

TOWN OF MARKHAM PUBLIC LIBRARY

Regular Meeting

**Minutes of Meeting held on Monday, November 23, 2009. 7:01 p.m.,
Program Room – Main Level, Markham Village Library – Administration,
6031 Highway 7, Markham**

Present from the Board: Ms Patricia Durst, Chair
Ms Cheryl Giblon, Vice Chair (from 8.1)
Councillor Alex Chiu
Mr. David Jones
Ms Ada Leung
Ms Shamira Madhany
Mr. Edward McDermott
Mr. Mahendra Naik
Ms Lan Sum
Ms Amanda Turner
Councillor John Webster

Present from Staff: Mrs. Catherine Biss, CEO and Secretary-Treasurer
Mr. Larry Pogue, Director, Administration & Operational Support
Ms Debbie Walker, Director, Library Strategy & Innovation
Mrs. Diane Macklin, Marketing & Programming Strategist
Mr. Mohammed Hosseini-Ara, Director, Service Excellence
Mrs. Jane Byrnes, Board Secretary
Ms Andrea Cecchetto, Branch Manager, Markham Village Library
Mr. Suliang Feng, Manager, Virtual Services

Guests: Mr. Brian Gregersen, Architect

Regrets: Deputy Mayor Jack Heath
Mr. Justin Hung
Ms Deborah Jestin

1.0 AGENDA

1.1 Call to Order/Approval of Agenda

The Chair called the meeting to order at 7:01 p.m.

Moved by: Councillor Chiu
Seconded by: Ms Sum

RESOLVED THAT: The agenda be approved.

Carried.

1.2 Declaration of Conflict of Interest

None.

1.3 Due Diligence

Chair asked the CEO: Have the taxes and GST been paid and are we in environmental compliance? The CEO responded: To the best of my knowledge and belief.

1.4 Delegation (Ownership/Linkages)

None.

1.6 Chair's Comments

The Chair thanked the Board for the Friday evening event and appreciated their attendance and enthusiasm. The event was very successful and received many appreciative comments. The Chair wanted to thank Mrs. Jestin especially for her exceptional work on the silent auction and Mrs. Byrnes for helping in organizing the function.

The Board raised over \$1,500 for the Food Bank. Ms Maxine Thames Parchment donated her winning portion of the 50/50 draw to the Food Bank.

2.0 CONSENT AGENDA

The Chair asked the Board if they wished to discuss any items from the Consent Agenda. There were no requests made.

Moved by: Ms Sum
Seconded by: Mr. Jones

RESOLVED THAT: The consent agenda be received.

AND THAT: The Consent Agenda comprising of items:

- 2.1 Approval of Consent Agenda**
- 2.2 Minutes of Meeting October 26, 2009**
- 2.3 Communication and Correspondence:**
 - 2.3.1 "The Chinese Knot and Other Stories", Ming Pao Daily, Sunday November 1, 2009**
 - 2.3.2 "Lien Chao: Writing in English and French and Bringing Chinese Voices to the Mainstream Society", Sing Tao Daily, Sunday, November 1, 2009**
 - 2.3.3 "Library 2.0", Toronto Star, November 6, 2009**
 - 2.3.4 "Navigating a world beyond books", Toronto Star, November 10, 2009**
 - 2.3.5 "Going on a Ghost Ride", Economist & Sun**
 - 2.3.6 Organizing the Displays, Page 42-44, The Customer-Focused Library, Joseph R. Matthews**
 - 2.3.7 Pension Plan Unfunded Liability Draft for Consideration – D. Jones**
 - 2.3.8 "Sick days, overtime on rise", Yorkregion.com, November 5, 2009**
 - 2.3.9 Project Gutenberg – D. Jones**
 - 2.3.10 Board Newsletter - 105**
 - 2.3.11 Letter from Literacy Council York South- dated October 20, 2009**
- 2.4 Annual Monthly Policy Review: (The wording of the following policies are reviewed annually by a Member)**

- 2.4.1 GP-2b Board Job Description – C. Giblon
- 2.4.2 BCL-2b Accountability of the CEO – A. Leung
- 2.5 Executive Limitations: EL-2b Staffing and Staff Relations (Please replace this updated page in your policy binder.)

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.

Carried.

Minutes of Meeting – November 23, 2009

Moved by: Ms Sum
Seconded by: Mr. Jones

RESOLVED THAT: The Minutes of the meeting held on November 23, 2009 be approved.

Carried.

3.0 CEO'S REPORT

3.1 CEO's Report – November 2009

The CEO advised that the responses to the 34 questions sent by Board Members were attached to their package. The Chair suggested that if there are any questions concerning the responses to please bring it to the next meeting for a full discussion.

Moved by: Ms Turner
Seconded by: Ms Madhany

RESOLVED THAT: The CEO's Report – November 2009 be received.

Carried.

4.0 MONITORING (delegation-ownership linkages)

4.1 Compliance list of internal monitoring reports and Discussion Led by Members

4.1.1 Executive Limitations: EL-1 General Constraints – E. McDermott

Mr. McDermott led the discussion on Executive Limitations EL-1 General Constraints. He indicated he did not receive any queries from the Members. He was satisfied with the responses from the CEO regarding information on the conflict of interest guidelines, lawsuits and grievances. He had fully reviewed the policy.

Moved by: Mr. McDermott
Seconded by: Ms Turner

RESOLVED THAT: The monitoring report Executive Limitations EL-1 General Executive Constraints be received and accepted.

Carried.

4.1.2 **Executive Limitations: EL-2a Customer Relations – A. Turner**

Ms Turner led the discussion on Executive Limitations EL-2a. She indicated she did not receive any questions from the Members. She was satisfied with wording of the policy and the report from staff.

Moved by: Ms Turner
Seconded by: Ms Leung

RESOLVED THAT: The monitoring report Executive Limitations EL-2a Customer Relations be received and accepted.

Carried.

5.0 ENDS

6.0 GOVERNANCE

7.0 OWNERSHIP LINKAGE

7.1 Milliken Mills Feasibility Study Update

Ms Walker introduced Mr. Brian Gregersen, Architect of the Milliken Mills Feasibility Study. He provided three options for the Board to consider and asked for feedback. The Board discussed and carefully reviewed each option concerning: cost, disruption of service, library efficiency, flooding concerns, visual appeal, length of library closure and partial service. The Board was concerned with option 2. The architect advised option 2 would include a length period of a total closure of the library. This would heavily impact the community since the Library would not be able to accommodate the daily required services for the community. The architect indicated the library would be partially open with the other two options during the renovation period. The Board will be looking forward to receiving the comments from the public. It was noted that all three options contained the same square footage.

A public meeting at the Milliken Mills Library will be held on December 3 from 4:00 to 7:00 p.m. It was noted that images of other library structures will be used to help visualize the use of the potentially allocated space. The Board asked for a further report at the December Board Meeting.

Moved by: Mr. McDermott
Seconded by: Mr. Jones

RESOLVED THAT: Options 1 and 3 be taken forward to the public for review and determination.

Carried.

The Board thanked Mr. Gregsen for attending the Board Meeting.

7.2 Thornhill Community Centre Library Renovations/Expansion Update

Ms Giblon noted the Thornhill Community Centre Library is a very heavily used library and with the renovations, the parking will not be adequate at Thornhill Village Library. There are only 2 spots available and little street parking. If Thornhill Village was to be

used solely as an alternate library for Thornhill Community Centre during the renovation there would not be enough room for parking. The parking issue was heavily discussed. There was concern regarding any delays that may impede the completion of the renovation on time. The CEO will look into additional parking in the area for Library users with the Town.

Moved by: Ms Madhany
Seconded by: Ms Sum

RESOLVED THAT: The Library remains closed during the period of renovation.

Carried.

It was noted Ms Giblon and Mr. McDermott opposed the motion.

Moved by: Ms Giblon
Seconded by: Ms Sum

RESOLVED THAT: The Board to request Council to find suitable Library space at either Thornhill Community Centre or an alternate location for the duration of the renovation project .

Carried.

The Board requested a letter be sent to the Town Clerk to be put on the agenda of General Committee containing the motion. The Board would appreciate the Council to consider finding space in the Thornhill Community Centre or find alternate space for a small library to be kept open.

7.3 SOLS Meeting – Markham Village Library

The Chair informed the Board Mr. Hung could not attend the meeting today and has requested his report be given at the next Board Meeting.

8.0 EDUCATION

8.1 Update on Current Library Electronics Databases

Mr. Feng provided a presentation on Further Improving Virtual Services. He provided an overview on improving: usage statistics, access interface, and maximizing on return on investment. He also discussed the focus on needs by adding more resources. He provided an online demonstration of a heavily used database.

8.2 OLA Super Conference 2010 trustee Registration

The OLA Super Conference will be held from February 24 to 27, 2010. The Chair suggested the conference is worthwhile attending. The Board Secretary will send out the web address link to the Members. She requested Members to RSVP by December 11 with the dates, session # and session name they wish to attend. Please review the website and select the sessions Members wish to attend as they fill quickly.

8.3 Advocacy Training

The date of the advocacy training was set for Sunday, January 31, 2010 from 1:00 p.m. to 4:00 p.m.

9.0 INCIDENTAL INFORMATION

9.1 Library Event

The event was very successful. The Chair thanked the Members for their participation and support.

9.2 Board Event

Ms Giblon provided information for this event on January 29, 2010.

9.3 Evaluation of Ontario Public Library Week (OPLW) Programs

The Chair indicated the report did not do what she was expecting. She presented a report including the related Board Ends outlining her concerns. What the Chair felt was missing in the report was the next steps - the actions to be taken by Staff to improve attendance at events in the future.

There was a discussion on the expectations for success of programs. It was noted there were different interpretations of success of a program. It was suggested that clear performance measures should be set. The CEO advised she would prepare a program and marketing strategic plan in 2010. The balanced scorecard will be used for regular reporting. She also indicated that with the organizational change the roles and responsibilities of staff are more clearly defined and will enable staff to take on new responsibilities in the programming area.

Ms Madhany suggested standardizing performance measures for staff by setting up criteria, review and evaluation processes. Ms Giblon suggested systematic reviews of the programs by using program evaluations by all parties. Mr. Jones offered his expertise to assist in the author programs. Mr. Naik suggested using the book club members as a basis of attracting certain groups of people to attend functions. It was noted success of a program cannot be determined by attendance alone. Ms Leung suggesting webcasting some of our programs since time is very valuable.

The CEO undertook to review the suggestions from the Members and incorporate them in the Library's overall evaluation process.

10.0 NEW BUSINESS

11.0 BOARD EVALUATION

11.1 Board Evaluation Forms – Performance on Individual Board Members

The Chair requested Members to complete the questionnaire and return them to the Board Secretary.

12.0 ADJOURNMENT

Moved by Councillor Chiu that the meeting be adjourned at 9: 52 p.m.