

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of Regular Meeting held on Monday, March 25, 2024 7:12 p.m. Virtual Meeting

Present from Board: Ms. Margaret McGrory, Chair
Mr. Edward Choi, Vice-Chair
Deputy Mayor Michael Chan
Mr. Robin Choy (from 8.2)
Councillor Ritch Lau
Mr. Harout Manougian
Ms. Winnie Phung
Ms. Jenny Tung (up to 10.1)
Ms. Gail Vlahopoulos
Mr. Kenneth Wightman
Mr. Jay Xie

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer
Ms. Andrea Cecchetto, Director Service Excellence
Mrs. Diane Macklin, Director, Community Engagement
Ms. Michelle Sawh, Director, Administration & Operational Support
Ms. Debbie Walker, Director, Library Strategy & Planning
Ms. Megan Garza, Senior Manager, Organizational Transformation
Mrs. Anthea Baillie, Manager, Collections & Technical Services
Mr. David Zambrano, Manager of Library Systems & Virtual Branch
Ms. Polly Chan, Financial Analyst
Mr. Abbas Amarshi, Manager, Thornhill Branches
Mrs. Susan Price, Board Secretary

Regrets: Mr. Raymond Chan
Mr. Michael Armes

1.0 Call to Order/Approval of Agenda

Ms. Margaret McGrory called the meeting to order at 7:12 p.m.

Moved by Mr. Harout Manougian
Seconded by Mr. Edward Choi

Resolved that the agenda be approved.

Carried.

1.1 **Declaration of Conflict of Pecuniary Interest**

None.

1.2 **Delegation**

None.

1.3 **Chair's Remarks:**

CHAIR'S INDIGENOUS LAND ACKNOWLEDGMENT

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

Ms. McGrory asked Directors to introduce any guest staff members present.

The Chair reminded the Board that votes would need to be counted and to keep their hands raised until staff can do so.

There is an In camera meeting this evening, a reminder that these meetings are strictly confidential and that Board members should ensure they are in a private location or wearing headphones.

2.0 **Approval of Minutes:**

2.1 Library Board Minutes January 29, 2024

Moved by Mr. Kenneth Wightman
Seconded by Ms. Jenny Tung

Resolved that the minutes of the January 29, 2024 Library Board Meeting be confirmed.

Carried.

2.2 **Consent Agenda:**

Moved by Ms. Gail Vlahopoulos
Seconded by Mr. Harout Manougian

Resolved that the Consent Agenda comprising Agenda items 2.2 to 2.4 and the same are hereby approved as written and the CEO of the Library is hereby authorized and directed to take such action that may be necessary to give effect to the recommendations as therein contained:

- 2.3 Declaration of Due Diligence by the CEO**
- 2.4 Communication and Correspondence**

Carried.

3.0 **CEO's Highlights:**

The Chair asked the CEO to comment on the Highlights, Mrs. Biss noted the following:

- **City Strategic Plan Building Markham's Future Together 2020-2026**
On February 27, 2024 General Committee received a presentation entitled "Preliminary Results of 2020-2026 Strategic Plan Community Survey." A key finding regarding Goal 3 (Complete Communities) was that respondents identified one of the top strategic actions as "planning for new parks, recreation, culture, libraries in future communities"
- Mrs. Biss called on staff to report on the success and progress of the newly contracted vendors for Library Collections
- **Enterprise Risk Management Report**, concerns raised here would be addressed later in the meeting

Moved by Mr. Edward Choi
Seconded by Mr. Kenneth Wightman

Resolved that the report entitled "CEO's Highlight's March 2024" be received.

Carried.

3.1 **Markham Centre Update, March 2024**

Staff gave an overview of the contents of the report, and noted the following:

AGENDA 1.1

- **Markham Centre Secondary Plan:** The draft Secondary Plan is expected to be presented to City Council in June 2024. At that time, Council will vote on whether to approve the draft secondary plan.
- **Central Library-Community Consultation:** As noted in 3.0, there will be two facility planning opportunities in 2024 to consult the community regarding public support for a central library:
Update of ILMP - Indoor Public Spaces in Intensification Areas.
Victoria Square (Ward 2) Community Consultation.

There was some discussion, Councillor Lau noted that there is not (as yet) a library in his Ward (2). Staff advised that the Victoria Square (Ward 2) project will include community consultation regarding both library and recreation facilities.

Move by Mr. Jay Xie
Seconded by Councillor Ritch Lau

Resolved that the report entitled “Markham Centre Update. March 2024” be received.

Carried.

4.0 **Annual Monthly Policy Review (N/A)**

5.0 **Internal Monitoring Reports:**

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

5.1 **Executive Limitation: EL-2d, Financial Condition**

(Assigned to Mr. Kenneth Wightman)

Mr. Wightman asked the Board if there were any questions. He expressed concerns over the current deficit - and what mitigations are in place that will prevent this occurring in the future due to loss of fine revenue. The CEO advised that she would be bringing a report to the Board in April that will address the current deficit and the Library’s increasing inability to collect revenue from fines in the future.

The report confirmed that at this time the CEO is not in compliance with MPL Executive Limitation Policy EL-2d, Financial Condition due to the \$105,581.00 deficit created by the lack of fine revenue.

Moved by Mr. Kenneth Wightman
Seconded by Ms. Jenny Tung

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

Carried.

5.2 **Executive Limitation: EL-2g, Emergency Executive Succession**
(Assigned to Mr. Edward Choi)

Mr. Choi advised the Board that he reviewed the report and certified it to be complete and compliant, he contacted Board members and did not receive any questions or concerns.

The report confirmed that the CEO and MPL’s practices relative to MPL’s Emergency Executive Succession comply with the requirements of EL-2g policy.

Moved by Mr. Edward Choi
Seconded by Mr. Kenneth Wightman

Resolved that the internal monitoring report entitled “Executive Limitation: EI-2g, Emergency Executive Succession” be received.

Carried.

5.3 **Executive Limitation: EL-2j, Communication & Counsel to the Board (October 2023 to January 2024)**
(Assigned to Ms. Gail Vlahopoulos)

Ms. Vlahopoulos advised that she contacted the Board and did not receive any questions or concerns.

The report confirmed that the CEO and MPL’s practices relative to MPL’s Communication & Counsel to the Board comply with the requirements of EL-2j policy.

Moved by Ms. Gail Vlahopoulos
Seconded by Mr. Kenneth Wightman

Resolved that the report entitled “Internal Monitoring Report: Executive Limitation EI-2j, Communication & Counsel to the Board (October 2023 to January 2024)” be received.

Carried.

6.0 **Ends:**

6.1 **Revised Board Ends-2024:**

After some discussion and wording amendments, the 2024 ENDS were confirmed.

Moved by Mr. Harout Manougian
Seconded by Ms. Jenny Tung

Resolved that the Board adopt the new ENDS as revised and;

That the Board and staff review and revise current Executive Limitations accordingly.

Carried.

7.0 **Governance:**

7.1 **Update from OLS-Margaret McGrory:**

Ms. McGrory advised the Board that on May 9, 2024 the OLS Assembly for libraries serving a population over 150,000 will elect a representative to the OLS Board. The Chair indicated that she is interested in re-election; however, she asked that if anyone is interested in standing for the position to let her know before our April Board meeting and she will advise on the process.

7.2 **Resignation of Mr. Steve Hsu from the Markham Public Library Board**

Moved by Mr. Kenneth Wightman
Seconded by MS. Winnie Phung

Resolved that the resignation of Mr. Steve Hsu from the Markham Public Library Board effective January 9, 2024 be received,

And that the Board will continue with thirteen Members.

Carried.

7.3 **Amendment to By-law 4.6, Order of Business**

Moved by Mr. Edward Choi
Seconded by Ms. Gail Vlahopoulos

Resolved that the Board approve the proposed changes to By-law 4.6, Order of Business.

Carried.

8.0 **Ownership Linkage:**

8.1 **Input from Board Members**

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

8.2 **Ownership Linkage Plan**

Ms. McGrory stated that the information in the board package was provided to help move the Board forward in its responsibilities as library advocates. The Chair noted that the Board governs in the interest of its owners-the people of Markham; therefore, connecting with the owners is an important aspect of the Boards' work.

There was some discussion about opportunities for participation at focus groups and other touchpoints staff has with the community throughout the year, and the need to develop a plan/schedule for the Board to ensure this linkage occurs.

9.0 **Board Advocacy (none)**

10.0 **Education:**

10.1 **Customer Service at MPL: C3, Staff Engagement and the Customer Service Revolution**

Staff gave a comprehensive overview of the processes and motivations in establishing the Customer Service Revolution (CSR) and the C3 classification system.

Staff explained that the CSR was developed in order to provide customer service excellence, putting customer service as the priority. At the same time it also created reciprocal benefits for staff, resulting in a mutually beneficial platform.

AGENDA 1.1

C3 is a library classification system that was developed in order to improve material flow, improve browsing ability and hence, an improved customer experience.

Staff plan to refresh the CSR in 2024 to reflect a changing Markham, and reengage staff, which will result in a service transformation.

Moved by Mr. Edward Choi
Seconded by Councillor Ritch Lau

Resolved that the Board receives the Board Education Presentation entitled “Customer Service at MPL: C3, Staff engagement and Customer Service Revolution.”

Carried.

11.0 **Incidental Information: (none)**

12.0 **New Business** **Solar Eclipse April 8,2024**

There was discussion on the library’s involvement and if there would be any special considerations for the event. Staff responded that there would be information on the MPL website and in branches.

13.0 **Board Evaluation:**

13.1 **Questionnaire Results: The Board and the CEO**

Due to time constraints, there was no discussion on the report results. The Chair advised that she would send along some explanation for those who indicated "not sure" as their response to the questionnaire.

Moved by Mr. Edward Choi
Seconded by Ms. Gail Vlahopoulos

Resolved that the report entitled “Questionnaire Results: the Board and the CEO” be received.

Carried.

13.2 **Questionnaire: The Board and the CEO**

The Chair asked the Board to complete the questionnaire and return to the Board Secretary by e-mail as directed.

14.0 **In Camera Agenda:**

14.1 **To Discuss a Confidential Matter**

Moved by Ms. Gail Vlahopoulos
Seconded by Mr. Edward Choi

Resolved that the Board meet in Camera at 9:01 p.m. to discuss a confidential matter.

Carried.

The Board returned to its regular meeting at 9:21 p.m.

Moved by Mr. Edward Choi
Seconded by Ms. Gail Vlahopoulos

Resolved that the motions approved In Camera be ratified; and that the motions approved at the Special In Camera (March 25, 2024) be ratified.

Carried.

15.0 **Adjournment**

Moved by Mr. Edward Choi that the meeting be adjourned at 9:22 p.m.