

MARKHAM PUBLIC LIBRARY BOARD

REGULAR MEETING

**Notice of meeting to be held on Monday, September 22, 2025, 7:00 p.m.
Markham Village Library, Program Room, 6031 Highway 7 East, Markham
L3P 3A7**

AGENDA

1.0 Call to Order/Adoption of Agenda

- 1.1 Adoption of Minutes: (June 23, 2025)
- 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 Plan for 2026 (A. Cecchetto)

4.0 Information Requested by the Board

- 4.1 CEO's Highlights

5.0 Items for Decision (none this month)

6.0 Monitoring Performance

- 6.1 **Ends:**
 - 6.1.1 Strategic Plan Update (D. Walker)
 - 6.1.2 ENDS Level 2-(YTD) (D. Walker)
- 6.2 **Executive Limitations:**
 - 6.2.1 EL-2c Budgeting/Forecasting (E. Choi/M. Sawh)
 - 6.2.2 EL-2d Financial Condition (G.Vlahopoulos / M.Sawh)
 - 6.2.3 EL-1 General Executive Constraint (J.Xie /M. Sawh)

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 MarkhamReview.com: Markham Public Library to host its first Film Festival <https://markhamreview.com/markham-public-library-to-host-its-first-film-festival/>
- 7.2.2 Village report: beyond books: the varied, and perhaps unexpected, free offerings at the library [Beyond books: The varied, and perhaps unexpected, free offerings at the library](#)
- 7.2.3 MarkhamReview.com: MPL supports entrepreneurs during Small Business Month [MPL supports entrepreneurs during Small Business Month](#)
- 7.2.4 MarkhamReview.com: MPL opens registration for Girls in Steam program [MPL opens registration for Girls in STEAM program](#)
- 7.2.5 MarkhamReview.com: ALS Double Play and MPL partner for uplifting ALS awareness events [ALS Double Play and MPL partner for uplifting ALS awareness events](#)
- 7.2.6 YorkRegion.com: Markham library art tour Bridging Generations fills cultural gaps and shows ‘our voices can be amplified together’ [Markham art tour Bridging Generations fills cultural gaps](#)
- 7.2.7 Profile-Ontario teen turns passion into purpose [Ontario teen turns passion into purpose with art tour and non-profit | story | Kids News](#)

8.0 Board Performance and Self-Evaluation

8.1 Questionnaire: The Conduct of the Board

9.0 New Business

10.0 Adjournment

**NEXT MEETING: Monday, October 27, 2025 7:00 p.m.
 Unionville Library Program Room
 15 Library Lane, Markham, ON L3R 5C4**

AGENDA 6.1.1

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Deborah Walker, Director Strategy & Planning

DATE OF MEETING: September 22, 2025

SUBJECT: **Strategic Plan Update**

RECOMMENDATION:

That the report “Strategic Plan Update” be received.

PROCESS UPDATES AND TIMELINE REVISION:

Community Survey

Following the Staff Engagement process (as reported in the June 23rd Strategic Plan Update Report), staff proceeded to develop the community survey for deployment over the summer. This development included ensuring that the survey was designed to:

- Reflect staff feedback from the Town Halls and staff focus groups, thereby ensuring that staff can see their input respected and included;
- Cover all service channels; and
- Align with the priorities identified in the Board Ends Policy.

Next steps included:

- Further staff engagement through an opportunity for all staff to test the draft survey and provide feedback regarding reading level and the length of time required to complete the survey. Staff feedback was positive.
- Translation of the community survey into Mandarin, Cantonese and Persian to inclusively reach constituents/readers, particularly seniors, in key identified languages. The translation work was carried out by our multilingual staff.
- Developing a process for paper versions of the survey to be available upon customer request.
- Adjusting the timeline for survey deployment to the post-summer and post-return-to-school period in order to ensure the survey window better aligns with resident availability and maximizes their awareness of the strategic planning process and their participation in the survey.

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Revised Timeline for the Survey Window

The survey launched on Monday September 8th and will remain open until Saturday October 25th, which is the last day of Ontario Public Library Week. The events planned for OPL week will provide opportunities for a strong final push of survey promotion.

The adjusted project timeline (swimlane diagram) is attached as Appendix A.

MPL Strategic Plan Survey Communications Plan

Staff have developed a robust promotional strategy to maximize participation in the Strategic Plan Survey. Our multi-channel approach leverages print, digital, and in-branch platforms. In addition, we are collaborating with the City of Markham to extend our reach through their established communication channels.

The MPL website will push out survey promotion through the following features:

- Hero banner (Sept 9 – Oct 25).
- Alert message.
- OverDrive banner.
- Featured promotions on: Strategic Plan landing page.
- Study Room booking page (most visited page on MPL's website).
- Employment page (most visited page on MPL's website).
- News page (featured in the "Highlighted Content" section on the home page).

MPL eNews will amplify the survey push through:

- eBlast 1 (Sept 8 at 8 pm).
- eNews item (Sept 11).
- eBlast 2 (Sept 22 at 8 pm).
- eBlast 3 (Oct 6 at 8 pm).
- eNews item (Oct 9).
- eBlast 4 (Oct 20).
- Inclusion in Community Librarians' monthly eNewsletter.

Social Media promotion will include:

- Scheduled promotions every week throughout the survey period.
- Creative Instagram reels to promote participation.

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In-Branch promotion of the survey will include:

- Posters in high-traffic areas.
- Buckslips (in English, Traditional & Simplified Chinese, Farsi).
 - Handed out to customers.
 - Inserted into holds.
- EIB boards (electronic information boards).
- Large foam board poster (display).
- Checkout receipts.
- Self-checkout station screens.
- Survey Day Pop-Ups (TBC).
 - Each branch will set up a pop-up station where staff encourage customers to complete the survey on the spot to get free snacks and swag.

Community Engagement & Outreach will include:

- Community Librarians (CLs) will hand out surveys/buckslips at the end of in-person programs.
- CLs will send survey link at the end of virtual programs.
- CLs/Outreach Coordinator will promote the survey at all September and October events (University Fair, Mid-Autumn Festival, Small Business Market, and more).
- Survey pop-ups in City facilities (same model as in-branch pop-ups).
- Email invitations to all participants and registrants in community conversations.
- Survey link included in all program confirmation emails.

Promotion through the City of Markham's Communications Channels

- Amplify promotions by sharing MPL's social media posts.
- Inclusion in City-wide staff eNews.
- Community Centre EIB boards.
- Community Centre tri-stand signage.
- 407/RCC digital sign.
- Your Voice Markham page.

Community Conversations/Focus Groups

The community conversations/focus group process has remained on target. Over the summer Library staff hosted community conversations, a dialogue that enables the Library to understand the priorities and aspirations of the community as well as the challenges or barriers they're facing. This understanding of the community fabric is a powerful tool for developing a plan that is shaped by what the community wants and needs. Through community conversations, interviews, and outreach activities at

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community festivals, events and pop ups, Library staff received feedback from more than 2000 people. Findings and themes will be presented at the October Board meeting.

Consultant Support

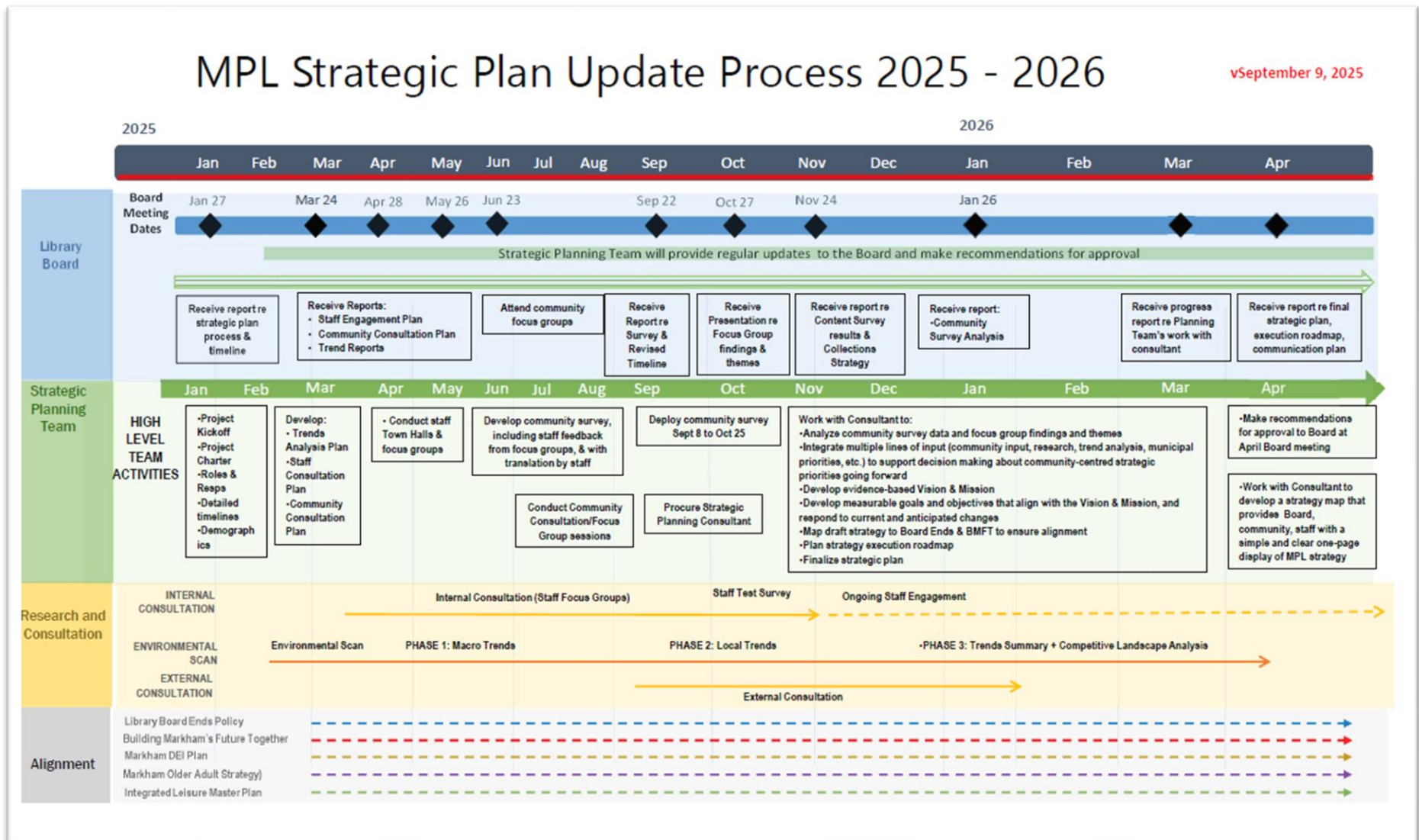
Funding has become available to procure consultant support for the remaining phases of the strategic planning project. Consultant scope will include analysis of community survey data and focus group findings and themes, integration of multiple lines of input (community input, research, trend analysis, municipal priorities, etc.) to define strategic priorities going forward, development of evidence-based and measurable goals and objectives that respond to current and anticipated changes, and strategy execution planning.

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Catherine Biss
CEO & Secretary-Treasurer

Appendix A: Revised Timeline for Strategic Plan Project

Appendix A: Revised Timeline for Strategic Plan Project



AGENDA 6.1.2

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Debbie Walker, Director, Library Strategy and Planning
Diane Macklin, Director, Community Engagement
Andrea Cecchetto, Director, Service Excellence
Michelle Sawh, Director, Administration & Operational Support

DATE OF MEETING: September 22, 2025

SUBJECT: **ENDS Level 2 (YTD) Report**

RECOMMENDATION:

That the Board receives the “ENDS Level 2 (YTD) Report”.

Background

As directed by the Board, the August ENDS Report Level 2 summarizes the year-to-date (as of the end of August 2025) progress towards achievement of the Library Board Ends Level 2.

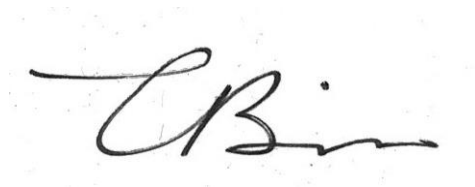
Report – Appendix A

The format of the Report (Appendix A) includes the following elements:

- **End Statements** as developed and approved by the Board.
- **Interpretation by the CEO** of the meaning of the Ends as approved by the Board.
- **Evidence of Compliance:**
 - Status in terms of compliance:
 - Compliant
 - Partially Compliant
 - Non-Compliant
- **2025 Strategic Workplan:** New initiatives and innovations during the reporting year that build upon and improve existing/ongoing/core Business as Usual (BAU) activities.

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- **Desired Outcomes / Targets** indicating how Ends Achievement will be measured, and how the Board will know we are successful. These may be:
 - Quantitative (numerical data indicating patterns, trends, and/or answering "how much" or "how often"); and / or
 - Qualitative (non-numerical, descriptive data gathered through methods like community consultations, focus groups, interviews and observations to understand concepts, trends, experiences, and meanings, answering "why" or "how").
- **Notes** regarding compliance status, YTD updates of progress, and the impact of, for example, 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 large initial 'C' and a distinct dot over the 'i' in 'Biss'.

Catherine Biss
CEO & Secretary-Treasurer

APPENDIX A: ENDS Level 2 (YTD) Report (Status at End of August 2025)

APPENDIX A: ENDS Level 2 (YTD) Report (Status at End of August 2025)

BOARD ENDS PROGRESS UPDATE – LEVEL 2

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 “safe” to mean that the Library adheres to safety related legislation and has in place policies and procedures that ensure the safety of those using the spaces.

I further interpret “welcoming” to mean MPL’s spaces meet user expectations for quality and comfort and engender a feeling of belonging.

I further interpret “inclusive and accessible” to mean 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.

I further interpret “meeting and gathering spaces” to mean the physical and virtual places in which community members can come together with others “for learning, relaxation, play, social interaction and civic activities”, which further means the community has opportunities to come together formally and informally for a variety of reasons to engage with each other.

All strategies towards the Ends are rated by their compliance status at year-end in one of three categories as follows:

Compliant
Partially Compliant
Non-Compliant

Evidence of Compliance

Status at End of August 2025	Strategic Workplan 2025 (as per Jan 2025 Ends Report and BUP 2025)	2025 Desired Outcome / Target & YTD Results	Notes
Partially Compliant	Complete the lifecycle replacement of headsets used for security and in-branch communication, including for program instructor communication.	Outcome: Community experiences a safe environment Target: 100% of headsets replaced as planned in 2025 YTD Result: approx. 87.5% complete	Headset replacement completed at seven branches. Eighth branch replacement in progress.
Compliant	Provide 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 can respond to emergencies or incidents.	Target: 100% of program rooms and Branch Manager offices are equipped with two-way radios YTD Result: 100% complete	
Compliant	Complete a PSHSA security audit to identify gaps and areas for improvement in MPL's Health & Safety program. Recommendations and Implementation to follow in 2026.	Target: audit completed YTD Result: 100% completed	
Compliant	Develop an internal security toolkit to support staff in working safely and managing emergencies and other challenging situations.	Target: V1 Toolkit released YTD Result: Completed	

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Status at End of August 2025	Strategic Workplan 2025 (as per Jan 2025 Ends Report and BUP 2025)	2025 Desired Outcome / Target & YTD Results	Notes
Partially Compliant	Introduce staff learning on issues related to IDEA including anti-ageism awareness. Training re neurodiversity awareness to follow in 2026.	Outcome: increased staff knowledge and awareness in the area of diversity Target: 100% Staff attendance in training on anti-ageism YTD Result: Staff attendance in training (anti-ageism) – 50%	Training will continue in the fall.
Partially Compliant	Implement the Dementia-Friendly Library project with a focus on understanding and eliminating stigmas associated with dementia.	Outcome: participants feel supported and gain awareness of dementia and its impact Target: program participation rate – 90 participants YTD Result: 80 participants	3 training sessions were delivered in July and August with a combined attendance of 80.
Partially Compliant	Create opportunities for the community to engage with one another, foster connections and encourage collaboration.	Target: # programs offered: 650 Results YTD: # programs offered: 602	The Target and YTD Results are for programs in the Civic Event/Social Event category.
Partially Compliant	Foster a love of reading and promote lifelong reading habits through programs that encourage reading for pleasure.	Target: 2000 Reading related programs YTD Results: Overall Reading Programs # of programs: 1786	Highlights: Summer Reading Program Markham Reads

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Status at End of August 2025	Strategic Workplan 2025 (as per Jan 2025 Ends Report and BUP 2025)	2025 Desired Outcome / Target & YTD Results	Notes
		# of participants: 22,429 Summer Reading Club: # of programs: 52 # of participants: 1,978 Markham Reads: # programs: 10 # of participants: 174 # title check outs : 663 TARGET: 2 million fiction circulation (physical and digital) YTD RESULTS: 1,547,941	

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

I interpret this to mean MPL will track and document “the community’s growing and changing needs and aspirations” through the monitoring of 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 interpret this to mean MPL will implement and advance the library-related recommendations of the City’s Integrated Leisure Master Plan (ILMP) through ILMP update projects, community consultation, and participation in the development of various corporate planning frameworks, including Official Plans, secondary plans, visioning exercises, community master plans, and opportunities for co-locations and partnerships.

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

All strategies towards the Ends are rated by their compliance status at year-end in one of three categories as follows

All strategies towards the Ends are rated by their compliance status at year-end in one of three categories as follows:

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Partially Compliant
Non-Compliant

Evidence of Compliance

Status at End of August 2025	Strategic Workplan 2025 (as per Jan 2025 Ends Report and BUP 2025)	2025 Desired Outcome / Target & YTD Results	Notes
Partially Compliant and Ongoing	Membership engagement and retention	Target: exceed 2019 member/user rates RESULTS YTD: Active Users: 106,201 New Members YTD: 12,578	Context: <ul style="list-style-type: none"> No new branches since Aaniin (2018). (New branches trigger spikes in usage growth.) Low rates of population increases in City. 39.6% increase in new members from 2019 – this includes 14% exclusive digital users. 15% increase in active users – MPL has exceeded the highest active usership prior to the pandemic in Dec 2019.
Compliant and Ongoing	Monitor provincial growth policy re housing, complete communities and “soft services” development charges for community infrastructure	Target: Board 100% informed regarding evolving policy context for planning future library facilities	CEO’s Highlights Reports provide regular updates regarding provincial growth policy and legislation such as: <ul style="list-style-type: none"> Bill 17, the Protect Ontario by Building Faster and Smarter Act, 2025 which amended various

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Status at End of August 2025	Strategic Workplan 2025 (as per Jan 2025 Ends Report and BUP 2025)	2025 Desired Outcome / Target & YTD Results	Notes
		Target: Board 100% informed of all relevant provincial growth policies Results YTD: 100% through regular Facility Planning reports in CEO Highlights	statutes with the goal of removing barriers to home-building. <ul style="list-style-type: none"> Legislative and regulatory changes affecting Development Charges, which for decades has been the primary municipal funding source for the design and construction of new library branches.
Partially Compliant	ILMP 2025 Update Project to update 2019 ILMP facility recommendations in relation to current projections of population increases.	Outcome: 2019 facility recommendations updated to align with the 2025 policy context. Target: ILMP Update Report provided to the Board. Results YTD: Report is only available to internal City staff at this time.	Internal and confidential. Future report of any staff-recommended revisions will be subject to Council approval. Project is subject to City timelines. Content is internal at this time.
Compliant In Progress	Markham Centre Secondary Plan Update (MCSPU)	Target: Board 100% informed of the progress of the MCSPU Results YTD:	Informed Board regarding: <ul style="list-style-type: none"> The Rouge River Tributary 5 Environmental Assessment Staff review and comments on the Revised Draft Policies for the MCSPU

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Status at End of August 2025	Strategic Workplan 2025 (as per Jan 2025 Ends Report and BUP 2025)	2025 Desired Outcome / Target & YTD Results	Notes
		100% through regular Facility Planning reports in CEO Highlights	The City recently announced that the annual IndyCar Series race will move to Downtown Markham. This may have an impact on the MCSPU project. (Further details are provided in Report 4.1.)
Compliant and ongoing	Consult community regarding a central library in Markham Centre.	Outcome: Gather current community feedback regarding a potential central library in Markham Centre. Target: 3000 surveys completed YTD Results: 1,296 surveys completed	<p>Strategic Plan Update Community Survey includes Question 15, designed to elicit community input:</p> <ul style="list-style-type: none"> Q 15 “As part of future planning the idea of a central library as part of a civic square in Downtown Markham has been proposed by the Library Board and its citizen volunteers. In many cities central libraries serve as major cultural hubs supporting learning, creativity and access to resources for all community members, enhancing successful downtowns, and raising city prestige. How important is it to you that a central library be part of future planning for Markham's Downtown civic square?” <p>Survey results will be reported to the Board following analysis of data and verbatim responses. This analysis will follow the closing of the community survey on October 25th.</p>
Ongoing Multi-year process.	Langstaff / Bridge TOC library facilities: Make the case through the planning teams for library facilities in mixed-use buildings.	Target: Board 100% informed regarding progress and planning for potential facilities in the	On August 06, 2025, the province announced: “Ontario Taking Next Steps to Build Yonge North Subway Extension: Province awards major contract for tunnel design and construction of Line 1 subway extension into York Region.”

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Status at End of August 2025	Strategic Workplan 2025 (as per Jan 2025 Ends Report and BUP 2025)	2025 Desired Outcome / Target & YTD Results	Notes
		<p>Langstaff/Bridge TOC area (Ward 1)</p> <p>Results YTD: 100% through regular Facility Planning reports in CEO Highlights</p>	<p>This announcement may accelerate landowners' preparatory steps (e.g. zoning amendments) toward "shovel in the ground".</p>
<p>Ongoing</p> <p>Multi-year process.</p>	<p>Advance business case for library facilities within the Markville Secondary Plan Area, based on the lack of geographic proximity to existing library branches.</p>	<p>Target: Board 100% informed regarding progress and planning for potential facilities in the Markville Secondary Plan Area</p> <p>Results YTD: 100% informed through regular Facility Planning reports in CEO Highlights</p>	<p>Reporting has included:</p> <ul style="list-style-type: none"> • The Cadillac Fairview (site Owner) Markville Development Application, including the Owner's Community Services and Facilities Report which concluded that the service level for libraries and community recreation facilities was sufficient for future residents of the Proposed Development. • In comparison, the Community Facilities & Services Report prepared as part of the overall Markville Secondary Plan Study Area assessed the needs for the entire Secondary Plan Area and recommended additional library space. • Noted community/ratepayer concerns regarding services for the additional population, as well as traffic and road safety. <p>A Development Services Public Meeting took place on September 09, 2025. This was the Statutory Public Meeting required by statute to take place prior to a future final staff report to</p>

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Status at End of August 2025	Strategic Workplan 2025 (as per Jan 2025 Ends Report and BUP 2025)	2025 Desired Outcome / Target & YTD Results	Notes
			Council regarding the development of the Cadillac Fairview Lands for a mixed-use development. Council approval was deferred to November. For further information, see 4.1.
Ongoing Multi-year process.	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.	Target: Board 100% informed regarding progress and planning for potential facilities within the Yonge Street Secondary Plan Area. Results YTD: 100% informed through regular Facility Planning reports in CEO Highlights	Reporting has included: <ul style="list-style-type: none"> Yonge Corridor Secondary Plan Study - Interim Report indicating preliminary target of 1 to 2 additional libraries. <p>On August 06, 2025, the province announced the award of a major contract for the development of the Yonge North Subway Extension, i.e. tunnel design and construction of Line 1 subway extension into York Region.</p> <p>This announcement may accelerate landowners' preparatory steps (e.g. zoning amendments) toward "shovel in the ground".</p>
Ongoing Multi-year process.	Bayview John Community Engagement Visioning Working Sessions, Thornhill (Ward 1)"	Target: Board 100% informed regarding progress and planning for the future of the Thornhill Community Centre and Library facility. Results YTD:	The Board has been informed of all the actions. Following the community consultation sessions completed in Q1, a report regarding the results of the Sessions went forward to Council on June 10. No further action at this time.

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Status at End of August 2025	Strategic Workplan 2025 (as per Jan 2025 Ends Report and BUP 2025)	2025 Desired Outcome / Target & YTD Results	Notes
		100% informed through regular Facility Planning reports in CEO Highlights	
Ongoing Multi-year process.	Milliken Centre Secondary Plan Transit-Oriented Community (TOC).	<p>Target: Board 100% informed regarding progress and planning 100% informed of the progress of planning for the Milliken Centre Secondary Plan (TOC) and potential impacts on the Milliken Mills Library branch.</p> <p>Results YTD: 100% through regular Facility Planning reports in CEO Highlights</p>	<p>The Board has been informed of all activities. Reporting includes:</p> <ul style="list-style-type: none"> • The role of Infrastructure Ontario in community planning for the area of the Milliken Centre Secondary Plan (which was adopted by Council in 2024.) <p>Internal and confidential.</p>

AGENDA 6.2.2

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Michelle Sawh, Director, Administration

DATE OF MEETING: September 22, 2025

**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 31, 2025. This is the second of three financial reports to the Board covering fiscal year 2025 (Jan – August).

The Library ended the period in a favourable position with a net surplus of **481,346** based on Library Income which was above budget and Expenditures that were below budget.

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

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1. **POLICY LIMITATION:** *The CEO shall 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. As of August 31, 2025, the Library had a net budgetary surplus of **\$481,346** based on a favourable variance in Library Income of **\$92,487** and a favourable variance in Expenditures of **\$388,859**. See Appendix "A" (Statement of Revenue and Expenditures – Eight Months Ended 08/31/2025).
- **Library Income** – The 2025 year-to-date Actual was \$675,856 against a Budget of \$583,369 creating a favourable variance of \$92,487.
- **Expenditures** – The 2025 year-to-date Actual was \$11,041,056 against a Budget of \$11,429,915 creating a favourable variance of \$388,859.
- All figures in this Report are based on the Financial Statement dated August 31, 2025, received from the City of Markham's Financial Services Department on September 12, 2025.

2. **POLICY LIMITATION:** *The CEO shall 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.

3. **POLICY LIMITATION:** *The CEO shall 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,

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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 shall 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, 2024" were presented to the Board in its meeting of May 26, 2025. The minutes of the meeting records the following resolution:

Staff introduced Ms. Theresa Ho, Manager, Private Enterprise, KPMG LLP.

Ms. Ho gave a brief, high level overview of the 2024 Financial Statements, citing that some of the numbers were consistent year over year, explained some of the items within the report and noted that it was a clean audit overall.

There was an outstanding request from a Board member for a clarifying statement regarding the term "Due from the City of Markham".

The CEO will confer with KPMG and the City of Markham.

Moved by	Ms. Gail Vlahopoulos
Seconded by	Ms. Winnie Phung

That the report entitled "Financial Statements of the City of Markham Public Library Board, December 31, 2024" be received; and,

That the Board approves the Financial Statements of the City of Markham Public Library Board, December 31,2024; and,

That the Board Chair be authorized to sign the approved 2024 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 31,2024.

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

Carried.

5. **POLICY LIMITATION:** *The CEO shall 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

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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 City of Markham owns the real property.
- 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 shall 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. The customers usually pay these receivables voluntarily 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 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 2025 (Jan – Aug) information related to MPL's UMS transactions.

	Description	Amount
A	# of customer accounts submitted to collection agency	225
B	Fines/fees received from customers following UMS contacts	\$4,527
C	Returned items following UMS contact (value)	\$21,431
D	Subtotal – Fines/fees plus returned items (B + C)	\$25,958
E	Fees paid to UMS by MPL	\$2,842
F	Net benefit to MPL (D – E)	\$23,116
G	Net benefit ratio (Benefit per \$1 investment in service) (F/E)	\$8.13

- While the relationship with UMS has been successful financially, the primary benefit is a

AGENDA 6.2.2

higher return rate for overdue books and 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 shall 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, 2025, in filing its annual Charity return for 2024 with the Canada Revenue Agency (CRA).

The Library met the deadline of July 31, 2025, in filing its Q2/2025 (Apr - Jun) Public Service Bodies Rebate Claim with the CRA. This submission is required for the rebate of the federal portion of the HST. All other government filings and requests were satisfied within the required timelines throughout 2025.

ATTACHMENTS:

- Appendix "A" – Statement of Revenue and Expenditures – Eight Months Ending 08/31/2025.
- Appendix "B" – Variance Report

TO: Markham Public Library Board

FROM: Catherine Biss, CEO & Secretary-Treasurer

PREPARED BY: Michelle Sawh, Director, Administration

DATE OF MEETING: September 22, 2025

**SUBJECT: INTERNAL MONITORING REPORT: Executive Limitation EL-1,
General Executive Constraint**

EXECUTIVE SUMMARY:

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

RECOMMENDATION:

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

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY TITLE: GENERAL EXECUTIVE CONSTRAINT (EL-1)

GLOBAL POLICY LIMITATION:

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

CEO RESPONSIBILITY:

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

ASSERTION OF COMPLIANCE:

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



Catherine Biss
CEO & Secretary-Treasurer

1. Business Ethics

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

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

Administration Policies:

- Business Expense & Conference
- Conference Attendance
- Confidentiality of Personal Information
- Privacy & Access to Information
- Procurement
- The Library and Political Elections

Human Resources Policies:

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

Public Service Policies:

- Library Collections & Material Selection
- Social Media Policy
- Unacceptable Conduct Policy
- Inclusion and Anti-Discrimination Policy

2. Professional Ethics:

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

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

- Diversity, Equity, and Inclusion
- General Selection Guidelines
- Intellectual Freedom
- Works by Local Authors
- Local History
- Online Services
- Other Non-book Materials
- Deselection and Collection Maintenance
- Customer Requests
- Reconsideration of collection items upon challenges from the public

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

The Library occasionally receives complaints or challenges from the public about specific collection items and these situations are then reported to the Board in the “Executive Limitation Monitoring Report EL-1 General Executive Constraint.” MPL Staff thoroughly investigate such complaints, considering factors such as the merits of the collection item, the position taken by neighbouring public libraries, etc. Staff then decide and contact the complainant to explain their decision. Over the last 12 months, there have been no reports of complaints re: Library collections being conveyed to the Board.

3. Statutes:

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

- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11
- Employment Standards Act, 2000, S.O. 2000, c. 41
- Human Rights Code, R.S.O. 1990, c. H.19
- Labour Relations Act, 1995, S.O. 1995, c. 1, Sched. A

- Municipal Act, 2001, S.O. 2001, c. 25
- Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56
- Occupational Health and Safety Act, R.S.O. 1990, c. O.1
- Public Libraries Act, R.S.O. 1990, c. P44

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

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

The Act makes it clear that all workplace parties (workers, supervisors, employers) have an important role and a responsibility for promoting health and safety. The Library has a Management position with a focus on employee health and safety and receives advice on an ongoing basis from the City of Markham with respect to individual employee situations. In addition, MPL has a multi-site Joint Health and Safety Committee consisting of trained workers and management representatives who regularly carry out building inspections as required under the Act.

5. Contractual Agreements – Internal

Collective Agreements:

Approximately 85% of MPL’s total workforce of 290 employees are unionized under the Canadian Union of Public Employees (CUPE). The unionized group includes 53 Full-Time, 109 Part-Time and 85 Page employees. (The non-union group includes employees in Management and Administration.)

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

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

6. Contractual Agreements – External

ITS-MPL Information Service Level Agreement:

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

7. Other Contracted Services:

The Library participates in and benefits from a number of other contracts arranged through the City of Markham’s Purchasing Department for various services, ensuring cost savings and efficiencies. Some of these cover essential activities for the Library and support physical plant assets and/or MPL operations. Examples of services contracted through the City include the following:

AGENDA 6.2.3

- Window Cleaning Services
- Plumbing Services
- Janitorial Services
- Pest Control Services
- Library Courier Service
- Fire Safety Systems Inspections, Testing & Repairs
- Security Services
- Building and HVAC Systems Maintenance
- Elevator Inspection and Repair
- Sanitary Napkin Disposal
- Roof Maintenance and Repair

ATTACHMENTS:

- Appendix “A” – MPL Policies Relating to Business / Personal Ethics
- Appendix “B” – Ontario Library Association’s (OLA) “Statement on the Intellectual Rights of the Individual”
- Appendix “C” – “Library Bill of Rights” issued by the American Library Association (ALA)

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

Policy Title	Topics Covered in Policy
Attendance Management	<ul style="list-style-type: none"> Provides direction and establishes expectations with respect to employee workplace attendance. Includes the following sections: <ul style="list-style-type: none"> Employee Accountability for Attendance Absence Reporting Requirements Proof of Illness Requirements Responsibilities of Workplace Parties
Business Expenses & Conference	<ul style="list-style-type: none"> Permitted expenditures by Board members and staff, use of corporate credit card, reimbursement procedures for expenses paid by employees, signing authorities. Automobile expense reimbursements. Meal allowances while on Library business, membership & association fees, and seminar & conference attendance, and business travel. Reimbursement of transportation and accommodation expenses. Library Board member honorarium.
Conference Attendance	<ul style="list-style-type: none"> Describes how Staff are permitted to attend professional conferences, which are opportunities for the sharing of key knowledge. The rules around situations where MPL Staff are presenting at external conferences or workshops.
Confidentiality of Personal Information	<ul style="list-style-type: none"> Confidential handling of personal information related to all Library Board members, employees, and Library customers; Information restricted to CEO, confidential Administrative Staff. Employee’s right to review his/her personal information, queries from prospective employers, financial institutions, and outside agencies. Confidentiality of customer information held by the Library.
Employment of Related Individuals	<ul style="list-style-type: none"> Governs the Library’s actions regarding its recruitment & promotion processes. “Related individuals” may work for the Library except where there is real or perceived conflict of interest or exercise of favouritism. Range of examples include married couples, in-laws, landlord/tenant, business partners. Process to handle conflicts; Management Plan in place to minimize such conflicts.
General Health and Safety Rights, Roles, and Responsibilities	<ul style="list-style-type: none"> A policy that ensures that accountability for occupational health and safety is shared by all employees based on their authority within the organization. The roles and responsibilities for employees, managers, directors, senior management and the CEO are detailed.

	<ul style="list-style-type: none"> Covers the establishment and role of Joint Health and Safety Committees per the legislation.
Health & Safety Core Policy	<ul style="list-style-type: none"> Statement of Commitment by the CEO to ensuring a healthy and safe work environment, including the stated objective of an injury and illness-free workplace.
Inclusion and Anti-Discrimination Policy	<ul style="list-style-type: none"> The purpose of this Policy is to ensure that Markham Public Library actively fosters an environment of empathy, respect, understanding and acceptance of differences consistent with a recognition of universal human rights. This Policy applies to all members of the public using Library spaces (including virtual spaces) or services. Incidents involving customers and staff, volunteers or contractors are also within scope of this Policy. Outlines the complaints process anyone who believes that they have been subjected to harassment or discrimination in their use of the Library. It also includes the investigation procedure, corrective action and appeal process.
Library Collections & Materials Selection	<ul style="list-style-type: none"> Guides staff in the development and acquisition of MPL's collections, resources and services for Markham's diverse community in two official languages, English and French, plus materials that reflect local linguistic, cultural heritage & accessibility needs. Includes Canadian content; City of Markham materials; recognition of the Canadian Charter of Rights and Freedoms; print, non-print, audio-visual and electronic materials. Selection criteria guidelines; consideration of new formats and withdrawal of materials. Processes regarding access to collections and controlled usage; gifts and donations; and customer requests for collection materials. Sharing of resources through Inter-Library Loan (ILLO) services. Process for reconsideration of materials. Authoritative statements on intellectual freedom and the rights of the individual.
Long Term Disability	<ul style="list-style-type: none"> The purpose of this Policy is to outline the long-term disability (LTD) program and the income benefits available to eligible Full-Time employees who are absent due to a long term non-occupational illness or injury. The administration of the LTD program managed through a Third-Party Provider (currently Sun Life Financial) as outlined in the existing plan agreement.
Privacy & Access to Information	<ul style="list-style-type: none"> Compliance with the intent of the <i>Municipal Freedom of Information and Protection of Privacy Act</i> (MFIPPA). All customers have the right to privacy and confidentiality regarding their use of the library, its materials, and services; information received from customers may be either in person, in writing or electronically. Adherence to the principles outlined in the Canadian Standards Association Model Code for the Protection of Personal Information. Listing of information collected from library customers and reasons required.

AGENDA 6.2.3

	<ul style="list-style-type: none"> Online privacy practices; guidelines regarding personal information of staff, with consent.
Procurement	<ul style="list-style-type: none"> Outlines principles, conditions and methods respecting the Library's procurement, disposal and administrative service requirements, including the entering into of contracts and signing authority. Includes methods of Procurement for: tenders, requests for proposals; requests for quotation; expressions of interest; pre-qualification requests; non-competitive procurement. Process for the awarding of contracts (dollar threshold); deposit requirements. Guidelines for disposal of surplus or obsolete property. Detailed review of this Policy to be conducted every 5 years or earlier. Lists items that are excluded from Policy's requirements and a summary of the contract award authorities.
Respect in the Workplace (Harassment & Violence)	<ul style="list-style-type: none"> To maintain a working environment based on respect for the dignity and rights of all MPL employees, volunteers, contractors, consultants, and Board Members. Policy addresses: respect; discrimination; harassment, including workplace sexual harassment; poisoned work environment; and violence. Prevention and duties of employees, supervisors, and managers; liability. Procedure for resolving and investigating complaints; confidentiality of complaints; and protection from retaliation.
Short-Term Disability	<ul style="list-style-type: none"> Describes the Short-Term Disability program available to Full Time and Part Time employees. States the employee's obligations re: notification of absence and proof of illness requirements. Explains how sick leave is accumulated and paid out to employees based on status (e.g. Full Time vs. Part Time) and time in the position.
Social Media Policy	<ul style="list-style-type: none"> Emphasizes that MPL strives to create a social media presence that is consistent with its public service goals. It covers roles & responsibilities for staff, the public and authorized external contributors. The Library uses social media for the following purposes: <ul style="list-style-type: none"> Engaging in promotion, outreach & branding Delivering information & other library services Improving & supporting customer service excellence Supporting media & public relations activities Promoting accessibility
Terms of Reference for Management & Non-union Employees	<ul style="list-style-type: none"> Terms and conditions of employment for Management and Non-Union employees. These terms include compensation, fringe benefits, hours of work and overtime, probationary period, and annual vacation.

AGENDA 6.2.3

	<ul style="list-style-type: none"> • The Policy also speaks to the appointment to positions of dual responsibility, and leaves of absence for educational purposes. • Other terms are identical to those provided for in the Full Time Collective Agreement or as outlined in the Employment Standards Act.
Terms of Reference for Non-union Part-Time Employees	<ul style="list-style-type: none"> • Same as above but pertaining specifically to part-time exempt employees.
The Library and Political Elections	<ul style="list-style-type: none"> • Ensures that the Library, including staff, volunteers and Board members, act and appear to act in a non-partisan manner during elections. • Covers various topics: <ul style="list-style-type: none"> ○ Use of Library resources and property ○ Campaign contributions ○ Participation in election campaigns ○ Requests for information about the Library ○ All-candidates meetings ○ Polling stations in Library facilities
Vulnerable Sector Check	<ul style="list-style-type: none"> • Mandates that a Vulnerable Sector Check must be provided for designated positions in which employees are required to work with potentially vulnerable individuals, e.g. children. • The list of designated positions includes many public-facing MPL positions.
Workplace Substance Abuse	<ul style="list-style-type: none"> • Defines “workplace substance abuse” and “impairment and enabling behaviours”. • Communicates the Library’s expectation that employees will report to work in a “fit for work” condition. • Describes the Library’s commitment to assist and accommodate employees who are experiencing substance abuse. • Identifies the responsibilities of the various workplace parties in ensuring that this policy is implemented and followed.
Unacceptable Conduct Policy	<ul style="list-style-type: none"> • Outlines expectations for public behaviour in Library spaces. • States that MPL does not tolerate violence, harassment, vandalism or any other abusive or unacceptable behaviour that undermines the safety or dignity of staff and/or customers.

Ontario Library Association

Statement on Intellectual Freedom and the Intellectual Rights of the Individual

Introduction

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

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

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

1. Equitable access to library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
2. Intellectual freedom requires freedom to critically examine and create other ideas, opinions, views, and philosophy of life, other than those currently approved by the local community or by society in general and including those ideas and interpretations which may be unconventional, uncommon or unpopular.
3. The free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen, view, and create is fundamental to such free traffic.
4. Library governance ensures that the principles of intellectual freedom and expression of thought are upheld.

Library Service, Collections and Resources:

5. It is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, and other materials including the provision of access to electronic sources of information and access to the internet. Materials are not excluded from library collections based on race, place of birth, origin, ethnic origin, ethnicity, citizenship, age, creed, disability, family structure, sex, and sexual orientation.
6. It is part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate, censor or curtail access to information, the freedom to read, view, listen or participate by demanding the removal of, or restrictions to library information sources in any format.

Library Programming, Events, and Space Bookings

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

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

Applicable legislation:

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

[Criminal Code](#): Section 63 pertains to Unlawful Assemblies and Riots. Section 297 pertains to defamatory libel. Section 318 pertains to hate propaganda.

[Ontario Human Rights Code](#): Sub-section 13 pertains to infringing on freedom from discrimination.

Revision approved at the OLA AGM, January 30, 2020

Library Bill of Rights

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

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
- VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

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

Inclusion of "age" reaffirmed January 23, 1996.

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

AGENDA 7.0

TO: Markham Public Library Board

FROM: Catherine Biss, CEO& Secretary-Treasurer

PREPARED BY: Susan Price, Board Secretary

DATE OF MEETING: September 22 ,2025

SUBJECT: **CONSENT AGENDA**

RECOMMENDATION:

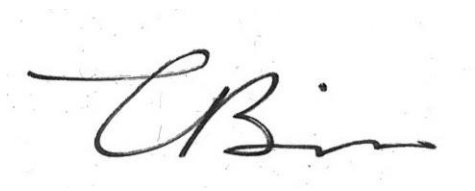
That the Consent Agenda comprising Agenda 7.0 to 7.2.7 and the same are hereby approved as written and the CEO of the Library is hereby authorized and directed to take such action that may be necessary to give effect to the recommendations as therein contained:

7.0 CONSENT AGENDA:

7.1 Declaration of Due Diligence by the CEO

7.2 Communication and Correspondence:

- 7.2.1 MarkhamReview.com: Markham Public Library to host its first Film Festival <https://markhamreview.com/markham-public-library-to-host-its-first-film-festival/>
- 7.2.2 Village report: Beyond books; The varied, and perhaps unexpected free offerings at the library [Beyond books: The varied, and perhaps unexpected, free offerings at the library](#)
- 7.2.3 MarkhamReview.com: MPL supports entrepreneurs during Small Business Month [MPL supports entrepreneurs during Small Business Month](#)
- 7.2.4 MarkhamReview.com: MPL opens registration for Girls in Steam program [MPL opens registration for Girls in STEAM program](#)
- 7.2.5 MarkhamReview.com: ALS Double Play and MPL partner for uplifting ALS awareness events [ALS Double Play and MPL partner for uplifting ALS awareness events](#)
- 7.2.6 YorkRegion.com: Markham library art tour Bridging Generations fills cultural gaps and shows “our voices can be amplified together” [Markham art tour Bridging Generations fills cultural gaps](#)
- 7.2.7 Profile-Ontario teen turns passion into purpose [Ontario teen turns passion into purpose with art tour and non-profit | story | Kids News](#)

A handwritten signature in black ink, appearing to read 'CBiss', enclosed within a faint, irregular rectangular border.

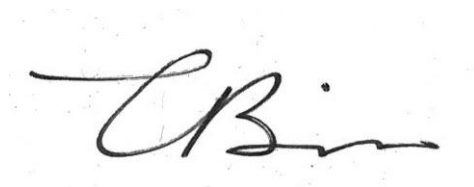
Catherine Biss
CEO & Secretary-Treasurer

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 18, 2025 to September 16, 2025.

- 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 16, 2025
Date