

MARKHAM PUBLIC LIBRARY BOARD

REGULAR MEETING

**Notice of meeting to be held on Monday, October 28, 2024, 7:00 p.m.
Markham Village Library, Program Room. 6031 Highway 7 East, Markham**

AGENDA

- 1.0 **Call to Order/Adoption of Agenda**
 - 1.1 Adoption of Minutes: (September 23, 2024)
 - 1.2 Declaration of Conflict of Interest
 - 1.3 Delegations
 - 1.4 Chair's Remarks

- 2.0 **Ownership Linkage**
 - 2.1 Reports from Board Members

- 3.0 **Board Education**
 - 3.1 Board Education 2025

- 4.0 **Information Requested by the Board**
 - 4.1 CEO's Highlights
 - 4.2 City of Markham Financial Services (to be moved ahead, after 1.4 to accommodate guests)
 - 4.3 Update to the Recruitment and Appointment Youth Representative to the Board

- 5.0 **Items for Decision**

- 6.0 **Monitoring Performance**
 - 6.1 **Ends:**
 - 6.1.1 Ends Progress Update Level 2
 - 6.2 **Executive Limitations:**
 - 6.2.1 EL-2b Staff Treatment (K. Wightman/A.Cecchetto)
 - 6.2.2 EL-2i Compensation and Benefits (G.Vlahopoulos/D.Macklin)

7.0 **Consent Agenda**

All items under the Consent Agenda are considered to be routine and are recommended for approval by the Chair.

7.1 **Declaration of Due Diligence by the CEO**

7.2 **Communication and Correspondence:**

7.2.1 Ontario Newsroom: Ontario Investing in First Nations Public Libraries: [Ontario Investing in First Nations Public Libraries | Ontario Newsroom](#)

7.2.2 CBC News: 'Not business as usual': Calgary Public Library still in early stages of cybersecurity probe
<https://www.cbc.ca/news/canada/calgary/calgary-public-library-investigation-cyberattack-1.7353097>

7.2.3 YorkRegion.com: More than books at Ontario public libraries-all the things you didn't know you can do for free with a library card
https://www.yorkregion.com/news/more-than-books-at-ontario-public-libraries-all-the-things-you-didnt-know-you-can/article_8cf19b1e-6899-57b6-be12-5690aca405db.html

8.0 **Board Performance and Self-Evaluation**

8.1 Questionnaire Results: The Conduct of the Board

9.0 **New Business**

9.1 Proposal by Board member to amend by-law 4.5 Meeting Notification

10.0 **In-Camera**

11.0 **Adjournment**

**NEXT MEETING: Monday, November 25,2024 7:00 p.m.
Virtual Meeting by ZOOM**

AGENDA 4.3

TO: Markham Public Library Board
FROM: Diane Macklin, Director, Community Engagement
DATE OF MEETING: October 28, 2024
SUBJECT: Update to the Recruitment and Appointment of Youth Representative to the Board

RECOMMENDATION:

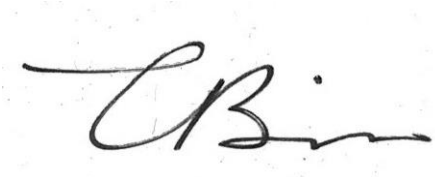
That the report entitled “Update to the Recruitment and Appointment of Youth Representative to the Board” be received.

Background:

By-law: 2.8

Youth Representative

The Board may appoint a non-voting teen Member who lives and/or goes to school in the City of Markham. Staff will select a candidate from the current list of registered volunteers with the Library. The teen must be under 18 years of age and will serve a one-year term, September to June. Responsibilities will include attending monthly meetings (not in camera) represent interests and issues of Markham’s youth in Board discussions and represent the Library at selected events or programs.



Catherine Biss
CEO & Secretary-Treasurer

Attachment: Appendix “A”

Youth Representative to the Markham Public Library Board

Markham Public Library is seeking a youth representative for its Library Board. The intention of this volunteer position is to gain insight from a demographic of our community that is not currently represented on the Library Board.

The Markham Public Library Board currently includes 2 City of Markham Councillors and 10 community members appointed by Council. Their role is to oversee and monitor the Library’s performance. As a Student Representative you will have a unique opportunity to experience a volunteer board while enhancing your leadership skills and making meaningful contributions to your community. Additionally, our Board Members have a wide range of experience and professional backgrounds, creating opportunities for networking and mentorship that can benefit your future career.

The Student Representative is a non-voting volunteer position with a one-year term from September to June.

Duties and Responsibilities:

- Attend Library Board Meetings on the fourth Monday of the month (7 to 9 p.m.) from September to June (no meetings held December and February)
- Prepare for meetings by reading monthly board packages
- Provide input on library services and policies from a youth perspective
- Complete any legislated training requirements for volunteers
- Attend library events as appropriate

Qualifications:

- Resident of the City of Markham
- Under 18 years of age
- A library volunteer or familiarity with the library
- An interest in Markham Public Library and willingness to learn about library issues

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Diane Macklin, Director, Community Engagement
Debbie Walker, Director, Library Strategy and Planning
Andrea Cecchetto, Director, Service Excellence

DATE OF MEETING: October 28, 2024

SUBJECT: **Ends Progress Update – Level 2**

RECOMMENDATION:

That the Board receives the proposed Ends Progress Update – Level 2.

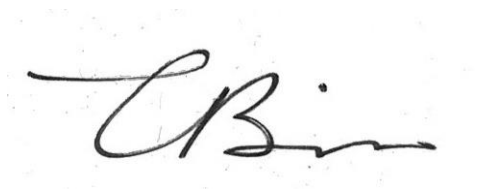
Background

As directed by the Board, the October Ends Progress Update Report focuses on the year's progress towards Level 2 Ends.

Report – Appendix A

The Report format has been revised as per direction by the Board Chair and Vice-Chair. This format includes the following elements:

- End Statement as developed and approved by the Board.
- Interpretation by the CEO of the meaning of the End as approved by the Board.
- Evidence of Compliance:
 - Strategies: New initiatives and innovations, as well as innovations and initiatives that build upon and improve existing Business as Usual (BAU) activities.
 - Desired Outcomes / Targets indicating how Ends Achievement will be measured, and how the Board will know we are successful.
 - Status
 - Notes regarding progress to date, unplanned corporate priorities, external constraints outside our direct control, and unanticipated changes to the conditions and assumptions upon which the annual strategic workplan was based.

A handwritten signature in black ink, appearing to read 'C. Biss', is centered on the page. The signature is fluid and cursive, with a prominent initial 'C' and a period after the first name.

Catherine Biss
CEO & Secretary-Treasurer

Appendix A: Board Ends Progress Update – Level 2 – October 2024.

APPENDIX A: BOARD ENDS PROGRESS UPDATE – LEVEL 2 – OCTOBER 2024.

2.	The community has safe, welcoming, inclusive and accessible meeting and gathering spaces for learning, relaxation, play, social interaction and civic activities.
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Interpretation

I interpret this to mean that the Library adheres to safety-related legislation and has policies in place that ensure the safety of those using the Library. I also interpret this to mean that the Library offers spaces that meet user expectations for quality and comfort and engender a feeling of belonging. Further, I interpret “inclusive and accessible” to mean that the community has barrier-free access to branches, use of facilities and collections as stipulated in the Public Library Act and Accessibility for Ontarians with Disabilities Act. The result of this will be physical and virtual spaces that provide the community with opportunities to come together formally and informally for a variety of reasons to learn and engage with each other.

All strategies towards the Ends are rated by their current status in one of three categories as follows:

On Target
Delayed
Not on Target

Evidence of Compliance

Strategy	Desired Outcome / Target	Status	Notes
Accelerate the lifecycle replacement of headsets used for security and in-branch communication.	Community experiences a safe environment		In addition to accelerating the replacement of headset units, MPL is purchasing a pair of two-way radios for use in the manager’s office and workroom to ensure that even if staff are using communication headsets (i.e. in meetings or phone calls) they are able to respond to emergencies or incidents.
Undertake a PSHSA security audit to identify gaps and areas for improvement in MPL’s Health & Safety program	Community experiences a safe environment Study to be completed Q4 2024 and mitigation strategies implemented to address risks by end of 2025		This audit will be contracted for Q1 2025, rather than Q4 2024, due to budget constraints
Update MPL’s Accessibility Plan. Update Accessibility Policy. Revise Accessibility page on website.	The community has barrier free access to MPL’s physical and virtual spaces <ul style="list-style-type: none"> • All branches and website are AODA compliant • New Accessibility Plan and Policy • 100% staff complete AODA and IASR training 		Revisions to MPL’s Accessibility Policy and Multiyear Accessibility Plan were both completed. An audit of AODA related administrative and operational procedures found the Library to be in full compliance. The website and all branches meet AODA requirements, except Thornhill Village which has an exemption as a building of historical significance. Accessibility training is in progress. Staff are currently completing refreshed AODA training as part of a City-wide roll out. This training is required as part of new employee orientation.

Strategy	Desired Outcome / Target	Status	Notes
As part of the ongoing IDEA Strategy, we will increase staff's cultural competencies through delivery of Anti-Islamophobia Training.	The community experiences an inclusive and welcoming space 80% of staff completed training 100% of management staff completed training		Complete. Training was completed in February-March 2024 over 6 sessions, including a 2-part session for management staff.
Relocate Makerspace at Angus Glen to increase visibility.	Increased awareness and engagement with the Makerspace 10% increase in makerspace bookings and 20% increase in hours used compared to 2023		Complete. The number of bookings with the Digital Literacy Specialist has remained steady while hours of makerspace use has increased 44% from 2023.

2.1 The community's growing and changing needs and aspirations are met by the planning of future facilities and services

Interpretation

I interpret this to mean that the Library monitors projected population and demographics, library usage trends, community interests, funding levels, funding opportunities and trends within the public library sector as a framework for long term planning of new services, facility upgrades and new branches including the potential for a central library.

I further interpret this to mean that the Library will ensure building programs and service models for future facilities are aligned with community needs and priorities and that the public is aware of potential options available to them.

EVIDENCE OF ENDS 2.1 ACHIEVEMENT

Strategy	Desired Outcome / Target	Status	Notes
Undertake a study of library membership and community library usage behaviours compared to previous years.	Increased memberships 17,000 new memberships in 2024		Staff worked with Environics Analytics to develop a Library Target Demographics and Member Engagement Strategy: <ul style="list-style-type: none"> • Analysis based on Markham's population and database of Library users. • Extrapolated the major library user segments between May 29, 2022, and May 24, 2024. • Identified who the users are, how they use the library and its resources. • Identified areas for membership growth. Further analysis is ongoing.
Provide facilitation training to prepare staff for community consultations.	The Community Engagement Team receives training in focus group facilitation.		Complete.

Strategy	Desired Outcome / Target	Status	Notes
In collaboration with the City undertake an Indoor Public Space Study area as part of ILMP to guide future decision making for the provision of public indoor spaces in High Intensification Neighbourhoods.	Status: Bid closed without award.		See Facility Planning comments in 4.1 CEO's Highlights Report.
Advance recommendation of the Integrated Leisure Master Plan (ILMP) developing a community centre and Library in Victoria Square to address population growth in Ward 2 .	Secure budget for consultant services to engage Ward 2 residents in community consultation regarding a future community centre and library in Ward 2.		Consultant budget was approved. City deferred the 2024-approved Ward 2 community consultation project.
Engage stakeholders in a visioning project for a central library in Markham Centre .	A Central Library Vision.		<p>July 4, 2024: Report to DSC introduced updated population projections, and indicated full buildout may take more than 100 years.</p> <p>At its September meeting, the Board resolved to defer advocacy for a central library pending the outcome of the civic square project.</p> <p>Civic Square Vision Project is targeted to go forward in Q4, with CEO on Team.</p>
Langstaff library facilities: Make the case through the planning teams for library facilities in mixed-use buildings.	Secure library space as condition of applications.		<p>Langstaff West Bridge TOC: Staff are serving on the Community Amenity Planning (CAP) team.</p> <p>Langstaff East: The applicant is seeking an MZO. Complex process due to fragmented ownership of land and multiple stakeholders.</p>
Advance business case for library facilities within the Markville Secondary Plan Area, based on the lack of geographic proximity to existing library branches.	Ensure Markville Concept Plan includes consideration of library space. Secure library space as condition of applications.		Revised emerging concept plan and associated public input is under review by staff. City staff targeting bringing an update to DSC in early December 2024.

Strategy	Desired Outcome / Target	Status	Notes
<p>Advance business case for library facilities within the Yonge Street Secondary Plan Area. Based on lack of geographic proximity to existing library branches, as well as evidence that existing Ward 1 branches lack capacity to serve YSSP and other growth in Ward 1.</p>	<p>Ensure Yonge Street Secondary Plan includes consideration of library space. Secure library space as condition of applications.</p>		<p>Yonge Corridor Secondary Plan: Draft Emerging Directions and Concept Plans issued for staff review and comment. Library comments have been provided.</p>

AGENDA 6.2.2

TO: Markham Public Library Board
FROM: Catherine Biss, CEO & Secretary-Treasurer
PREPARED BY: Diane Macklin, Director, Community Engagement
DATE OF MEETING: October 28, 2024
SUBJECT: **INTERNAL MONITORING REPORT: Executive Limitation EL-2i,
Compensation and Benefits**

EXECUTIVE SUMMARY:

This report provides the Board with an overview of MPL's practices with regard to employee compensation and benefits.

RECOMMENDATION:

That the report entitled "Internal Monitoring Report: Executive Limitation EL-2i, Compensation and Benefits" be received.

POLICY TYPE: EXECUTIVE LIMITATIONS
POLICY TITLE: COMPENSATION AND BENEFITS (EL-2i)

GLOBAL POLICY LIMITATION:

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

INTERPRETATION:


The CEO will ensure that the Library's fiscal integrity and public image remain un-jeopardized in all matters relating to employment, compensation and benefits to employees, consultants, or contract staff.

CEO RESPONSIBILITY:

All compensation and benefits requirements are in full compliance with Board policy.

ASSERTION OF COMPLIANCE

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



Catherine Biss
CEO & Secretary-Treasurer

AGENDA 6.2.2

1. **POLICY LIMITATION:** *The CEO may not change his or her own compensation and benefits.*

CEO Interpretation

I interpret this to mean that someone other than the CEO prepares the CEO's contract of employment and affirms the CEO's compensation and benefits.

Compliance is demonstrated when a review of payroll and benefits records show no changes made to the CEO's compensation and benefits except with that consistent with system-wide established changes.

Evidence of Compliance

The Library CEO's salary compensation is based on the Library non-union salary grid, and benefits are comparable to those provided by the City of Markham. The salary ranges for all Library employees, including those in management positions, are available as public information on the MPL website.

Per the Library's "Terms of Reference for Management and Non-union Employees Policy", annual cost-of-living increases for all Non-union staff, including the CEO, have been identical to those offered to unionized Library employees (Full Time and Part Time).

Changes to the CEO's and all staff's compensation and benefits are implemented by the Human Resources & Compensation Specialist. The Human Resources & Compensation Specialist affirms that the CEO is compensated as per the current Non-union salary grid and non-Union benefits package.

2. **POLICY LIMITATION:** *The CEO may not promise or imply permanent or guaranteed employment.*

CEO Interpretation

I interpret this to mean that the CEO will comply with relevant employment legislation and that the CEO will have in place Human Resources procedures that ensure equal opportunity employment and fair hiring practices.

Compliance will be demonstrated when 100% of job postings and hirings follow established HR processes including competitive interview processes.

Evidence of Compliance:

In the reporting period all offers of employment were made on the basis of relevant employment legislation and the Collective Agreements, where applicable. There have been no cases of "permanent employment" being offered, either explicitly or implicitly.

MPL ensures compliance with all required legislation. The Library's trained Human Resources professionals design and monitor processes that ensure recruitment is carried out objectively and hiring decisions are based on the candidates' qualifications, skills and demonstrated ability to meet the responsibilities of the position. Whenever temporary or contract employment is offered to employees, it is made for defined periods of time with specific end dates.

3. **POLICY LIMITATION:** *The CEO may not establish current compensation and benefits which:*

AGENDA 6.2.2

- A. *Deviate materially from the geographic or professional market for the skills employed.*
- B. *Create obligations over a longer term than revenues can be safely projected, subject to losses of revenue and legally imposed restraints.*

CEO INTERPRETATION

- A. I interpret this to mean that compensation packages are competitive with the local job market while remaining financially responsible and therefore fall within the reasonable range of established comparator markets.

Compliance is demonstrated when the Human Resources and Compensation Specialist verifies that staff have been compensated as per the Collective Agreement or Administration staff wage schedule

- B. I interpret this to mean that the CEO does not enter into collective agreements or employment contracts that exceed a period for which budgeting or economic forecasting can be reasonably projected. I also interpret this to mean that the Library budget is considered when hiring vacant or new positions.

Compliance is demonstrated when the budget process considers available resources when making staffing or collective bargaining decisions.

EVIDENCE OF COMPLIANCE

- A. Compensation and benefits for unionized employees are negotiated with the Canadian Union of Public Employees (CUPE) through the collective bargaining process. As is indicated above, the Non-union group receives the same cost of living increases as the Union.

The Library has collective agreements with CUPE Local 905 Markham Library Unit, covering Full Time, Part Time and Page employees – a separate agreement for each group. The current Agreements are on a four-year term. The current Page Agreement expired June 30, 2022. Traditionally bargaining with the Union commences after the expiry of the collective period and takes a period of time to complete. Collective bargaining is currently underway with the Page unit. The Full Time and Part Time Agreements expired March 31, 2024 with bargaining dates scheduled in November 2024.

MPL monitors salary rates and annual cost of living increases within the Ontario public library community on an ongoing basis to ensure that its compensation levels remain competitive. A market salary review of unionized positions was undertaken in 2023 resulting in two pay grades receiving an uplift and all positions then being within the median range for comparator libraries.

The Human Resources and Compensation Specialist affirms that all employees have been compensated as per the Collective Agreement or Non Union Salary Schedule.

- B. As described above, salaries and wages for unionized Library staff are negotiated through collective bargaining and are specified in the Collective Agreements. The City's Financial Services Department sets aside funding in anticipation of cost-of-living increases. The Library ensures that compensation obligations do not exceed available funding. Personnel budgets are reviewed on an ongoing basis to ensure that expenditures do not exceed available resources. MPL staff meet regularly with the Financial Services Department to ensure that actual expenditures remain within budget.

AGENDA 7.0

TO: Markham Public Library Board

FROM: Catherine Biss, CEO& Secretary-Treasurer

PREPARED BY: Susan Price, Board Secretary

DATE OF MEETING: October 28,2024

SUBJECT: **CONSENT AGENDA**

RECOMMENDATION:

That the Consent Agenda comprising of Agenda 7.0 to 7.2.3 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:

7.0 CONSENT AGENDA:

7.1 Declaration of Due Diligence by the CEO

7.2 Communication and Correspondence:

- 7.2.1 Newsroom: Ontario Investing in First Nations Public Libraries: [Ontario Investing in First Nations Public Libraries | Ontario Newsroom](#)
- 7.2.2 CBC News: 'Not business as usual': Calgary Public Library still in early stages of cybersecurity probe <https://www.cbc.ca/news/canada/calgary/calgary-public-library-investigation-cyberattack-1.7353097>
- 7.2.3 YorkRegion.com: More than books at Ontario public libraries-all the things you didn't know you can do for free with a library card https://www.yorkregion.com/news/more-than-books-at-ontario-public-libraries-all-the-things-you-didnt-know-you-can/article_8cf19b1e-6899-57b6-be12-5690aca405db.html



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 September 18, 2024 to October 22, 2024

- 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

October 22, 2024
Date