedom and expression of thought are upheld.

Library Service, Collections and Resources:

5. It is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, and other materials including the provision of access to electronic sources of information and access to the internet. Materials are not excluded from library collections based on race, place of birth, origin, ethnic origin, ethnicity, citizenship, age, creed, disability, family structure, sex, and sexual orientation.

6. It is part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate, censor or curtail access to information, the freedom to read, view, listen or participate by demanding the removal of, or restrictions to library information sources in any format.

Library Programming, Events, and Space Bookings

7. It is the responsibility of libraries to maintain the right of intellectual freedom and expression by implementing it consistently when hosting programs and events within the public space of the library including rented public space by individuals and community organizations.

1

8. Libraries create welcoming community spaces where community members are free from discrimination and may engage in peaceful assembly. Libraries may cancel or deny permits to individuals or organizations when speech or displays are used in a way that is unlawful.

Applicable legislation:

Canadian Charter of Rights and Freedoms: Section 2(b) of the *Charter of Rights and Freedoms* protects "freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication".

Criminal Code: Section 63 pertains to Unlawful Assemblies and Riots. Section 297 pertains to defamatory libel. Section 318 pertains to hate propaganda.

Ontario Human Rights Code: Sub-section 13 pertains to infringing on freedom from discrimination.

Revision approved at the OLA AGM, January 30, 2020

2

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996.

Although the Articles of the *Library Bill of Rights* are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as Interpretations of the Library Bill of Rights (http://www.ala.org/advocacy/intfreedom/librarybill/interpretations).

TO:	Markham Public Library Board
FROM:	Catherine Biss, CEO & Secretary-Treasurer
PREPARED BY:	Andrea Cecchetto, Director, Service Excellence
DATE OF MEETING:	November 28, 2022
SUBJECT:	**INTERNAL MONITORING REPORT: Executive Limitation EL-2a, Customer Treatment**

EXECUTIVE SUMMARY:

This annual report to the Board outlines the steps that MPL takes to achieve compliance with the Global Policy Limitation with respect to Customer Treatment. In order to ensure customer safety, privacy and dignity, MPL maintains a comprehensive set of policies and procedures and trains all staff in the application of them. Ultimately, our goal is to ensure that customers receive exceptional service at MPL.

RECOMMENDATION:

That the report entitled "Internal Monitoring Report: Executive Limitation EL-2a, Customer Treatment" be received.

POLICY TYPE: **EXECUTIVE LIMITATIONS**

POLICY TITLE: **CUSTOMER TREATMENT (EL-2a)**

GLOBAL POLICY LIMITATION:
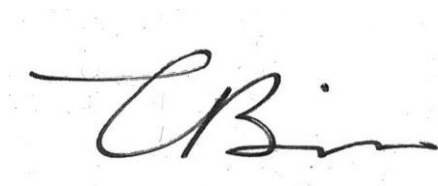
With respect to interactions with customers, or those applying to be customers, the CEO shall not cause or allow conditions, procedures, or decisions which are unsafe, undignified, unnecessarily intrusive, or which fail to provide appropriate confidentiality and privacy.

CEO RESPONSIBILITY:

The CEO will ensure there are appropriate conditions, procedures, or decisions to provide confidentiality and privacy for customers or those applying to be customers.

ASSERTION OF COMPLIANCE

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

Catherine Biss
CEO & Secretary-Treasurer

1. **POLICY LIMITATION:** *The CEO shall not use application forms or procedures that elicit information for which there is no clear necessity.*

   CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:
   - Markham Public Library is subject to the provisions of the *Municipal Freedom of Information and Protection Act* (MFIPPA). MFIPPA requires that MPL protect the privacy of an individual's personal information that exists in its possession and that it follow a privacy protection protocol that includes rules regarding the collection, retention, use, disclosure and disposal of personal information in its custody or control.
   - MPL's response to breach of confidentiality is governed by City of Markham Information Technology Services (ITS) procedures.
   - MPL complies with MFIPPA, and the library's use of application forms and related procedures elicit only the information that is necessary and required to conduct the business of the Library. Whether for membership, borrowing materials, employment, or volunteering, superfluous data is neither collected nor stored.
   - In December 2019, MPL revised its approach to collecting gender information for library membership. Going forward, MPL will not indicate gender identity on any documentation, recognizing that this information is not required for either policy or reporting purposes.
   - MPL ensures privacy in its research processes. For surveying customers, MPL uses third party tools that ensure confidentiality of customer feedback and does not require disclosure of personal information. In order to maintain anonymity, IP addresses are not collected. Identifying information for contest purposes is collected separated through a third party.
   - New MPL staff review the Library's Privacy and Access to Confidential Information policy during orientation. This content is part of MPLEdu (online learning module). In addition, privacy and confidentiality are reviewed throughout the year as part of procedural training related to MPL systems such as the ILS, CLASS (MPL's program registration system), etc.

2. **POLICY LIMITATION:** *The CEO shall not use methods of collecting, reviewing, transmitting or storing customer information that fail to protect against improper access to the information elicited.*

   CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:
   - The Library uses appropriate methods of collecting, reviewing, transmitting, storing, and protecting customer information. Any unnecessary information is shredded or deleted from the applicable database(s) when it is no longer required for the purposes of conducting the Library's business. As of July 2016, customer data on the Integrated Library System (ILS) is now stored with SirsiDynix in the Cloud on a secure data centre in Canada.
   - The Library is also compliant with Canada's Anti-Spam Legislation (CASL), ensuring that no commercial electronic messages are sent to customers who have not opted in to receive such messages. Sign up for communications such as MPL's eNewsletter requires double opt-in per CASL. The Library's Anti-Spam Compliance Policy is posted on the MPL's website and readily accessible to customers.
   - MPL, through its integration of ITS with the City of Markham, is further governed by the City's privacy and security measures with respect to integrated systems – this includes security and privacy measures on branch public access computers, MPL's website and client-facing catalogue, and other web based applications and databases
   - Staff completed penetration testing in September 2021 to verify the security standards on our website and ensure MPL was not vulnerable to intrusion by bots or other security breaches. Cybersecurity training was deployed by the City again in 2022 to refresh and update staff. This was followed by compliance testing to ensure staff are knowledgeable in the area of electronic security.

3. **POLICY LIMITATION:** *The CEO shall not allow customers to be unaware of what may be expected from the service offered.*

   CEO RESPONSIBILITY and EVIDENCE of COMPLIANCE:
   - MPL maintains information about library services on its website so that it is readily accessible to customers. Additionally, information related to membership and service is reviewed during new membership orientation and is available in branch.
   - MPL's virtual chat service askMPL is an additional service channel for community members to seek information about services, hours or operation or other aspects of the library service
   - New services are routinely announced through MPL's social media and eNews platforms, as well as through print announcements in the branch
   - All MPL relevant customer policies and procedures are available through the library's website
   - MPL maintains procedures related to the communication of service interruptions or service changes to ensure the necessary information is relayed to customers promptly to enhance their ability to use and enjoy the library
   - Staff have been engaged in the development of a dynamic website and social media content to promote and provide instruction on library services – this includes instructional videos on accessing services online as well as in the branch
   - In November 2020, staff developed a new organization-wide Intranet to provide better user experience and ease of use for staff. This will ensure staff are able to support customers more efficiently and effectively in retrieving information during service interactions.
   - All branch staff are fully knowledgeable regarding library services and proactively offer service information in their interactions with customers
   - Through MPL's Community Engagement department, outreach to organizations outside MPL's branches provide further opportunities to promote library services to non-users as well as existing customers
   - Further, library staff provide information and instructional sessions to groups and organizations visiting the branches through both informal and organized tours

4. **POLICY LIMITATION:** *The CEO shall not allow customers to be unaware of this policy or unaware of a grievance process for those who believe they have not been accorded a reasonable interpretation of their rights under this policy.*

   CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:
   - This policy is available on the Library's website and in hard copy at each branch. In addition, customers are encouraged to voice their complaints through any medium with which they are comfortable (i.e. in person, over the telephone, online, by mail or email). All feedback is taken seriously and responded to in a timely manner.
   - An on-going online Customer Satisfaction Survey also provides customers the opportunity to provide comments and feedback on the Library's policies, procedures and processes. Annually, the Library has over 2,000 customers completing our Customer Satisfaction Survey. Comments are reviewed regularly by management and handled accordingly.
   - Customer Satisfaction scores for overall customer satisfaction are based on user surveys of branch-based services including service delivery, facilities and collections. Traditionally annual average scores are typically in the high 80% in 2022, for instance, the annual average satisfaction rating was 84%.
   - Ongoing customer evaluation of askMPL indicate a customer satisfaction rating of 88% for this service in 2022.

5.   **POLICY LIMITATION:** *The CEO shall not operate facilities without appropriate accessibility, privacy, safety, and cleanliness.*

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:
- Reports regarding issues related to this executive limitation can be found in the CEO's Highlights on a regular basis.
- MPL has been working with the appropriate departments at the City to ensure that all facility projects incorporate and meet accessibility guidelines as per the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*. With respect to existing facilities, MPL will be working with the City to conduct any required retrofit work to ensure compliance by 2025 as stipulated within the Act.
- Beginning in December 2022, MPL will be updating its three-year Accessibility Plan, which will include recommendations from the City of Markham's 2021 Accessibility Audit.
- Staff work closely with the cleaning contractor (in stand-alone facilities) and with the community centre staff (in shared use facilities) to ensure that the appropriate level of cleaning and maintenance is provided. Cleaning protocols were enhanced throughout the pandemic
- As part of MPL's Service Recovery strategy, all branches received deep cleaning prior to their return to service
- MPL continues to provide hand sanitization stations through all its public spaces. Staff are provided with medical-grade masks, the use of which is recommended despite the lifting of provincial mask mandates earlier in 2022
- Cleaning and disinfecting protocols have been enhanced for MPL's branch toys and toy collections including a routine deep cleaning process
- MPL has provided significant H&S related training to staff throughout 2022, with a focus on safe work practices and ergonomic safety and mental health in the workplace. As part of MPL's Workforce Recovery Strategy, routine wellness check ins with staff have been conducted twice in 2022, with a focus on mental health. Access to supportive services including the Canadian Mental Health Association's "Not Myself Today" program, which was first introduced in 2021 has been extended for 2022 and 2023
- MPL is seeking approval from the Ministry of Labour to form a multi-site Joint Health and Safety Committee. This will enhance the library's focus on workplace safety through increased calibration across branches and additional capacity for training in the area of occupational safety
- MPL maintains a robust incident reporting process to record and analyze any issues related to safety, security or access impacting customers. The branch management team maintains a process for debriefing on any incidents in order to ensure ongoing improvement in these areas
- In 2023, MPL will also participate in the City of Markham's organization-wide Critical Incident Management process, which will introduce after-incident response process and staff debriefing following potentially traumatic or triggering customer incidents of violence or harassment
- MPL introduced throughout 2022 training for staff on managing complex service interactions, including Library-specific training on providing services to unhoused populations, individuals experiencing mental illness and substance use issues in the library. Additional focus on managing disruptive group behaviour in branch will continue throughout 2023.

6. **POLICY LIMITATION:** *The CEO shall not allow access to inappropriate material on the Internet.*

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:
- The Library's Internet policy is available on the Library's website, and on the Library's public access workstations. It incorporates, by reference, the Rules of Conduct and the Wireless Internet Access Policy, which includes expectations for acceptable use and related consequences for inappropriate use.
- The policy is reviewed annually to ensure relevance.
- Customers must read and accept the Internet Use Policy when logging into the Library's public access computers.
- Filtering is provided on Children's PCs to ensure that children are not subjected to inappropriate material while surfing the internet.
- Staff have developed a *Complex Customer Service Strategy* to focus on how staff can intervene in challenging service interactions – this strategy includes training on intervening in situations where customers access inappropriate content online

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Diane Macklin, Director, Community Engagement

DATE OF MEETING: November 28, 2022

SUBJECT: **January to March 2023 Library Programs**
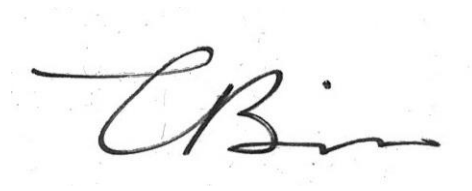
RECOMMENDATION:

That the report "January to March 2023 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.

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.

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Catherine Biss
CEO & Secretary-Treasurer

Attachments: Appendix "A" January to March 2023 Library Programs

LIBRARY PROGRAMS
JANUARY – MARCH 2023

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JANUARY – MARCH 2023 LIBRARY PROGRAMS

Markham Public Library is offering dozens of unique virtual and in-person 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

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? In this program you will learn about different U.S. and Canadian universities that have exemplary business programs and MBA options.
Virtual
Saturday, January 21   11:30 AM

Tips and Fun with Math (Grades 1-2)

Together, we will have a fun time learning and developing student's communication skills in math, and extend their skills on written-math to a mental level. They will be going over and reviewing some interesting and challenging math problems.
Virtual
Monday, January 23   4:30 PM

Tips and Fun with Math (Grades 7-8)

Together, we will have a fun time learning and developing student's communication skills in math, and extend their skills on written-math to a mental level. They will be going over and reviewing some interesting and challenging math problems.
Virtual
Monday, January 23   5:00 PM

Euclid Math Contest (Grades 11-12)

In this program, grade 11 and 12 students will learn how to prepare for the Euclid math contest hosted by the University of Waterloo. They will review math concepts that appear in contests, as well as providing tips, tricks and strategies to do well.
Virtual
Monday, January 23   7:45 PM
Monday, February 13   7:45 PM
Monday, March 20   7:45 PM

LIBRARY PROGRAMS
JANUARY – MARCH 2023

MARKHAM PUBLIC LIBRARY

Tips to Help Prepare Preschoolers for a Successful Transition into Kindergarten

Are you curious about tips and strategies to help transition your child into Kindergarten? In this workshop, we will go over how families could prepare their preschoolers in learning a variety of skills needed for school success.
Virtual
Thursday, January 26   1:00 PM

Family Literacy Day

Join us for Family Literacy Day. Every year we celebrate on this day. There will be a lot of booths from our community partners covering all sorts of literacies and a great way for families to learn together. There will be free tech support, storytimes, arts & crafts, science experiments and giveaways
Milliken Mills Library
Saturday, January 28   11:00 AM

Student Success and Stress Management for High School, College and University Students

Are you a student in high school, college or university? Have you experienced stress during your academic journey and if so, how did you manage them? We invite you to join us for this workshop to learn more about: Tips for succeeding in school and a discussion on student success, coping strategies to manage your stress while in high school, college or university.
Virtual
Monday, February 6   6:00 PM

Phonics Club for Preschoolers

Is your child in preschool? Or, are they interested in reviewing their phonics? In this early reading class, students will explore different English phonics sounds through songs, games and activities. We help children to succeed in early reading and thereby get kids eager to read!
Virtual
Tuesday, Feb 7 and Thursday Feb 9   1:00 PM

Paying for Your Studies

Thinking about your financial aid options? This session will explore a variety of ways to pay for your studies including scholarships, bursaries and government financial assistance such as OSAP. This program is presented in partnership with Seneca College.
Virtual
Thursday, February 16   7:00 PM

Top Ranked U.S. Universities: To Apply or Not to Apply?

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

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Virtual
Saturday, March 4   12:00 PM

Understanding the IEP in Ontario's Education System for High School, College and University Students

Are you interested in learning how an IEP is used in high school as compared to college and university? In this program, we will cover the following: How an IEP is used in high school vs. how it is used in college/university, what is the difference between an accommodation and a modification, how accommodations can be used to support the student in college/university This program is presented in partnership with the Counseling and Accessibility Services from Seneca College.

Angus Glen Library
Monday, March 6   6:00 PM

5 Secrets for Academic Success in College & University

Are you a student in high school or a parent/guardian interested in learning more about steps to guide your child through their academic journey? This presentation will address major myths related to post-secondary academic success and highlight strategies students can use to ensure they meet their academic potential

Markham Village Library
Tuesday, March 21   6:00 PM

"Value"-able Education: Finding the Best Affordable U.S. University Options

Have you ever thought about whether a post-secondary education in the US can be affordable? Are there "bargains" among US universities for students from Canada? With over 4,000 universities and colleges in the US, finding that high-quality "bargain" can feel like looking for a needle in a haystack. In this program, you will learn about several categories of scholarships and tuition discounts that make certain US universities attractive options for different types of Canadian students.

Markham Village Library
Monday, March 27   6:00 PM

Wellness

Joyful Family Yoga

Joyful Family Yoga, led by an instructor from Markham Yoga, offers an energizing, family friendly class, to build strength, increase flexibility and create mental clarity.

Virtual
Weekly Saturdays Jan 7 - Mar 25   9:30 AM

LIBRARY PROGRAMS
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MARKHAM PUBLIC LIBRARY

Laughing Yoga

Come laugh with us through breathing techniques, meditation and gentle yoga movement. Brought to you by Markham Yoga, Laughter Yoga is a great way to stay mindfully aware, joyous and dissolve stress.
Virtual
Weekly Sundays Jan 22 – Mar 26   9:00 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.
Virtual
Weekly Mondays Jan 9 – Mar 27   7:00 PM

Chair Yoga

In this class participants will learn gentle and dynamic exercises and stretches for balance while seated and supported in a chair.
Virtual
Weekly Tuesdays Jan 10 – Mar 28   7:00 PM
Weekly Wednesdays Jan 11 – Mar 29   10:00 AM
Angus Glen Library
Friday, January 27, February 24, March 31   10:00 AM

Yoga for Older Adults

Yoga for Older Adults is a 30 minute program that offers an opening meditation and breathing techniques, which allow participants to cultivate awareness and presence in their body and mind and gentle stretches for arms, legs, shoulder and back.
Virtual
Weekly Wednesdays Jan 11 – Mar 29   10:30 AM

Aging Well Series

Join us for a 7-week series of health presentations geared towards Older Adults and their caregivers. Led by health professionals from Markham's Community Care Team, you will learn practical skills for addressing common physical and mental health concerns.
Virtual
Weekly Wednesdays Jan 11 - Feb 22   11:00 AM

Meditate & Melt the Stress Away

Join us every Wednesday for a guided virtual meditation workshop led by an instructor from Markham Yoga.
Virtual
Weekly Wednesdays Jan 11 – Mar 29   8:15 PM

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Brain Health

Join the Alzheimer's Association of York Region to learn about the many ways we can keep our brains healthy and lower the risk of getting dementia.

Virtual (Conducted in English)

Wednesday, January 11   10:30 AM

Virtual (Conducted in Cantonese)

Thursday, January 12   10:30 AM

Virtual (Conducted in Mandarin)

Tuesday, January 17   10:30 AM

How to Have Conversations about Mental Health (in Hindi)

Learn actionable strategies on starting conversations about you and your loved one's mental health. How to reach out for help and mental health challenges that increased during the pandemic.

Virtual

Wednesday, January 11   7:00 PM

Depression - Signs, Symptoms, Treatment

Join staff from Carefirst Seniors and Community Services Association as they present this program about depression. Learn the signs and symptoms of depression, how depression is diagnosed and how therapy and medications help with depression.

Virtual

Wednesday, January 18   1:00 PM

Minds in Motion®

Minds in Motion® is a copyrighted Alzheimer's Society program, with a goal of reaching out and encouraging Mandarin speakers, ages 55+ to meet new friends while enhancing physical health and cognitive stimulation. Participants can expect gentle seated exercises and fun games along with other physical, mental and social stimulation activities aimed at getting the mind moving!

Virtual

Weekly Fridays Jan 6 – Feb 24   10:00 AM

Stress Management

In this program, presented by staff from Carefirst Seniors and Community Services Association, participants will learn why we should manage stress and strategies.

Virtual

Wednesday, January 25   11:00 AM

Mindfulness (in Cantonese)

Join staff from Carefirst Seniors and Community Services Association as they present this Mindfulness program where participants will learn about mindfulness practices, what is mindfulness and how mindfulness helps our brain.

Virtual

Wednesday, February 1   11:00 AM

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Essential Oils 101

In this program participants will learn what essential oils are, how they work and how one's mental and physical well-being can benefit from using them.
Virtual
Tuesday, March 21   7:00 PM

Hearing Loss and Aging

Take a moment and look around you. How many daily activities involve hearing? Hearing affects all our day to day interactions and is almost always taken for granted so we want to keep our hearing as healthy as we can for as long as possible. In this program, participants will learn about hearing loss and aging and how Canadian Hearing Services can help.
Virtual
Thursday, March 23   11:00 AM

STEAM and Tech

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.
Virtual
Weekly Tuesdays Jan 10 – Mar 28   11:00 AM
Weekly Wednesdays Jan 11 – Mar 29   3:00 PM

Introduction to 3D Printing

Are you interested in creating 3D objects? If so, join us for an introduction on the basics of 3D design and a demonstration of modelling using TinkerCad.
Virtual
Wednesday, January 11   7:00 PM
Wednesday, March 8   7:00 PM
Cornell Library
Wednesday, February 8   7:00 PM

How to Use the Digital Library: eBooks & eAudiobooks

Did you know that the library has thousands of online resources you can access from the comfort of your home? Join us to explore eBooks and eAudiobooks and learn how to create an account on Libby and Hoopla, how to browse and borrow digital materials and other tips and tricks.
Virtual
Tuesday, January 17   6:45 PM
Friday, February 3   10:00 AM

How to Make a Vinyl Sticker with Cricut

Want to learn how to create unique designs for your next craft project? This workshop will provide step-by-step instructions on how to create a vinyl sticker using Cricut's Design Space.

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Angus Glen Library
Wednesday, January 18   7:00 PM
Aaniin Library
Wednesday, February 15   7:00 PM
Markham Village Library
Wednesday, March 15   7:00 PM

Repair Cafe

Repair Cafés can bring broken items back to life. Have you been holding on to an item that just needs a quick fix like a button to be sewn, a vacuum needing a new cord or a bicycle needing a wheel alignment? Then a Repair Café may be the place for you. People can bring a variety of household items to a Repair Café to be fixed for free. If you're unsure how to do the repair, don't have the space or the right tools, just visit the Repair Café.

Milliken Mills Library
Saturday, January 21   10:00 AM

How to Make a Greeting Card with Cricut

Want to learn how to create unique designs for your next craft project? This workshop will provide step-by-step instructions on how to create a greeting card using Cricut's Design Space!

Virtual
Wednesday, January 25   7:00 PM

How to Make a Custom T-Shirt with Cricut Heat Press

Want to learn how to create unique designs for your next craft project? This workshop will provide step-by-step instructions on how to create your own t-shirt design and use the Cricut Heat Press.

Cornell Library
Wednesday, February 22   7:00 PM
Aaniin Library
Wednesday, March 22   7:00 PM

How to Use the Digital Library: Magazines & Newspapers

Did you know that the library has thousands of online resources you can access from the comfort of your home? Join us to explore magazines and newspapers and learn how to create an account on Flipster, PressReader and Overdrive, how to browse and borrow digital materials and other tips and tricks.

Virtual
Tuesday, March 7   7:00 PM

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MARKHAM PUBLIC LIBRARY

Business, Finance and Job Skills

Holiday Money Hangover

The party's over, the damage is done and it is hard to remember exactly what happened. This workshop is designed to get rid of the holiday debt and encourage positive action so it is never an issue again.
Virtual
Monday, January 9   1:00 PM

7 Ways to Build and Improve Your Credit Fast

Good credit is important and easy to build. Plus, STOP paying a service to "fix" your credit. Get the blueprint to repair, rebuild and protect your credit.
Virtual
Tuesday, January 10   7:00 PM
Tuesday, February 7   7:00 PM

Get your Business Up and Running with These Library Resources!

Getting your own business up and running is no easy feat. Whether you're an aspiring business owner, a new small business, or you've been around for many years, you will be ecstatic to hear about the many resources that we have that can take your business to the next level.
Virtual
Thursday, January 12   7:00 PM

Investing Crash Course

In this presentation, the presenter will go over the different types of investment accounts, different classes of investments (Stocks, Bonds, Mutual funds) and the mistakes he made early in his trading career so that you don't have to.
Virtual
Monday, January 16   7:00 PM
Aaniin Library
Wednesday, March 15   7:00 PM

Find your success through stress

Are you overwhelmed or stressed at work? perhaps you're transitioning jobs and find it frustrating. We invite you to join us for this event: Learn the different approaches that can get you out of being frustrated and overwhelmed and start consciously choosing a path that works for you.
Virtual
Tuesday, January 17   7:00 PM

Thinking about a career in the world of Cyber-Security? Seneca Cyber Security Micro Credentials

Thinking about a career in the world of Cyber-Security? Seneca offers a number of micro-credentials that may be what you are looking for. From sitting at a computer using Open Source Intelligence to Contact Tracing and Networking Investigations, Seneca offers a few different courses that can help you get started in the industry or

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help you to advance if you are already in it.
Virtual
Monday, January 23   6:30 PM

Business Legal 101 Series

We are happy to introduce our series of professional workshops – Business Legal 101. Each session of this workshop will discuss various legal aspects of operating a business in Canada and will answer your questions about the same.
Virtual
Monday, January 23   7:00 PM
Monday, February 13   7:00 PM
Monday, March 20   7:00 PM

How to Excel in your Job Interview

Join us to learn about the Teleconferencing/Virtual Interview, topics include: Conducting an effective teleconferencing/online interview. Using appropriate body language and speaking voice in a virtual interview. Answering behavioural questions effectively.
Virtual
Tuesday, January 24   6:30 PM
Tuesday, February 28   6:30 PM

How to write a winning resume that gets results

Join us to learn about writing a targeted resume. This workshop will help you create a winning resume and increase your chances of landing a job interview.
Virtual
Tuesday, January 31   6:30 PM
Monday, February 27   6:30 PM

Investment Basics – Making the Most of Your Money

You will learn about the basic investment vehicles like, RRSP, TFSA and RESP. You will also learn about investment risks, fees and how to look for investment specialists. This workshop is intended to provide resources and definitions, not investment advice.
Virtual
Wednesday, February 8   1:00 PM

Cautious Consumerism

You will learn ways to avoid the most common scams and fraud in Canada and what to do if you become a victim of identity theft.
Virtual
Wednesday, March 8   1:00 PM

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Newcomers

English Conversation Circle

Are you a newcomer to Canada looking to improve your conversational English and meet new friends? Join the weekly English Conversation Circle, where we practice in friendly small groups led by local long-term residents.

Angus Glen Library
Mondays, January 16 to March 27   10:00 am to noon
Virtual
Mondays, January 16 to March 27   1:30 am to 3:00 pm

Basic Digital Skills Coaching for Newcomers

Newcomers are invited to join this unique program to learn and practice basic digital skills with a coach. The content includes how to use:

- Zoom
- Google Maps
- YouTube
- Mobile Apps
- how to find reliable information online
- and more!

Cornell Library (Mandarin, Cantonese & English) or
Thornhill Community Centre Library (Farsi & English)
Thursdays, January 12 to March 23   10:00 am to 1:00 pm

Money Management as a Newcomer

As a newcomer in Canada, you probably have many questions about the banking products and government financial support programs that are available to you. This webinar will get you familiar with the basics of the Canadian Financial System, products & services, as well as how to better manage your money and protect yourself from fraud.

Virtual
Tuesday, January 17   2:00 PM

Your First Steps in Ontario

Have you recently arrived in Ontario? Do you need help creating a "To Do" checklist regarding your settlement process? Join us to learn about essential programs and services you can access as a new resident of Ontario. Our orientation session will help you understand how you can better tackle your settlement needs in your first few weeks in Ontario!

Virtual
Wednesday, February 15   2:00PM

Workplace Culture 101

As you arrive in Canada – the land of opportunities, your priority is to get a job as soon as possible. This webinar will help you succeed in the Canadian workplace,

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understand the work environment, prepare you to work in a multicultural workplace, and learn about effective communication skills.
Virtual
Tuesday, March 7   2:00 PM

Reading and Creative Expression

Paper Mache, Storytime and Bingo
Join us for a unique storytime, paper mache crafts and bingo program. Learn how to do paper mache crafts after listening to an engaging storytime. There will also be a bingo game, so bring your friends and family. Free prizes to be won!
Markham Village Library
Saturday, January 7   11:00 AM

Traditional Indian Music, Musical Instruments and Singing
Learn about traditional Indian music, musical instruments, and different singing types/styles. Gauri Guha, a vocalist in the Indian classical khayal style, will be leading this program. She is classically trained and has a Bachelor of Music and an M.A. degree in Bengali Literature. She has performed worldwide and loves to educate the community.
Virtual
Bi-weekly Wednesdays Jan 11 – March 29   7:00 PM

Author - Storytime, Sing A-Long and Games
Follow the adventures of Melody Mouse and Ludwig van Beethoven – the most famous classical composer of all time in the exciting new picture book, The Mouse in Beethoven's House. Join us for story time and fun activities to develop music appreciation with local Markham author, Chanel Rose Chow.
Aaniin Library
Saturday, January 14   11:00 AM
Markham Village
Saturday, February 4   11:00 AM

Learn to Paint: Painting Techniques from an Artist
Learn how to paint from artist, Peter Suk Sin Chan. He specializes in Chinese watercolour painting and Western Oil Painting.
Virtual
Wednesday, January 18   7:00 PM
Wednesday, February 22   7:00 PM
Wednesday, March 22   7:00 PM

Save Soil arts & crafts, songs, dance, storytelling
Did you know Soil is going extinct like the dinosaurs? Learn about #SaveSoil a joyful global movement to protect the earth and rescue Soil from dying! *Includes various Soil activities: arts & crafts, songs, dance, storytelling and more!
Virtual
Wednesday, January 25   11:00 AM

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Angus Glen Library
Wednesday, March 15   11:00 AM
Aaniin Library
Saturday, March 25   11:00 AM

Reading Buddies

Reading aloud can boost your child's confidence in reading and improve reading skills. Join our 5-week program where your child can read 1-on-1 with a teen volunteer.

Cornell Library
Weekly Saturday January 28 – March 4 10:00 AM
Milliken Mills, Thornhill Community, Thornhill Village Library
Weekly Saturday January 28 – March 4 2:00 PM
Unionville Library
Weekly Sunday January 29 – March 5   2:00 PM

2SLGBTQ+ and Allies Book Club

Join us in getting to know one another and deciding together what kinds of books we want to read. Membership is on a rolling basis; anyone is welcome to join. This program is brought to you in partnership with CAYR Community Connections and Gila Munster. Registration through CAYR Community Connections.

Virtual
Thursday, February 2   7:00 PM

Pollinator Man to the Rescue!

Join local Markham author, Ashoke Mohanraj, for a reading of his book *Pollinator Man* and learn all about pollination through a fun hands-on activity.

Aaniin Library
Saturday, February 11   11:00 AM
Angus Glen Library
Saturday, March 11   11:30 AM