



WE KNOW AND
ENGAGE
WITH OUR COMMUNITY

RECOGNIZED
AS A KEY LEARNING INSTITUTION

INSPIRING,
WELCOMING AND
CREATIVE SPACE

MULTI-TALENTED
PEOPLE CHANGING LIVES

ACCESS
TO MANY RESOURCES IN MANY WAYS

The Library mississauga.ca/library 

MISSISSAUGA PUBLIC LIBRARY BOARD MEETING

Wednesday, February 20, 2019
5:30 to 7:30 p.m. Central Library
301 Burnhamthorpe Road West, Mississauga ON

Members

Margot Almond
Raj Chopra
Nokha Dakroub
Harry Hastilow
Councillor John Kovac
Councillor Matt Mahoney
Priscilla Mak
Antonio Maraschiello
Laura Naismith
Val Ohori
Thomas Thomas

Secretary/Treasurer/CEO

Lori Kelly –Director, Library

Leadership Team

Sue Coles – Manager, Facilities & Operations
Mike Menary- Manager, Planning, Development and Analysis
Laura Reed- Manager, Central Library & Community Development
Jennifer Stirling- Manager, Digital Library Services & Collections



Library Board Meeting – Agenda
Wednesday, February 20, 2019
Central Library Boardroom

| Item No. | Item Description | Time Allotted |
|-----------------|---|----------------------|
| 1.0 | Call to order: Welcomes & Excused Absences <i>(Motion required to excuse absences)</i> | 3 |
| 1.1 | Approval of Agenda <i>(Motion required to approve agenda)</i> | 2 |
| 1.2 | Declaration of Conflict of Interest | 1 |
| 1.3 | Delegations | |
| 1.4 | In Camera Agenda Pursuant to Ontario Public Library Act Sections (4) (d) labour relations A. Employee Engagement Survey (4) (b) personal matters about an identifiable individual B. Semi-Annual Review of CEO's Efforts | 30 |
| 1.5 | Governance Process Library Board Composition | 20 |
| 2.0 | Consent Agenda – <i>(Motion required to approve consent agenda)</i> <i>(All items listed under the Consent Agenda are considered to be routine and are recommended for approval by the Chair. They may be enacted in one motion or any item may be discussed if a member so requests.)</i> | 5 |
| 2.1 | Minutes of the Regular Meeting on January 16, 2019 | |
| 2.2 | Minutes of the In-Camera Meeting on January 16, 2019 | |
| 2.3 | CEO Report | |
| 2.4 | Adoption of 2019 Budget | |
| 2.5 | 2018 Utilization Report | |
| 2.6 | Collection HQ Trends Report | |
| 3.0 | CEO Report (see consent agenda) | |
| 4.0 | Policy Review | |
| 5.0 | Executive Limitations/Internal Monitoring Reports | |
| 5.1 | Policy B14- Meetings Policy <i>(Motion required to approve)</i> | 10 |
| 6.0 | Ends | |
| 7.0 | Governance | |
| 7.1 | Legacy Document Final Proof <i>(Motion required to approve)</i> | 20 |
| 7.2 | Review of Workplan | 5 |
| 7.3 | Upcoming Meetings/Events/Chair Rotation | 5 |
| 8.0 | Ownership Linkage | |
| 9.0 | Board Advocacy | |
| 10.0 | Board Development | |

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|------|---|-----|
| 11.0 | <u>Incidental Information</u> | |
| 12.0 | <u>Other Business</u> | |
| 12.1 | Action Log Review | 5 |
| 13.0 | <u>Board Self-Evaluation –</u> Margot Almond to lead self-evaluation- Prepared for the meeting...time spent appropriately on Ends...full participation...courteous treatment of others...adherence to Rules of Order...emphasis on the future. | 5 |
| 14.0 | <u>Adjournment</u> <i>(Motion required to adjourn)</i> | 2 |
| | <u>TOTAL TIME</u> | 113 |

City of Mississauga
Library Board Report



Date: February 13, 2019

To: Mississauga Public Library Board

From: Lori Kelly, Director, Library

Agenda 1.4.B

Meeting date:
February 20, 2019

Subject

Semi-Annual Review of CEO's Efforts

Recommendation

That the CEO's efforts from April to December of 2018 be reviewed and the Library Board's (Board) evaluation be conveyed to the Commissioner of Community Services for input into the Performance Management Process (PMP).

Background

Every 6 months the Library Board (Board) considers the attached 6 questions to identify the CEO's performance in the pursuit of the Board's Ends as well as the CEO's compliance with Executive Limitations. Note, the Board approved deferring the regularly scheduled review in June 2018 as a result of the new CEO being in place for only two months at the time of the scheduled review.

Comments

The Board looks at how the CEO has performed, or needs to perform, in the pursuit of the Board's identified Ends as well as in compliance with Executive Limitations.

Financial Impact

None.

Conclusion

The attached 6 questions, support the process for the semi-annual review of the CEO's efforts, past and future.

Attachments

Appendix 1: CEO's Efforts Questions

Appendix 2: Library Board Ends for 2016 – 2018 as of December 2018

Appendix 3: Review of Executive Limitations Policies January 2019

Lori Kelly
Director, Library

**Agenda 1.4.B
Appendix 1**

Review by the Mississauga Public Library Board of the CEO's efforts for the period April to December of 2018 conducted at its meeting held on Wednesday, February 20, 2019

| BOARD REVIEW OF DIRECTOR'S EFFORTS February 20, 2019 | | |
|---|---|--|
| 1. | Has the Director achieved acceptable progress towards the Library Board's Ends? | |
| 2. | Are there any Ends the Director has not made acceptable progress towards? | |
| 3. | Are there any Ends the Director has made exceptional progress towards? | |
| 4. | Has the Director consistently operated within the Executive Limitations policies? | |
| 5. | Has the Director contravened any Executive Limitations without providing a rationale or remedy? | |
| 6. | Have contraventions, if any, been properly acted on by the Director? | |



Library Board Ends for 2016 – 2018
As of December 2018

| <i>Ends</i> | <i>Key Objective:</i> | | | | |
|--|---|---|--|--------|---|
| Strategic Action | Description | Milestone | Metric/Strategic Outcome | Impact | Status Update |
| We know and engage with our community | Develop a public awareness campaign that will highlight the role and importance of libraries in the community | | | | |
| 1)Card Campaign ON HOLD | A methodology will be created to establish a pattern of card usage including connecting with lapsed users using data analytics. | When vendor service arrangements are completed this campaign will be initiated (2016/2017) | Increased market penetration | | Developing approach and tactics, reviewing data, best practices. |
| 2)Remote card registration IN PROGRESS | To utilize technology in order to perform library card registration during outreach visits or at any locations outside of a library. | Currently exploring the technology to make this happen (2016/2017) | More card registration and library usage | | Project in progress with Technology and Innovation team. Privacy assessment in place for remote registration and development of a virtual card. |
| S3)Customer Engagement Strategy COMPLETE | To prepare for Future Directions in 2018, a strategy for public consultations, public engagement and environmental scan activities prior to the commencement of the planning process. | Exploration of appropriate external resources to be completed before the end of Third Quarter. Pre- planning project to commence in early 2017. | Increased customer intelligence | | Online project portal, Focussed Public Survey, Stakeholder Focus Groups, Needs and Preference Survey and Library Traffic study all completed for public consultation and engagement. Final approval of Future Directions was approved by Council on February 6, 2019. |

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|--|---|------------------------------------|---|---------------|---|
| Ends We know and engage with our community | Key Objective Develop partnerships which ensure a wide variety of quality programs | | | | |
| Strategic Action | Description | Milestone | Metric/Strategic Outcome | Impact | Status Update |
| 4)Initiate collaboration with Post-Secondary Institution (Sheridan College) ON HOLD | Conversations have been ongoing with Sheridan College for the creation of a pilot site for Maker Mississauga and other Digital initiatives. | Pilot to be created in 2016 | Increased digital literacy/knowledge. | | To be included in Economic Development Office Innovation and Entrepreneurship Strategy (2019) in partnership with the Library. |
| 5)Initiate collaboration with Post- Secondary Institution (University of Toronto – Mississauga Campus) ON HOLD | Conversations to be initiated regarding exploration of partnership and/or collaboration opportunities. | Second Quarter of 2016 | Increased partnerships to enhance lifelong learning of residents. | | To be included in Economic Development Office Innovation and Entrepreneurship Strategy (2019) in partnership with the Library. |
| Ends We know and engage with our community | Key Objective Utilize targeted customer behaviour analysis to improve customer experience | | | | |
| Strategic Action | Description | Milestone | Metric/Strategic Outcome | Impact | Status Update |
| 6)Library KPIs COMPLETE | Develop effective measures that will ensure the Library system is continuously striving to adhere to the Library Boards Ends. | April 2018 | -Improved Customer Experience -Understanding Customer behaviour -Knowledge of Customer Expectations | | KPI Dashboard and monitoring plan approved by Board June 2018. First monitoring report to be presented to the Board February 2019 as per approved schedule. |
| 7)Mission & Vision DEFERRED | Review and update, if necessary the Board's mission and vision to ensure it represents current organizational goals | June 2018 | | | Deferred by the Board until appointment of new set of Board Members after municipal elections. Also, included as recommendation in Future Directions. |

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|--|---|------------------|--|---|--|
| Ends Recognized as a key learning institution | Key Objective Provide E-Learning opportunities and continued skill development through online resources | | | | |
| Strategic Action | Description | Milestone | Metric/Strategic Outcome | Impact | Status Update |
| 8)Acquisition of Massive Open Online Course (MOOC) IN PROGRESS | Online learning has many forms. MLS is investigating products that would offer learning modules. | 2017 | Access to more formulized and free online learning environment. | | Key products being researched or purchased for technology and language learning. Reviewing enhanced user support products and to promote customer knowledge of products. |
| Ends Recognized as a key learning institution | Key Objective Develop service that will assist in the use of technology to access resources | | | | |
| Strategic Action | Description | Milestone | Metric/Strategic Outcome | Impact | Status Update |
| 9)Expand Maker Mississauga COMPLETE | Introduce 3D printer certification, Digital Filmmaking, Coding, and Robotics http://www.mississauga.ca/portal/residents/makermississauga | 2016/2017 | In 2017 Mississauga Library System offered 1003 Maker programs to 14,389 attendees. This represents a 17% and 13% increase from 2016 respectively.” | Increased technology skills – focus on Science, Technology, Engineering, Art, and Math (S.T.E.A.M.) | Purchase and implementation of new Maker equipment is complete. Maker Plan will be delivered in 2019 as a comprehensive road map to maker activities, funding and staffing to establish a formal line of business for the Library. |
| 10)Expand Book a Librarian COMPLETE | One on One training with Library staff for accessing E-books, online resources and for learning how to use devices | 2016/2017 | | Increased comfort and technical skills. | Implemented in 2017. |
| Ends Recognized as a key learning institution | Key Objective Increase support and awareness for small business | | | | |
| Strategic Action | Description | Milestone | Metric/Strategic Outcome | Impact | Status Update |
| 11)Renewed dialogue and collaboration with MBEC ON HOLD | To work collaboratively in offering Entrepreneurship 101 with Mississauga Business Enterprise Centre | 2016 | Staff began delivering these “enhancement” sessions in January 2017. So far, staff have presented twice and are scheduled to continue on a semi-monthly basis. | Small businesses are more informed and equipped for success. | In Fall 2017, MaRS announced it would be discontinuing its Entrepreneurship lecture series, which was a critical component of the MBEC partnership. As a result, the Entrepreneurship 101 partnership has paused. |

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|---|---|---|---|---------------|--|
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| Ends Recognized as a key learning institution | Key Objective Increase support and awareness for small business | | | | |
| Strategic Action | Description | Milestone | Metric/Strategic Outcome | Impact | Status Update |
| 12)Develop an outreach strategy with local BIAs ON HOLD | Identify all local BIAs and leverage the library locations in that catchment area to increase use of library by small business. | 2017 | Small businesses are more informed and equipped for success | | To be included in Economic Development Office Innovation and Entrepreneurship Strategy (2019) in partnership with the Library. |
| 13)RIC ON HOLD | Conversations underway since late 2015 to offer programming jointly for budding entrepreneurs | Joint program to be identified and conducted in 2016 | Library positioned to be a part of the entrepreneurial pipeline | | To be included in Economic Development Office Innovation and Entrepreneurship Strategy (2019) in partnership with the Library. |
| Ends Inspiring, welcoming and creative space | Key Objective Develop and provide facilities that offer an all-inclusive, safe and friendly environment that inspire learning and creativity | | | | |
| Strategic Action | Description | Milestone | Metric/Strategic Outcome | Impact | Status Update |
| 14)The creation of dedicated Makerspaces COMPLETE | Makerspaces will be created by repurposing space in library locations across the City. The initial locations that have been identified include Courtneypark, Central Library and Burnhamthorpe. Other locations can be explored as opportunities arise. | Project costs for three initial locations incorporated into 2017 capital budget (2016-2018). | Expanded access points and increased opportunity for spontaneous creation. Increased STEM knowledge. | | The Makerspaces at Burnhamthorpe and Courtneypark became operational in early 2018. |
| 15)Service Desk Retrofits IN PROGRESS | South Common Library, Cooksville Library and Frank McKechnie Library will all have redesigned and modern circulation desks. | Project initiated. Completion expected in 2017 | Enhance the customer experience and more efficient service delivery. | | The retrofit at Cooksville was completed in 2016. South Common retrofit is on hold pending discussions of redevelopment of the facility. Frank McKechnie retrofit is being reconsidered based on budget. |

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|--|--|---|--|---|---|
| Ends Inspiring, welcoming and creative space | Key Objective Ensure that all prospective redevelopment of library spaces takes into account future community needs | | | | |
| Strategic Action | Description | Milestone | Metric/Strategic Outcome | Impact | Status Update |
| 16)Central Library Revitalization IN PROGRESS | Central Library Revitalization is under consideration for approval for 2017 capital budget. Design concepts are being developed in 2016. | 2017-2019 | Increased learning, digital literacies and workforce preparedness. | | Expanded scope and budget approved by Council on February 6, 2019. Project to be reset and presented to the Board in Spring 2019. |
| 17)Automated Sortation IN PROGRESS | This initiative represents a second phase to the RFID Self Check Out Project and will be installed at 7 branches in addition to Central Library as part of the renovations. | Project Manager will be on stream in 3 rd Quarter of 2016. The project is expected to be completed in 2018. | Enhance the customer experience and more efficient service delivery. | | First sorter will be installed as a part of the Central Library renovation. |
| Ends Multi-talented people changing lives | Key Objective Devise and implement programs and services that will allow library staff to become agents of social mobility | | | | |
| Strategic Action | Description | Milestone | Metric/Strategic Outcome | Impact | Status Update |
| 18)First Step card COMPLETE | In early 2016, the Library introduced a First Step card. This card allows customers who do not have identification the opportunity to borrow materials and have access to library computers. | 2016 | | Increased knowledge, social inclusion, and quality of life. | Implemented in 2016. |
| 19) Open Window Hub COMPLETE | The <i>Open Window Hub</i> will: <ul style="list-style-type: none"> • promote inclusiveness of vulnerable youth and adults; • provide outreach services in the library; • allow the homeless to work with a professional to prepare plans to address their situation; and • offer a referral service that connects those at risk or those who are homeless with community agencies that provide tools and resources for empowerment. | \$122,524 in federal funding received in July; | | | Funding to make the Open Window Hub a permanent service was approved by Council on February 6, 2019. |

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|---|---|-----------------------|--|---------------|---|
| <i>Ends</i> Multi-talented people changing lives | <i>Key Objective</i> To ensure smooth transition between outgoing and incoming Boards | | | | |
| 20) Legacy Document COMPLETE | To provide an outline of successes, strengths, opportunities, and challenges that the Board has experienced, and advice on how to achieve success in the future. | September 2018 | | | For final discussion at February Board meeting. |
| 21) Skills Inventory for Board members ON HOLD | Determine the ideal mix of professional skills, resources, backgrounds and experience, demographics, community connections, and other characteristics the Board needs to achieve its goals. | June 2018 | | | |
| <i>Ends</i> Access to many resources in many ways | <i>Key Objective</i> Develop and implement a strategy that will enable open access to technology and technology devices for residents, particularly older adults and job-seekers | | | | |
| Strategic Action | Description | Milestone | Metric/Strategic Outcome | Impact | Status Update |
| 22) Lending program for preloaded tablets for children and their families. COMPLETE | Through provincial technology grants, the Library has acquired preloaded tablets, called Launchpads that circulate for children. We will devise an evaluation method to assess the impacts and outcomes of lending devices for future initiatives. | First Quarter of 2017 | Increased early literacy skills. Increased comfort with technology. | | Implemented November 2018. |

Review of Executive Limitations Policies January 2019

| Policy | Purpose | Examples to Support Compliance | Has Compliance Been Demonstrated by the CEO? |
|--|--|---|--|
| A1. Communication and Counsel to the Board | The CEO shall ensure that the Board remains informed, supported in its work, and compliant with legal or fiscal obligations. | <ul style="list-style-type: none"> • Monthly Board meetings ensure the CEO provides information and counsel to the Board • Monthly CEO report includes Government Updates, Organizational Changes, System Highlights and Staff Development • Board Ends Quarterly Review • Annual Governance Policy Review (June 2018) • Implementation of Key Performance Indicators (KPI) and Dashboard with schedule of KPI review (September 2018) • Count Week Report (January 2019) | Yes |
| A2. Protection of Services | The CEO shall protect the services delivered by the Mississauga Library System to its residents. | <ul style="list-style-type: none"> • Fees and Fines Modifications (June 2018, October 2018) • Customer feedback and library trends shared through Future Directions Background Studies (January 2018, December 2018) • Monthly CEO report includes Government Updates, Organizational Changes, System Highlights and Staff Development | Yes |
| A3. Treatment of Customers | With respect to interactions with customers, or those applying to be customers, the CEO shall ensure that conditions, procedures, or decisions are safe, dignified, unobtrusive, or provide appropriate confidentiality and privacy. | <ul style="list-style-type: none"> • Procedures for the retrieval and storage of personal information thoughtfully and responsibly developed and regularly reviewed for both intent and application e.g. (Freedom of Information statement reviewed with Legal Services July 2018) • Customer Code of Conduct posted at libraries and on line • Open, accessible customer comment process including new protocols developed for responding to on line communication (December 2018) • Updated Protective Measures Plan (June 2018) • Protocol for communicating service disruption to customers under review | Yes |

| Policy | Purpose | Examples to Support Compliance | Has Compliance Been Demonstrated by the CEO? |
|---------------------|---|--|--|
| A4. Staff Treatment | With respect to the treatment of paid and volunteer staff, the CEO shall ensure that conditions are fair, dignified, safe and in compliance of any applicable labour and/or human rights legislation. | <ul style="list-style-type: none"> • Policies, practices and training in place and routinely reviewed with Human Resources (e.g. Employee Recruitment Policy updated to reflect SuccessFactors implementation June 2018, Attendance Support and Management Program Training for managers completed June 2018, Health and Safety Awareness for Ontario Supervisor completed December 2018) • Implementation of Better Impact (volunteer management system) completed December 2018 • Employee Engagement Survey completed October 2018 • Grievance procedure outlined in Collective Agreement and followed with support from Human Resources (Four grievances in 2018; one settled, two referred to mediation scheduled April 2019 and one to mediation scheduled August 2019) • Monthly and mid-monthly meetings held with Union Executive • Focus on relationship building with Union Executive • Three employee orientation sessions hosted with Union Executive (April, July and October 2018) • Annual Learning Plan in development consistent with recommendations in Future Directions | Yes |
| A5. Staff Conduct | The CEO shall ensure that conditions of employment spell out the expectations for employee behaviour and enforce these expectations in a fair and due process manner. | <ul style="list-style-type: none"> • Enhancements to employee onboarding including mandatory review of policies implemented with SuccessFactors in July 2018 • Policies, practices and training in place and routinely reviewed with Human Resources (e.g. Standard of Behaviour Policy updated to reflect cannabis legislation September 2018) • Regular performance appraisals completed to describe and evaluate expectations | Yes |

| Policy | Purpose | Examples to Support Compliance | Has Compliance Been Demonstrated by the CEO? |
|----------------------------------|---|--|--|
| A6. Financial Planning/Budgeting | Budgets for any fiscal year or the remaining part of any fiscal year shall conform materially to Board Ends priorities, the requirements of the Public Libraries Act, and not risk fiscal jeopardy. Budgets are accordingly set in relation to approved Library Board multi-year plans. | <ul style="list-style-type: none"> • Compliance with all City of Mississauga (City) requirements to develop cost estimates and properly reflect the priorities and the expectations of the Board through operating and capital budgets • Monthly monitoring of budget and on-line accounting providing systematic and timely reporting for all managers of expenditures and revenues • Capital project monitoring for some Library projects e.g. construction, information technology, completed by project leads in Facilities and Property Management and Information Technology • Budget, Business Plan and Financial Statement report to the Board (April, May, June, October and December 2018) | Yes |
| A7. Financial Condition | 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 and under the <i>Public Libraries Act</i> . | <ul style="list-style-type: none"> • Full compliance with City financial practices • Financial operations are fully integrated within the City's ensuring proper fiscal performance including preventing over expenditures or over commitment. The associated processes required by City practice similarly ensure timelines, comprehensiveness and legal compliance. • Quarterly reviews of budget performance are routinely conducted over the year by Library staff • Regular standardized reporting is in place to provide assurance and/or identify corrections | Yes |

| Policy | Purpose | Examples to Support Compliance | Has Compliance Been Demonstrated by the CEO? |
|------------------------------------|---|--|--|
| A8. Emergency Executive Succession | In order to protect the Board from sudden loss of chief executive services, the CEO shall have two other executives familiar with Board and chief executive issues and processes. | <ul style="list-style-type: none"> • Smooth transition from former CEO to Acting Director with manager (March to April 2018) • Four members of Library Leadership Team are kept familiar with the duties and obligations of the CEO's position and of the organization through bi-weekly team meetings and individual bi-weekly update meetings • Monthly Extended Library Leadership Team meetings ensure full and timely awareness of all key issues • Regular practice of implementing acting managers for absent Director and all managers | Yes |
| A9. Protection of Privacy | In order to protect the privacy of users, the CEO as Head of Privacy shall comply with legislation requiring the establishment and adherence to a retention schedule for personal information that is collected for the purpose of registering customers, and to ensure the public's awareness of the schedule. | <ul style="list-style-type: none"> • Procedures in place with assistance from Legal Services covering the collection and retention of personal information in the Library. • Procedures are regularly reviewed with staff and monitored by managers in accordance with corporate practices. • Electronic data on customers are likewise treated responsibly under City policies and practices. • One Freedom of Information request responded to in 2018 | Yes |

| Policy | Purpose | Examples to Support Compliance | Has Compliance Been Demonstrated by the CEO? |
|--------------------------------|---|--|--|
| A10. Asset Protection | The CEO shall ensure that assets are protected, adequately maintained and kept safe. | <ul style="list-style-type: none"> • All assets of the Library are routinely evaluated and insured • All products developed by employees for the Library are considered for Library's use by the Library, including modification • Loss, theft and damage are routinely assessed and corrective action taken as warranted complying with the City's guidelines and requirements • Periodically inventories and write offs are completed to update records • Safety of customers and staff is a key operational value addressed through regular staff training, inspections and process review, all consistent with City practices and requirements • Security engagement workshops led by Security Services held Summer and Fall 2018 with an extensive action plan in place • Quarterly security information reminders for staff implemented in April 2018 | Yes |
| A11. Compensation and Benefits | With respect to employment, compensation and benefits to employees, consultants, contract workers and volunteers, the CEO shall ensure fiscal integrity and protect public image. | <ul style="list-style-type: none"> • Working in an integrated manner with Human Resources all Library non-union compensation and benefits matters are routinely handled as they are for other City employees • Non-union Library employees' compensation and benefits are linked to City for the comparable group • Benefits changes continue to be made annually and/or as required by new legislation e.g. options for Health Spending Account or Personal Spending Account • Annual performance appraisal process for all employees allows for a merit rating and corresponding pay increase for employees • Job Evaluation completed and presented to the Union Executive (September 2018) | Yes |

| Policy | Purpose | Examples to Support Compliance | Has Compliance Been Demonstrated by the CEO? |
|-----------------------|---|--|--|
| A12. Legal Compliance | <p>With respect to the operational aspects of the Library, the CEO shall:</p> <p>Comply with the requirements of the <i>Public Libraries Act</i> and with the requirements of the Corporation, unless they contravene the <i>Public Libraries Act</i>, the collective agreement, or other direct Board decisions.</p> <p>Raise to the Board and other parties as warranted any identified or potential issues of conflict among legal requirements.</p> | <ul style="list-style-type: none"> • The Library operates in full awareness of the legal requirements of the <i>Public Libraries Act (Act)</i> • Library policies, using the Carver model, are strictly adhered to and reviewed annually (Annual Governance Policy Review June 2018) • The requirements of employment legislation e.g. Bill 147, Bill 47, Occupational Health and Safety Act, are strictly adhered to with support from Human Resources • The requirements of the Library's collective agreement with its unionized employees are stringently followed | Yes |



DATE: February 20, 2019
TO: Mississauga Public Library Board
FROM: Lori Kelly, Director, Library
SUBJECT: **Consent Agenda**

RECOMMENDATION: That the Consent Agenda comprising of Agenda 2.0 to 2.6 are hereby approved as written and the CEO of the Library is hereby authorized and directed to take such action that may be necessary to give effect to the recommendations as therein contained:

2.0 **Consent Agenda**

- 2.1 Minutes of the Regular Meeting on January 16, 2019
- 2.2 Minutes of the In-Camera Meeting on January 16, 2019
- 2.3 CEO Report
- 2.4 Adoption of 2019 Budget
- 2.5 2018 Utilization Report
- 2.6 Collection HQ Trends Report

Lori Kelly
Director, Library



**MISSISSAUGA PUBLIC LIBRARY BOARD
Regular Meeting**

**Minutes of the meeting held on Wednesday, January 16, 2019 at 5:30 p.m.,
Mississauga Central Library, 301 Burnhamthorpe Road West, Mississauga, On**

Present: Margot Almond
Nokha Dakroub
Harry Hastilow
John Kovac
Priscilla Mak
Councillor Matt Mahoney
Laura Naismith

Absent: Raj Chopra
Antonio Maraschiello
Thomas Thomas
Val Ohori

Staff Present: Lori Kelly, Director, Library
Jennifer Stirling, Manager, Library Digital Services & Collections
Laura Reed, Manager, Central Library & Community Development
Sue Coles, Manager, Facilities & Operations
Jennifer Lau, Library, Business Consultant
Raheel Javed, Library Data Analyst

Minutes Recorded: Anne Marie Solleza

1.0 Call to Order/Excused Absences

Acting Chair Margot Almond called the meeting to order at 5:35pm.

01:19 Resolved that R. Chopra, A. Maraschiello, T. Thomas and V. Ohori be excused from the meeting.

**Moved by Councillor M. Mahoney
Seconded by P. Mak
Carried**

1.1 Approval of Agenda

02:19 Resolved that the agenda be approved as presented.

**Moved by Councillor J. Kovac
Seconded by N. Dakroub
Carried**

1.2 Declaration of Conflict of Interest

There were no conflicts of interest declared.

1.3 Delegations

Robert Simeon, Manager of Social Engagement, presented the Library's social engagement work plan. As requested by the Board at the May 2018 meeting, he informed the Board how the Social Engagement Team was formed as part of the library's reorganization, what their role is and what the team is responsible for. He also outlined what the team has done so far as well current and future projects they will be taking on, all of which are aligned with the Future Directions masterplan.

The Acting Chair thanked R. Simeon and requested that his presentation be sent to all Board members.

2.0 Consent Agenda

03:19 Resolved that the Consent agenda be approved as presented 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.

Moved by L. Naismith

Seconded by P. Mak

Carried

3.0 CEO Report

The CEO provided updates on the following:

- Bill 47
- 2018-2019 Public Library Operating Grant
- CUPE Local 1989 Election Results
- Launch of EBook Campaign
- Inside the Library Redesign
- Employee Engagement Results
- Staff Conference 2019

The CEO also asked L. Reed to share the good news regarding the private donation from the P and L Odette Charitable Foundation for the Open Window Hub.

4.0 Policy Review

There were no policies scheduled for review.

5.0 Executive Limitations/Internal Monitoring Reports

5.1 Review of Executive Limitations Policies

Mississauga Public Library Board Meeting
Wednesday, January 16, 2019

The CEO took the Board through the report and how she chose to show compliance by preparing a table with specific examples for each of the policies. The Board asked for clarification with regard to examples relating to HR policies and volunteer screening.

04:19 Resolved that the report Review of Executive Limitations Policies dated January 7, 2019 be approved.

**Moved by H. Hastilow
Seconded by L. Naismith
Carried**

6.0 Ends

6.1 Future Directions

The Board recommended a minor change to the implementation plan, i.e. move “wayfinding from long term to on-going.

05:19 Resolved that the recommendations and implementation plan for the 2019 Future Directions Library Master Plan be approved by the Mississauga Library Board and presented at the January 30, 2019 General Committee meeting for approval.

**Moved by L. Naismith
Seconded by P. Mak
Carried**

6.2 Count Week

J. Lau and R. Javed presented the results the 2018 Count Week. They explained the process by which Count Week is conducted every year as required by the Ministry of Tourism, Culture and Sport. The report provided comparisons to the statistics from 2017 which the Board appreciated.

06:19 Resolved that the report dated January 16, 2019 entitled *Count Week 2018* be Received for information.

**Moved by Councillor M. Mahoney
Seconded by L. Naismith
Carried**

7.0 Governance

7.1 Legacy Document

The CEO discussed the work that has been do so far based on the recommendations from the last meeting. Additional work needs to be done to complete the “Thank You” and “Our Advice” portion of the document.

Mississauga Public Library Board Meeting
Wednesday, January 16, 2019

7.2 Review of Workplan

There were no changes to the workplan.

7.3 Upcoming Meetings/Events/Chair Rotation

The CEO reminded the Board of the upcoming OLA Superconference, in particular the Library Board Bootcamp on Staruday, February 2, 2019.

8.0 Ownership Linkage

There were no items for discussion.

9.0 Board Advocacy

There were no items for discussion.

10.0 Board Development

There were no items for discussion.

11.0 Incidental Information

12.0 Other Business

12.1 Action Log Review

Completed Items 4, 6 & 12 were removed from the log.

For Legacy Document

Val still needs to write the additional piece on lessons learned from the strike and add paragraph under "Thank You" to acknowledge past and present LLT and Union executive.

12.2 Meeting Dates for December 2019 and January 2020

07:19 Resolved that the meeting dates for December 2019 and January 2020 be re-scheduled as follows:

From December 18 to December 11, 2019

From January 15 to January 22, 2020

Moved by P. Mak

Seconded by Councillor J. Kovac

Carried

13.0 In-Camera Agenda

13.1 Collective Bargaining

Mississauga Public Library Board Meeting
Wednesday, January 16, 2019

08:19 Resolved that the Board move into closed session at 7:02pm

**Moved by P. Mak
Seconded by Councillor J. Kovac
Carried**

14.0 Board Self-Evaluation

P. Mak led the self-evaluation. She thanked everyone for coming prepared for the meeting and the CEO for making an effort to include comments from Board members who could not make it to the meeting. She appreciated the time spent on discussing past accomplishments as well as strategic plans for the future. She congratulated the acting Chair for keeping the meeting on track and on time.

15.0 Adjournment

10:19 Resolved that the meeting adjourn at 7:37pm

**Moved by Councillor M. Mahoney
Seconded by Councillor J. Kovac
Carried**

NEXT MEETING

The next Library Board meeting will be on February 20, 2019 at Central Library.

Secretary/Treasurer

Chair



Briefing Note

| | |
|-----------------|--|
| To: | Mississauga Library Board |
| From: | Lori Kelly, Director, Library |
| Date: | February 11, 2019 |
| Subject: | CEO Report – February 2019 – Agenda 2.3 |

BACKGROUND

The following report demonstrates compliance with Item 2 of policy A-1. Inform the Board of relevant trends, significant changes in provincial or municipal policies, anticipated adverse media coverage, material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established.

GOVERNMENT UPDATES

City of Mississauga and Federation of Public Libraries/Ontario Library Association Provincial Pre-Budget Submissions

As part of the Provincial government's pre-budget consultations both the City of Mississauga (City) and the Federation of Public Libraries/Ontario Library Association (FOPL/OLA) have made submissions for consideration with respect to the Library.

For the City, the submission focused on five areas:

1. Strategic Transit Investment
2. Sustainable Infrastructure Funding
3. Affordable Housing
4. Legislative Changes
5. City-Building Initiatives
6. Other Partnerships

Specifically with reference to the Library, the City is requesting an increase to the Public Library Operating, Pay Equity, and First Nation Salary Supplement Grant as the Library's grant has been unchanged for 15 years despite growth in the number of customers served and the offerings the Library is making to the community. The complete pre-budget submission can be

found at this [link](#)

FOPL/OLA's submission focuses on increasing the Provincial government's investment in public libraries as well as digital services such as ServiceOntario, digitization, group licensing and broadband. Unlike other transfer payments, the Province's funding for public libraries has been frozen for almost 20 years and many libraries are struggling to keep up with demand.

FOPL/OLA has requested an investment of \$17 million to be shared across hundreds of libraries to support library operations and digital services. This request, when realized will fundamentally improve public library service. The complete pre-budget submission can be found at this [link](#).

ORGANIZATIONAL CHANGES

There are no organizational changes to note at this time.

SYSTEM HIGHLIGHTS

Please see the attached Organizational Highlights Report for a summary of library activities from September to December of 2018.

Three Communities, One Story

The Mississauga, Brampton and Caledon Libraries have joined together for the Three Communities, One Story event. Announced on Family Literacy Day January 27, 2019 the libraries have chosen *Spork*, written by Kyo Maclear, illustrated by Isabelle Arsenault and published by Kids Can Press, for this community-read collaboration. This "multi-cutlery" picture book is a humorous and lively commentary on individuality and tolerance. Its high-spirited illustrations capture the experience and emotions of anyone who has ever wondered about their place in the world. All three libraries are offering families the opportunity to participate in library programs and to join in a special wrap up party with *Spork's* author Kyo Maclear on June 22, 2019 at Brampton Library's Chinguacousy Branch. A special thank you to Diana Krawczyk, Manager Children's, Youth and Popular Collections for leading this initiative for the Library.

Future Directions

On February 6, 2019 Council approved Future Directions; the Library's Master Plan (Plan). The Plan was developed from best practice research, Library usage trends and input from the community and staff. The Plan will guide how the Library will prioritize and plan for resources and funds for the next five years. The 19 recommendations in the Plan have short, medium and long term timing for implementation.

Town Hall

On January 23 over 50 staff attended the Town Hall at Noel Ryan Auditorium. The Town Hall is intended to bring staff together and provides the Library Leadership Team with an opportunity to update staff on key initiatives. The January Town Hall provided updates on:

- 2018 Successes
- 2019 Plans
- Employee Engagement Survey Results
- Overview of Innovation and Technology Centre of Expertise

For those that were not able to attend the Town Hall they were invited to send in questions for the Q&A portion of the event in advance. As is the usual practice a survey was sent to gather feedback on the Town Hall agenda items and plan for agenda items for the next Town Hall on April 30, 2019.

STAFF DEVELOPMENT

Ontario Library Association Super Conference

The Super Conference, *Powered by the People*, was held at the Metro Toronto Convention Centre from January 30 - February 2, 2019. The Library Leadership Team approved 55 staff requests to attend the Conference based on identified learning outcomes, benefits and budget availability. Staff have been invited to share their learning with their teams as well as in spark talks as part of professional learning circles including the Librarians Group and at Staff conference.

Staff Conference 2019

The annual Library Staff Conference is scheduled for March 19-22, 2019. Conference registration opened on January 11, 2019. Highlights of the Conference include an address by Richard Pinnock, Senior Manager, Diversity & Inclusion for Walmart Canada, as well as an opportunity for staff to pitch new ideas to a leadership panel in a kinder, gentler version of the popular TV show Dragon's Den. Chief Administrative Officer and City Manager Janice Baker and Commissioner Paul Mitcham will be kicking off the Conference in a panel discussion joined by myself and moderated by Laura Reed, Manager Central Library and Community Development.

Lori Kelly
Director, Library

DATE: February 13, 2019

TO: Mississauga Public Library Board

FROM: Lori Kelly, Director, Library

SUBJECT: **Quarterly Organizational Highlights**

BACKGROUND: The quarterly report on organizational highlights is part of the process to ensure compliance with the Executive Limitations Policy A1 intended to keep the Board informed of all important aspects of the Library's operations. It also affords Library staff a regular opportunity to note items and issues of importance for the Board's attention.

WE KNOW AND ENGAGE WITH OUR COMMUNITY

Central Library

- In Q4 2018, Information Services staff provided a total of 13 **Career Tours** and **Small Business presentations** to a total of 185 adult students enrolled in programs with the ACCES Employment, Brian J. Fleming Adult Education, Newcomer Centre of Peel, Peel Multicultural Council, Rise Asset Development, and St. Gabriel Adult Learning Centre.

In addition, Information Services staff hosted the **Family Services of Peel Youth Opportunities Program**. Staff provided 21 students with a career tour and a Central Library tour; staff also arranged for MBEC staff to provide an overview on entrepreneurship.

- Central Library hosts both Newcomer Information Centre (NIC) and Indus Community Services on the 2nd Floor, providing Newcomers with referral assistance as well as free Commissioner of Oaths services. In 2018, 517 Newcomers have been provided with these services, and there were 448 Commissioner of Oaths documents verified.
- In partnership with Institute for Canadian Citizenship (ICC) and Immigrations, Refugees, and Citizenship Canada (IRCC), Ambreen Kamal (Program Coordinator) coordinated the 2018 Citizenship Ceremony on behalf of the Mississauga Library System. Forty one new Canadians from 26 different countries took the Oath of Citizenship. *"Many new citizens spoke up afterwards to say thank you, and it was clear that they were all very touched and moved by the experience. Thank you for putting together an event that meant so much and was so memorable for all of them."* -Siva V., Coordinator, Institute for Canadian Citizenship

- On behalf of the Mississauga Library System, Ambreen Kamal (Program Coordinator) and Amanda French (Supervisor, Program Development & Training) worked with the Peel Aboriginal Network (PAN) to adopt a Land Acknowledgement statement:

“We acknowledge the land on which we stand is part of the Treaty Lands and Territory of the Mississaugas of the Credit First Nation Territory, Traditional Territory of the Anishinaabe, Huron–Wendat, Haudenosaunee and Ojibway-Chippewa Sovereign Nations. This Territory is covered by the Upper Canada Treaties, as well as the Dish with One Spoon Wampum Belt Covenant. We are grateful to have the opportunity to work with the community on this Territory.”

- A Truth and Reconciliation Reading Group was developed and offered from September to November. An average of 20 participants attended weekly to read sections of the Truth and Reconciliation Commission’s Summary Report. The program was facilitated by a traditional elder, Cat Criger, and his partner, Cheryl Cress. Library staff prepared supportive research material and assisted with facilitating the group discussion.
- Library staff assisted the Teen Advisory Committee to host a “Cookies for the Cause” event in support of the Open Window Hub’s homelessness outreach program. Participants were able to decorate a cookie if they made a donation to the Hub.

Branches

- Libraries around the City hosted Customer Appreciation events to show our communities how much we value them. At Burnhamthorpe Library the day had a wide range of activities including Lego Club, Storytime, Songs & Rhymes with the Ontario Early Years Centre, Fun with Robotics, Family Movie and a Craft Table. Cake and refreshments were served. Customer Appreciation Day at Erin Meadows Library was a busy day that was enjoyed by all. Crafts, storytime, balloon animals, virtual reality, gaming and cake were the big hits with more than 300 slices making their way to customers! The Meadowvale Community Centre and Library hosted an event with cake and lots of fun activities. Customers enjoyed some cake, cookies, juice and activities at Mississauga Valley Library’s Customer Appreciation Day. Over a 130 customers celebrated with staff.



The Malton Library Customer Appreciation Day brimmed with activity including cookies and coffee and a Snap Circuits Maker Mississauga program for children.

- Special seasonal events are always a hit. Streetsville Library participated in the annual Spooktacular hosted by the Streetsville BIA. Hundreds of participants came through the event and those who stopped by the library section were greeted with stories, puppets, songs, and more! At Burnhamthorpe Library a Hallowe’en event featured a haunted maze and special guests included a mad scientist,

piglet gone mad, and the mad school teacher. A scary good time was had by all. Lakeview Library staff coordinated with their Teen Advisory Group (TAG) to host the annual Haunted House event. TAG members played a creative role decorating the space for the event and setting the theme, "Asylum." 11 TAG volunteers assisted creating the atmosphere and approximately 35 hours of youth volunteer assistance was contributed. A resident commented that "The Haunted House was awesome- really good job! I think I enjoyed it more than my kids did." Overall, approximately 295 residents attended the event leading to a 20% increase from 2017. Clarkson Library's Hallowe'en Haunt was a huge success with over 750 in attendance. Many staff dressed up in costume and provided help with crowds, while one of our programmers hosted spooky storytime with over 100 people in attendance.

- Staff from Frank McKechnie Library were on hand at St. Francis Xavier's Community Volunteer Fair promoting the library and the volunteer opportunities available.
- The "Gingerbread Workshop" was a great success, with Port Credit Library family participants decking out cardboard "gingerbread houses" for the holidays!

System-Wide

- With 1,983 posts in 2018, Mississauga Library social media accounts reached over 1.6 million impressions, 25,200 engagements and included campaigns such as MCX and Humans of MLS.
- A new combined What's On publication now serves all customers and offers a better experience with simpler descriptions, re-organized content and new graphics.
- A new partnership with Mississauga News allows us to send content (articles and events) directly to the Editor for publishing on MississaugaNews.ca
- Applied and accepted into BRIDGE Toolkit for assessing technology impact in Ontario Public Libraries and prepared to launch in Q1 2019.

RECOGNIZED AS A KEY LEARNING INSTITUTION

Central Library

- In partnership with University of Toronto (Mississauga), Information Services staff hosted two sessions of the **Lecture Me!** Series. An audience of 48 attended Professor Kevin Yousie's talk, *A Very Different Future : The 4th Industrial Revolution*. Professor Adriana Grimaldi presented *Dante : Classic and Contemporary* to an audience of 28.
- In partnership with **RCI, The Royal Canadian Institute of Science**, Information Services had a combined audience of 106 for 3 programs in Q4: Empowering Women in STEM, No Sugar Coating, and Beyond Earth.
- Program Coordinator Pam Martin has been working closely with our partners in Recreation to roll out the "Try-It" programs to all 18 locations starting September 2019. She has also been working closely with the City's Older Adult coordinator to align Library offerings and avoid duplication of service.
- Library staff participated in "Take Our Kids to Work Day" and hosted a few students at the Central Library. Library staff also did outreach at the Civic Centre, promoting volunteer opportunities at the

Library and providing students the opportunity to find about careers at the Library.

- The Grade 4 Read to Succeed program is launched in September and every grade four student in the city is encouraged to participate in the program. Teachers are contacted and invited to visit the Library with their classes. Special tours are arranged and kids receive materials to engage them in future visits to the Library with their families.

Branches

- Burnhamthorpe Library staff were excited to host a new robotics program called “Your Friend Dash: Launch it!” For many children, this was their first exposure to robotics and coding. Customers provided very positive feedback, noting that having access to such technology free of cost is invaluable to their children’s technological development and the community at large. More robotics programs are planned in the future.
- The Churchill Meadows Library proctored 16 exams.
- A customer was studying advanced functions at Clarkson Library. He was having trouble understanding a concept and asked for help at the Information Desk. Unfortunately staff were not able to provide assistance, but a customer overheard the conversation. She offered to solve the problem. The student said he’d never have gotten the answer if he was studying at home.
- Cooksville Library hosted a “Business in a Box” program, which was offered as a partnered program with MBEC (Mississauga Business Enterprise Centre).
- Courtneypark Library staff arranged and conducted numerous class visits to the Makerspace to help students learn how to use the various maker technologies.
- In partnership with Peel Multicultural Council, Erin Meadows Library hosted a 4 day Job Search Workshop that offered pre-employment training to newcomers. It assisted them in gaining knowledge and skills to better understand job search strategies, Canadian employers' perspectives, develop job search tools such as resumes and interview skills, how to use LinkedIn to network and get connected with employers and learn next steps relating to the job search process in a computerized environment. A job search workshop was also offered over four days at the Mississauga Valley Library. Staff provided a detailed session on how to use the career and job search online resources available in the library. Peel Career Assessment Services partnered with the Churchill Meadows Library to offer resume help. Frank McKechnie Library also hosted Resume help, in partnership with the Centre for Computers and Education.
- Erin Meadows Library ran the program, “Making a Match: Choosing the Right University for You”. The program was very well attended, with several participants staying back at the end to ask further questions.
- A Snap Circuits Maker Mississauga program was held at Frank McKechnie Library. An appreciative parent wrote *“A few words to say that I am extremely grateful for the snap circuit run by Cristina – it was very knowledgeable and educative. It was a well-run program and we should have more of these.”*



- An information session on Canadian citizenship was held at Frank McKechnie Library.
- A Lorne Park Library customer commented *“I really appreciate the fact that my library offers courses to Seniors, and you have many other interesting things going on. If I ever find the time I’d like to spend more of it at the library.”*
- The Older Adult Social Club of Mississauga Valley Library learned about Personal Safety with a visit by the Peel Regional police Crime Prevention Unit. Constable Pendano shared best practices, easy safety tips, dos and don’ts to keep safe on a daily basis – at home and on the streets. The group had many questions answered and truly felt they learned useful tips from this session.
- Staff at Sheridan Library ran a special Mental Health as We Age workshop presented by Dixie Bloor Neighbourhood Centre.
- Partnering with the Polycultural Immigrant and Community Services, several classes with 8-10 students of varying English levels toured Sheridan Library, made library cards, and used library eResources.
- Coding programs for adults have been quite successful at the South Common Library, showcasing Maker Mississauga technology for customers young and old.
- Streetsville’s Young at Heart Club met with special guest Dorothy Kew who spoke to attendees on how to get started with genealogy research.
- Streetsville Library launched their first ever Tween Maker Club. Once-a-week participants get hands-on exposure to Maker equipment including robotics, circuits, and computing.
- The Woodlands Library conducted a campaign to bring in every Grade 9 class from the Woodlands High School for beginning-of-year orientations to their local library.

System-Wide

- Digital Steering Committee created Technology Champions Charter for new system wide tech training program and committee.

INSPIRING, WELCOMING AND CREATIVE SPACES

Central Library

- Information Services staff partnered with Museums of Mississauga. Twenty nine people attended the drop-in Afronautic research Lab with Camille Turner.
- Information Services staff hosted the Hispanic Latin American Heritage Month Art Exhibition &

Reception for 25 attendees. In addition, Information Services staff continue to liaise with local artists to fill 3 **Community Art Walls** in Central Library.

- Program Coordinator Rachel Menezes and the MCX Steering Team hosted Mississauga Comic Expo at Central Library. The Expo offered 30 programs attended by over 2000 enthusiasts, 80+ exhibitors and artists, 300+ passports completed and prizes collected. Twelve Steering Team members, 20+ borrowed staff, and 40+ volunteers worked together to make this even a huge success. Approximately 4000 visitors came through Central Library that day.
- Program Coordinator Pam launched the Library system's partnership with Heart House Hospice with the "100% Certainty Project Book Club." The Project used books to spark dialogue around the experience of death and dying. The group read and discussed books with themes of death, dying, bereavement and loss. The group met monthly at Central Library from September to December 2018.
- Following the success of the Teen Summer BINGO program, staff launched a winter BINGO program that encourages teens to engage in pleasure reading. The Central Library sees strong usage of the youth fiction collection and this program ensures that teens are inspired to read books that engage them to be lifelong readers.

Branches

- Burnhamthorpe Library staff facilitated the production of a Teen Universe Newsletter, edition 1 and 2. The newsletter by Teens for Teens included Teen Advisory Group (TAG) book reviews, Top Hits of the Fall column, a sports review, restaurant review, and new tech reviews.
- The Churchill Meadows Library held ArcCon (comic con) festival. Activities included Maker Mississauga demonstrations, photography, crafts and games.
- The children's area at Erin Meadows Library got a bit of a makeover with a couple of colourful new rugs and fun bead games. Feedback from caregivers and kids has been wonderful!
- The Teen Advisory Group (TAG) presented a musical programme of carol singing and instrumentals and offered refreshments to library customers. This showcased the very talented members of the Frank McKechnie Library's TAG.
- Lakeview Library staff took part in an evaluation of the library space leading to small changes for customer service, accessibility, and collection access. Video games moved beside youth section for easy access and visibility; Blu-Rays moved to sit with DVDs in order to create more logical flow for browsing; and Long white coffee table moved from back corner to centre with green chairs to create a more accessible space. The Youth area collection was reorganized to make more room and to make the youth Raves and Faves more visible/accessible to all readers. Staff noted a visible increase in the circulation of this collection.
- The Meadowvale Community Centre & Library won the Award of Excellence and Award of Health by Design at the 2018 Mississauga Urban Design Awards. [news release](#)
- The Mississauga Valley Library hosted a special visit from Mississauga Poet Laureate, Wali Shah. Wali spoke to grade 8 students from The Valleys about poetry, rap music, and being authentic. Wali's freestyle rap/poetry was well received by the students.

- A book was created by one of Mississauga Valley Library’s customers who regularly attends the Spanish Storytime. The mother illustrated and created this book from the story her 5 year old son told her, word by word. The mother asked Veronica for suggestions in what to do with her son’s talented storytelling skills, and making a book was one of the several literacy based activities that were discussed with all parents.



- Port Credit Library hosted another highly successful Chamber Music concert. A full house enjoyed a String Trio playing a program of Bach, Beethoven, and Dohnanyi.
- South Common Library added two Bean Bag Chairs to the Youth Section for comfortable alternative seating, which is well used by younger customers spending time in the Library.
- Streetsville Library started a “Guided Autobiography” program for seniors which shows participants how to start putting their lives on paper and collecting their stories in a presentable way.
- The friendly and familial atmosphere of the Woodlands Library encourages customers to return regularly and engage in conversations with staff, discussing current events, politics, life events and community happenings.

System-Wide

- Introduced 25 iPads and 20 MacBooks for makerspaces and Maker Mississauga programming
- One page 2020 Business Cases pitches approved for full Business Case include maker Mississauga On Wheels mobile makerspace

MULTI-TALENTED PEOPLE CHANGING LIVES

Central Library

- Central’s Information Services team held and/or hosted 81 programs for over 891 attendees in Q4. These ranged from large-scale lecture series to one-on-one appointments. In 2018, Information Services hosted 267 programs (not counting Career Tours), with a total of 7,493 attendees.
- Each Program Coordinator established Program Committees for their target areas. These Committees supports program development and training for the system. They work with the excellent programmers throughout the library system to provide programs to our customers that are: excellent, consistent, efficient, outcome focussed, evidence based, and customer oriented. These committees

were all announced in Q4 of 2018 and will have a 2-year mandate.

- In September, the Central Library again offered all of the regular children's storytimes. From newborn to aged 12, every child is welcome to participate in an appropriate storytime in Mississauga Libraries. The programs focus on developing early literacy skills that are critical in academic and personal successes. Trained staff with a passion for children conduct each program and they share their knowledge with parents and caregivers to encourage reading in the home.

Branches

- Courtnepark Library staff helped a customer convert a video on his cell phone into a format that could be read by the Makerspace computers so that the customer could edit the video for an interview.
- A lovely comment card from a customer at Erin Meadows Library read, *"I am a senior with very, very low income and the luxury and sanity of my life is every day I have untold happiness reading. If I didn't belong to a library to have a never ending selection of books at the incredible affordable price of a library card I know my heart and mind would give up on my future. Thanks a million for happiness every day."*
- Malton Library staff helped a customer who was experiencing homelessness and had mobility issues secure a spot at the Wilkinson shelter. They also helped a customer in an abusive relationship connect with Kevin Berry, Homelessness Prevention Outreach Worker, who helped her get into a shelter right away.
- A very engaged and happy customer wrote a staff member from Mississauga Valley Library a very kind personal note, *"Tomorrow will be Benjamin's last day of baby time and we just really wanted to thank you so much for your amazing program and all your effort in making it what it is. You greet every child and make them and their parents feel so welcomed and cared for. Your poems, books and music are just so right for us and you always leave time for parachute and bubbles. Which the kids (and parents too!) love. Thank you so much as a mom and as an educator. For the handouts that allow parents to take home and use with their child to get them going as early readers/writers and for the recommended authors and books! We will really miss baby time!!"*
- One customer at Streetsville Library noted, "I have read a few of the books on Staff Picks display and now it is the first place I look when I come in".

System-Wide

- Redesigned Inside The Library Intranet portal has transformed into an effective tool that assists in internal communications, while also being a hub for resources and important information.
- Mildea officially replaced the Messenger Log and not only encourages staff to submit ideas and provide their feedback, but also drives innovative change throughout the Library.
- LEAN Yellow Belt Rapid Improvement Event held with library staff working group and IT to create improved Technology Acquisition Process for library.
-

ACCESS TO MANY RESOURCES IN MANY WAYS

Central Library

- Information Services staff have been hosting **Maker Mississauga 3D Printing Orientation** courses, helping customers learn about 3D printing and inviting them to watch a demo of the Mississauga Library's own 3D printer. This orientation is a requirement before one can submit personal designs for printing. Forty five customers passed certification in Q4 of 2018.
- Information Services staff presented the 5-part **Adult Maker Nights** (Adult Lego, 3D Modeling, Robot Coding 101/201, Bad Art Night) to a total audience of 69.
- Accessible workstations were launched on the ground floor, providing access to technology for people with disabilities. The suite of supportive software include JAWS (text-to-speech software), Zoomtext, Kurzweil scanners, etc. The table is height adjustable and additional adaptive hardware are available to users.
- Thirty four new Daisy players were made accessible to users with a print disability. Daisy is the format offered by the Centre for Equitable Library Access (CELA) and it allows for an enhanced listening experience for customers with a visual, physical or cognitive disability.

Branches

- Cooksville Library partnered with the Culture Division for "An Old-Fashioned Canadian Christmas" program with 60 attendees. Museum staff dressed in 1830s costumes and helped participants make ornaments for the branch's Christmas tree and to take home. Mulled cider, gingerbread cookies and traditional toys were also available. Caroling was also performed with many customers joining in.
- Frank McKechnie Library held its first Maker's Fest with a wonderful response and participation rate. There were demos of the many robotics the Library owns and the public took inventive photos using the Green screen.



- Lorne Park Library hosted a Holiday Social with the Dewey Divas. Several customers commented how much they enjoyed the presentation and many brought the lists into the branch so they could place their holds on the books.

System-Wide

- One page 2020 Business Cases pitches approved for full Business Case include enhanced local history and historic newspaper digital collection.
- Access to electronic resources hit 1,000,000 circulations in December 2018 for the first time in MLS history.

- Brought on new resources Flixster to provide access to key popular digital magazines.
- Refreshed the “Raves and Faves” collection for 2019, pulling together the recommendations of staff across the system and making many copies available at all libraries. Turnover for Raves and Faves was 12.01 in 2018.
- Significant progress made on virtual card process development with the privacy assessment undertaken. Program should launch in 2Q2019.

City of Mississauga
Library Board Report



Date: February 20, 2019
To: Mississauga Public Library Board
From: Lori Kelly, Director Library

Agenda 2.4

Meeting date:
February 20, 2019

Subject

Adoption of 2019 Budgets

Recommendation

That the Library's 2019 operating and capital budgets, as approved by Council on February 6, 2019, be adopted.

- | |
|--|
| <p>REPORT HIGHLIGHTS:</p> <ul style="list-style-type: none">• The 2019 Library operating budget is \$30.1 million, an increase of \$760K or 2.6% from the 2018 budget.• Approved capital projects include expanded funding for Central Library and Library technology. |
|--|

Background

Each year Council approves both the operating and capital budgets allocating funds to support the Library's strategic priorities and Business Plan initiatives. Operating funds are provided to enable the Library to meet service needs. The Library also annually receives annual capital funds to replace public furniture and equipment and implement major initiatives such as redevelopments or technological improvements.

Comments

Council approved the 2019 Library Business Plan and Budget on February 6, 2019. The approved Library operating budget for 2018 of \$30.1 million and is an increase of \$760,000 or 2.6% from the 2017 budget.

| (000s) | 2019 | 2018 | Δ |
|-----------------------|-----------------|-----------------|--------------|
| Labour | \$23,243 | \$22,504 | 3.28% |
| Materials | \$3,955 | \$3,955 | 0.00% |
| Other Operating | \$2,952 | \$2,931 | 0.72% |
| Total Expenses | \$30,150 | \$29,390 | 2.59% |
| Operating Revenue | \$1,969 | \$1,949 | 1.03% |
| Revenue from Tax | \$28,181 | \$27,441 | 2.70% |
| Total Revenue | \$30,150 | \$29,390 | 2.59% |

Item Details:

Library Materials: Includes purchase of collection items for public use including all print material, all e-books, databases and other e-resources.

Other includes occupancy, utilities, transportation, equipment and materials and supplies, corporate allocation costs

Library Revenues includes all fines and fees as well as program room rentals, photocopying charges, leases, vending commission and grants.

The Library's 2019 operating budget includes additional \$310,000 in funding for the following initiatives:

| 2019 New Projects | (000)\$ |
|---|---------|
| Modernizing Customer Facing Library Technology (including website redevelopment, mobile app development, equipment lending and on line program registration) | 180 |
| Continuation of Open Window Hub | 90 |
| Wi-fi Hotspot Lending | 40 |

The 2019-2028 Library capital budget includes continued funding for the Revitalization of Central Library and the lifecycle replacement of public-use furniture and equipment.

| 2019 – 2028 Capital Budget New Projects | Year | (000)\$ |
|---|-------------|----------------|
| Central Library Redevelopment | 2021-2023 | 42,800 |
| Modernizing Customer Facing Technology (including website redevelopment, mobile app development, equipment lending and on line program registration) | 2019 | 580 |
| Library Program Equipment | 2019 | 127 |
| Library Renovations to Various Locations | 2019 | 51 |

The following new projects are expected to have procurements which will follow the City of Mississauga’s procurement policy either for sole source where warranted or through the processes established for medium and high-value acquisitions.

| Known Procurement Projects | Contract Manager |
|--|---------------------------------|
| Central Library Redevelopment | Facilities &Property Management |
| Modernizing Customer Facing Technology | Information Technology |
| Library Program Equipment Purchasing | Library |

Conclusion

The 2019 Library operating and capital budgets position the Library to move forward on the Library Board’s strategic objectives found in the Future Directions Master Plan while continuing to operate the Library and meet customers’ needs.

Lori Kelly
Director, Library

Prepared by Mike Menary, Manager, Planning Development & Analysis

City of Mississauga
Library Board Report



| | |
|--------------------------------------|------------------------------------|
| Date: February 12, 2019 | Agenda 2.5 |
| To: Mississauga Public Library Board | |
| From: Lori Kelly, Director, Library | Meeting date: February 20, 2019 |

Subject

2018 Utilization Report

Recommendation

That the report entitled “*2018 Utilization Report*” dated February 20, 2019 from the Director, Library be received.

Background

At the June 2018 Library Board (Board) meeting, staff presented a dashboard with Key Performance Indicators (KPI) aligned to the Board Ends. Feedback from the Board directed staff to revisit the content of the dashboard and condense the information to focus on a few KPIs to be presented periodically. At the September 2018 Board meeting a schedule of KPIs for review by the Board was presented and endorsed. The 2018 Utilization Report was identified in the schedule to be presented to the Board in February. These statistics will also be presented to the Board quarterly as information becomes available in 2019.

Comments

The 2018 Utilization Report includes details on circulation, foot traffic and Library user trends.

Circulation Highlights

- Circulation is up by 4% in Mississauga, the library’s comparators have on average seen a similar increase
- A 15% increase in the use of eResources, primarily driven from the usage increases in OverDrive and Hoopla, is higher than our average comparators whose eResource usage grew by only 12%.
- Almost all branches experienced circulation growth from the previous year. Circulation at each location picked up significantly in the last half of the year.
- Traditional library services (homebound and phone renewals) continue to trend lower, pointing toward a preference for more modern solutions and validating the Library’s upcoming investments in mobile resources, a modern catalogue and a new website.

Additional detail on the Library's circulation trends is included in the 2018 Collections Trends report being presented to the Board at the February meeting as well.

Foot Traffic Highlights

2018 is the first year the Library has been able to use a full year's worth of gate counter technology to track foot traffic leading to greater confidence and accuracy in the numbers being reported for foot traffic.

- On average, Mississauga libraries get approximately 370,000 visits a month.
- October 2018 was the month with the highest in person visit rate.
- March, July and October at Central Library were the busiest months largely driven by March Break, Summer Break, Ontario Public Libraries Week and the Mississauga Comic Expo.
- Library comparators have experienced an average of a 4.5% decrease in Foot Traffic compared to our 1.7% decrease in foot traffic (Note: 2017 foot traffic was manually counted, versus 2018 when gate counters were used)

Library User Trends

- Since January 2018, the Library has had 1,116 more active cardholders (used their card within the time of the report) and 28,367 registered card holders.
- Assuming that every person who has registered used their card, that means approximately 27,000 cardholders who were active in January 2018 are no longer active as of December, 2018.
- Comparator libraries are seeing annual declines in active cardholders by approximately 2%. Mississauga's card holder numbers are holding at approximately a 1% increase.

Library User Trend Report - As of December 31st, 2018

| Date | Active Cardholders | Registered Card holders |
|----------------------------|---------------------------|--------------------------------|
| January 2018 | 211,220 | 492,153 |
| February 2018 | 210,850 | 494,380 |
| March 2018 | 210,899 | 496,538 |
| April 2018 | 210,661 | 499,078 |
| May 2018 | 210,055 | 501,502 |
| June 2018 | 209,210 | 504,028 |
| July 2018 | 208,335 | 506,369 |
| August 2018 | 211,857 | 509,276 |
| September 2018 | 211,855 | 511,816 |
| October 2018 | 211,843 | 514,373 |
| November 2018 | 212,356 | 517,557 |
| December 2018 | 212,336 | 520,520 |
| Total User Increase | 1,116 | 28,367 |

Checking in on these KPIs helps the Library identify areas for growth and investment as well as areas where service levels can be responsibly reduced. As an example, the large growth of eResource usage and the corresponding decline in some traditional services drove the Library's budget requests for technology investment. The way active cardholder members have grown over the past year, in contrast to comparators who are experiencing declines in this area, shows that Mississauga is a city that truly values the Library and provided the case for further budget investment in our facilities such as the expansion of Central Library. As a whole, Library KPIs are used both as indicators of areas that need more attention as well as tangible information for further investment to be sure the Library is positioned and resourced to meet the needs of customers.

Conclusion

The 2018 Utilization Report was identified in the Board approved schedule of KPIs to be presented in February. The Utilization report includes statistics on circulation, foot traffic and user trends. This information is used by the Library to identify areas for growth and investment as well as areas where service levels can be responsibly reduced.

Attachments

Appendix 1 – Circulation
Appendix 2 – Foot Traffic

Lori Kelly
Director, Library

Prepared by: Mike Menary, Manager Planning, Development and Analysis

Agenda 2.5 Appendix 1

CIRCULATION REPORT - As of December 31st, 2018

All numbers are cumulative

| | January 2018 | January 2017 | YoY Trend | June 2018 | June 2017 | YoY Trend | December 2018 | December 2017 | YoY Trend |
|---------------------|----------------|----------------|-------------|------------------|------------------|-------------|------------------|------------------|-------------|
| | Checkouts | Checkouts | | Checkouts | Checkouts | | Checkouts | Checkouts | |
| Branch Total | 371,562 | 432,494 | -14% | 2,386,247 | 2,519,676 | -5% | 5,392,783 | 5,074,731 | 6% |
| Burnhamthorpe | 27,169 | 33,962 | -20% | 171,361 | 188,567 | -9% | 386,759 | 374,382 | 3% |
| Central Library | 66,215 | 75,486 | -12% | 412,237 | 437,789 | -6% | 941,570 | 878,724 | 7% |
| Churchill Meadows | 16,947 | 19,061 | -11% | 108,956 | 112,330 | -3% | 250,143 | 232,861 | 7% |
| Clarkson | 11,490 | 13,545 | -15% | 77,477 | 78,973 | -2% | 170,880 | 158,002 | 8% |
| Cooksville | 10,691 | 12,606 | -15% | 64,309 | 73,010 | -12% | 145,519 | 145,634 | 0% |
| Courtneypark | 22,466 | 27,623 | -19% | 138,147 | 154,734 | -11% | 312,308 | 307,908 | 1% |
| Erin Meadows | 36,405 | 40,677 | -11% | 230,970 | 237,333 | -3% | 530,842 | 482,770 | 10% |
| Frank McKechnie | 25,268 | 28,583 | -12% | 160,068 | 170,849 | -6% | 356,270 | 344,715 | 3% |
| Lakeview | 9,807 | 11,678 | -16% | 67,520 | 69,693 | -3% | 150,681 | 137,978 | 9% |
| Lorne Park | 14,492 | 16,116 | -10% | 95,146 | 97,541 | -2% | 215,604 | 197,923 | 9% |
| Malton | 9,918 | 12,192 | -19% | 65,054 | 72,888 | -11% | 146,167 | 146,205 | 0% |
| Meadowvale | 33,501 | 41,697 | -20% | 228,664 | 238,122 | -4% | 522,279 | 480,989 | 9% |
| Mississauga Valley | 16,059 | 17,501 | -8% | 103,456 | 105,048 | -2% | 233,213 | 217,577 | 7% |
| Port Credit | 13,488 | 16,586 | -19% | 90,660 | 98,882 | -8% | 204,503 | 194,895 | 5% |
| Sheridan | 8,170 | 9,253 | -12% | 51,458 | 52,465 | -2% | 114,035 | 103,581 | 10% |
| South Common | 22,404 | 25,425 | -12% | 145,729 | 153,695 | -5% | 325,048 | 310,727 | 5% |
| Streetsville | 13,430 | 14,723 | -9% | 87,310 | 86,109 | 1% | 194,981 | 175,053 | 11% |
| Woodlands | 13,642 | 15,780 | -14% | 87,725 | 91,648 | -4% | 191,981 | 184,807 | 4% |
| eResource | 81,513 | 77,165 | 6% | 490,639 | 446,907 | 10% | 1,043,068 | 904,131 | 15% |
| Freegal | 22,084 | 25,978 | -15% | 143,240 | 151,223 | -5% | 291,712 | 295,365 | -1% |
| Hoopla | 3,065 | 0 | | 18,765 | 64 | | 42,499 | 6,942 | 512% |
| OverDrive | 50,127 | 43,382 | 16% | 292,870 | 252,220 | 16% | 618,194 | 523,192 | 18% |
| Zinio (RB Digital) | 6,237 | 7,805 | -20% | 35,764 | 43,400 | -18% | 90,663 | 78,632 | 15% |
| Service | 13,384 | 13,769 | -3% | 71,608 | 83,016 | -14% | 154,090 | 160,546 | -4% |
| Homebound Service | 300 | 622 | -52% | 2,952 | 3,758 | -21% | 6,248 | 7,542 | -17% |
| Telephone Renewals | 13,084 | 13,147 | 0% | 68,656 | 79,258 | -13% | 147,842 | 153,004 | -3% |
| Grand Total | 466,459 | 523,428 | -11% | 2,948,494 | 3,049,599 | -3% | 6,589,941 | 6,139,408 | 7% |

Agenda 2.5 Appendix 2

Foot Traffic Report for 2018 - As of December 31, 2018

Gate counters have only been fully operational since December 2017.

| Date | BUR | CNT | CHU | CLK | CKV | CRT | EMC* | MCK | LAK | LPK | MAL | MDV | MSV | PCR | SHM | SCM | STV | WDL | Total |
|----------------|----------------|----------------|----------------|----------------|---------------|----------------|----------------|----------------|---------------|----------------|----------------|----------------|----------------|----------------|---------------|----------------|----------------|----------------|------------------|
| January 2018 | 20,624 | 66,474 | 20,661 | 12,480 | 6,310 | 31,543 | 39,587 | 20,648 | 6,537 | 13,030 | 23,034 | 30,692 | 10,238 | 12,323 | 4,592 | 19,037 | 21,648 | 14,461 | 373,919 |
| February 2018 | 18,446 | 56,164 | 19,003 | 11,946 | 5,996 | 32,173 | 38,499 | 19,695 | 6,163 | 11,256 | 22,136 | 27,035 | 8,928 | 10,491 | 4,228 | 17,122 | 10,193 | 12,713 | 332,187 |
| March 2018 | 22,748 | 74,381 | 20,234 | 13,203 | 7,746 | 37,795 | 43,434 | 22,931 | 7,450 | 13,215 | 27,479 | 31,885 | 10,692 | 13,892 | 5,481 | 20,414 | 11,119 | 14,267 | 398,366 |
| April 2018 | 20,610 | 68,133 | 20,322 | 11,735 | 5,875 | 40,782 | 44,361 | 23,457 | 6,351 | 12,867 | 24,538 | 32,013 | 9,320 | 11,865 | 4,932 | 18,974 | 9,766 | 12,461 | 378,362 |
| May 2018 | 19,853 | 65,218 | 21,087 | 12,872 | 6,165 | 41,674 | 22,601 | 22,601 | 7,344 | 12,185 | 28,098 | 33,925 | 9,922 | 12,331 | 4,598 | 18,183 | 16,143 | 14,369 | 369,169 |
| June 2018 | 19,694 | 70,436 | 18,927 | 11,761 | 5,802 | 36,086 | 42,773 | 20,956 | 6,184 | 12,560 | 27,193 | 33,852 | 8,723 | 10,760 | 4,417 | 18,543 | 16,190 | 12,825 | 377,682 |
| July 2018 | 20,806 | 74,806 | 18,948 | 15,060 | 7,077 | 21,775 | 42,773 | 23,374 | 8,114 | 11,250 | 32,270 | 41,274 | 12,560 | 4,981 | 5,736 | 23,043 | 11,375 | 12,981 | 388,203 |
| August 2018 | 19,894 | 69,968 | 15,993 | 13,844 | 6,942 | 18,677 | 42,773 | 20,660 | 7,435 | 11,402 | 27,399 | 39,106 | 11,645 | 13,340 | 5,197 | 20,859 | 12,097 | 12,510 | 369,741 |
| September 2018 | 19,184 | 61,745 | 17,483 | 10,299 | 6,018 | 32,235 | 42,773 | 18,474 | 6,853 | 11,658 | 22,996 | 31,428 | 8,582 | 11,336 | 4,931 | 16,932 | 19,953 | 14,041 | 356,921 |
| October 2018 | 21,091 | 74,337 | 21,069 | 14,806 | 6,354 | 44,838 | 46,887 | 23,000 | 7,112 | 13,847 | 28,450 | 34,540 | 10,105 | 11,242 | 5,146 | 20,668 | 8,348 | 14,600 | 406,440 |
| November 2018 | 20,969 | 64,554 | 20,294 | 14,174 | 5,893 | 41,462 | 46,851 | 22,228 | 5,960 | 12,297 | 26,241 | 30,185 | 10,729 | 10,424 | 4,805 | 19,650 | 7,885 | 14,220 | 378,821 |
| December 2018 | 16,868 | 59,361 | 16,868 | 10,774 | 5,058 | 33,944 | 37,086 | 17,769 | 5,084 | 10,432 | 21,166 | 23,278 | 8,163 | 9,122 | 4,093 | 15,363 | 5,933 | 12,935 | 313,297 |
| Total | 240,787 | 805,577 | 230,889 | 152,954 | 75,236 | 412,984 | 490,398 | 255,793 | 80,587 | 145,999 | 311,000 | 389,213 | 119,607 | 132,107 | 58,156 | 228,788 | 150,650 | 162,383 | 4,443,108 |

* A request is in with Corporate IT to understand the issue with EMC gate counters as of June 2018. To justify the equation here taking average of the total counts.

City of Mississauga
Library Board Report



| | |
|--|---|
| <p>Date: February 11, 2019</p> <p>To: Mississauga Library Board</p> <p>From: Lori Kelly, Director, Library</p> | <p>Agenda</p> <hr/> <p>Meeting date: February 20, 2019</p> |
|--|---|

Subject

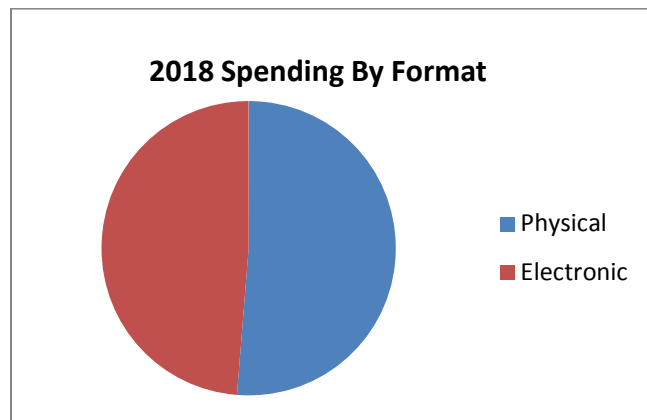
2018 Collection Trends

Recommendation

That the report entitled 2018 Collection Trends dated February 11, 2019 from the Director, Library be received.

Background

The Library’s Collection Development team provides quarterly updates on collection use and trends for the Library Board (Board) to understand recent customer usage. As of January 2019, the Library has a collection of 926,353 physical items and 62,624 eBooks and eAudioBooks available to customers. The collections and formats are changing in alignment with changing library use and identified customer needs.



The Library has an annual material budget of \$3.9 million which goes to purchasing all of the physical and digital items added to the collection each year. Currently, \$2 million is spent on physical media through contracted vendors with the remaining being spent on various virtual and electronic products.

Budget distribution is reviewed and adjusted annually in alignment with collection use and emerging needs.

The budget has increased from \$2.39 million in 2014 to \$3.95 million in 2018 as targeted in Future Directions to ensure alignment with per capita spending at other libraries and to provide additional funding to accommodate the spending on new and emerging digital and physical formats.

This report summarizes how the collection has performed in 2018 and provides insight into changing patterns of collection use.

Comments

Collection Use

The Library measures the use of the collection in two ways:

1. Through circulation that indicates the gross use or number of items checked out; and by
2. Collection turnover which measures how hard the collection is working by providing the number of uses for each item in the collection.

Circulation

In the year ending December 2018, the Library's collection circulated 6.5 million times (physical and digital), which is a 6% increase from the year before. Physical items circulated 5.39 million times and digital downloads accounted for 1.11 million circulations. Trends in circulation are consistent with comparator libraries with small increases in physical circulation and large digital increases. The data on year end numbers is still being compiled by comparator libraries.

Collection Turnover

Mississauga's turnover rate for physical collections currently stands at 5.35 which means that on average every item in the collection was borrowed more than five times in 2018. Compared to the average turnover of 2.5 in all large Canadian libraries, Mississauga's physical collection is performing well against its comparators.

- Physical circulation remains constant, increasing by 4% year over year in 2018.
- Electronic borrowing continues to see steady increases with an increase of 15% year over year at the end of December 2018.
 - Electronic circulation topped 100,000 uses in January for the first time.
 - OverDrive circulation exceeded 60,000 checkouts representing an increase of 21% over January 2018. Given that the collection has only 43,000 items this represents a turnover of 1.5 in a month
 - There is also significant growth in eMagazines (125%), downloadable music (18%) and Downloadable movies (67%). Increases are a result of increased promotion and improved features in the app which allow for subscribed users to

- obtain new issues automatically.
 - eCirculation topped over 1 million downloads in 2018 for the first time due to increased awareness and user demand.
- Overall non-fiction collection use is increasing, with an increased turnover rate from 3.46 to 3.47. An analysis of collection use has led to a change in the collection focus to meet customer needs.
 - For adults, the most popular topics are psychology and self-help, sciences including domestic science like cooking, language learning and travel.
 - Junior non-fiction borrowing has shifted away from the collection as a school resource to books on popular topics for personal reading including dinosaurs, heavy construction machinery and wild animals. The collection has been shifted to increase the focus on these areas and decrease buying in areas that are not circulating.
- Junior fiction continues to perform well with a turnover of 6.9 for the period.
 - The Diary of A Wimpy Kid series is a powerhouse holding 13 of the top 15 places on the Library's overall highest circulating items. The Library has significantly invested in updating and increasing copies of these items to meet emerging demand.
 - Board Books continue to over perform with a turnover of 9.92
 - Graphic Novels continue to lead the turnover in this category with a turnover of 13.82.
- Physical Adult fiction use continues to be highly used but usage has dropped from a turnover of 3.86 to 3.51.
 - The Library's Bestseller collection called Lightening Loans, which does not allow holds, has a very high turnover of 10.86.
 - Curated fiction collections showcasing new authors and authors from other parts of the world were significantly successful e.g. Raves & Faves with an overall turnover of 12.01. Most of the titles in the top ten circulating fiction and non-fiction titles come from this list.
- The Library has expanded its borrowing in 2018 to include hotspots and Chromebooks with significant pent up demand. Hotspots have been checked out 197 times and Chromebooks 87 times since their release in October and November 2018, respectively. Ongoing monitoring of usage will continue and turnover will be calculated in alignment with other physical items once the hotspots and Chromebooks have been in circulation for one year.

General Trends

Demand for physical material is unlikely to vanish although in some areas, changes in the marketplace happen more quickly than others. Junior DVDs are no longer produced in the quantities required although demand is strong. Since libraries are unable to obtain replacements for these formats, there is a risk to circulation as these materials are not able to be replaced by new formats at this time. There is also expected to be a decrease in physical book on CD

circulation as new cars no longer have CD players. New formats will be introduced in 2019 to trial the replacement for these formats.

Demand for virtual resources, although still increasing dramatically inside the Library, has slackened noticeably in the outside sales environment since Amazon lost its bid to put a \$10 cap on all eBook prices. The change in publisher pricing for customers means that eBooks have become more expensive to buy than before, and print sales are rebounding. Libraries still face exorbitant prices and restrictions on use from all the major vendors that makes it a very expensive proposition to purchase eBooks for the Library. Many ebooks now sell for upwards of \$80 and limits on terms of ownership or limited circulation are all used to control Library access to material.

Patterns of Purchase and Borrowing

With the changes in publishing, new concerns have been emerging about the impact of library borrowing on publisher sustainability, which has led some publishers to develop restrictive licensing models. Libraries have been working to debunk these myths and in 2018 some new research emerged that indicated the positive impact of library use on purchasing patterns. The [Panorama Project](#) has shown the positive impact of library promotion on sales over a long period after sustained promotion. BookNet presented research at the Ontario Library Association Super Conference in January 2018 that correlated Canadian ILS usage data with consumer purchasing data and found that the highest library borrowers also purchased the greatest number of books. The Canadian Urban Libraries Council (CULC) will be working to collect related data with its One eRead Canada project launching in June 2019. CULC is looking to understand the impact of library promotion on purchase and use of materials. Libraries must continue to work with publishers to open up the formats required to ensure sustainable access for customers going forward.

Conclusion

Demand for library borrowing continues to be strong but the Library must remain innovative and open to changes and opportunities to remain relevant in a very competitive environment. The Library will continue to offer customers a strong collection and monitor the changes in collection use to adjust purchasing patterns and respond to customer needs across all formats.

Lori Kelly

Director, Library

*Prepared by: Ted Sharp, Supervisor Collection Development
Jennifer Stirling, Manager Digital Library Services and Collections*

City of Mississauga
Library Board Report



| | |
|---|-------------------|
| Date: February 11, 2019 | Agenda 5.1 |
| To: Mississauga Public Library Board From: Lori Kelly, Director, Library | |

Subject

Approval of Policy B14 - Meetings

Recommendation

That the Board approve *Policy B14 – Meetings, attached as Appendix 1.*

| | |
|---------------------------|---|
| REPORT HIGHLIGHTS: | <ul style="list-style-type: none">• An action was logged at the June 20, 2017 Board meeting to invite the City Clerk to come and do a presentation on chairing meetings.• Upon the advice of the Deputy City Clerk, it was recommended that the Board adopt meeting procedures first and then, if required, the Clerk’s Office could attend to make a presentation based on the procedures.• Policy B14 – Meetings was first reviewed by the Board on February 21, 2018. Feedback was provided on the policy with recommendations for edits.• A request was made by the CEO to the City Clerk to provide feedback on the draft policy B14 – Meetings.• The revised policy, attached as Appendix 1 with suggested edits from the City Clerk, was presented to the Board at the June 2018 meeting. Further discussion by the Board Chair was requested. |
|---------------------------|---|

Background

In the Fall of 2017, the Board implemented a practice to rotate Chair duties for monthly Board meetings. It was suggested that training be offered to members in chairing a meeting. It was also suggested that some assistance be sought from the Clerk’s Office. The Clerk’s Office

recommended that a policy be created to outline the specific features of the Board meeting including the duties of the Chair. A draft policy was developed and was reviewed by the Board in January 2018. Feedback from the Board was provided for revisions to the policy at that time. With those revisions completed, a request was made by the CEO in May 2018 to the City Clerk to provide feedback on the draft policy B14 – Meetings. The Board reviewed the revised policy, including feedback from the City Clerk in June and September 2018.

Comments

With feedback from the City Clerk the following edits have been made to the draft policy reviewed by the Board in June and September 2018:

1. The time line for Board Members to request agenda items has been extended from seven to ten days.
2. Removal of statement, “Lack of receipt of notice for a Regular Meeting, shall not affect the validity of holding the meeting or any action taken thereat, provided a quorum is obtained.”
3. Removal of statement, “Lack of receipt of notice for a Special Meeting, shall not affect the validity of holding the meeting or any action taken thereat, provided a quorum is obtained.”
4. Addition of provision from the Public Libraries Act that if a Member is absent for three consecutive meetings without being excused by Board resolution the Member ceases to be qualified for membership and forfeits their membership on the Board.
5. Addition of reference to the City of Mississauga’s Codes of Conduct for Members of Local Boards and the Board’s Code of Conduct (B7).
6. Addition of discretion of Chair to hold a meeting without quorum
7. Addition of a five minute time limit for a Member to speak at one time with no limits on the number of times a Member can speak to an issue
8. Addition of option for Board to amend meeting schedule if required

Additional edits were made to the original draft policy for formatting, grammar and points of clarification e.g. to describe that agendas are sent and posted electronically, to remove the reference to Special Meetings in the Regular Meetings section A.3, clarification of calendar days versus business days for submission of agenda items and meeting documents package.

With approval of a Board policy on meetings, the City Clerk is pleased to come to the Board to provide guidance and training on chairing meetings based on the policy, if the Board requires.

Financial Impact

There is no financial impact as a result of this report.

Conclusion

The Board has been pursuing a Meeting policy since January 2018 and received a draft policy at that time for review. Feedback from the Board received in January, June and September 2018 on the draft Meeting policy has been incorporated into a revised draft policy. In addition, feedback on the draft policy has been received and incorporated from the City Clerk. With Board approval of the new policy the City Clerk is pleased to come to the Board to provide guidance and training on chairing meetings based on the policy, if the Board requires,

Attachments

Appendix 1: Draft Policy B14 -- Meetings

Lori Kelly
Director, Library

POLICY B14

Policy Type: GOVERNANCE POLICIES
Policy Name: **BOARD MEETINGS**
Date Approved:
Reviewed: Annual in March

To ensure orderly, effective and productive Board meetings, the Board shall observe the following framework:

A. MEETINGS

A.1 Meetings

All Board meetings shall be open to the public.

A.2 Inaugural Meeting in New Term

The Public Libraries Act, Section 14(1) and (2) authorize the CEO/Secretary-Treasurer to call the first Board Meeting in each new term.

A.3 Regular Meetings

The Board shall hold at least 10 scheduled meetings each year. These regular meetings shall be held at 5:30pm on the 3rd Wednesday of each month from January to June and from September to December. The Board may pass a motion to amend this schedule as required but preferably at the first meeting of each new year.

The Board shall not hold a Board meeting that falls on a municipal, provincial or federal election date.

The Secretary shall provide a meeting date schedule to members at the beginning of each year.

The Secretary shall provide to each member written notice of all Regular Meetings, together with the proposed agenda and the minutes of the immediately preceding Regular Meeting, five calendar days in advance of such meetings.

A.4 Meeting Notification

The Notice shall be in an electronic form of an agenda accompanied by its supporting documents. All documents will be posted electronically on the Mississauga Library System (MLS) website five calendar days in advance of the meeting.

The Chair, in consultation with the CEO/Secretary-Treasurer, shall prepare the agenda. Any member wishing to place an item on the agenda may make the request to do so through the Chair or

CEO/Secretary-Treasurer no later than ten calendar days in advance of the meeting. Such requests shall then be considered at the Chair's discretion.

A.5 Order of Business

The Order of Business at regular meetings shall be as follows:

- Call to Order
 - Chair's Remarks
 - Excused Absences
 - Approval of Agenda
 - Declaration of Conflicts of Interest
 - Delegations
- Consent Agenda
 - E.g. Minutes of previous meeting
- CEO Report
- Policy Review
- Executive Limitations/Internal Monitoring Reports
- Ends
- Governance
- Ownership Linkage
- Board Advocacy
- Board Development
- Incidental Information
- Other Business
- In Camera Agenda
- Board Self-Evaluation
- Adjournment

A.6 Special Meetings

The Chair or any 2 members may summon a Special Meeting at any time. The meeting's purpose must be stated in the notice and no other business will be transacted without the consent of a Board majority. Special emergency meetings may be called with notice 24 hours prior to the meeting.

A.7 In-Camera Meetings

When the Board determines that matters should be dealt with in the absence of the public, a motion to move into an In-Camera session must be moved, seconded, and approved by majority vote, prior to the meeting being closed. Motions to move in-camera are not debatable.

The following subjects may be discussed at properly constituted closed meetings:

- (a) Debate as to whether or not an item is properly in-camera or not, if in the Chair's opinion, such discussion would be prejudicial if discussed at an open meeting.

- (b) The security of the Board's property
- (c) Personal matters about an identifiable individual
- (d) A proposed or pending acquisition or disposition of land by the Board
- (e) Labour relations or employees negotiations
- (f) Litigation or potential litigation, including matters before any Court or Administrative Tribunal, affecting the Board
- (g) Advice that is subject to solicitor-client privilege, including communications for that purpose
- (h) A matter in respect of which a Board or Board committee may hold a closed meeting under another Act
- (i) A request under the Municipal Freedom of Information And Protection of Privacy Act

A meeting may be closed to the public during a vote only if conditions permitting or requiring the meeting to be closed to the public exist as described in the *Public Libraries Act*.

The Board may invite appropriate persons, such as the CEO/Secretary-Treasurer and Secretary to attend an In-Camera session. The Secretary takes the minutes of In-Camera meetings. Minutes are kept brief and do not contain the discussions at the In-Camera meeting. Motions passed in camera are ratified when the Board returns to its regular meeting. Minutes are circulated to the Board and appropriate staff and approved at a subsequent meeting.

A.8 Meeting Procedures

The Chair will preside at all Board meetings, maintain order, decide whether motions are in order, and rule on all procedural matters.

If the Chair is not present at the time for the meeting to begin, The Vice-Chair will call the meeting to order and will preside for that meeting or until the Chair arrives.

If both the Chair and Vice-Chair are not present within 15 minutes after the time for the meeting to begin, the CEO/Secretary-Treasurer will call the meeting to order and will preside for the election of the Acting Chair. While presiding, the Acting Chair will have all the Chair's rights, duties and responsibilities.

For purposes of succession training, the Chair may from time to time, assign members to chair the meeting.

A.9 Attendance

Members shall notify the Secretary if they are unable to attend the Board Meeting. Meeting attendance shall be recorded. If a Member is absent for three consecutive meetings without being excused by Board resolution the Member ceases to be qualified for membership and forfeits their membership on the Board.

A.10 Conflict of Interest

The *Municipal Conflict of Interest Act* shall govern the Board, and the agenda shall include provision for members to disclose a direct or indirect pecuniary interest in a matter and the general nature thereof. Members are also subject to the City of Mississauga's [Codes of Conduct for Members of Local Boards](#) and the Board Member's Code of Conduct policy (B7).

A.11 Quorum

A quorum shall be a simple majority of the Board.

As soon as there is a quorum present, the chair shall call the meeting to order.

When a quorum is not present within the 30 minutes after the time fixed for a meeting, the meeting may continue at the discretion of the Chair, however no motion may be made or passed.

A.12 Voting

The Chair or Acting Chair may vote with the other members upon all questions. The Chair or Acting Chair shall cast a vote after all members have voted.

Any question on which there is a tied vote shall be deemed to be negative.

Voting shall be a show of hands, unless otherwise indicated. Upon the request of a member who is present when a question is stated, a recorded vote shall be taken.

A.13 Rules of Order

The Chair may use *Robert's Rules of Order* as a tool to govern proceedings and member conduct.

A.14 Chair's Procedures

The Chair will:

1. Open meetings by taking the chair and calling meetings to order.
2. Determine the presence of a quorum.
3. Maintain a list of members who have signaled-that they wish to speak or ask questions.

4. Recognize members in the order in which they signaled that they wish to speak or ask questions.
5. Receive and submit, in the proper manner, all motions presented by the members, unless a motion is contrary to the Board's policies. If the Chair rules that a motion is contrary, the Chair will tell the members immediately and will cite the rule, policy or authority applicable to the case without argument or comment.
6. Determine whether a question is properly one of privilege and admissible and to be dealt with immediately. The Chair's ruling on order or procedure may only be appealed by Board motion, duly seconded. If the motion is carried, the Chair's decision is overturned.
7. State and put to a vote all motions, which are moved and seconded in the course of proceedings, and announce the results.
8. Expedite business.
9. Decide all questions of order.
10. Ensure appropriate conduct of members and the public.
11. Sign on behalf of the Board, where applicable.
12. Ensure the decisions of the Board are in conformity with the Board policies and the *Public Library Act*.
13. Declare the meeting adjourned when moved by the Board.

A.15 Public Conduct

Members of the public will be courteous and will not engage in any action that disturbs the meeting.

Members of the public will only address the Board if they have prior appointment or permission, using polite, respectful language. Refer to the Board's Delegations Policy.

B. MOTIONS

B.1 Decisions

All decisions will be made on the basis of motions.

B.2 Moving a Motion

To make a motion, a member must have the floor first.

A motion properly moved before the Board must be completed before any other motion can be received, except a motion to amend or adjourn or on a matter of privilege.

B.3 Seconding a Motion

Another member must second every motion.

A motion will not be debated until it has been moved or seconded and put on the floor by the Chair.

The Chair will not put any matter to the vote, and a member will not move a procedural motion to have the vote taken, until every member who wishes to speak has spoken at least once. Members who have already spoken may speak again only after all other members have been given the opportunity to speak. Members may speak for a maximum of five minutes each time they speak. After members debate a motion, the Chair puts the question to a vote and announces the voting result.

Any member may require the question or motion under discussion to be read at any time during the debate.

There will only be one substantive motion before the Board at any one time. An amendment may be made to a motion, but may not negate the main motion or materially alter its intent.

B.4 Notice of Motion

All motions other than routine business or those arising out of reports from standing or special committees may be void unless the mover gives notice thereof at least 10 calendar days before the meeting at which said motion is to be presented. This notice shall be given in writing to the Secretary and it shall be accompanied by a copy of the proposed motion. Said notice and motion shall be mailed to all members 5 calendar days before the meeting.

B.5 Withdrawing a Motion

When a motion is before the Board and the mover wants to withdraw or modify it or substitute another motion, the Chair shall grant permission if no member objects. If a member objects, the Chair will have to put the question on granting the request to a vote, or someone can make a motion to grant it. A motion to withdraw another motion cannot be debated or amended.

B.6 Adjournment

A motion to adjourn is not debatable, cannot be amended and, if resolved in the negative, cannot be made again until after the Board shall have completed some intermediate proceeding.

C. MINUTES AND AGENDA

C.1 Distribution

Regular Board Meeting agenda and minutes are public information and will be made available to the public by posting on the MLS website.

Copies of all approved Regular Meeting and Committee Meeting minutes are retained in an official minute book filed in the Administration Office.

C.2 Regular Meeting Minutes

The Secretary records minutes for later transcription in draft form and forwards to members before

the next meeting.

Amendments are brought to the following Regular Meeting for adoption in the minutes.

The minutes shall be confirmed at the following Regular Meeting.

C.3 Committee Minutes

The Secretary, or Committee Member, records Committee Meeting minutes.

C.4 New Business

At the beginning of any Regular Meeting, The Chair may announce additional items to be added to the agenda.

DRAFT

**MISSISSAUGA PUBLIC LIBRARY BOARD
2019 Work Plan**

| Month | Executive Limitations | Governance | Board CEO Linkage | Ends | Consent Items |
|-------------|--|--|---|---|---|
| 2019 | | | | | |
| January | CEO Report (Monthly); Review Exec. Limitations Policies (CEO); Social Engagement Workplan; New Technology Update; Customer Service Survey Tool | | | | Review Count Week; |
| February | Utilization Review(for previous year); Review of CEOs Efforts & PMP | | | Trends Report Collection HQ; | Adopt 2019 Budget |
| March | | Review of Anti-Spam Policy; | Annual Key Objectives (CEO); | | |
| April | Budget Discussion; Utilization Report | | Review Board-CEO Linkage Policies (CEO) | | |
| May | KPI Update(Recognized as a Key Learning Institution) | Elections | | Quarterly Report on Ends (LLT); | Review Year-End Financial Report; Review 1st Qtr Financial Report |
| June | KPI Update(Inspiring, Welcoming & Creative Spaces) | Review Governance Policies (CEO); | | | Business Plan; Approve Audited Financial Statement |
| September | Review of Exec. Limitations Policies (CEO); KPI Update (Multi-Talented People Changing Lives) | | | Quarterly Report on Ends (LLT); Staff Appreciation (Long Service) | |
| October | Budget Estimates Report; KPI Update(Access to Many Resources in Many Ways) | Annual Board Self-Evaluation; Review of Fines & Fees | | Quarterly Report on Ends (LLT); | Review Mid-Year Financial Report (includes 2nd & 3rd Qtr) |
| November | KPI(Know & Engage with Our Community) | | | | |
| December | Business Plan and Budget | | | | Count Week Report (current year) |

Agenda 7.3

| Upcoming Events/Meetings with proposed locations & Chair | | |
|--|---|----------------|
| Date | Event/Location | Meeting Chair |
| 2019 | | |
| February 20, 2019 | Regular Board Meeting Central Library | Laura Naismith |
| March 19-22, 2019 (Tuesday-Friday) | Mississauga Library System Staff Conference View the Conference Brochure | |
| March 20, 2019 | Regular Board Meeting Central Library | |
| April 17, 2019 | Regular Board Meeting Central Library | |
| May 15, 2019 | Regular Board Meeting TBD | |
| May 25, 2019 (Saturday) 11 am-4 pm | MakerFest Central Library | |
| June 19, 2019 | Regular Board Meeting TBD | |
| September 18, 2019 | Regular Board Meeting TBD | |
| October 16, 2019 | Regular Board Meeting TBD | |
| November 20, 2019 | Regular Board Meeting TBD | |
| December 18, 2019 | Regular Board Meeting Central Library | |

Action Items – from January 16, 2019 Library Board Meeting

| Agenda Item and Related Follow Up Actions | Status | Updates | Originator | PMR | Resolution |
|---|--|--|--------------------|-------------|-------------------|
| Carried Over from May 17, 2017 meeting | | | | | |
| 1)Val to connect with Mike for feedback re Q1 Financial Report | On Hold | Val to touch base with Mike on March 7th | V. Ohori | V. Ohori | |
| From June 20, 2017 meeting | | | | | |
| 2)Invite City clerk to come and do short session on chairing a meeting. | Deferred until appointment of new Board. | Revised policy was discussed at June 20 meeting with revisions requested by the Board. Review with M. Almond requested over the summer and a revised draft brought back to the Board on September 19. City Clerk will attend to provide training on chairing a meeting once the Board approves the policy, if still required by the Board. | Councillor Mahoney | L. Kelly | |
| From January 17, 2018 Meeting | | | | | |
| 3) Develop a Procurement Policy that is specific to Mississauga Library that builds on the existing City of Mississauga procurement policy. | Active | Lori and M. Almond met over the summer. Information gathering has been completed and a process has been identified for discussion. | M. Almond | M. Almond | |
| From June 20, 2018 Meeting | | | | | |
| 4)B14 Meetings Policy | Active | Val to send out email to Board re 6 questions about policy. | V. Ohori | L. Kelly | |
| 5)Provide update on new technology activity and usage at 6 months | Active | To be included in April 2019 following six month implementation | V. Ohori | J. Stirling | |

| | | | | | |
|---|--------|---|----------|----------|--|
| From September 19, 2018 Meeting | | | | | |
| 6)Provide update on School Board connections | Active | Discussion to be scheduled at a future meeting. | V. Ohori | L. Kelly | |
| From December 13, 2018 Meeting | | | | | |
| <u>For Legacy Document</u> | Active | | V. Ohori | V. Ohori | |
| <u>Val</u> | | | | | |
| 7)Write additional piece to reflect what we learned from the strike | | | | | |
| 8)Add paragraph under “Thank You” to acknowledge past and present LLT and Union executive | | | | | |