

AGENDA 1.0

MARKHAM PUBLIC LIBRARY BOARD

REGULAR MEETING

Notice of meeting to be held on Tuesday, September 26, 2023, 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 June 26, 2023

2.2 **Consent Agenda:**

All items listed under the Consent Agenda are considered to be routine and are recommended for approval by the Chair. They may be enacted in one motion or any item may be discussed if a member so requests

2.3 Declaration of Due Diligence by the CEO

2.4 Communication and Correspondence:

2.4.1 YorkRegion.com: Markham Mayor's Black Youth Liaison presents The Reading Circle

https://www.yorkregion.com/things-to-do/markham-mayor-s-black-youth-liaison-presents-the-reading-circle/article_631b0248-688d-59f7-80c6-a65ae129d0b4.html

2.4.2 YorkRegion.com: City of Markham launches new system for recreation registration, facility booking

https://www.yorkregion.com/news/city-of-markham-launches-new-system-for-recreation-registration-facility-booking/article_b10d6209-64e9-5e1e-90ab-034cc3b4cc14.html

2.4.3 YorkRegion.com: Empowering Youth Voices: Markham Youth Magazine provides platform for creativity, expression

https://www.yorkregion.com/news/empowering-youth-voices-markham-youth-magazine-provides-platform-for-creativity-expression/article_52fb39d5-06e6-5f78-a379-7f1f8a37d480.html

2.4.4 MarkhamReview.com: Reflecting on the multifold experience of immigration

<https://markhamreview.com/reflecting-on-the-multifold-experience-of-immigration/>

2.4.5 YorkRegion.com: Large scale immigrant stories exhibit coming to Markham Public Library

https://www.yorkregion.com/things-to-do/large-scale-immigrant-stories-exhibit-coming-to-markham-public-library/article_47b3a94b-cf5f-50f7-8913-a81279c9fd20.html?source=newsletter

2.4.6 thestar.com: Everything, to everyone all at once: How libraries ended up on the front line of Toronto's urban crisis

3.0 **CEO's Highlights, September**

3.1 **Markham Centre Update (D. Walker)**

4.0 **Annual Monthly Policy Review:**

(To be undertaken at the January meeting)

AGENDA 1.0

- 5.0 **Internal Monitoring Reports:**
(Compliance list of internal monitoring reports and discussion led by members)
- 5.1 Executive Limitations/Internal Monitoring Reports Schedule (remainder 2023)
- 5.2 Executive Limitation: EL-2d Financial Condition (E. Choi /M. Sawh)

- 6.0 **Ends:**
- 6.1 Strategic Plan Update: (D. Walker)

- 7.0 **Governance:**
- 7.1 OLS Update (Margaret McGrory)

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

- 9.0 **Board Advocacy:**
- 9.1 Fall 2023 Library Programs (D. Macklin)

- 10.0 **Education:**
- 10.1 Board Education Plan for 2024 (A. Cecchetto)
- 10.2 Welcome to the MPL Board, Part 11: Legislative Context for Library Boards
(A. Cecchetto)

- 11.0 **Incidental Information**

- 12.0 **New Business**

- 13.0 **Board Evaluation:**
Deferred to October

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

- 15.0 **Adjournment**

NEXT MEETING: **Monday, October 23, 2023**
 Virtual Meeting

AGENDA 2.2

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Susan Price, Board Secretary

DATE OF MEETING: September 26, 2023

SUBJECT: **CONSENT AGENDA**

RECOMMENDATION:

That the Consent Agenda comprising of Agenda 2.2 to 2.4.6 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:

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2.4.6 thestar.com: Everything, to everyone all at once: How libraries ended up on the front line of Toronto's urban crisis



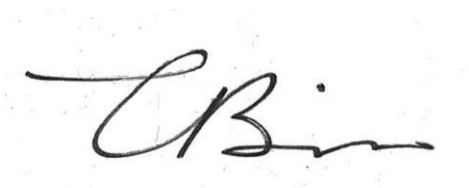
Catherine Biss/ CEO & Secretary-Treasurer

MARKHAM PUBLIC LIBRARY BOARD

DECLARATION OF DUE DILIGENCE BY THE CEO

I, Catherine Biss, Chief Executive Officer of the Markham Public Library Board (the "Board"), hereby declare that to the best of my knowledge and belief, Markham Public Library is in compliance with the following from June 21, 2023 to September 19, 2023.

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



Catherine Biss, CEO & Secretary-Treasurer

September 19, 2023
Date

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GTA

Everything, to everyone, all at once: How libraries ended up on the front line of Toronto's urban crisis

When homelessness rises, barriers to mental health-care persist, and social supports thin, the myriad issues facing Canada's cities inevitably show up in one of the last truly public spaces.

By Victoria Gibson Affordable Housing Reporter, Omar Mosleh Staff Reporter

Sep 9, 2023

Article was updated Sep 9, 2023



As the city's woes have grown ever-deeper, the library has faced questions about its own limits, with only so many resources at its disposal.

Richard Lautens / Toronto Star

On a drizzly summer afternoon, the patrons of Toronto's Lillian H. Smith library were consumed in their own private worlds.

Under the protective curl of its arched entrance, a man in slippers leaned wearily against the bronze gryphons that flank the door like gargoyles. Inside, an older man carefully studied a newspaper, while a younger woman tucked her knees to her chest to read a children's book and staff buzzed throughout the first-floor stacks. A seated man meanwhile battled with himself, whipping his neck around and scratching his arms erratically as he streamed a video aloud.

This day, like any other, visitors came in to study, use the internet or find refuge from the weather — and whatever the request, the library aimed to accommodate. Beyond its shelves of paperbacks, hardcovers, DVDs and reference materials, this downtown branch

offers a pay phone on the ground level and, out of more recent necessity, crisis workers upstairs. Pamphlets point to support for newcomers, directions to shelters and details of food banks. Here, in one of Toronto's few genuine public spaces — one that's free to enter and that doesn't mind if you stay for hours — is an institution trying its best to fill the city's cracks.

It's on the front lines of the housing crisis, as hundreds are turned away daily from shelters and many seek refuge from extreme weather in library branches. As street drugs have become increasingly toxic, library workers have learned to administer overdose-reversing naloxone. And libraries across the city are seeing, and trying to respond to, the aching reality of people battling serious mental illness without adequate — or affordable — access to mental-health care.

“Those are the types of things you wouldn't necessarily think about in libraries,” said Brandon Haynes, president of the 2,100-member Toronto Public Library Workers Union.

But this is the reality of Toronto today, where unchecked social problems are spilling across public spaces. As the city struggles with shelter capacity, hundreds have taken refuge in its emergency rooms. While demand for supportive housing has fallen short, one mental health hospital has seen patients stuck in in-patient wards — at times, for years — unable to be discharged. So the library, too, has wound up responding — by necessity — to evolving crises.

ADVERTISEMENT



Brandon Haynes, president of the Toronto Public Library workers' union, says the TPL has adapted to what's needed of it, moving beyond people's conception of a library like the North York Central branch as 'a nice quiet space where you can come in and read books all day.'

Andrew Francis Wallace / Toronto Star

As the city's woes have grown ever-deeper, the library has faced questions about its own limits, with only so many resources at its disposal — such as a single social worker across all 100 branches. New efforts like the crisis worker program are currently relying on philanthropy rather than public funding. Staff are feeling the pressure as other drop-in spaces have thinned, and the library's rate of violence and other incidents has been climbing.

"The best thing about the library is that it's open and accessible to everybody — but it's also a challenge, because we can't do everything," Haynes cautioned. An ideal library, in his view, is a place where everyone gets the assistance they need — but that has become an increasingly difficult task.

"Whatever happens in the community trickles over into the library."

No two libraries, by design, are identical; they respond to the needs of their communities. On the same afternoon that users of the Lillian branch felt ensconced in their own quiet worlds, Toronto's Thorncliffe library was boisterous, with dozens of kids and teens

clustered around crafting tables, browsing the internet or embroiled in video games. A trio of boys burst through the doors, carrying a soccer ball as they beelined for the information desk. This is one of two dozen Toronto libraries designated as a youth hub, but canvass the city and you'll see programs vary; in 15 branches, targeted to areas with more newcomers, the library works with agencies to make immigration settlement workers available. A little more than half of branches hand out PRESTO cards; in three locations, you can borrow musical instruments. And for those navigating the job market in a post-pandemic world, the library has started creating space for video interviews, starting with its Malvern and North York Central branches.

"I think historically, or maybe stereotypically, people would see the library as a nice quiet space where you can come in and read books all day," Haynes said. But the library, in his view, adapted and evolved to the gaps around it, like offering job search help in recession years.

In an unequal city, the library — like other public institutions — also sees acute needs cluster.

Especially downtown, the library can be a critical resource for people weathering homelessness, at a time when shelters are regularly squeezed to capacity. (In July, for example, an average of 239.1 people per day were turned away after calling Toronto's central shelter intake team.) That day, in the Lillian branch, a man accompanied by several bags of possessions sat quietly by the window, seemingly trying to be unobtrusive while sipping from a small cup of takeaway soup.

Greg Cook, a downtown outreach worker, said for all his years working in Toronto, the library has been a critical refuge for those with nowhere else to go — but as the cost of living continued to climb faster than incomes, that need has only grown. That included people who needed to access public bathrooms, or students for whom textbooks were prohibitively pricey.

There are vanishingly few options today where someone can go and simply exist without paying, Cook said. "Where are people meeting who are different incomes, different races, different cultural backgrounds if not in places like libraries and public parks?" he asked.

But it isn't always easy. Sometimes, a person dealing with any number of challenges will arrive in the library in crisis, and it can spill over into conflict with library staff or other patrons.



The Lillian H. Smith library is on the front lines of the housing crisis, as hundreds are turned away daily from shelters and many seek refuge from extreme weather.

Richard Lautens / Toronto Star

Take Lillian, for example. The library's own statistics show the downtown branch — located on College Street near Spadina Avenue — is among the hardest hit by what the library categorizes as “incidents,” which can range from harassing or threatening behaviour to injuries, overdoses and violent or disruptive behaviour. In reports and interviews, the library cautions against blaming all incidents on any one group, noting that while someone may lash out at staff while dealing with a mental health crisis, so might a patron irate over book fines.

“Most folks who are coming in use our resources — computers, study rooms, magazines, bathrooms — quietly, and you would never know that they're experiencing a vulnerability,” said Amanda French, the library's manager of social development.



Amanda French, Toronto Public Library's manager of social development, said most people who use the library's resources are quiet. "You would never know that they're experiencing a vulnerability," she said.

Andrew Francis Wallace / Toronto Star

Still, the library's data shows that areas dealing with other social challenges tend to see higher incident rates. And the problem has been growing. Where the library system overall recorded 6.47 incidents per 100,000 visits in 2005, that rose to more than 35 incidents per 100,000 visits by 2021.

Where only a small portion of incidents are violent — 2.88 of the 35.74 incidents per 100,000 visits in 2021, for example — the rate of violence has been steadily increasing, and persisted despite fewer visits during COVID-19. Like other social services, the library has found its role more challenging post-pandemic, as drop-in options for vulnerable people seem more sparse.

"I think the library is just very much an extension of what's being felt across all agencies," French said. "Our colleagues in housing, in shelters ... they are getting rocked over there. You're feeling that same pressure here: that's economical, that's mental health, that's lack of housing. It's just these huge, broad issues that we're dealing with as a society and as a city."

Indeed, as shelters have seen more violence in recent years, the surge has been attributed to factors like crowding, inadequate mental health-care and the opioid crisis. To the average

Torontonian, these forces are likely most palpable in public spaces.

“When the city is doing well, you can feel it,” said Councillor Gord Perks, who until recently sat on the library board.

“And when the city is struggling? You can feel it inside a library branch.”

Library workers did their best to help anyone who came through the door, Haynes said — a group that includes not only librarians, but assistants, branch heads, service specialists and pages. But he’s been troubled by some of the stories he’s been hearing lately. In the worst cases, the union has recorded incidents of staff spit on, scratched or even punched by visitors.

“The bottom line is that staff have to be safe. They have to go home in one piece, psychologically and physically, in order to keep everyone else safe,” he said.

Brian Daly, director of Human Resources for the library, described patrons — in the more severe cases — hurling slurs, throwing chairs or pushing over computers. But addressing the problem, in his view, wasn’t as simple as tightening security. “We want to be very, very careful that we don’t create a militarized environment in libraries where people feel people are watching over them.”



The written word, and those seeking it, are not the sole focus at the TPL’s North York Central branch and elsewhere.

Andrew Francis Wallace / Toronto Star

This is the crossroads the library found itself facing in the fall of 2021. That October, the library board was considering a request for more security guards when the discussion pivoted to a trickier question: were there other ways to respond to the issues library staff were seeing?

That question sparked a monthlong review, which pulled together library leadership, the union, board members and community groups to answer a central question. How should the library respond to serious problems — such as violence against its staff — while ensuring it did not become a less accessible institution, putting barriers in front of vulnerable people?

It led to an extensive report, which detailed the frustration workers had been harbouring for some time. Staff felt stretched thin, the report said, as the union reported staff shortages were leading to higher rates of absenteeism. While branches relied on community partnerships, the report noted those organizations also battled with underfunding and capacity limits. And it highlighted internal struggles and limitations such as the single social worker employed by the library.

French said that worker was never intended to assist the public — rather, they were an internal resource for staff, who could assist in processes like referrals. Knowing the library wouldn't be able to hire enough social workers to meet the needs of its patrons, French saw it as their best option. “We are not social workers, we're not experts. So why would we take that on?”

To Perks, one takeaway from the review was that the library was being asked to address problems beyond its scope. “Library staff in the city of Toronto are very skilled in being one of the key front-line services that's open to everybody, but the size and complexity of this increased need was beyond what the library was set up to be able to do,” he said.

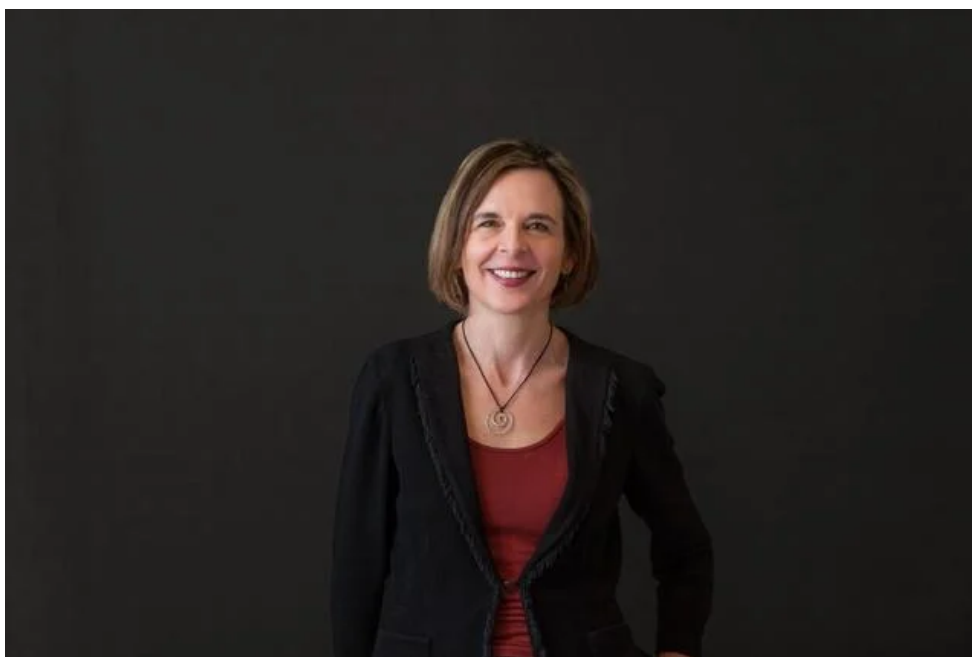
The report reflected this very concern, noting the library's role in addressing Toronto's social issues had been expanding as other local programs were either unavailable or overextended. With that, it warned that libraries did face a risk of becoming hot spots for tensions or conflict.

Still, embedded in the report was a caution that the library needed to stay an accessible space for anyone. To Perks, it was a remarkable response. “There were incidents of people acting out and real conflict in the library that had been going on for a while — and we didn't just put police on overtime into every branch. We

actually thought about how to, in a real way, build safety,” Perks said. “We have a duty of care to our employees, but we also have a duty of care to vulnerable patrons — and how do we meet both of those?”

Thousands of kilometres west of Toronto, Edmonton has been grappling with these same questions for more than a decade. The first Canadian library to employ its own social workers back in 2011 — having taken inspiration from the San Francisco Public Library — the Edmonton Public Library is known in library circles as a place that embraces its broader community role.

At the downtown Stanley A. Milner branch, that means serving as much as a refuge for people without shelter as a place to borrow a book. “That brings both the joy and the beauty of public libraries, and that brings the biggest challenges,” said library system CEO Pilar Martinez.



Edmonton Public Library CEO Pilar Martinez.

Michel Feist / Edmonton Public Library

Today, the branch offers three full-time social workers, who can be dispatched to other nearby branches as needed. Like in Toronto, the Edmonton branch relies on community partnerships with agencies like Boyle Street Community Services, which maintains an outreach team to help de-escalate security incidents and respond to incidents like overdoses in the library.

The social workers can connect people with subsidized housing, or help with obtaining new ID cards. They provide referrals to other agencies if a patron is dealing with domestic violence, food insecurity or health issues, and can help someone get to appointments. But sometimes, their social workers are simply providing a listening ear.

That was a powerful draw. Charlene Johnson, one of the downtown location's social workers, knows some people come in simply "knowing they're going to be heard," noting that unless someone was causing a real disturbance or fell asleep, the workers leave patrons undisturbed.

But despite the decade-plus of ironing out its system, Edmonton has also been struggling since the pandemic, Martinez said. In 2022, safety incidents were up 22 per cent compared to 2019, and up to this point of 2023, they're up 35 per cent compared to pre-pandemic numbers.

So the Edmonton library system, too, is now tasked with finding a path forward that balances the library's ideals as a community hub with putting too much pressure on its staff.

"We absolutely want to be part of the solution. I think what's happening now, though, some of the things are beyond our scope," Martinez cautioned.

And it's a refrain she's hearing across the map — from colleagues in Calgary, Saskatoon and Toronto. "What you see in public libraries is really mirroring what's happening in our society."

Back in Toronto, last year's safety review concluded that a wide slate of actions was needed, with security in branches being just one component of a much broader strategy. There needed to be better training for staff in areas like crisis prevention, it said, but also other professionals brought in to lighten the load on library workers. The recommendations included participating in a citywide crisis pilot that provided an alternative to police enforcement, as well as new library-specific pilots to bring in community health and social workers.

This July, the library began rolling out a pilot project in four downtown branches, concentrating especially on Lillian and the reference library. Working with the Gerstein Crisis Centre, it offers low-barrier mental health and crisis support inside the building — and French has high hopes.

Where library workers' role ends at the door, she said the Gerstein workers could, for example, walk with a patron to a coffee shop to de-escalate a situation. That in-depth assistance was already paying off, French said, citing cases of refugees assisted in finding shelter or people connected with medical care. In some cases, Daly said it has also made it possible to consider rescinding library bans — applied when a patron violates conduct rules — earlier than expected.

But crisis workers aren't available all the time, with the Lillian branch advertising 11 a.m. to 7 p.m. hours on Tuesdays and Thursdays, plus every other Saturday from 9 a.m. to 4 p.m. And in a financially strapped city, these kinds of initiatives — at the library and elsewhere — often rely on private donations rather than public funding, at least in their infancy.

Where the pilot is funded via the library foundation, French said the idea is to eventually show its outcomes to city hall in a bid for longer-term money. "The challenge these days, as you know, is the severe funding challenges and lack of funding from other levels of government."

Overall, she sees the program as one that recognizes the library cannot be everything for everyone. "We're trying to build our capacity to be the resource that people want us to be, which is everything," French said. "We're not going to be, and that's OK. I think we just need to find a way to fill that need, and to respond to that need, without trying to become that person."

Looking to the library's future, Haynes sees it now — as ever before — as a resource.

"There are so many challenges the city is facing, and the library is a great place to visit to get help," he said. While he doesn't see them as able to fill every gap, his hope is to see the institution focus on basic values — creating a space that is as safe as it is welcoming.

"A perfect library is a place where everyone gets the help they need."

Victoria Gibson is a Toronto-based reporter for the Star covering affordable housing. Reach her via email: victoriagibson@thestar.ca



Victoria Gibson is a Toronto-based reporter for the Star covering affordable housing. Reach her via email: victoriagibson@thestar.ca.



Omar Mosleh is an Edmonton-based reporter for the Star. Follow him on Twitter:
@OmarMosleh.

REPORT AN ERROR

JOURNALISTIC STANDARDS

ABOUT THE STAR

AGENDA 5.2

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Michelle Sawh, Director, Administration

DATE OF MEETING: September 26, 2023

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

EXECUTIVE SUMMARY:

This report provides the Board with an update on the year-to-date financial condition of the Library.

This is a report on Actual and Budgeted Operating Budget expenditures for the eight-month period ending August 30, 2023. This is the second of three financial reports to the Board covering fiscal year 2023 (Jan – Aug).

The Library ended the period in an unfavourable position with a year-to-date net deficit of **\$(15,457)** based on Library Income and Expenditures that were below budget. The main contributor to the unfavourable was the variance in Library Income of \$(274,093), which represents the shortfall between the budgeted and actual figures. However, this variance in Income compares favourably to the YTD shortfall of \$(393,163) as of Aug. 31, 2022, indicating that the budgetary situation has improved somewhat this year as the Library recovers from the pandemic-related disruptions that impacted many aspects of public service over the previous three years. To date, the recovery has been gradual and will take some additional time.

RECOMMENDATION:

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

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY TITLE: FINANCIAL CONDITION (EL-2d)

[Report on actual expenditures compared with budget]

GLOBAL POLICY LIMITATION:

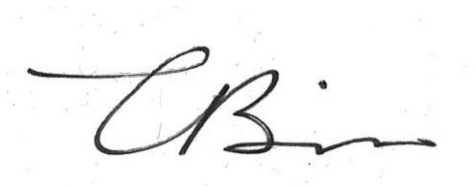
With respect to the actual, ongoing financial condition and activities of the organization, the CEO shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from Board priorities established in Ends policies.

CEO RESPONSIBILITY:

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

ASSERTION OF COMPLIANCE

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



Catherine Biss
CEO & Secretary-Treasurer

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

CEO RESPONSIBILITY:

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

EVIDENCE OF COMPLIANCE:

- The CEO is in compliance with respect to Expenditures. As of August 31, 2023, the Library had a net budgetary deficit of **\$(15,457)** based on an unfavourable variance in Library Income of **\$(274,093)** and a favourable variance in Expenditures of **\$258,636**. See Appendix "A" (Statement of Revenue and Expenditures – Eight Months Ended 08/31/2023).
- **Library Income** – The 2023 YTD Actual was \$455,306 against a Budget of \$729,399 creating an unfavourable variance of \$(274,093).
- **Expenditures** – The 2023 YTD Actual was \$10,857,047 against a Budget of \$11,115,683 creating a favourable variance of \$258,636.
- All figures in this Report are based on the Financial Statement dated August 31, 2023, received from the City of Markham's Financial Services Department on September 15, 2023.

2. **POLICY LIMITATION:** *The CEO may not indebted the organization in an amount greater than can be repaid by certain, otherwise unencumbered revenues within 60 days, or hold the controllable expenditures to avoid overspending funds.*

CEO RESPONSIBILITY:

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

EVIDENCE OF COMPLIANCE:

- There are no commitments beyond those identified in the current Operating Budget.

AGENDA 5.2

3. **POLICY LIMITATION:** *The CEO may not allow payroll and debts to be handled in an untimely manner.*

CEO RESPONSIBILITY:

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

EVIDENCE OF COMPLIANCE:

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

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

CEO RESPONSIBILITY:

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

EVIDENCE OF COMPLIANCE:

The "Financial Statements of the Markham Public Library Board, December 31, 2022" were presented to the Board in its meeting of May 28, 2023. The *Independent Auditor's Report* indicated that "in our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the [Markham Public Library Board] as at December 31, 2022, and its results of operations, its changes in net financial assets and its cash flows for the year then ended in accordance with Canadian public sector accounting standards."

The minutes of the May 28, 2023 Library Board meeting records the following resolution:

Staff introduced and welcomed Ms. Maria Khoushnood, Partner, Audit, KPMG, who conducted the Markham Public Library Board annual audit.

Ms. Khoushnood stated that she would give a high level review and all that all remained to substantially complete the audit was approval from the Board. It was a clean audit, everything was in line, and there were no issues noted, no audit misstatements and no control deficiencies. Ms. Koushnood asked if there were any questions, and there were none. She also expressed appreciation for the efficiencies of MPL Management staff.

Staff thanked the auditors for attending.

Moved by Mrs. Pearl Mantell
Seconded by Mrs. Lillian Tolensky

**Resolved that the report entitled "Financial Statements of the Markham Public Library Board, December 31, 2022" be received; and,
That the Board approves the Financial Statements of City of Markham Public Library Board December 31, 2022; and,**

AGENDA 5.2

That the Board Chair be authorized to sign the approved 2022 Financial Statements on behalf of the Board; and,

That the Board authorize Staff to issue the final audited Financial Statements for the fiscal year ended December 31, 2022;

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

Carried.

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

CEO RESPONSIBILITY:

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

EVIDENCE OF COMPLIANCE:

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

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

CEO RESPONSIBILITY:

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

EVIDENCE OF COMPLIANCE:

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

AGENDA 5.2

agency that pursues suspended customer accounts with amounts owing of greater than \$40.00 in fines, fees and lost material values, and where the customer has failed to respond to multiple MPL contact attempts over a minimum of 45 days. UMS is an international company providing service to thousands of library system clients utilizing a “gentle nudge” approach which helps to maintain customer goodwill.

- The table below is a summary of 2023 (Jan – Aug) information related to MPL’s UMS transactions.

	Description	Amount
A	# of customer accounts submitted to collection agency	387
B	Fines/fees received from customers following UMS contacts	\$8,674
C	Returned items following UMS contact (value)	\$48,643
D	Subtotal – Fines/fees plus returned items (B + C)	\$57,317
E	Fees paid to UMS by MPL	\$5,119
F	Net benefit to MPL (D – E)	\$52,198
G	Net benefit ratio (Benefit per \$1 investment in service) (F/E)	\$11.20

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

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

CEO RESPONSIBILITY:

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

EVIDENCE OF COMPLIANCE:

The CEO is in compliance. The Library met the deadline of June 30, 2023, in filing its annual Charity return for 2022 with the Canada Revenue Agency (CRA).

The Library also met the deadline of July 31, 2023, in filing its Q2/2023 (Apr - Jun) Public Service Bodies Rebate Claim with the CRA. This submission is required for rebate of the federal portion of the HST. All other government filings and requests were satisfied within the required timelines throughout 2022 and 2023.

ATTACHMENTS:

- Appendix “A” – Statement of Revenue and Expenditures – Eight Months Ending 08/31/2023.
- Appendix “B” – Variance Report

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Deborah Walker, Director, Strategy & Planning

DATE OF MEETING: September 26, 2023

SUBJECT: **Strategic Plan Update**

RECOMMENDATION:

That the report “Strategic Plan Update” be received.

BACKGROUND:

The purpose of this Report is:

- To update the Board regarding our progress in terms of the library’s strategic work plan for 2023; and
- To briefly inform newly appointed Board members regarding the three strategic frameworks that guide our annual business and strategic planning processes, and ensure MPL’s accountability to our multiple stakeholders – the community, the Library Board and the City of Markham.

Three Frameworks for our Strategic Choices and Annual Work Plans

In planning our annual business plans and strategic work plans, Markham Public Library navigates within three linked strategic frameworks:

1. **MPL Strategic Plan:** Our departmental strategic plan¹ was developed with consultant support in Q3 to Q4 2020, during the first year of the pandemic and related closures of our library branches. Due to operational priorities over 2021 to the present, as we have gradually re-opened our branches and restored library services and open hours, implementation of some elements of our plan has been delayed. However, considerable progress has been made and is reported in Appendix A (Strategic Plan Update September 2023) to this report.
2. **Global Ends Policy (E-1):** The Library Board’s Global Ends Policy provides a governance lens for consideration of our strategic priorities. It provides:
 - a. 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.

¹ [MPL Strategic Plan \(Website Version\)](#)

b. Level 2:

- i. 2.1 Individuals and families are readers, lifelong learners, and have a gathering space.
- ii. 2.2 The community is enriched and strengthened.

To capture this lens, Appendix A includes a column identifying the impact of each workplan Action/Initiative on achievement of the Board's Global Ends.

3. **City of Markham Strategic Plan – Building Markham's Future Together**

(BMFT): In 2019-2020, the City developed its corporate Strategic Plan (BMFT 2020-2023)², focusing all Commissions and departments on the following four goals:

1. Exceptional Services by Exceptional People
2. Engaged, Diverse, Thriving & Vibrant City
3. Safe, Sustainable, & Complete Community
4. Stewardship of Money & Resources

Positioned as “the blueprint for how City Council and Senior Staff will make thoughtful decisions about the City's future to ensure its success”, BMFT was recently extended until 2026. However, during the coming fall the City will launch a consultation process with Members of Council and the community to review current priorities and propose potential goals and actions to be added to the strategic plan.³

As a department within the Commission of Community Services, the Library participates in Markham's annual business planning process, as well as the BMFT reporting process (progress-tracking, annual achievements, etc.). By supporting corporate strategic projects, the Library expresses its alignment with corporate priorities and positions MPL as a team player within the City. This positioning in turn supports MPL through the City's annual budgeting process (for both capital and operating budgets).

From a Commission perspective, BMFT-driven processes ensure each department is contributing to relevant corporate objectives, and that our Commission is viewed as lean, efficiently operated, focused on excellence, and essential to Markham's quality of life.

Appendix A includes a column indicating how MPL's strategic goals and objectives both support and benefit from alignment with BMFT.

² [Building Markham's Future Together](#)

³ See [Report entitled “Building Markham's Future Together \(BMFT\) 2020 – 2023 Strategic Plan Update” to General Committee April 25 2023 Agenda Item 8.1](#)

Municipal Priorities

BMFT and the City's annual business plans express the City's priorities. Staff bear in mind these Municipal Priorities (MPs) along with our funding context (as a library system funded primarily by the City), as we develop our annual business plans and strategic workplans. The MPs include:

1. Economic Development;
2. Destination Markham;
3. Implementation of the corporate Diversity Action Plan (DAP) and Anti-Black Racism Plan (ABRP);
4. Measures of Success: Strong Performance Numbers and Key Performance Indicators;
5. Awards;
6. External Grants;
7. Innovation;
8. Low Tax Rates supported by internal efficiency savings;
9. Digital Transformations "supported by citizens";
10. Investment in community consultation;
11. Older adults;
12. Youth;
13. Volunteerism; and
14. Partnerships.


In developing the Board's annual advocacy presentation to General Committee, we strive to "tick" as many of the MP "boxes" as possible, as a means of succinctly demonstrating MPL's alignment with corporate strategies and MPs, and to express the Library's story and value using Council's language and frame of reference.

Trend Analysis

As noted in the CEO's Highlights Report (3.0), staff routinely analyze and report upon trends affecting our community and operating environment, focusing on external evidence-based trends to ensure our strategic priorities are grounded in research and leverage our unique assets (physical branches, services, programs and content) in ways that address critical issues and improve the lives of citizens, while also supporting MPs. The 2023 workplan and our priority-setting were informed by the growing body of research regarding such issues as learning loss among schoolchildren, the impact of social isolation on all ages during the pandemic, and increasing rates of social inequity.

Looking Ahead – 2024 and the EDCP – Emerging Strategic Opportunities

As always, several initiatives in Appendix A are multi-year in nature. In addition, every year the City brings forward new initiatives such as the recently presented 2023 Economic Development and Culture Plan⁴ (EDCP). MPL supported and participated in the development of the EDCP. For our 2024 workplan, we look forward to various EDCP implementation initiatives, including identifying existing facilities that provide space to performing artists, developing a cross-departmental collaborative culture regarding cultural diversity programming, and the recording and digitization of diverse community stories. Initiatives such as these will provide an opportunity to build upon, share and amplify our current cultural events and programming.

A handwritten signature in black ink, appearing to read 'CBiss', is centered on the page. The signature is fluid and cursive, with a large 'C' and 'B'.

Catherine Biss
CEO & Secretary-Treasurer

APPENDIX A: Strategic Plan Update September 2023

⁴ <https://yourvoicemarkham.ca/economicdevelopment-culturestrategy>

APPENDIX A: Strategic Plan Update September 2023

This Appendix builds upon the June 2023 Appendix A, with some additional content intended to inform new Board members regarding the background of several actions and initiatives.. New items and updates are highlighted in **yellow**.

The top header row in the table below sets out our three over-arching strategic frameworks as described in the body of the 6.1 report, to illustrate the linkages and intersections between the MPL Strategic Plan, Library Board Ends, and the City's Strategic Plan – BMFT.

1: MARKHAM PUBLIC LIBRARY STRATEGIC PLAN				2 BOARD ENDS	3 CITY STRATEGIC PLAN
OUR STRATEGIC GOALS AND OBJECTIVES	ACTIONS/ INITIATIVES	WORK PLAN 2023	STATUS SEPTEMBER 2023	GLOBAL ENDS POLICY (E-1)	BMFT
MPL GOAL 1: Reading to Transform					
Engage children and parents in family literacy programs, collections and services in both digital and in-person formats.	Family Literacy Day	Deliver the annual Family Literacy Day event to promote family literacy.	Completed.	2.1 Supports the development of individuals and families as readers and lifelong learners – through a high-profile family literacy event.	BMFT Goal 2: Supports the growth of a “Thriving City” by developing a literate and educated workforce. MP#1: Economic Development MP #12: Youth
	Get pre-schoolers into reading and ready for school	Relaunch the 1000 Books Before Kindergarten initiative.	Launched January 28, 2023.	2.1 Individuals and families are readers and lifelong learners – through programs that get pre-schoolers ready for JK.	MP #12: Youth
	Improve youth collections.	Improve Concept Picture books, and easy fiction,	In progress.	2.1 Individuals and families are readers and lifelong learners –	MP #12: Youth

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				through youth collections that build the literacy skills needed for educational attainment and full successful lives.	
	Support homeschool families	Launch Homeschoolers Group at Angus Glen Library.	Launch completed. Homeschoolers Group will resume in the fall.	2.1 Individuals and families are readers and lifelong learners – through using our branches as places for homeschool learning support and the building of social skills with peers.	MP #12: Youth
	TD Summer Reading Club (SRC).	Launch Summer Reading Club, a Canada wide reading program that keeps kids reading, learning and having fun all summer long.	Completed. Summer Reading Club had 62 programs with 4,121 attendees, which is about 68 attendees per session.	2.1 Individuals and families are readers and lifelong learners through programs that combat learning loss and the “summer slide” in reading levels.	MP #12: Youth

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		SRC Launch Party on June 24 at Milliken Mills Library.			
		Reading to Success: YPAM in partnership with MPL provides a weekly literacy program, where volunteers read grade specific books for children in Junior Kindergarten, Senior Kindergarten, Grade 1, Grade 2 and IEP kids.	Launching in September	2.1 Individuals and families are readers and lifelong learners – through tutoring programs that build the reading habit for children, and a love of parent/child reading together.	MP #12: Youth MP #13: Volunteerism - meaningful volunteer opportunities for teens MP #14: Partnerships
Reduce barriers to membership and Library use.	Launch fine-free access for youth.	Launched in May 2021. As branches have re-opened with full services and open hours, promotion of fine-free cards for youth will continue. Evaluation of this pilot is targeted for Q1	Number of juvenile & teen cards issued since launch: 15,603 total (11,928 juvenile, 3,675 teen) •Number of juvenile & teen cards issued in 2023 YTD: 6,098 total (4,666 juvenile, 1,432 teen).	2.1 Individuals and families are readers and lifelong learners – through the ending of financial barriers between all children and access to library content. Provides literacy and learning opportunities	BMFT Goal 2: Supports the growth of a “Thriving City” by developing a literate and educated workforce. MP#3: Implementation of Diversity Action Plan – drives inclusion by lowering financial barriers to use of library materials.

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		2024, following a full year of normal operations.	<ul style="list-style-type: none"> Number of juvenile cards issued during the SRC season (July-August 2023): 1,320. 	<p>for all, regardless of socio-economic status.</p> <p>Leverages our core and enduring role – we are unique in that no other organization in Markham duplicates MPL.</p>	<p>MP#4: Measures of Success</p> <p>MP #12: Youth Positions MPL as deploying our municipally-funded content and programs in ways that make a profound difference in the community's post-Covid learning recovery/catchup and lifelong academic success.</p>
	Online library card – eCards: an alternative form of library membership and access to MPL's online resources. Introduced in 2020 during branch closures, a time when MPL, despite branch closures, was able to provide community access to our digital content.	Continue to offer and promote eCards . (Post-pandemic, most new users prefer a full membership).	<p>Ongoing.</p> <p>Provides access to those who are marginalized or whose lives are in transition, e.g. no fixed address.</p>	2.1 Individuals and families are readers and lifelong learners – through providing content choices that Include everyone, notwithstanding life circumstances and/or personal preferences.	<p>MP #3: Implementation of Diversity Action Plan – eCards enable inclusion of those whose are marginalized or in transition.</p> <p>MP#9: Digital Transformations</p>

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Provide collections that are balanced, inclusive and accessible .	Refresh the Black Heritage collection.	Launch the Black Heritage collection.	Completed.	2.2 The community is enriched and strengthened by content that honours the story and literary heritage of black Canadians.	MP#3: Implementation of Diversity Action Plan and Anti-Black Racism Plan
Provide collections that promote wellness .	Wellness Strategy.	Wellness Strategy includes a wellness webpage and links to relevant library content.	Completed.	2.2 The community is enriched and strengthened – by building upon the City's wellness strategy, and leveraging our wellness content for both residents and City staff.	BMFT G2: Engaged, Diverse and Thriving City
Advance reading for pleasure .	Bring people together through books.	Relaunch book clubs in-person and in-branch. Design book clubs to advance social cohesion, along with a love of leisure reading.	Completed.	2.1 Individuals and families have a gathering space- to experience social gathering spaces and programs such as our re-launched in-person book clubs.	MP#11: Older adults BMFT G2: Engaging everyone in building a liveable, caring and culturally vibrant community

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MPL Goal 2: Limitless Learning					
Better learning programs through partnership	Partnering for innovation in learning programs	Continue to rebuild our 60+ community partnerships for program delivery, e.g. innovative Youth Radio Camp through partnership with CBC	Completed.	2.2 The community is enriched and strengthened – through partners providing unique programs and lifelong learning opportunities.	MP #14: Partnerships
Support formal education through programs that provide in-person learning opportunities for enrichment	Develop digital skills	Expand programs and camps that focus on digital skill development, STEAM, coding and robotics.	Experienced high demand for summer camp (fee-based) programs – on Day 1 of registration, the camps were 99% full.	2.2 The community is enriched and strengthened through high-demand educational programs. However, demand exceeded supply due to finite branch capacity for camps.	BMFT 1.2.3: Advance Digital Markham MP #12: Youth – including summer camp jobs for teens.
		Introduce middle school STEM program targeting lower income / at risk students	In progress.	2.2 The community is enriched and strengthened through affordable (free) opportunities to develop STEM skills.	BMFT 1.2.3: Advance Digital Markham MP #12: Youth

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OUR STRATEGIC GOALS AND OBJECTIVES	ACTIONS/ INITIATIVES	WORK PLAN 2023	STATUS SEPTEMBER 2023	GLOBAL ENDS POLICY (E-1)	BMFT
Support Markham's Economic Development through learning programs that build workplace skills and literacies	Expand services and content to support individuals developing employment skills, retraining and accreditation.	<ul style="list-style-type: none"> • Relaunch of Business Hub at the Aaniin branch, along with programs delivered across the library system by community partners (e.g., Markham Small Business Enterprise Centre (MSBEC), Seneca College), • Develop Skills Fair, focusing on career opportunities in the trades sector. 	In progress	2.2 The community is enriched and strengthened – through access to affordable workplace skill development in an inclusive, welcoming and non-intimidating public space.	2.3.2 Implement the Economic Development Strategy. Deploying the Small Business Hub at the Aaniin library provides a platform for the Small Business Enterprise Centre to reach into the community in a visible way to connect emerging entrepreneurs with its services and programs. 2024: MPL will support EDCP recommendations such as community-based business formation, trade area market research data, and the Digital Main Street Program.
Develop the community's digital literacy skills .	Implement Digital Literacy Strategy supporting the Digital Markham plan.	Develop digital literacy for newcomer older adults facing barriers to inclusion.	In progress.	2.2 The community is enriched and strengthened – through enabling inclusive participation in the digital world.	BMFT 1.2.3: Advance Digital Markham MP#3: Implementation of Diversity Action Plan MP#9: Digital Transformations

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		Develop programs re online security anti-fraud and digital privacy.	In progress.	2.2 The community is enriched and strengthened – through educating and protecting the vulnerable from digital risks.	BMFT 1.2.3: Advance Digital Markham MP#3: Implementation of Diversity Action Plan MP#9: Digital Transformations
	Promote Makerspaces.	Deliver Makerspace Open Houses at Cornell and Thornhill branches. .	Completed. • Our Makerspaces position MPL well in relation to makerspace and digital literacy trends across the North American public library sector.	2.2 The community is enriched and strengthened – through low-barrier opportunities to explore 3D printing and other makerspace tech.	BMFT 1.2.3: Advance Digital Markham Funding from the Digital Markham Strategy budget has enabled the Library to introduce Makerspace technology and related programs at the community level in our library branches. MP#9: Digital Transformations
	Explore emerging technologies.	Develop programs re Virtual Reality, Augmented Reality, the Metaverse, and Artificial Intelligence.	In planning phase.	2.2 The community is enriched and strengthened – through engaging the digitally curious.	BMFT 1.2.3: Advance Digital Markham MP#9: Digital Transformations

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MPL GOAL 3: Community Social Cohesion					
Improve the library branch experience .	Improve the customer experience in library branches, using the lens of diversity and inclusion to identify improvements.	<ul style="list-style-type: none"> Launch multilingual staff buttons to let customers know what other languages are spoken by branch staff. Designed to help customers who would prefer to communicate in their home languages feel more comfortable in the library. 	Completed.	2.2 The community is enriched and strengthened by staff making visible their language skills to make the branch experience inclusive and welcoming to newcomers and all language groups.	BMFT 3.2: Build complete communities that offer....outstanding community amenities. MP#3: Diversity Action Plan.
Reduce social isolation through spaces and programs that instill a sense of welcome and belonging for all community members.	Leverage Library Branches as Civic Assets.	Expand and improve the MPL Trail Project: <ul style="list-style-type: none"> Improve street signage to ensure people on Main Street are aware branch amenities, and drive foot traffic to the branches. 	Ongoing. Award submissions in progress.	1. Enhanced quality of life. 2.2 The community is enriched and strengthened by the library helping everyone enjoy Markham's trails and	BMFT 2.1.3: Discover Markham: celebrate Markham's past, diverse communities and events. MP#1: Economic Development. MP#2: Destination Markham (tourism, special events).

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		<ul style="list-style-type: none"> • Launch new trail programs. • Develop and launch new trail programs. 		enjoy the benefits of green space.	
	Plan new library facilities and renovations of existing spaces pursuant to the 2019 Integrated Leisure Master Plan (ILMP).	<p>Advance Langstaff Opportunity for Community Use Space.</p> <p>The Library is leading the planning of an urban community hub for the future Langstaff community. We view this as a potential pilot for future similar opportunities in urban areas, and are developing a “playbook” as part of the project.</p>	<p>The Owner has designated 7500 sq. ft. of street-level space as “Community Use Space”.</p> <p>Pending negotiations with Owner re form and cost of conveyance of shell space to the City.</p>	<p>2.1 Individuals and families have a gathering space.</p> <p>2.2 The community is enriched and strengthened – through planning a welcoming, inclusive and vibrant community destination for future residents of Langstaff.</p>	3.2.4. Implement Integrated Leisure Master Plan for the City's parks, recreation, culture and libraries.
	Lead a status update of ILMP recommendations to capture current state in terms of provision levels	To capture current state in terms of provision levels and	Q4 2023.	2.1 Individuals and families have a gathering space.	3.2.4. Implement Integrated Leisure Master Plan for the City's parks, recreation, culture and libraries.

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	and inform a future full update of the ILMP.	inform a future full update of the ILMP.		2.2 The community is enriched and strengthened – through implementation of the ILMP.	
	The Social Library: Launch strategic project to strengthen MPL's role as social infrastructure in Markham's communities.	Develop and launch evidence-based project to ensure our branches and programs are intentionally designed to promote in-person social connection. With particular application to the Langstaff project.	In progress	2.1 Individuals and families have a gathering space. 2.2 The community is enriched and strengthened – through implementation of the ILMP.	BMFT G2: Engaging everyone in building a liveable, caring and culturally vibrant community 3.2.4. Implement Integrated Leisure Master Plan for the City's parks, recreation, culture and libraries. MP#11: Older adults MP#12: Youth
	Advance library facility planning for Markham Centre , including a central library.	• Support Planning-led Markham Centre Secondary Plan Update regarding civic square and community hub facilities in Markham Centre.	Pending completion and approval of the Secondary Plan Update. Community Consultation re a central library: Budget	2.1 Individuals and families have a gathering space. 2.2 The community is enriched and strengthened through the delivery of community indoor	BMFT #2.1.5: Plan for a major civic square with cultural amenities. 3.2.4. Implement Integrated Leisure Master Plan for the City's parks, recreation, culture and libraries.

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		<ul style="list-style-type: none"> Support and participate in the summer 2023 project to animate Markham Centre through public events and programs. 	<p>submission for ILMP update did not rise above the line. Will be carried forward into 2025 budget process.</p>	<p>amenities that will make downtown a place of choice for living, work and play – a place where people and employers will want to be.</p>	<p>Catherine Biss is joining the project Team to support and advance planning of civic amenities (including library space) at the Square, along with implementation of the Economic Development and Culture Strategy regarding creative incubator space and a multi-use event facility in Markham Centre.</p>
	<p>Older Adults: Design spaces and experiences that provide social connection opportunities for seniors.</p>	<p>Expand programs for seniors.</p>	<ul style="list-style-type: none"> Relaunched book clubs with social components. Seniors Social at Thornhill Village Branch. Wide range of programs during Seniors' Month. Staff have completed a new Older Adult Strategy (building upon the corporate OAS). 	<p>2.1 Individuals and families have a gathering space. 2.2 The community is enriched and strengthened – by keeping seniors active, social and engaged.</p>	<p>MP#11: Older Adults Serving seniors (a growing proportion of Markham's population) is a municipal priority.</p>

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Developing a Model for Co-Location of Community Partnerships	Relaunch and Advance Community Partnerships • The Library's current approach to community partnerships focuses on joint programming.	Develop new model of community partnership for the community use space at Langstaff - an urban version of a flexible and multi-purpose community hub where co-located Library, Recreation and community partners will deliver inclusive space and programs tailored to the needs of the future community.	Q4 project start.	2.2 The community is enriched and strengthened – through community partnerships that bring the expertise of external organizations into library branches to connect with where the community already is. Reduces barriers.	BMFT 2.1.1: Enhance community cohesion and inclusion by creating strong neighbourhoods that are connected to the broader community. • Library staff have supported Recreation's lead role in implementing the neighbourhood partnership strategy. MP #14: Partnerships
Bridge the digital divide by providing equitable access to technology and resources for success in the digital world.	Accessible Technology	Improve offerings of accessible computing and software.	In planning.	2.2 The community is enriched and strengthened through the lowering of financial and other barriers.	MP#3: Diversity Action Plan.
	Improve MPL's IT infrastructure, public	Work with IT to replace MFDs, public computers (transition	In progress.	2.2 The community is enriched and strengthened through	MP#8: Low Tax Rates supported by internal efficiency savings.

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OUR STRATEGIC GOALS AND OBJECTIVES	ACTIONS/ INITIATIVES	WORK PLAN 2023	STATUS SEPTEMBER 2023	GLOBAL ENDS POLICY (E-1)	BMFT
	computing and other library technologies.	from thin clients to desktops), computer booking software, wifi printing, digital payment for printing – to deliver more efficient self-service options and improved access for residents		access to the computing infrastructure of a modern library system.	MP#9: Digital Transformations “supported by citizens”.
Apply tech solutions to improve efficiency and user convenience in library branches.	Work with ITS to upgrade and improve self-service and other tech solutions. Through ongoing lifecycle funding as approved by Council, MPL continues to be a Canadian leader in adopting RFID-based self-service technologies that enhance efficient operations and customer convenience.	Lifecycle replacement of self-service equipment at Cornell and Angus Glen branches, to launch mobile printing solution to enable residents to send print jobs to library printers from home or from their mobile devices while within the library, as part of the public computing lifecycle replacement project	Report entitled “134-S-23 Automated Material Handling Equipment for Angus Glen, Markham Village, Milliken Mills Libraries” went to General Committee on June 20, 2023, awarding a contract for sorter system, staff workstations, and self-check kiosks.	2.2 The community is enriched and strengthened through access to modern tech that makes the user experience more convenient.	Enhanced quality of life at a level that justifies the funds invested. BMFT G4: Fiscal Stewardship MP#8: Low Tax Rates supported by internal efficiency savings; MP#9: Digital Transformations “supported by citizens”.

AGENDA 6.1

1: MARKHAM PUBLIC LIBRARY STRATEGIC PLAN				2 BOARD ENDS	3 CITY STRATEGIC PLAN
OUR STRATEGIC GOALS AND OBJECTIVES	ACTIONS/ INITIATIVES	WORK PLAN 2023	STATUS SEPTEMBER 2023	GLOBAL ENDS POLICY (E-1)	BMFT
			Procurement and installation in progress.		
	Support launch of Xplor, the City's new system for room bookings and program registration.	Phases include: <ul style="list-style-type: none"> • Account registration. • Implementation of POS at all branches over the summer. • Cutover Strategy for transitioning our services on to Xplor. • Starting September 5 Xplor will be live and all transactions will go through that system. 	Account registration for residents went live on June 19. The Xplor accounts will be used to do most of their business with the City - Program Registration, Facility Booking and memberships. Room booking module went live on September 5.	"Enhanced quality of life at a level that justifies the funds invested." Xplor will deliver a faster more convenient process for program registration and other customer functions. However, capacity to deliver more fee-based programs to meet market demand is constrained by the finite nature of program rooms in our current branches.	BMFT G4: Fiscal Stewardship MP#8: Low Tax Rates supported by internal efficiency savings; MP#9: Digital Transformations "supported by citizens";

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Diane Macklin, Director, Community Engagement

DATE OF MEETING: September 26, 2023

SUBJECT: **Fall 2023 Library Programs**

RECOMMENDATION:

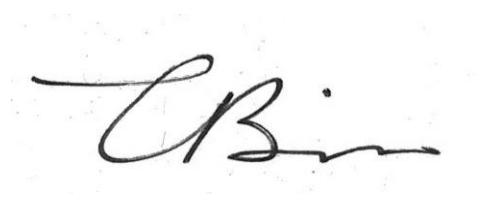
That the report “Fall 2023 Library Programs” be received.

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.

This report features programs offered in collaboration with community partners and demonstrates the breadth of programs being offered to the community to meet the Board Ends, the Library’s strategic priorities and the interests and needs of the community.

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



Catherine Biss
CEO & Secretary-Treasurer

Attachments: Appendix “A” Fall 2023 Library Programs

LIBRARY PROGRAMS FALL 2023



Each month Markham Public Library offers dozens of unique virtual and in-person programs in a supportive and inclusive learning environment. Working with community partners we bring in the wealth of knowledge that exists in our community to inspire people to learn, acquire new skills, expand their horizons and feel a sense of community.

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. Unless otherwise specified these programs are offered without charge.



Programs that support MPL's Inclusion, Diversity, Equity & Accessibility (IDEA) strategy.



Programs that support MPL's Brain Project to increase brain health and reduce dementia risk



Programs that focus on mental health and well being



Programs that support Markham's seniors community

FEATURED EVENT

Mid-Autumn Festival



Join MPL in celebrating the tradition of the Mid-Autumn Festival, a time-honoured occasion that pays homage to the bountiful harvest and radiant full moon! Check out our local business market where you can purchase delicious mooncakes, baked goods, bubble tea and more! Activities for the whole family will include:

- Hanfu, Traditional Clothing Try-on
- Cantonese & Mandarin Themed Storytimes
- Paper Lantern-making & Riddles
- Pottery Workshop: Registration Required!
- Lastly, heartwarming reunions are a must.

Angus Glen Library

Thursday Sept 28

5:00 pm

BOOKS AND READING

Author Storytime with Nancy Cooper



Join us for a special storytime with Indigenous author, Nancy Cooper. She will be reading her exciting children's book, *Biindigen! Amik Says Welcome*. Nancy Cooper is a band member of the Chippewas of Rama First Nation in southern Ontario. She grew up all over northern Ontario, and her favorite place to be is out in the forest seeing and learning new things.

Aaniin Library

Saturday, Oct 7

11:30 am

LIBRARY PROGRAMS FALL 2023



Author Talk and Reading with Jass Aujla



Join us for a special reading and author talk with Jass Aujla. She is a Canadian South-Asian author of suspense-thriller fiction.

Markham Village Library

Thursday, Oct 5 7:00 pm

Thornhill Community Library

Saturday, Nov 11 1:00 pm

Author Talk and Poetry Reading with Leigne Morrison

Join us for a special reading of poetry by poet, Leigne Morrison, and a discussion on her inspirations. Leigne Morrison is a digital artist specializing in gradients. She has been writing since she was 7, and poetry since her teens. Leigne grew up on YA novels, science fiction, and fantasy. When not writing, she can be found reading Tarot, cooking, or in the garden.

Markham Village Library

Thursday, Oct 12 7:00 pm

Unionville Library

Thursday, Dec 7 7:00 pm

Book Club Discussion

Join our book club discussion at your local branch. Read the book and connect with other book lovers in Markham by participating in our book discussions.

All Branches Various Dates and Times Between Sept 20 and Oct 25

Flash Fiction for Fun

One of the most underrated exercises for authors is Flash Fiction, short and self-contained stories of 300-500 words encompassing an idea or prompt. In this seminar, learn what it takes to use flash fiction to get your writer's blood rolling through the veins and onto a page.

Thornhill Community Library

Saturday, Oct 21 1:00 pm

PALS: Pet Assisted Literacy Support



We're partnering with One Health Partners to introduce PALS in the Library, an animal assisted reading program designed to motivate, inspire and support the development of literacy skills, social emotional learning and love of reading. Young readers build confidence and capacity as they read out loud to a learning pal who is fun, furry and only requires reading to be punctuated with periodic pats. This program will provide a unique, safe and fun learning opportunity for children to individually practice reading to a certified therapy dog who is also temperament tested professionally evaluated, safety and health screened therapy dog.

Unionville Library

Saturdays and Sundays, Oct 1 - Dec 10 various timeslots

LIBRARY PROGRAMS FALL 2023



Reading to Success

Read a story with us! Reading to Success is a volunteer facilitated reading program established to motivate children to read regularly. YPAM in partnership with the Markham Public Library provides this weekly literacy program, where volunteers read grade specific books for children in Junior Kindergarten, Senior Kindergarten, Grade 1, Grade 2 and IEP kids. Make Reading to Success part of your child's reading habit and build a love of reading together.

Aaniin Library

Every Saturday Sept 23 - Dec 16

3:30 pm

Singalong and Storytime with Chanel Chow

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 Chow.

Markham Village Library

Saturday, Oct 7 10:00 am

Angus Glen Library

Saturday, Nov 18 11:30 am

Unionville Library

Saturday, Dec 2 11:00 am

BUSINESS AND FINANCE

Ace the 'Gram: Social Media Marketing 101

Join us for a fun and intuitive workshop all about Instagram! The City of Markham's Digital Service Squad will teach you everything you need to know about Instagram, including how to operate and optimize the app, take great photos, new features and more. You'll learn how to create a strong brand presence on Instagram and attract new customers to your business. This workshop is perfect for small business owners who want to take their social media marketing to the next level.

Virtual

Tuesday, Sept 19

10:00 am

AI Startup by Markham Students (2-Part Series)

Interested in entrepreneurship or app development? Join two Markham students — one in high school and one in university— as they share their journey of developing an AI app and co-founding a startup. You will also learn more about their app, Recipezy, and how to reduce food waste!

Virtual

Tuesday, Oct 3

5:00 pm

Tuesday, Nov 7

5:00 pm

LIBRARY PROGRAMS FALL 2023



Budgeting Made Easy: Your Path to Financial Well-being

This dynamic and interactive session will remove the restrictive feelings that comes when you think about budgeting. It will equip you with the tools and strategies to transform your financial outlook. Learn how to create a personalized budget that aligns with your goals and aspirations. This workshop will provide step-by-step guidance on assessing your financial situation, setting realistic goals, and prioritizing your spending.

Milliken Mills Library
Wednesday, Nov 1 5:30 pm

Business Brunch! Unlock the Power of Digital Marketing: A Comprehensive Guide to Online Success

Looking to elevate your brand in the digital space but don't know where to start? Join our workshop and master the essentials of digital marketing.

Angus Glen Library
Thursday, Oct 26 10:00 am

Business Legal 101

Join our Business Legal 101 series where we will discuss various types of business entities available for registration in Ontario, what are the main considerations in support of each of them and how to proceed with your choice. Each month we will look at different important topics for those considering entrepreneurship.

Aaniin Library
Monday, Sept 18 6:30 pm
Monday, Oct 16 6:30 pm

Estate Planning: Empowering Tools for Informed Decisions

Join us for a virtual workshop where we will delve into the fundamental aspects of Estate Planning. CPA Canada will guide you through the estate planning process, covering key ideas and providing valuable resources to support you in making informed decisions.

Virtual
Wednesday, Nov 15 12:00 pm

Guaranteed Income in Retirement

This seminar is designed to help people who are concerned about having adequate income in retirement better understand the basics of potential guaranteed income solutions. You will learn about Guaranteed Minimum Withdrawal Benefits and Immediate Life annuities as strategies to ensure your retirement income will last for your entire life.

Angus Glen Library
Thursday, Nov 16 10:30 am

How to Teach Your Kids About Money

Join us for an engaging and informative virtual workshop designed to equip you with valuable insights and practical strategies for fostering financial independence and responsibility in your children. CPA Canada will guide you through the challenges of raising money-smart kids, age-appropriate financial

LIBRARY PROGRAMS FALL 2023



education, and how to address money-related topics effectively with young children, pre-teens, teenagers, and emerging adults.

Virtual
Wednesday, Nov 8 7:00 pm

Introduction to AI for Small Businesses

This session will provide attendees with a solid foundation in AI, its real-world applications, and how it can benefit their businesses. It will cover essential concepts, demystify technical jargon, and highlight actionable steps for integrating AI strategies.

Virtual
Tuesday, Oct 3 10:15 am

Junior Achievement: Entrepreneurship Opportunity for High School Students

If you want to learn how to launch a business of your own, meet like-minded students and connect with dedicated mentors, there's a place for you in the JA Company Program. You don't need specific expertise or knowledge to join in the fun, only a passion and willingness to build something incredible for the future.

Aaniin Library
Every Wednesday, Nov 8 - Apr 10 5:30 pm

Making Your Money Last: 10 Principles for Living in Retirement

Whether you are nearing retirement or have already retired, saving money is just the first step. Join informative presentation to learn practical and actionable ways to manage your money in retirement, with the goal of maintaining reliable income and reaching your financial goals for years to come!

Angus Glen Library
Thursday, Nov 23 5:30 pm

Money for New Moms

Are you a new or expecting mom or parent seeking to navigate the financial complexities of parenthood with confidence? Join our transformative workshop, led by CPA Canada which is designed to empower and equip mothers and families with essential financial knowledge to help you make informed decisions, alleviate stress, and embrace the journey of parenting with financial security.

Cornell Library
Saturday, Nov 4 10:00 am

Optimizing Popular AI Tools for Small Business Success

This session will delve into practical ways small businesses can leverage popular AI tools. Attendees will learn how use tools like ChatGPT, Midjourney, Fireflies, and more, to enhance efficiency & productivity, eliminate administration and paper work and also boost customer satisfaction.

Virtual
Tuesday, Oct 24 10:15 am

LIBRARY PROGRAMS FALL 2023



Saving for Your First Home (3-Part Series)

Join us for a three-part series on how to save for your first home. We'll discuss the importance of homeownership, setting financial goals, and developing a solid savings plan to help you along the journey to owning your first home.

Aaniin Library

Wednesday, Oct 4 5:30 pm

Wednesday, Oct 11 5:30 pm

Wednesday, Oct 18 5:30 pm

Saving & Bank Accounts (Grade 4-5)

Calling all 4th and 5th graders! Join us for our Financial Literacy Month Program, "Savings & Bank Accounts" presented in partnership with CPA Canada. This program aligns with Ontario's school curriculum and introduces young learners to essential money-saving concepts and skills.

Milliken Mills Library

Tuesday, Nov 14 6:30 pm

JOB SKILLS AND CAREERS

Effective Interview Techniques

Join us to learn about the Teleconferencing/Virtual/In-person Interview, topics include conducting an effective interview, using appropriate body language and speaking voice in an interview, answering behavioural questions effectively and more.

Virtual

Monday, Oct 30 6:30 pm

Tuesday, Nov 21 6:30 pm

Tuesday, Dec 19 6:30 pm

How to Write a Winning Resume That Gets Results

Designed to assist you prepare a targeted, accomplishment-based resume. This workshop will help you create a winning resume and increase your chances of landing a job interview.

Virtual

Monday, Oct 23 6:30 pm

Tuesday, Nov 28 6:30 pm

Monday, Dec 18 6:30 pm

Innovation and Technology Job Fair

In partnership with JVS Toronto, Markham Public Library will be hosting an Innovation & Technology Job Fair in-person at our Aaniin Branch! Join us for an opportunity to meet directly with top tech employers looking to hire skilled professionals in the technology sector.

Aaniin Library

Wednesday, Sept 27 2:00 pm

LIBRARY PROGRAMS FALL 2023



Understanding Disability Law

This virtual program, presented by Courtney Mulqueen of Mulqueen Disability Law Professional Corp., will provide an overview of disability insurance and how it works.

Virtual

Wednesday, Oct 11 7:00 pm

Your Road to Employment

Join the YMCA Newcomer Information Centre to get the necessary tools and resources to start your job search. During this webinar, YMCA's Information Specialists will help guide you toward finding the potential strategies that will suit your job search in Canada. Topics include:

- Getting Started
- Job Search Strategies
- Employment Programs
- Resources for internationally trained professionals
- Employment Services amid COVID-19

This workshop is brought to you in partnership with the YMCA Newcomer Information Centre.

Virtual

Thursday, Sept 21 2:00 pm

DIGITAL LITERACY & TECHNOLOGY

How to Make a Custom T-Shirt 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 t-shirt design using Cricut's Design Space and apply the design using the Cricut Heat Press.

Cornell Library

Wednesday, Sept 27 6:30 pm

Angus Glen Library

Wednesday, Oct 18 6:30 pm

Thornhill Community Library

Wednesday, Nov 22 6:30 pm

How to Make a Holiday 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 holiday card using Cricut's Design Space.

Angus Glen Library

Wednesday, Nov 15 6:30 pm

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.

Aaniin Library

Wednesday, Sept 20 6:30 pm (basics)

LIBRARY PROGRAMS FALL 2023



Wednesday, Oct 25 6:30pm (intermediate)

How to Use the Digital Library: Courses

Are you looking to learn a new skill or hobby? Did you know that the library offers thousands of self-paced courses you can take from the comfort of your home? Join us to learn how to create an account on Universal Class, Learning Express Library, and more.

Virtual

Wednesday, Dec 6 7:00 pm

Wednesday, Dec 13 10:00 am

How to Use the Digital Library: eBooks & eAudiobooks

Did you know that the library has thousands of online resources you can access with your library card? Join us to explore eBooks and eAudiobooks and learn how to create an account on Libby and Hoopla, browse and borrow digital materials and more.

Virtual

Tuesday, Oct 3 7:00 pm

Friday, Nov 3 10:00 am

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 – a free online platform that allow users to design their 3D objects for printing.

Thornhill Community Library

Wednesday, Oct 11 6:30 pm

Cornell Library

Wednesday, Nov 8 6:30 pm

EDUCATION, ACADEMIC SUPPORT AND LIFELONG LEARNING

Animal Smart: Learn About Animals

Animal Smart™ is the Ontario SPCA and Humane Society's humane education program designed to foster empathy, promote a sense of responsibility, and inspire connection with animals and the environment.

Markham Village Library

Tuesday, Sept 19 7:00 pm

Aaniin Library

Sunday, Oct 1 1:00 pm

Thornhill Community Library

Thursday, Oct 5 7:00 pm

Angus Glen Library

Sunday, Oct 8 1:00 pm

LIBRARY PROGRAMS FALL 2023



Milliken Mills Library
Thursday, Nov 2 7:00 pm

Cornell Library
Saturday, Nov 18 11:00 am

Unionville Library
Wednesday, Dec 6 7:00 pm

Board Game Meetup

Embrace your playful side at our casual board game meetup. Drop in any time between 3-8:30pm on Tuesdays and Fridays at our Cornell branch to meet new people and play some board games. We have a wide collection of classics and more intermediate games for all types of players. If reading rulebooks isn't your thing, you're in luck! We will have an expert gamer onsite to recommend games, provide instructions and join in where necessary.

Cornell Library
Tuesdays, Sept 12 – October 17 3:00 pm to 8:30 pm
Fridays, Sept 15 – October 20 3:00 pm to 8:30 pm

Chess in the Library

Is your child interested in learning how to play chess? CITL is a non-profit student-run organization that aims to promote chess across Canada to players of all skill levels. Through our bi-weekly chess program, CITL provides an environment where children can learn how to play chess.

Unionville Library
Alternate Saturdays, Sept 16 – Nov 26 1:30 or 2:30

Euclid Math Contest Camp

Join U+ Education and Markham Public Library for our live Euclid Math Contest Camp from the comfort of your home! This virtual program will be held over Zoom on a monthly basis and will be led by professional instructors from U+. The University of Waterloo's Euclid math contest is a great way to challenge your learning while also getting admission bonus points for your dream programs at uWaterloo!

Virtual
Monday, Sept 18 7:00 pm
Monday, Oct 16 7:00 pm
Monday, Nov 13 7:00 pm
Monday, Dec 18 7:00 pm

French Reading Club

Join us every month for our live French Reading Club from the comfort of your home! Offered through U+ the sessions are led by professional language instructors. Together, we will practice our French reading and comprehension skills in a group setting by reading along to classic books selected by the library.

Virtual
Wednesday, Oct 18 ages 4 to 8 4:00 pm ages 9 to 15 4:30 pm
Wednesday, Nov 15 ages 4 to 8 4:00 pm ages 9 to 15 4:30 pm

LIBRARY PROGRAMS FALL 2023



Wednesday, Dec 20 ages 4 to 8 4:00 pm ages 9 to 15 4:30 pm

Homeschooler's Weekly Meetup

Do you homeschool your child (ren)? Markham Public Library is hosting weekly meetups for homeschooler children and guardians on Monday mornings at the Angus Glen Library from 10:30 am-12:00 noon. These meetups will provide participants an opportunity to meet other homeschoolers, explore various STEAM building activities, socialize, learn about library resources, meet special guest speakers and much more!

Angus Glen Library
Mondays, September 11 – December 11 10:30 am

Homework Club

Markham Public Library will be partnering with York University to deliver a Homework Club for students in Grades 3-6! Our Homework Club will provide an environment for students to complete their homework/assignments with the help of teacher candidates from York University.

Aaniin Library
Every Thursday Oct 5-26 4:30 pm (Grades 3-4)
Every Thursday Oct 5-26 5:45 pm (Grades 5-6)

Milliken Mills Library
Every Thursday Nov 9-30 4:30 pm (Grades 3-4)
Every Thursday Nov 9-30 5:45 pm (Grades 5-6)

Markham Cycles: Your Rights as a Cyclist

In partnership with Markham Cycles we are bringing a series of workshops on Bike maintenance and Cycling in Markham. David Shellnut, cyclist, lawyer, and organizer of The Bike Brigade in Toronto is hosting a workshop to teach you about your rights as a person on a bike. Learn what you need to know if you ever get into a crash.

Unionville Library
Tuesday, Sept 19 7:00 pm

Mastering Math Skills

The session will be hosted by Alice Wu, the Q-Edu Math Head of Curriculum. Alice is a Mathematics major from the University of Toronto, with over 6 years of teaching experience and certification as an instructor of the Math Outreach program.

Virtual
Wednesday, Oct 18 5:00 pm (Grades 4-5)
Wednesday, Nov 15 5:00 pm (Grades 6-7)

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 stresses 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 coping strategies to manage your stress while in high school, college or university.

Virtual
Thursday, Oct 12 6:00 pm

LIBRARY PROGRAMS FALL 2023



Tips and Fun with Math

Join U+ Education and Markham Public Library for our live Tips and Fun with Math from the comfort of your home! Together, we will have a fun time learning and developing communication skills in math through interesting and challenging math problems.

Virtual

Monday, Oct 16	4:30 pm (Grades 1-2)
	5:00 pm (Grades 7-8)
Monday, Nov 13	4:30 pm
	5:00 pm (Grades 7-8)
Monday, Dec 18	4:30 pm
	5:00 pm (Grades 7-8)

Travel to Japan

Travel to Japan is designed for children who are interested in Japanese culture. This course gives children the opportunity to learn about Japanese culture and learn the most basic Japanese words that can be used in everyday life. Students will also explore famous tourist spots with the instructors through multimedia elements. Children can discover Japanese words that can be put into practice when travelling to Japan. No basic Japanese knowledge is required

Virtual

Wednesday, Oct 18	5:00 pm
Wednesday, Nov 15	5:00 pm
Wednesday, Dec 20	5:00 pm

University and College Fair

Are you thinking of applying to university or college and would like to learn about the various programs? If so, please join us for our university and college fair and connect with a number of University and Colleges across Canada.

Angus Glen Library

Saturday, Oct 14	12:00 pm
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NEWCOMERS

7 Ways to Learn English at the Library

Learning English can be a challenge, especially if you don't have many opportunities to practice at home. Thankfully, Markham Public Library is here to support all of your language-learning needs. With our physical and online resources, you can learn English all while improving your pronunciation, reading, writing, and conversation skills. This session will provide a live tutorial of seven resources that will help you practice English in real time.

Virtual

Saturday, Oct 14	10:00 am
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LIBRARY PROGRAMS FALL 2023



Applying to College as a Newcomer

Do you want to start or continue your postsecondary journey? Join Seneca College to learn step-by-step tips. Seneca will highlight the important things such as program options, entrance requirements, steps on how to apply and more.

Angus Glen Library
Tuesday, Dec 5 6:00 pm

Becoming a Canadian Citizen

Join us to learn about The Canadian Citizenship Act, rights and responsibilities of Canadian Citizenship, eligibility requirements, how to apply for citizenship, document preparation and more.

Virtual
Wednesday, Oct 18 7:00 pm

Celebrating Immigration Stories

Join us to celebrate immigration stories from across the globe as Sholom Wargon shares what brought participants to his renowned exhibit (immigrantstory.ca). Keynote speakers include Thomas Sun, Simon Choa-Johnston, Frank and Ornella Ricci. All will share the fortuitous connections made during and after the writing of their immigration stories.

Virtual
Thursday, Oct 12 4:00 pm

English Conversation Circle

Are you a newcomer to Canada looking to improve your conversational English and meet new friends? Join our weekly English Conversation Circle, where we practice in friendly small groups led by local long-term residents. The program is brought to you in partnership with CCSYR through the Library Settlement Partnerships (LSP).

Angus Glen Library
Mondays, Sept 18 – Dec 11 10:00 am

Virtual
Mondays, Sept 18 – Dec 11 1:30 pm

Everything You Need to Know About the Canadian Passport and SIN

How much do you know about your SIN and Canadian Passport? Are you in the process of applying? Join Service Canada to learn how to apply for a Social Insurance Number, Canadian Passport and important details and tools available to you.

Virtual
Wednesday, Nov 8 12:00 pm

Finding Sports and Recreation Programs in Your Community: A Guide for Newcomers (in Mandarin)

Welcome to Canada! Wondering where to find local recreational programs and how to join? Join the session and get all the basic information. Be active and have fun. The session is in Mandarin.

LIBRARY PROGRAMS FALL 2023



Virtual
Tuesday, Nov 14 3:00 pm

How to Be a Smart Shopper

Are you new to Ontario and would like to learn about some effective ways of shopping? Is it hard to determine what is considered 'safe' online shopping? Join YMCA for this webinar on "How to be a smart shopper" to learn about some tips and key points on your shopping needs, ranging from buying a house, furniture, or clothes. The webinar will provide you with information and resources for both online and in-person shopping, including, an overview on avoiding potential frauds during your shopping experience.

Virtual
Thursday, Oct 19 2:00 pm

Learn About the Canada Pension Plan

Join Service Canada for an education session on Canada Pension Plan (CPP) Retirement and Disability Benefits, as well as the Old Age Security (OAS) program.

Virtual
Thursday, Oct 12 12:00 pm

Learn How to Use Brainfuse Job Help Now

Are you looking for a job and need professional job coaching? Join us to learn how the library gives you access to Brainfuse Job Help Now where you can get free live job coaching, get real-time interview practice and more.

Virtual
Saturday, Nov 4 10:00 am (in English and Ukrainian)
Saturday, Nov 18 10:00 am (in English)

Love of Language Club

Calling all newcomer youth between the ages of 6 to 15! Join the Love of Language Club (LOL Club) to practice your English communication, writing, and reading skills.

Virtual
Mondays, Oct 23-Nov 27 4:30 pm

Newcomer Leadership Program

Calling all newcomer youth between the ages of 10 to 18! Join the Newcomers Leadership Program to improve your communication, teamwork, empathy, time management, and critical thinking skills. You will develop these skills by watching anime and having engaging conversations about topics and themes covered in the episode.

Aaniin Library
Mondays, Oct 23-Dec 11 5:30 pm

Newcomer Anime Club

Are you a newcomer between the ages of 14-18 who loves anime? Join Youth Assisting Youth to watch anime, play educational games, meet new friends, and improve your English comprehension

LIBRARY PROGRAMS FALL 2023



skills. Snacks and prizes will be provided and participants will get to select the anime they want to watch.

Milliken Mills Library
Wednesdays, Nov 1-Dec 20 4:00 pm

Mandarin Songs & Stories

Join us for a fun-filled session of Mandarin Songs and Stories. Help your child develop early literacy and language skills.

Angus Glen Library
Wednesday, Oct 4 4:00 pm
Wednesday, Nov 1 4:00 pm
Wednesday, Dec 6 4:00 pm

Persian Storytime

Join us for a fun-filled session of Persian Songs and Stories. Help your child develop early literacy and language skills.

Thornhill Community Library
Thursday, Oct 5 6:00 pm
Thursday, Nov 2 6:00 pm
Thursday, Dec 7 6:00 pm

Plain Tea and Murruku



Join us to enjoy plain tea and murukku while enjoying the game of cards, ludo, carom, and other activities with other older adults. This program is in partnership with the Federation of Tamil Canadians collaborating with Boxgrove Wellness Club.

Aaniin Library
Sunday, Oct 15 3:00 pm
Sunday, Nov 19 3:00 pm
Sunday, Dec 17 3:00 pm

Service Canada Overview

Join the Service Canada outreach staff for an introduction to Service Canada programs and services. You will learn about:

- Guides and how to access them
- Canada Pension Plan
- Old Age Security
- Employment Insurance
- Social Insurance program
- Financial education incentive savings offered by the Government of Canada

Aaniin Library
Tuesday, Sept 26 3:00 pm

LIBRARY PROGRAMS FALL 2023



Tamil Stories, Songs and Fun

Mini Tamil stories, songs and fun in Tamil. Federation of Tamil Canadians in partnership with Middlefield Tamil Seniors will be facilitating a Tamil reading program for younger children between the ages of 4 and 10.

Aaniin Library

Monday, Sept 25 6:00 pm

Monday, Oct 30 6:00 pm

Monday, Nov 27 6:00 pm

Tenants' Rights 101

How much do you know about tenant rights and obligations in Canada? Join the South Asian Legal Clinic of Ontario to learn about the Residential Tenancies Act, Landlord and Tenant Board, rent payments, evictions and more.

Aaniin Library

Wednesday, Dec 6 6:00 pm

Tune Up Your Brain (in Cantonese)



Join 105 Gibson Centre for a night of brain-strengthening exercises and socializing. 105 Gibson Centre will provide information on how you can keep your brain flexible with different activation activities and educational games.

Angus Glen Library

Thursday, Oct 19 7:00 pm

Y Mind Teen



Y Mind is a free 7-week mental wellness program for teens ages 13 to 18 who are experiencing symptoms of mild-to-moderate anxiety or stress. Participants learn and practice evidence-based strategies to help manage anxiety. Y Mind Teen is led by trained mental health professionals and gives teens the chance to connect with peers who are experiencing similar thoughts and feelings.

Aaniin Library

Tuesdays, Oct 17-Nov 28 4:30 pm

WELLNESS

Addressing Emotional Eating (3-Part Series)

Learn to better understand your triggers for emotional eating and to develop new coping skills to better manage emotional eating.

Cornell Library

Thursday, Nov 23 1:30 pm

Aging Well



Join us for a 4-week series of health presentations geared towards Older Adults and their caregivers. Led by health professionals from Markham's Community Care Team at Heath for All, you will learn practical skills for addressing common physical and mental health concerns. Although we hope that

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you will join us for the whole series, participants can also register for just a single session within the series.

Virtual

Tuesdays Oct 3-24 11:00 am

All About Blood Pressure

Join a Nurse Practitioner from Carefirst Family Health Team in learning all about blood pressure.

Virtual

Thursday, Nov 16 10:00 am

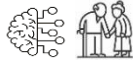
All About Breast Cancer

Join a Nurse Practitioner from Carefirst Family Health Team in learning all about breast cancer. .

Virtual

Thursday, Oct 26 7:00 pm

All About Dementia and Memory Problems



Join a Nurse Practitioner from Carefirst Family Health Team in learning all about dementia and memory problems.

Virtual

Wednesday, Oct 18 4:30 pm

All About Depression and Anxiety



Join a Nurse Practitioner from Carefirst Family Health Team in learning all about depression in anxiety.

Virtual

Tuesday, Oct 24 11:00 am (in Cantonese)

Tuesday, Oct 31 11:00 am (in Mandarin)

All About Strokes

Join a Nurse Practitioner from Carefirst Family Health Team in learning all about strokes.

Virtual

Friday, Oct 20 10:30 am

Boundaries in Parenting

Setting boundaries with your child is extremely important. Healthy boundaries teach children self-discipline, safety and coping skills. Boundaries also teach children rules about what is acceptable behaviour, which is especially important when they start entering preschool/school.

Virtual

Friday, Sept 22 1:00 pm

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Brain Health



Alzheimer's Association of York Region leads this presentation in recognition of Women's Brain Health Day. This program will examine the many ways that we can keep our brains healthy and lower the risk of getting a dementia.

Virtual

Tuesday, Dec 5

10:30 am

Chair Yoga



In this class, participants will learn gentle and dynamic exercises and stretches for balance while seated and supported in a chair or on a mat.

Virtual

Wednesday, October 4-25

10:00 am

Cognitive Behaviour Therapy for Insomnia (4-Part Series)

Led by Health for All's Social Workers and Pharmacist over 4 weeks, this series of in-person group sessions will teach you proven strategies to better manage your sleep. Topics covered include common myths about sleep, stimulus control, relaxation techniques, sleep restriction and more!

Cornell Library

Every Thursday, Nov 2-23

10:00 am

Community Resources for Older Adults



Led by health professionals from Markham's Community Care Team at Health for All, You will learn practical skills for addressing common physical and mental health concerns.

Virtual

Tuesday, Oct 24

11:00 am

Coping Strategies: Managing Stress and Hardships (in Cantonese)



This program, conducted entirely in Cantonese, is part of the RAMP UP series of programming presented by York Social Services Network. This program series aims to teach strategies and tools to help one live a happier, more fulfilling life.

Virtual

Thursday, Oct 12

5:00 pm

Falls Prevention



Led by health professionals from Markham's Community Care Team at Health for All. You will learn practical skills for addressing common physical and mental health concerns.

Virtual

Tuesday, Oct 3

11:00 am

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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

Mondays, Oct 2-Dec 11 7:00 pm

Gentle Yoga and Meditation



Join us every Tuesday evening for a combined yoga and meditation class. No experience is necessary and this slow-paced yoga class will focus on improving strength, flexibility and balance within a full sequence of poses taught slowly and mindfully.

Aaniin Library

Tuesdays, Oct 3-31 7:00 pm

Gratitude and Positive Thinking (in Cantonese)



This program, conducted entirely in Cantonese, is part of the RAMP UP series of programming presented by York Social Services Network. This program series aims to teach strategies and tools to help one live a happier, more fulfilling life.

Virtual

Thursday, Nov 9 5:00 pm

Healthy Eating for Heart Health

Join Health for All Family Health Team's Registered Dietitians, Gigi and Zalika, and learn more about how to eat well for heart health.

Cornell Library

Wednesday, Nov 15 11:00 am

How to Reduce Cold and Flu

Cold and flu are infections caused by viruses. Young children cannot be given over-the-counter cold and flu medication, which is why it is always best to be prepared than to be sorry. Nutritional Remedies can be used to avoid cold and flu in your children.

Virtual

Tuesday, Sept 19 1:00 pm

Introduction to Improving Sleep

Led by Health for All's Pharmacist and Social Workers, this group session will teach attendees what normal sleep patterns look like, ways to improve sleep, and helpful resources for better sleep.

Cornell Library

Thursday, Oct 19 10:00 am

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.

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Virtual
Saturdays, Oct 14 - Dec 16 9:30 am

Laughing Yoga

Come laugh with us through breathing techniques, meditation and gentle yoga movement. Brought to you by Markham Yoga, Laughing Yoga is a great way to stay mindfully aware, joyous and dissolve stress.

Virtual
Sundays, Oct 15 - Dec10 9:30 am

Living Well with Type 2 Diabetes

This virtual presentation, presented by Dr. Margaret Jin from Health for All Family Health Team, will provide information on what having Type 2 Diabetes means, signs and symptoms, risk factors, and treatment strategies. Learn about lifestyle changes recommended to help prevent and/or delay diabetes-related complications.

Virtual
Tuesday, Nov 14 10:30 am

Making Connections

Join us for an interactive discussion on what "social connection" is and the health benefits of meaningful social connection. Share and learn new strategies for keeping socially connected.

Virtual
Tuesday, Dec 5 11:00 am

Meal Planning 101

In this 60-minute virtual session, led by a Registered Dietician from Health for All Family Health Team, learn what meal planning is, advantages of meal planning, healthy eating guidelines, as well as tips for smart meal planning and budget-friendly grocery shopping.

Virtual
Thursday, Nov 9 1:30 pm

Meditation

Join us every Wednesday for a guided virtual meditation workshop led by an instructor from Markham Yoga. This online session will lead you in powerful breath work and other meditation techniques. All ages welcome!

Virtual
Wednesdays, Oct 4 - Dec 13 8:15 pm

Minds in Motion®: a virtual program for Mandarin Speaking Seniors



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.

Virtual
Fridays, Oct 6-Dec 15 10:30 am

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Move and Groove Yoga

Markham Yoga is happy to share this class for the community for those wanting a more vigorous movement fused with core, stability and Pilates inspired movement to give you a full body 'workout' within your yoga session.

Virtual

Thursdays, Oct 5 - Dec 14 7:15 pm

Nutrition for Diabetes

Join Health for All Family Health Team's Registered Dietitians Gigi and Zalika and learn more about how to eat well if you are living with prediabetes or type 2 diabetes.

Cornell Library

Monday, Oct 2 3:30 pm

Nutrition for Older Adults



Led by health professionals from Markham's Community Care Team at Heath for All, you will learn practical skills for addressing common physical and mental health concerns.

Virtual

Tuesday, Oct 17 11:00 am



Relationships: Investing in Social Connections (in Cantonese)

This program, conducted entirely in Cantonese, is part of the RAMP UP series of programming presented by York Social Services Network. This program series aims to teach strategies and tools to help one live a happier, more fulfilling life.

Virtual

Thursday, Dec 14 5:00 pm

Reviving Healthcare – How We Can Improve the Healthcare System in Ontario

Join us for a panel discussion with healthcare professionals for an insight into the current state of Ontario's healthcare system, possible pathways for improvements, and for an opportunity to have your voices heard.

Markham Village Library

Thursday, Nov 2 6:30 pm

Seniors Info Expo



Join various community groups and organizations to find out more about resources that benefit seniors in Markham.

Markham Village Library

Tuesday, Oct 3 10:00 am

Strategies for Better Mental Health



Clinicians from Oak Valley Health Centre will talk about the basics about mental health and human emotions, review of the prevalence of mental illness, and signs and symptoms to look out for, discuss strategies for maintaining mental health and wellness.

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Virtual
Friday, Nov 10 12:00 pm

Stress Management



We all experience stress from time to time, but what can we do about it? This workshop will look at what is stress, why we should manage our stress and how to implement stress management strategies.

Virtual
Thursday, Nov 9 11:00 am (in Cantonese)
Thursday, Nov 23 11:00 am (in Mandarin)

Supports and Services for Your Mental Health



Come and learn all about the services offered by York Support Services Network and the York Region Police. Together, they make up a Mental Health Support Team that provides assistance to those in crisis as well as to their family and friends.

Virtual
Thursday, Oct 26 5:00 pm (in English)
Thursday, Nov 30 5:00 pm (in Cantonese)

Walk-In Counselling Sessions



Counselling is a conversation between an individual (including couples and families) and a professional counsellor to explore thoughts and feelings during a time of transition or difficulty in life. The Walk-In counselling program provides an opportunity for you to work with a counsellor without a long wait time. The focus of your Walk-In will be on creating a short-term plan that will make a difference for you right away – using the strengths, resources, and supports you have right now.

Aaniin Library and Thornhill Community Library
Mondays, Oct 2 - Dec 11 2:00 pm
Thursdays, Oct 5 - Dec 14 10:30 am

CREATIVE EXPRESSION

Children as Authors

Is your child interested in storytelling or drawing pictures and sharing stories? We invite children between the ages of 2-6 years to join us!

Thornhill Community Library
Every Wednesday Oct 4 - 25 10:00 am

Film Club

Are you interested in films and documentaries? Join our film club for a thoughtful and lively discussion on our selected title each month. Much like a book club, this is a great opportunity to meet new people and share ideas. All films are available in MPL's collections. Please ask staff for assistance in finding and borrowing the selected titles from our collection.

Thornhill Village Library

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Tuesday, Oct 17	6:30 pm
Tuesday, Nov 14	6:30 pm
Tuesday, Dec 12	6:30 pm

Knitting Circle

Do you like to knit or crochet? Come join our knitting circle to socialize and connect with other knitting enthusiasts.

Markham Village Library

Sunday, Oct 8	1:00 pm
Sunday, Nov 12	1:00 pm

Poetry Workshop

Join us for a workshop on how to write poetry, led by poet, Leigne Morrison. She will talk about tips, strategies and how to get inspired. Leigne Morrison is a digital artist specializing in gradients. She has been writing since she was 7, and poetry since her teens. Leigne grew up on YA novels, science fiction, and fantasy. When not writing, she can be found reading Tarot, cooking, or in the garden.

Milliken Mills Library

Wednesday, Nov 8	7:00 pm
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Writers' Meet-up

Join us for our monthly writers' meetup, whether you are just starting to write or an established writer, all are welcome. We will be sharing our stories, writing stories, editing pieces and providing valuable feedback in a peer group.

Virtual

Wednesday, Oct 18	7:00 pm
Wednesday, Nov 15	7:00 pm