



Mississauga Public Library Board Meeting

Wednesday, May 15, 2019 | 5:30 - 7:30 p.m.
[Port Credit Library](#) | 20 Lakeshore Rd. E., Mississauga

Board Members

Margot Almond
Councillor John Kovac
Councillor Matt Mahoney
Priscilla Mak
Antonio Maraschiello
Wahab Mirjan
Laura Naismith
Val Otori
Carol Williams

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

The Library Board's Ends Are:

- We know and engage with our community
- We work to recognize the Library as a key learning institution
- We provide inspiring, welcoming and creative spaces
- We deliver service with multi-talented people changing lives
- We provide access to many resources in many ways

Agenda

Item No.	Item Description	Time Allotted (In minutes)
1.0	Call to order: Welcomes & Land Acknowledgement Statement	
1.1	Excused Absences <i>(Motion required to excuse absences)</i>	3
1.2	Approval of Agenda <i>(Motion required to approve agenda)</i>	2
1.3	Declaration of Conflict of Interest	
1.4	Delegations	
	1.4a CUPE 1989 - Kunwal Farooqui, , President CUPE Local 1989 to introduce the union executive	5
	1.4b Central Library Update - Laura Reed & Jennifer Stirling	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 April 17, 2019	
2.2	Minutes of the In Camera Meeting on April 17, 2019	
2.3	CEO Report	
3.0	CEO Report (see consent agenda)	
4.0	Policy Review	
5.0	Executive Limitations/Internal Monitoring Reports	
5.1	Review of Fines & Fees	10
5.2	Review of 1st Quarter Financial Reports	10
5.3	KPI Update	10
6.0	Ends	
7.0	Governance	5
7.1	Review of Work Plan	
7.2	Upcoming Meetings/Events/Chair Rotation	
8.0	Ownership Linkage	
9.0	Board Advocacy	
9.1	Endorsement of the Canadian Urban Library Council's (CULC)	10

	Government Relations Campaign on Accessing Digital Publications & One eRead Canada Overview	
10.0	Board Development	
11.0 11.1	Other Business Action Log Review	5
12.0	In Camera Agenda Pursuant to Ontario Public Library Act Sections (4) (d) labour relations or employee negotiations Central Library Update	20
13.0	Board Self-Evaluation - Councillor M. Mahoney 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	Adjournment <i>(Motion required to adjourn)</i>	
	TOTAL TIME	110



DATE: May 15, 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 2.3 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 April 17, 2019
- 2.2 Minutes of the In Camera Meeting on April 17, 2019
- 2.3 CEO Report

Lori Kelly
Director, Library



**MISSISSAUGA PUBLIC LIBRARY BOARD
Regular Meeting**

**Minutes of the meeting held on Wednesday, April 17, 2019 at 5:30 p.m.,
Mississauga Central Library, 301 Burnhamthorpe Road West, Mississauga, On**

Present: Councillor John Kovac
Priscilla Mak
Councillor Matt Mahoney
Antonio Maraschiello
Wahab Mirjan
Laura Naismith
Val Otori
Carol Williams

Absent: Margot Almond

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
Mike Menary, Manager, Planning Development & Analysis

Minutes Recorded: Anne Marie Solleza

1.0 Call to Order/Excused Absences

The CEO called the meeting to order at 5:35pm.

1.1 Excused Absences

27:19 Resolved that M. Almond be excused from the meeting.

Moved by Councillor J. Kovac

Seconded by W. Mirjan

Carried

1.2 Approval of Agenda

28:19 Resolved that the agenda be approved as presented.

Moved by A. Maraschiello

Seconded by V. Otori

Carried

1.3 Declaration of Conflict of Interest

There were no conflicts of interest declared.

1.4 a. Elections

The CEO requested a report from the Nominating Committee regarding nominations for the position of Chair. Councillor M. Mahoney reported that Val Ohori was the sole nomination received for Chair. After confirming that there were no further nominations from the floor, the CEO requested that the Board acclaim V. Ohori for the position of Chair.

29:19 Resolved that Val Ohori be acclaimed to the position of Chair for a term of one year effective immediately.

Moved by L. Naismith

Seconded by A. Maraschiello

Carried

The CEO asked the Nominating Committee to present the nominees for the position of Vice Chair. The Nominating Committee presented 3 nominees namely, Margot Almond, Laura Naismith and Priscilla Mak. There being no further nominations from the floor, the CEO declared the nominations closed and reminded the Board of the procedures for the voting process.

After 1 round of balloting, Laura Naismith having received the majority number of votes is elected to the position of Vice Chair for a term of one year effective immediately.

1.4 b. SOLS Trustee Designation

The CEO reminded the Board that a SOLS trustee needs to be designated for the new board term. M. Almond, who was the SOLS Trustee from the previous term had expressed interest in continuing in the role but requested a back-up representative. V. Ohori offered to be M. Almond's back-up for those times she is unable to attend SOLS meetings.

30:19 Resolved that M. Almond be designated as SOLS trustee and V. Ohori as back-up representative.

Moved by P. Mak

Seconded by Councillor J. Kovac

Carried

2.0 Consent Agenda

31:19 Resolved that the Consent Agenda be approved 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.

*Mississauga Public Library Board Meeting
Wednesday, April 17, 2019*

**Moved by A. Maraschiello
Seconded by P. Mak
Carried**

3.0 CEO Report

The CEO provided updates on the following:
Regional Governance Review
New Library Website Launch
Corporate Awards Nominations
New Technology Implementation
Acquisitions Audit
March Break Program Highlights
City Manager's Leadership Conference

32:19 Resolved that the report entitled CEO Report dated April 8, 2019 be received.

**Moved by Councillor M. Mahoney
Seconded by C. Williams
Carried**

4.0 Policy Review

There were no policies scheduled for review.

5.0 Executive Limitations/Internal Monitoring Reports

5.1 Business Planning Overview, Timelines & Budget Requests

33:19 Resolved that the presentation on Business Planning Overview, Timelines and Budget Requests be received.

**Moved by W. Mirjan
Seconded by C. Williams
Carried**

5.2 Utilization Report

M. Menary took the Board through the Library Utilization Trends and Analysis Report. He answered a few questions from the Board regarding circulation, foot traffic, the extraordinary increase in the use of electronic resources, and cardholder activity.

Mississauga Public Library Board Meeting
Wednesday, April 17, 2019

34:19 Resolved that the report entitled Library Utilization Trends and Analysis Report dated April 8, 2019 be received.

**Moved by W. Mirjan
Seconded by C. Williams
Carried**

6.0 Ends

6.1 Annual Key Objectives

The proposed annual key objectives for 2019 represent an intentional alignment between the Board Ends and the Future Directions Master Plan Strategic Priorities in order to ensure all the work that is done in the Library is driving towards the Ends with common, not conflicting or competing annual key objectives. In developing the 2019 annual key objectives careful consideration has been given to how the Strategic Priorities serve as the means to the Board Ends. There are 17 proposed annual key objectives for the Library to deliver on in 2019. With the Board's approval of the proposed annual key objectives staff will work diligently to deliver on each of the objectives and provide updates in June, September and December on progress.

35:19 Resolved that the report entitled Annual Key Objectives dated April 9, 2019 be approved.

**Moved by L. Naismith
Seconded by A. Maraschiello
Carried**

7.0 Governance

7.1 Review of Workplan

The following changes were recommended:
a) Add items for Board education throughout the year
b) Rotate meetings to other locations starting in May

7.2 Upcoming Meetings/Events/Chair Rotation

The Chair informed the members that the practice of rotating Board Chairs shall once again start with the new Board and asked that those interested in participating should let her know.

Mississauga Public Library Board Meeting
Wednesday, April 17, 2019

8.0 Ownership Linkage

There were no items for discussion.

9.0 Board Advocacy

The CEO encouraged the Board to look into the information provided in the links for the Smart City Master Plan and the Regional Governance Review.

10.0 Board Development

The CEO provided a link to the SOLS website where the Board could find valuable information regarding Boards and Trustees.

11.0 Other Business

There were no items for discussion.

12.0 In Camera Agenda Pursuant to Ontario Public Library Act Sections

(4) (d) labour relations

Collective Bargaining

36:19 Resolved that the Board move into closed session at 5:45pm

**Moved by L. Naismith
Seconded by A. Maraschiello
Carried**

13.0 Board Self-Evaluation

Councillor J. Kovac led the self-evaluation. He observed how the team seems to have really good dynamics and how the members have great chemistry. He thanked everyone for always making sure that the board meetings are a safe space for its members.

14.0 Adjournment

38:19 Resolved that the meeting adjourn at 7:45pm

**Moved by C. Williams
Seconded by W. Mirjan
Carried**

*Mississauga Public Library Board Meeting
Wednesday, April 17, 2019*

NEXT MEETING

The next Library Board meeting will be on May 15, 2019 at Port Credit Library.

Secretary/Treasurer

Chair



Briefing Note

To:	Mississauga Public Library Board
From:	Lori Kelly, Director, Library
Date:	May 6, 2019
Subject:	CEO Report – May 2019 - Agenda 3.0

BACKGROUND

The following report demonstrates compliance with Item 2 of policy A-1. Inform the Mississauga Public Library Board (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

Regional Governance Review

Further to the update provided in the April 17, 2019 CEO report on the Regional Governance Review there have been additional developments on this matter. On April 25, 2019 Regional Council unanimously passed the following resolution:

That a contract for the completion of an independent study regarding the provincial review of regional governance be awarded to Ernst and Young in the amount of \$600,000 (excluding applicable taxes) as an upset limit, plus any costs associated with seeking specialized advice, in accordance with Procurement Bylaw 30-2018.

The terms of reference for this study have been agreed to by the steering committee; comprised of the Chief Administrative Officers (CAOs) and Chief Financial Officers (CFOs) from the Region of Peel and three municipalities. The study is expected to be completed by the provincial government's deadline of May 21.

Southern Ontario Library Service

The Southern Ontario Library Service (SOLS) was established in 1989 and is mandated to deliver programs and services on behalf of the Minister of Tourism, Culture and Sport by:

- Increasing cooperation and coordination among public library boards and other information providers in order to promote the provision of library service to the public; and
- Assisting public library boards by providing them with services and programs that reflect their needs, including consultation, training and development.

More specifically, SOLS provides products and services such as training, procurement services and “bulk” contracts, Board and CEO support and interlibrary loan services across the province. On Friday April 12, 2019 SOLS was informed by the Ministry of Tourism, Culture and Sport (Ministry) that its budget would be cut by 50%. On April 26, 2019 SOLS announced its interlibrary loan service (ILL); the service that delivers materials between library systems across the province and, in some cases in small towns, delivers materials between libraries in the same system, would be eliminated and the database used to search for loan information would be suspended until May 31, 2019.

The Mississauga Library System (Library), under the leadership of Jennifer Stirling, Manager Digital Library Services and Collections, has been reaching out to library partners to evaluate the feasibility of offering a scaled back interim service to allow for the provision of ILL service until May 31. Most libraries have suspended service in the interim, but the Library is making every effort to continue to gather requests from customers and fill them using Canada Post to deliver the materials.

There has been significant pressure on the government to come to a solution and there have been meetings between SOLS and the Ministry to look for solutions going forward. The libraries will be re-connecting on May 17, 2019 to discuss next steps. SOLS has promised more information will be available on their next steps after May 31.

Peel District School Board Liaison

On April 25, 2019 the Office of the City Clerk was notified that Trustee John Marchant will serve as the Peel District School Board's liaison to the Mississauga Public Library Board (Board) for the 4 year period of 2018 - 2022.

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 January to March of 2019.

Citizen Satisfaction Survey Launches June 3, 2019

Last conducted in 2017, the Citizen Satisfaction Survey helps to better understand overall citizen perceptions and attitudes on a range of issues and topics related to the City of Mississauga (City) and the Library, including residents' thoughts on their overall quality of life in Mississauga. The survey is an important decision-making tool as it provides key insights into citizen's sentiments and opinions, including Library programs and services. It also provides monitoring and a review of trends to understand how citizen needs and perceptions are changing and how they impact overall satisfaction. In partnership with Forum Research, the 30 minute telephone survey will be deployed from June 3 – 24, 2019 with a sample size of 1,100. Specific questions about library services will be asked including questions about hours of operation, convenience of locations, materials, customer service, programs and events as well as how informed residents feel they are about the Library. Some questions repeat from the 2017 survey in order to identify trends while new questions have also been added to advance Future Directions priorities. The results of the survey are currently scheduled to be shared the Board at the October meeting.

Cooksville Joint Study

The purpose of the Cooksville Joint Study between the City and the Peel District School Board (PDSB) is to explore the opportunity to develop a community centre, library, cultural space, park and secondary school on the site of T.L Kennedy Secondary School and Sgt. David Yakichuk Park. The Joint Study is comprised of three main components: research report, stakeholder and public consultation, and outcomes, which includes schematic design options, shared-use operating and capital model, and shared funding strategy. The research report will include an assessment of Cooksville residents' library needs; utilization review of the existing Cooksville Library (5,005 sq.ft. of retail leased space); and a review of *2016 Vision Cooksville and the Future Directions Master Plan*, which includes the recommendation for a more visible and expanded library space of 16,000 sq.ft. The Cooksville Joint Study is currently in market, with the Request for Proposal closing on Tuesday, May 7, 2019. It is anticipated that the study will begin in June 2019 and be finalized in June 2020. Sue Coles, Manager Facilities and Operations and Lina van Velzen, Manager Cooksville and Port Credit libraries are included in the joint study working group. More information will be provided to the Board as it becomes available.

National Youth Week May 1-7

Once again, the Library is celebrating National Youth Week that takes place from May 1 – 7, 2019. National Youth Week is dedicated to the celebration of youth and their active participation in their communities. The week features a variety of youth-led recreation, arts and culture, and social activities and events being held across the city. The highlight of the Library's program will be the Amazing Race where youth will race across Mississauga using MiWay and visit as many of the 18 library locations as possible between 11:00 am-3:00 pm on May 4, 2019. Teams will complete challenges for points at each library, with additional points being rewarded for distance and difficulty.

Town Hall

On April 30, 2019 approximately 60 staff attended the Town Hall at the Mississauga Valley Community Centre and Library. 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 April Town Hall provided updates on:

- Regional Governance Review
- New Library Board
- Smart Cities Master Plan
- Try It! Programs
- Security Engagement Plan
- Learning Plan
- Status of Floaters
- Status of Job Evaluation
- Status of Cash Handling Review
- Status of Team Leader Feedback
- Recruitment Activities
- LIVE LEAN Challenge
- Overview of Community Development Centre of Expertise
- Website Feedback and Update
- IT Projects Update
- Guppy Tank Update

For those 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 September 11, 2019. Based on past survey feedback time was set aside at the April Town Hall for networking. This new aspect of Town Halls will be evaluated and considered for future Town Halls.

STAFF DEVELOPMENT

Future Directions: Invest in our People

Under the Strategic Priority “Invest in our People”, the Future Directions Master Plan recommends creating and implementing a learning plan to ensure the skills of all library employees keep pace with literacy, technology, customer, health, safety and wellness as well as leadership demands.

On April 30, 2019 the first steps in building the Learning Plan were announced to staff. The initiatives include:

1. Establishing a committee that includes leaders from across the Library with responsibility for learning. The committee meets monthly and is responsible for building the Learning Plan with support from Human Resources.
2. An inventory of mandatory, core and developmental training has been completed so there is an understanding of what training is currently required and available for each position in the Library.
3. A Learning Calendar has been created and is posted on the Library’s Inside Mississauga site. The calendar includes both face to face and eLearning offerings up to December 2019 with links to registration from the calendar. Learning offerings include mandatory, core and developmental opportunities such as circulation, Reader’s Advisory, First Aid, LEAN White Belt and Personal Safety and Security Awareness training as examples. Additional training will be added to the calendar as it is planned.

The Committee’s next steps will be to develop Learning Profiles to identify the desired mandatory, core and development training for all positions so each staff person knows what training they must and can participate in. In addition, the Library will be one of a select group of Divisions that will be part of the launch of the next module in SuccessFactors – the Learning Management System (LMS) in late 2019/early 2020. The LMS will include a catalogue and calendar of training, registration, individual learning profiles and training records, reporting as well as provide notifications and reminders of mandatory training.

Lori Kelly
Director, Library

DATE: May 6, 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

- The January exam period sees a significant increase in foot traffic and use of study space at the Central Library. Library staff have implemented an "exam week protocol" that supports high school students in vast numbers and also ensures that other library customers can find the quiet space they need at the same time. The youth librarian arranged for therapy dogs to attend the Central Library to offer an opportunity for students to de-stress. One student commented, *"Wow, the Library is really taking care of us."*



- The Children's Department of the Central Library was busy over March Break. Three family storytimes

were offered for children of all ages and 141 people attended. Five BIG shows were offered in the Noel Ryan Auditorium and 1071 people attended. The BIG shows included – Mad Science, The Magic of Roberto, Bumbling Bert, Reptilia and T&J. Six programs were offered for youth and 58 people attended. The programs included painting, Dungeons and Dragons and a gaming event.

- The Library launched the “One Story, Three Communities” program in January. The libraries in the Peel Region, including Brampton, Caledon and Mississauga, worked on a joint venture to develop a community reading program for families, encouraging them to read the book “Spork” by Kyo McClear. Mississauga officially launched the program on Family Literacy Day and will share in an event with the author in June.
- In partnership with CPA Ontario Halton Peel, the Library helped 286 low income clients file their taxes and get their benefits. At four full-day Saturday tax clinics in March (CNT, MDV, SCM, MAL), Library staff welcomed, checked in, and guided clients. CPA Ontario volunteers (up to 16 at the CNT clinic!) prepared the tax returns. Pam coordinated this partnership, trained staff, and provided full-day on-site support and intervention.
- The Program Development & Training team established the library.program@mississauga.ca email to field programming queries from the public in an efficient, timely manner.
- Program Development & Training staff/committee members represented the Library at two seniors’ fairs: (1) the March 6 Zoomer Fair at Sheridan Centre, and (2) the March 19 Seniors Information & Active Living Fair at the Active Adult Centre. Booths at both events showcased digital resources, accessible formats (on ipad and DAISY reader), and robots. The new mini Ultimaker 2Go 3D printer was a big attraction.



- Program Development & Training staff coordinated and attended Peel District School Board’s Community Connections Partnership (CCP) Forum 2019 on “Supporting and motivating newcomer Youth” on Friday Feb 8. (CCP) is a group of six school boards and community agencies supporting school settlement program in Peel and Halton funded by the IRCC. 120 school settlement workers serving Public, Catholic and French school Boards in Peel and Halton attended the event.
- Program Development & Training staff coordinated with Museums of Mississauga to host a table and arranged Maker Committee staff for Maple Magic at Bradley House for March Break, Mar 14 & 15 where we showed off our Maker equipment including robots & 3D printing.

Branches

- Burnhamthorpe Library is proud to announce that by the end of March, all classes at Dixie Public School from JK to Gr. 5 have visited the Burnhamthorpe location. This is the second school year that the library has facilitated all classes at Dixie P.S. In this quarter, staff members have given class

visits to four schools representing 10 class visits, totalling 417 students.

- Lakeview Staff worked together to provide fun and engaging March Break activities to the Lakeview community. Programming included Maker Mississauga LEGO, Fusion Beads, a Family Games Night, Family Storytime, and Therapy Dogs visits. Two special programs included Mad Science and Magic with Roberto. In total, over 205 individuals attended March Break programs at Lakeview.
- The Churchill Meadows Library partnered with VPI Trades to host a job fair with 12 vendors and 3 presentations to students.
- Burnhamthorpe Library Staff are excited that it will be the location of a sculpture from the Vietnamese Boat People Memorial Association (VBPMA). The donation of an 8 ft bronze sculpture (on a 4 ½ ft plinth) will honour refugees who arrived in Canada during the 1970s and 1980s and who lost their lives in their quest for freedom. The ground breaking is anticipated for the end of May with the unveiling in the fall.
- The Meadowvale Library has partnered with Polycultural Immigrant & Community Services to conduct a weekly Conversation Circle for adults; and with Big Brothers Big Sisters of Peel for a weekly Youth Conversation Circle.
- Burnhamthorpe continues to have a strong Teen Advisory Group (TAG). Staff have encouraged and empowered teens to develop a local Library teen newsletter that highlights Library collections, programs, and activities.
- February was Love Your Library month and customers quickly filled up the heart at Frank McKechnie Library with wonderful comments.



- In celebration of Family Literacy Day, community members at Mississauga Valley Library enjoyed activities from the books of Robert Munsch. Some families took time out to read together.



- The Older Adult Social Club at Mississauga Valley Library learned how to create healthy and financially sustainable meal plans in partnership with the Credit Counselling Society.

- The South Common Library hosts a Tea & Crafts program for adults that has attracted two special needs adults and their support workers. They enjoy the activities and the opportunity to actively participate in community programs.
- Streetsville Library held a “March Break in January” with a week of programs in the second week of Winter Break which included, Lego Family Fun, Family Movie Night, Animal Adventure Storytime and Wintery Craft.
- Erin Meadows Library set up displays to bring attention to Alzheimer’s and Mental Wellness, to coincide with Alzheimer’s Awareness month and also Bell, Let’s Talk
- The Mississauga Valley Library, in partnership with the Early ON Centre which is now located in the Mississauga Valley Community Centre, holds weekly storytimes and play on Wednesday mornings. The number of participants keeps growing.



- St. John Ambulance Therapy dogs visited Erin Meadows Library on most Fridays during January, February and March. Each week dozens of students greeted the dogs with excitement and were thrilled they could spend some time with them.

System-Wide

- #LoveYourLibrary month in February featured a social media campaign. Customers shared why they love our library through 12 posts across all social media platforms. Over 15,000 impressions were generated.

RECOGNIZED AS A KEY LEARNING INSTITUTION

Central Library

- The Library continued to offer an Indigenous Discussion Group in January, February and March. Cat Criger, a traditional Elder who works on the UTM campus, offered insight into relevant topics including: cultural appropriation, residential schools and missing and murdered Indigenous women. Participants received a list of resources – online articles and video material – to read and watch before the session and discussion was facilitated by Cat and Library staff.
- The March 5 Lecture Me! Talk--and the whole Lecture Me! adult series--got some endorsement and promotion as an “under the radar” series through a Mississauga.com article: "Lecture Me series at Mississauga Central Library has professors talking in plain speech"

<https://www.mississauga.com/opinion-story/9167958-lecture-me-series-at-mississauga-central-library-has-professors-talking-in-plain-speech/>

- The three “Effective Tax Strategies” programs with CPA Canada were very well attended this year. The sessions at Burnhamthorpe and Cooksville Libraries had 23 and 25 attendees respectively, and the session at Central had an unprecedented 54, prompting the CNIS (Central Information Services) team to shift the program to a roomier venue.

Branches

- Burnhamthorpe Library staff presented an interactive introduction to Binary Coding with Lego in the Make Saturday program on March 30. Participants were very excited and empowered. They were given the opportunity to demonstrate their new skills to their parents at the end of the program.
- A homeowner’s basic program led by the Credit Counselling society was held on March 19 at the Frank McKechnie Library. 14 people attended (more than initially expected). There were many solid questions and a good level of discussion ensued.
- The Churchill Meadows Library conducted class visits for: St. Faustina Elementary School, Miller’s Grove Public School, St. Bernard of Clairvaux School adult English as a second language class, and two visits from Lulaboo Daycare.
- Mississauga Library launched “One Book, Three Communities,” in collaboration with Brampton and Caledon to promote family literacy. “Spork” by Kyo Maclear and Isabelle Arsenault was selected for this initiative. Burnhamthorpe was one of the three Mississauga locations selected to be featured in this campaign. Staff presented “Spork” at its Family Story Time, and developed a custom colouring sheet as an added bonus.
- In March, both young children and teens were exposed to and experimented with Dash robots at Frank McKechnie Library.



- After a lengthy hiatus, the South Common Library reintroduced Reading Buddies (for early readers) and Computer Buddies (for older adults) programs to address the demonstrated literacy needs (early reading and computer literacy respectively) of our community.
- The South Common Library introduced a weekly Baby Storytime, which is fully subscribed with up to 15 babies and attendant caregivers. The program teaches caregivers skills to introduce pre-reading activities to babies. While playing afterwards, the babies (many now learning to walk) spill out to explore the rest of the library.
- Streetsville Library hosted an intergenerational Knitting Circle where experienced knitters join and teach newer knitters the art.

- Reading Buddies winter session at Erin Meadows Library included 30 pairs of buddies, with a new 30 minute timeslot format. The kids were much more focused on reading and because of the shorter time, the library was able to offer an extra session and accommodate 10 more kids than previously.
- In partnership with Next-Step Employment Services, Mississauga Valley youth had a chance to partake in resume preparation; this is the first out of a 3-part series to help teens succeed with job employment.



- Streetsville Library hosted students from Hazel McCallion Secondary for a specially designed Sensory Storytime.
- Numerous 3D Printer certification programs were held to capacity attendance at Erin Meadows Library. In addition, Introduction to Tinkcad workshops were held.
- Attendance at the Mississauga Valley Library's Spanish Storytime has been increasing. The Spanish storytime gives babies through to grandparents, the opportunity to share their culture through stories, rhymes and music.

From one of the parents that attends Spanish Storytime: *"I think, being bilingual actually helped my child to learn English when she started school, she loves books and stories in both languages"*



INSPIRING, WELCOMING AND CREATIVE SPACES

Central Library

- Freedom to Read week was celebrated from February 24 to March 2. Public libraries across the country support this initiative to make readers aware of the freedom they have in Canada to access a wide variety of material in their public library. A great display was created to showcase commonly

censored books.



- Library staff have been busy offering storytimes at the Central Library during the winter session. Despite the unpredictable weather, attendance was good and both parents and children have enjoyed their sessions.
"I remember you from other storytimes! Thank you, we had a great time, see you next time!"
- Program Development & Training staff coordinated 42 March Break programs for all Library locations. Attendance numbers have yet to be confirmed; anecdotal feedback has this being the busiest March Break yet, with several programs being sold out across the City.
- The March 7 author visit with Laurie Petrou was attended by 51 adults of all ages. This LPK-organized event received a significant boost in publicity through Pam's efforts, which included getting the author's photo and book cover in What's On, and arranging social media coverage before and after. The event was highlighted by Snapd South Mississauga: [Snapd Mississauga article](#), and a user commented "Great event" in response to our Facebook coverage after the event.



Branches

- Burnhamthorpe Library's puppet stage now features a custom-made front skirt and black backdrop thanks to the sewing abilities of staff. It is loved by children and their caregivers.
- Lakeview Staff provided multiple opportunities for customers to engage in passive programming while in the library. Staff coordinated passive activities such as a Winter Scavenger Hunt and a "Guess Who" of characters.



- The Churchill Meadows Library conducts a variety of maker programs. There were Tween Scene programs covering binary codes and fusion beads; Winter sessions of the Lego and Minecraft Clubs. Other maker programs included: a Sphero robot program, a snap circuit program, two craft programs, a sand art program and a March Break special Angry birds program using Keva blocks to build a structure and then used Dash and Sphero robots to knock them down.
- Burnhamthorpe Library received six new arm chairs to replace the grey chairs that had become worn and dirty from use. Customers expressed their appreciation and they are well used. In addition, two large lounge chairs were reupholstered in a warm blue pattern and returned to the Burnhamthorpe children's area. They are popular due to their comfort and the foot stools give additional seating.
- The Churchill Meadows Library made an arrangement with the a teacher of Green Industries at St Joan of Arc Catholic Secondary School for three students to come in every Monday until the end of June to take care of the library's plants. The students will take them to their classroom, (water them, prune them and add soil if needed) and bring them back. They will look after the large plant by the sliding library door as well.
- Lakeview received four new arm chairs. The chairs replaced older green chairs that had become worn and faded from the sun. Customers have commented that the new chairs brighten the space and are comfortable.
- A monthly tween book club (for ages 9 to 12) was introduced in January at the Frank McKechnie Library. It is proving to be a success and garnered these comments after the first session:
"We moved recently from US here. I have heard about book clubs, but this is my son's (8 yrs.) first experience. I feel this gives the kid's great opportunities to build confidence and public speaking skills. Definitely this should keep going." *"I Like this club. It's really good"*
- In February a teen maker club was introduced at the Frank McKechnie Library. Held on the first Monday of each month, teens are exposed to the Maker equipment the Library owns. This month the teens tried out Sphero robots and guided them on tracks on the floor.
- A program with an emphasis on "reuse" was held at the Frank McKechnie Library where creatures evolved from cardboard boxes in a Makedo program.



- The Meadowvale Library hosted an Out & about Chamber Music Mississauga concert with the Tadioli Duo – Suhashini Arulanandam, violin and Sybil Shanahan, cello.
- An inviting display in the lobby Mississauga Valley Community Centre entices customers to come upstairs to visit the library.



- South Common started an Adult Social Club to address the programming needs of this demographic. From the start attendance was high, and it has been receiving rave reviews from customers, including entreaties to offer it more frequently.
“I have been attending the Adult Social Hour on Thursday evenings at South Common library. I would just like to express how much I have enjoyed the sessions. I have done all kinds of fun things (terrariums, calligraphy, trivia nights, escape rooms, and so much more). ...I consider myself very fortunate that South Common library runs this program and I hope to see it continue in future sessions.”
- New lounge furniture and coffee table was installed in the magazine area at Streetsville Library to make the space more inviting for customers.
- The teen advisory group from Mississauga Valley Library made paper lanterns which created a great display to celebrate Chinese New Year.



- EcoSource partnered with the Streetsville Library to offer a hands-on family gardening workshop.
- As staff at Erin Meadows Library were displaying the Lego creations inside the Glass Display Case

one Saturday morning, a mom of two sisters came over to thank them profusely for the Library running such a wonderful Club “*which girls get to attend, be creative and have the honour of having their creations displayed for a week*”. She was genuinely delighted that such a club exists!

- In partnership with Polycultural Immigrant & Community Services, Erin Meadows Library offer an Art for Adults workshop to rave reviews that included, “*Excellent!*”, “*Thank you so much!*”, “*Hopefully you can do for everyone at the Library*” and “*Very fun and I learned something new.*”

MULTI-TALENTED PEOPLE CHANGING LIVES

Central Library

- Library staff offered a specialized class visit for high school students with cognitive disabilities from Father Michael Goetz Secondary School. The students attended the Library and Library staff offered a session with high-interest, low-vocabulary stories. The Library staff was engaging and ensured that everyone was able to participate in the event according to their ability. The visit was a success and future visits are being considered.



- Library staff have been assisting Open Window Hub with their milk bag mattress project, in support of vulnerable individuals in our community. Volunteers were brought in over March Break to process the overwhelming quantity of milk bags collected from around MLS.
- Library staff hosted a group from the Malton Neighbourhood Services who attended the Living Arts Centre and the Central Library to celebrate Black History Month. Staff in the Children’s department offered a specialized program for the mothers and their children to speak about the benefits of having a library card.

Our visit on Friday 15, 2019 at 10 am was amazing. The mom’s enjoyed it and the children as well. We had six moms and six children who made their way to the library on their own from Malton and Brampton. They spoke continually about this educational outing and the knowledge they gain from your staff. Your team was super supportive and flexible. I was so grateful. As your team knows meeting kids needs and working with them is challenging because they do their own thing. Thank your staff so much.

- The Program Development & Training Team created Program Guides and Learning Module for the

system. Each module saves trainer time for every new programmer hired, resulting in \$32.84 per module every time a new programmer is hired. With an average of 30 new programmers hired every year, Program Guide and Learning Module should save at least \$985.20 each in staff time.

- Each Program Coordinator presented at the 2019 Library Conference Staff for Programming Staff:
 - Ambreen Kamal hosted “Rolling out the Welcome Mat” for Newcomers
 - Suzanne Main hosted “Children’s Programs: What if the World is our oyster?” and also also presented two Spark Talks
 - Rachel Menezes hosted “Maker Mississauga: Get Creative!” and “Youth: Get Inspired!”
 - Pam Martin hosted “Talkin’ ‘Bout My Generation” for Older Adults; as part of this, the Manager of Fitness, Libby Norris, did a participatory fitness/neuroplasticity demonstration
 - Amanda co-hosted Guppy Tank (along with Lori Kelly and Robert Simeon)

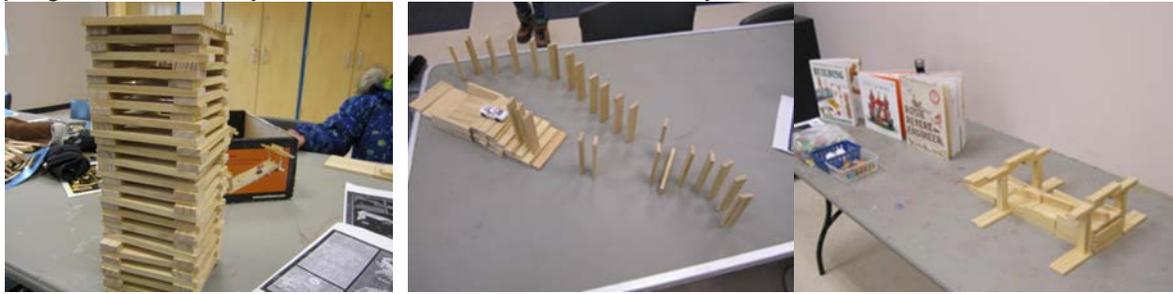
Branches

- Burnhamthorpe library hosted the system’s inaugural Technology Champions meeting. Technology Champions will coordinate the learning process at their respective branches and assign duties and staff responsibilities ensuring technology and customer service standards are realized.
- A Lakeview Staff Member conducted a Maker Mississauga Sewing Machine Basics program for 8 residents. The two hour program covered the ins and outs of sewing machines, allowed for practice, and then an easy drawstring bag as a project.



- Peel Career Assessment Services partnered with the Churchill Meadows Library to offer resume help. Staff at the Churchill Meadows Library offer eLibrary Basics computer assistance and a monthly adult Book Club.
- During the Mississauga Library staff conference, a Frank McKechnie staff member, as part of the Newcomer and Inclusion Committee, presented a newcomer session: Rolling out the welcome mat; another staff member made a pitch at the Guppy Tank for the system to purchase **Unlock!** a series of card games in the style of an escape room (simulation); and a third member presented her idea on how to make a more efficient use of Maker equipment at Spark talks.
- Staff members, including a very new programmer, led a fun and successful Maker Mississauga Keva

program on January 12 at the Frank McKechnie Library.



- The Meadowvale Library offers a wide range of children’s programs. The winter session included: morning and evening Family storytimes; Toddler Storytime; and Reading Buddies. March Break special events included: daily movies; a scavenger hunt, Ever After Entertainment Superhero, Reptilia, and Wij magician. Other programs included two movie programs and a family gardening program with Ecosource.
- A very successful introduction to sewing machines was held on February 5, skillfully led by a member of the Mississauga Valley Library. It was difficult to get the participants to leave at the end as they were so keen to develop their skills.
- The South Common Library has a host of creative and inspiring programmers who provide a variety of engaging programs for all ages. A customer comment about the Adult Social Club: *“I would especially like to thank Alex who is just amazing at organizing the social hours. She is always so well prepared and enthusiastic.”*
- Christian Horizons partnered with Streetsville Library to create programs for adults with developmental disabilities using stories, music, and interactive elements. In response to the program, a customer noted, *“I legit got chills when speaking to your staff. It was so heartwarming to talk to someone in the community that ‘gets it’. The fact you want to see this relationship flourish without me having to push forward, is huge. You don’t get that a lot anywhere. It’s very hard to feel welcomed. So excited to expand this! So, thank you!”*
- A staff member from the Mississauga Valley Library attended the annual World Read Aloud Day at The Valleys Senior Public School. She read an excerpt from Colin Mochrie’s book, “Not Quite the Classics” and had a chance to speak with Red Maple winner (2018) Vikki VanSickle and nominee (2019) Kevin Sands.



- Staff from Erin Meadows library conducted two sewing programs where kids 12 and up got an

overview of how to use sewing machines. Participants made a small phone tote to carry their iPOD or phone, and made warm and stylish scarfs.

- The Meadowvale Library offers a number of programs for adults: eLibrary basics individual computer assistance; two monthly Book Clubs; One on One Resume help programs, and Interview skills workshop, and the winter session of the Computer Buddies program.
- Erin Meadows Library ran a number of programs for older adults including ones that focus on origami, decluttering and home organization and even one on Zumba that was done in Partnership with the Recreation staff from the Erin meadows Community Centre.
- The Woodlands Library programming staff provide creative and engaging weekly programs. The after-school tween program (ages 7+) created salt sculptures, learned about forensic fingerprinting, and decorated mason jars to plant seeds in. Staff led the Woodlands TAG group in a Dungeons and Dragons roleplaying session, giving them a sense of this immersive form of collaborative storytelling.

ACCESS TO MANY RESOURCES IN MANY WAYS

Central Library

- Library staff sent DAISY players and discs to customers living within a local long-term care residence. Daisy discs offer more “book-like” features for people with visual disabilities and the Library now offers access to the discs and the players.

“We are all set up here with our Daisy players! Thank you so much for the books you selected for our 3 mean, they are FABULOUS! You picked such a great selection that are really tailored to each of them – thank you, thank you, thank you!”

- The Youth Winter Reading Challenge, which concluded in March, was a great success, with 192 bingo cards distributed, and 115 participants claiming a prize. Staff have continued to offer this program throughout the year to support youth to continue positive reading habits. Participants are encouraged to read outside of their comfort zone and challenge themselves to try new genres and different formats.
- The Program Development & Training (PD&T) team has been working diligently on the Partnerships piece of program delivery. The Library has benefitted from a coordinated approach to offering programming content, as we’ve onboarded Fitness and T&W as partners. We’ve also worked on making all our Newcomer Agency partners offer a consistent level of customer service at all Library locations.

Branches

- Lakeview Staff used the first 3 months of 2019 to do some collection housekeeping. Collection maintenance reports were created using the Library’s Collection HQ program. Approximately 1152 items were removed from the collection due to damage or low checkout history. Items were then sent to Friends of the Library Book Sale, Better World Books, or recycling where suitable.
- Frank McKechnie Library received this comment: “Please include scanning services on your website. I searched online and only discovered the service through the print ad in the library. Thank you!” [no

response required] and a staff member submitted a suggestion to Mildea to add this information to the website. It is now included on the branch information page.

- The Meadowvale Library hosted a tax clinic and assisted in the filing of 83 returns.
- An English reading circle is offered on Saturdays at the Mississauga Valley Library to provide a safe place for newcomers to practice the English language and read aloud.
- Family movies are a big hit at the Frank McKechnie Library. A feature film is shown the last Saturday of every month. So far this year, Early Man, Jungle bunch and Teen Titans Go have been shown.
- Streetsville Library hosted a jam-packed and wildly successful Peppa Pig Party over March Break that featured stories, songs, crafts, and an appearance by Peppa Pig herself (a cleverly disguise member of Streetsville Library)!
- A Lakeview Staff members visited local Early Years centres and daycares to provide outreach services. 7 visits were made to local centres reaching approximately 120 early readers.
- Peel Multicultural Council offers bimonthly Commissioner of oaths services at the Churchill Meadows Library.
- March Break at Frank McKechnie Library included a visit from the Wij the Magician, a family gardening workshop with Ecosource; an exposure to reptiles and other creatures with Hands on Exotics; and a chance to experiment with squishy circuits.
- On March 27 a member of the Mississauga Valley Library staff assisted with the all-day Maker class visit at St Peter and Paul's school along with several other Mississauga Library System staff.
- Staff at Erin Meadows Library coordinated numerous ongoing Newcomer programs including an Itinerant Settlement Worker Table in the library once a week, a Conversation Circle Once a week, Survival English for Seniors once a week and Senior English/Chinese.

System-Wide

- New Digital Magazines campaign promoted the digital collection, which includes 24/7 access to over 200 online magazines through RB Digital and Flipster.
- Library joined other libraries across Canada for the #eContentForLibraries campaign to pressure publishers to loosen restrictions and lower prices for eBooks.
- Work on the website progressed, with content inputted and design approved in January. The beta launches will allow staff and customers to comment on the design, as we continue to make improvements.

City of Mississauga
Library Board Report



Date: May 7, 2019	Agenda 5.1
To: Mississauga Public Library Board From: Lori Kelly Director, Library	

Subject

2018-2019 and 2020 Fines and Fees

Recommendation

1. That the Mississauga Public Library Board (Board) approve the addition of new Ultimaker fees to the 2018- 2019 Fines and Fees schedule effective May 15, 2019.
2. That the Board approve the attached 2020 Fines and Fees schedule that will be taken to Council for approval in November 2019 for inclusion in the City of Mississauga’s Fees and Charges By-law.

Background

The Mississauga Public Library Board (Board) reviews fines and fees annually and makes adjustments to contribute to cost recovery, create charges for new services, and removes charges for services that are no longer offered.

The current schedule of fines and fees was approved by the Board on October 24, 2018. Since then, through the Compliance Review project and as a result of the City’s Fees and Charges By-law Green Belt project, it was determined that moving forward the Mississauga Library System’s (Library) Fines and Fees Schedule will be taken to Council for approval and inclusion into the City of Mississauga (City) Fees and Charges By-law.

Pursuant to the Municipal Act, 2001 Council has discretionary authority to require that fees and charges of the Library, as a local board, not come into effect until Council has approved them. To align with the position that the Board has taken to operate the Library in a sound financial manner that is consistent with the requirements and practices of the City, it has been determined with Legal Services that the Library adhere to the fees and charges process that all divisions follow and that the Library’s fines and fees be incorporated into the City’s fees and charges by-law for approval by Council in November 2019.

Comments

2019 Fines and Fees:

At the October 24, 2018 Board meeting only one change was recommended to the 2018-2019 fees and fines; the addition of a \$0.50 charge per page for colour printing. Since then, new Ultimaker 3D printers were purchased for customer use. These printers are more advanced than older models, and use more, and, different types of filament that are more expensive than the older model printers resulting in the need for the additional fee to be added. The highlighted rates in Appendix 1 are the recommended rates for the Ultimaker printer to ensure cost recovery of materials used.

2020 Fines and Fees:

In order for the Library to adhere to the Budget and Business Planning process, a preliminary estimate of fines and fees for 2020 has to be submitted before June 2019 to the Finance Division. Based on a review of benchmarking, operational practices and current charges the following changes are recommended for the 2020 fee schedule:

- Adding a late fee for the new laptop lending program consistent with the fees for hot spot and Chromebook lending;
- Adjusting the non-resident library card fee from \$35.00 per card to \$38.50 to align with the per-capita cost of Library services provided to Mississauga residents;
- Removing commercial advertising from the schedule to comply with the direction from the Compliance Review project which requires the Corporate Sponsorship team to collect and remit advertising revenue to the Library;
- Removing the Garbage Tag fees because they are no longer sold at libraries;
- Removing the fees for USB keys as they are rarely sold given the availability of free email, storage and Cloud technology for information storage.

Financial Impact

There is no financial impact as a result of the recommended changes to the Library's fees and fines because these rates are set with the intention of being net neutral to the budget.

Conclusion

The Board reviews fines and fees annually and makes adjustments to contribute to cost recovery, create charges for new services, and removes charges for services that are no longer offered. For the remainder of 2019, there is one fee addition being recommended for the Ultimaker 3D printer filament. For 2020, five recommended changes are being made to the fines and fees schedule as a result of benchmarking, operational practices and current charges. In addition, it has been determined, in consultation with Legal Services, that the Library's Fines

and Fees Schedule be brought to Council to be included in the Fees and Charges By-law in November 2019.

Attachments

Appendix 1 – Amended 2018-2019 Library Fines and Fees

Appendix 2 – Proposed 2020 Library Fines and Fees

Lori Kelly
Director, Library

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

**Library Fines and Fees Proposed
Effective May 15th, 2019**

**Agenda 5.1
Appendix 1 – 2018-2019
Library Fines and Fees**

Library Charges	Daily	Maximum
Late Charges		
All Material	\$0.35	\$10.00
Lightning Loans	\$1.00	\$10.00
Chromebooks	\$10.00	\$50.00
Wireless Hotspots	\$5.00	\$25.00
Makerspace Equipment	\$10.00	\$50.00
Daisy Player	\$1.00	\$25.00
Item Charges		
Holds Not Picked Up	\$2.00	--
Lost/Damaged Items	Replacement Cost	
Collection Fees		
Balance (\$20 - \$39.99)	\$5.00	--
Balance (\$40 and over)	\$12.80	--
Service Charges		
	Price	Plus HST
Replacement Card	\$2.00	--
Non-Resident Card	\$30.00	--
Exam Proctor		
Group Rate	\$25.00	\$28.25
Individual Rate	\$40.00	\$45.20
Print/Copy Charges		
Copy/Print Card	\$1.00	--
Copy/Print per page	\$0.15	--
Colour printing per page	\$0.50	--
Copy/Print Microform	\$0.15	
3D Printing Set-up	\$1.00	\$1.13
3D Printing Per Minute	\$0.05	\$0.06
3D Printing (single extruder) Set-up	\$1.00	\$1.13
3D Printing (single extruder) Per Minute	\$0.05	\$0.06
3D Printing (dual extruder) Per Set-up	\$2.00	\$2.26
3D Printing (dual extruder) Per Gram PLA Filament	\$0.08	\$0.09
3D Printing (dual extruder) Per Gram PVA Filament	\$0.19	\$0.21
Sponsors/Partners		
Commercial Advertising		
Per Library 6-months	\$250.00	--
Additional Library-6 months	\$100.00	--
Library Programs		
	Minimum	Maximum
Core Programs	No Charge	
Special Programs	\$2.00	\$5.00
Merchandise		
	Price	Plus HST
Book Bags	\$5.00	5.65
Garbage Tags	\$5.00	--
USB Drives	\$10.00	\$11.30
Headphones	\$5.00	\$5.65
Earbuds	\$3.00	\$3.39

**Agenda 5.1
Appendix 2 – 2020 Library Fines
and Fees**

Library Fines and Fees Proposed Effective January, 2020		
Library Charges	Daily	Maximum
Late Fees		
All Material	\$0.35	\$10.00
Lightning Loans	\$1.00	\$10.00
Chromebooks	\$10.00	\$50.00
Wireless Hotspots	\$5.00	\$25.00
Laptops	\$5.00	\$50.00
Makerspace Equipment	\$10.00	\$50.00
Daisy Player	\$1.00	\$25.00
Item Charges		
Holds Not Picked Up	\$2.00	--
Lost/Damaged Items	Replacement Cost	
Collection Fees		
Balance (\$20 - \$39.99)	\$5.00	--
Balance (\$40 and over)	\$12.80	--
Service Charges		
	Price	Plus HST
Replacement Card	\$2.00	--
Non-Resident Card	\$38.50	--
Exam Proctor		
Group Rate	\$25.00	\$28.25
Individual Rate	\$40.00	\$45.20
Print/Copy Charges		
Copy/Print Card	\$1.00	--
Copy/Print per page	\$0.15	--
Colour printing per page	\$0.50	--
Copy/Print Microform	\$0.15	
3D Printing Set-up	\$1.00	\$1.13
3D Printing Per Minute	\$0.05	\$0.06
3D Printing (single extruder) Set-up	\$1.00	\$1.13
3D Printing (single extruder) Per Minute	\$0.05	\$0.06
3D Printing (dual extruder) Per Set-up	\$2.00	\$2.26
3D Printing (dual extruder) Per Gram PLA Filament	\$0.08	\$0.09
3D Printing (dual extruder) Per Gram PVA Filament	\$0.19	\$0.21
Sponsors/Partners		
Commercial Advertising		
— Per Library 6-months	\$250.00	--
— Additional Library 6 months	\$100.00	--
Library Programs		
	Minimum	Maximum
Core Programs	No Charge	
Special Programs	\$2.00	\$5.00
Merchandise		
	Price	Plus HST
Book Bags	\$5.00	5.65
Garbage Tags	\$5.00	--
USB Drives	\$10.00	\$11.30
Headphones	\$5.00	\$5.65
Earbuds	\$3.00	\$3.39

City of Mississauga
Library Board Report



Date: May 17, 2019 To: Mississauga Public Library Board From: Lori Kelly, Director Library	Agenda 5.2
	Meeting Date: May 17, 2019

Subject

First Quarter Financial Report 2019

Recommendation

That the report entitled “*First Quarter Financial report 2019*” dated May 17, 2019 from the Director, Library be received for information.

Background

Quarterly reports are submitted to the Mississauga Public Library Board (Board) in May, September and November, providing an overview of financial activity to-date, year-over-year comparisons, and year-end forecast potential.

Comments

The table below details the 2019 operating budget on March 31, 2018 by budget category.

2019 Q1 Results to Budget - City of Mississauga Library Services

All dollar figures below have been divided by 1,000 for ease of reading

Q1 Position to 2019 Budget			
EXPENSES	Actuals April 1st, 2019	Full 2019 Budget	% of Budget Spent
Labour Costs	\$5,846	\$23,243	25%
Library Materials	\$566	\$3,955	14%
Other Operating Expenses	\$479	\$2,478	19%
TOTAL EXPENSES	\$6,891	\$29,676	23%

Year over Year Comparison		
Actuals April 1st, 2019	Actuals April 1st, 2018	%
\$5,846	\$5,666	103%
\$566	\$331	171%
\$479	\$504	95%
\$6,891	\$6,501	106%

REVENUES	Actuals April 1st, 2019	Full 2019 Budget	% of Budget Achieved
Fines	\$133	\$509	26%
Grants	-\$92	\$715	-13%
Other Revenue	\$159	\$745	21%
Municipal Contribution	\$6,690	\$27,707	24%
TOTAL REVENUES	\$6,891	\$29,676	23%

Actuals April 1st, 2019	Actuals April 1st, 2018	%
\$133	\$141	95%
-\$92	\$0	N/A
\$159	\$162	98%
\$6,690	\$6,198	108%
\$6,891	\$6,501	106%

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

Other Revenues includes program room rentals, photocopying charges, leases, vending commission and various miscellaneous.

The Mississauga Library System's (Library) 2019 first quarter financial performance resulted in expenses approximately 6% higher than the same time in 2018. The Library has spent approximately 23% of its budget in the first quarter, and it is anticipated that the Library will meet its budget expectations at year end. The reasons causing these variances and trends are below.

In 2019's first quarter, approximately 25% of the labour budget has been spent which amounts to approximately \$180,000 more than the previous year. This variance is caused by an inflationary increase to wages, and a reduction in the number of vacancies from the same time last year. Overall, labour is expected to meet budget with a variety of new labour initiatives including, but not limited to; the Floater Program, and the introduction of SuccessFactors; an enterprise wide talent management application that will reduce the time it takes to fill positions.

Library Materials' spending has only amounted to 14% of budget so far this year. This is a result of the late budget approval in an election year which impacts the ability to establish yearly purchasing authority with vendors. Authority has now been established and orders are now proceeding on pace. Staff are confident in collections spending meeting budget by the end of this year.

The Provincial operating grant of \$715,000 should be received within the third or fourth quarter of 2019 depending on processing times by the Ministry of Tourism, Culture and Sport. This explains the gap to the full year budget. The negative grant revenue of \$92,000 is an accounting transaction for the removal of the Ontario Libraries Capacity Fund-Information Technology grant. In addition to the \$715,000 Provincial grant, the Library has received grant funding for the Open Window Hub from the P. and L. Odette Charitable Foundation which will be reflected in the next forecast.

Financial Impact

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

Conclusion

The Library has spent 23% of its budget as of the end of March, 2019. This amount is 6% higher than last year, primarily driven off of labour expenses, but puts the Library on target to meet its full year budget objectives for 2019.

Attachments

None

Lori Kelly
Director, Library

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

City of Mississauga
Library Board Report



Date: May 17, 2019	Agenda 5.3
To: Mississauga Public Library Board	
From: Lori Kelly, Director, Library	Meeting date: May 17, 2019

Subject

Key Performance Indicator Report – Recognized as a Key Learning Institution

Recommendations

1. That the report entitled “*Key Performance Indicator Report – Recognized as a Key Learning Institution*” dated May 17, 2019 from the Director, Library be received.

REPORT HIGHLIGHTS:	<ul style="list-style-type: none">• Overall, the Library’s educational programs are becoming more diverse and are seeing a demand for service level growth.• Demand for traditional learning services such as story time and newcomer programming have grown or remained steady in the last three years.• Maker Mississauga programs, grounded in STEAM learning, have solidified the Library’s role as a key learning institution for new technologies given the 53% growth since 2015.• The educational lecture series has expanded and become more diverse resulting in an increase in lecture attendance of more than 500% since 2015.• Demand for online learning resources continues to grow, with all major eLearning services growing by at least 60% over three years.
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Background

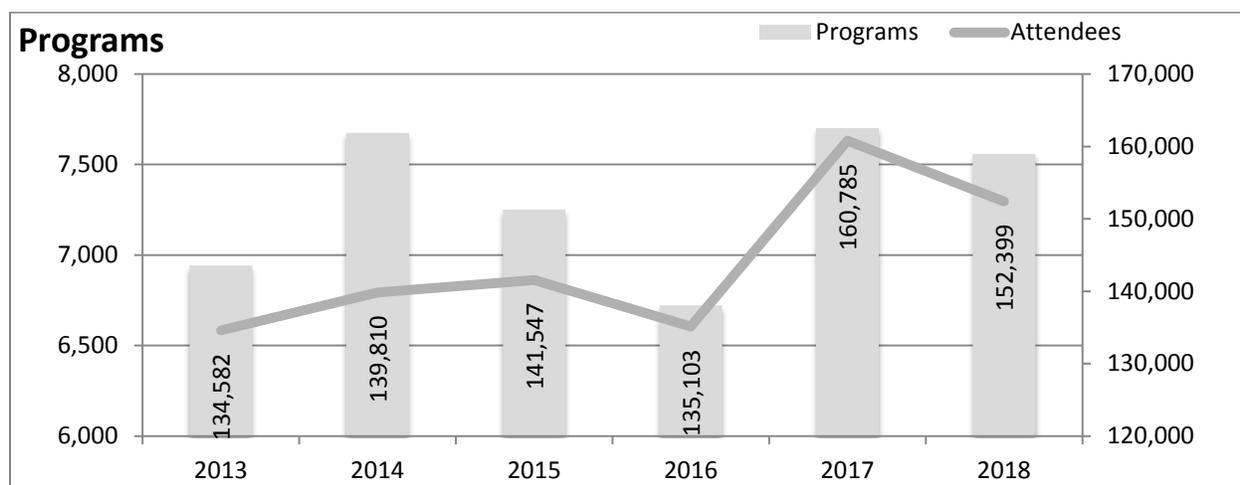
At the June 2018 Mississauga Public Library Board (Board) meeting, staff presented a dashboard with Key Performance Indicators (KPI) aligned to the Board Ends. At the September 2018 Board meeting a schedule of KPIs for review by the Board, including those related to the

Board's Ends, was presented and approved. This is the Recognized as the Key Learning Institution report identified in that schedule. This report provides year over year analysis of the different learning services we provide including; programming, lectures and online learning opportunities. The format of this report was endorsed at the April 2019 Board meeting and is in response to Board feedback to provide more analytical reports that identify trends and go beyond just the statistics.

Comments

Programming

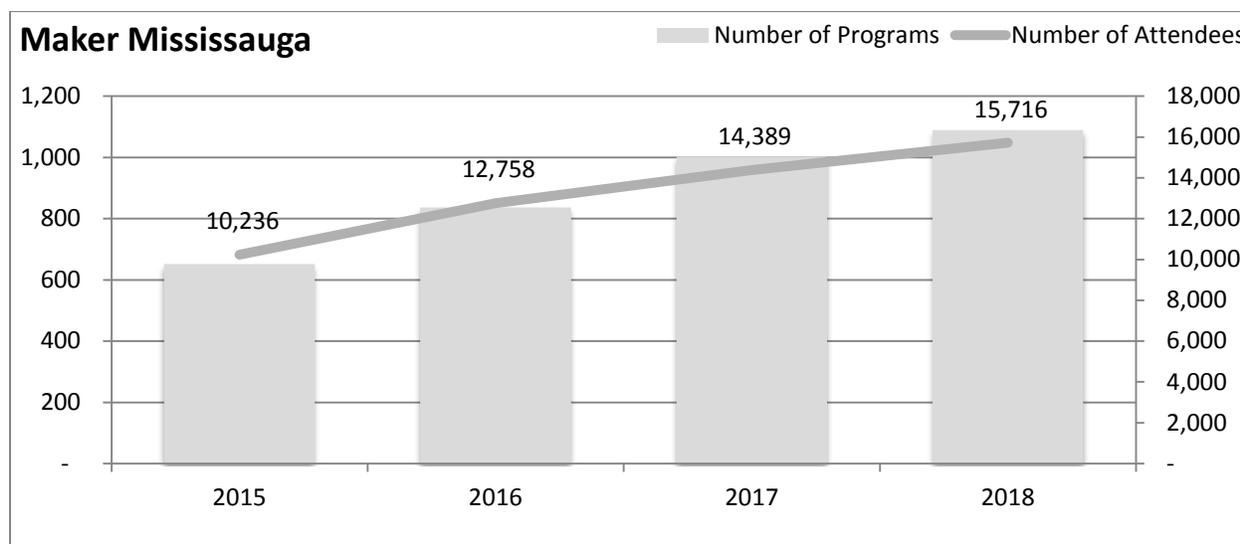
The popularity of the Mississauga Library System's (Library) programming is an indicator of how the public perceives the Library as a learning institution. A deeper dive into programming catered to learning specific skills will follow including Maker, Newcomer and Storytime, but the graph below shows a relatively steady trend in both the number of programs offered at the Library and the number of participants over five years. Data for programming in this form is available for 2013 onwards when the programming statistic tool was developed. Note, 2016 was an anomaly and the dip was due to the summer labour disruption during which time programming was not offered. The decrease from 2017 to 2018 is a result of a reporting change for the Mississauga Comic Expo (MCX). In 2017, MCX foot traffic (attendees) was reported as a part of program attendance. In being better aligned with program reporting guidelines from the Province, MCX foot traffic was not included in the 2018 attendance count.



Maker Mississauga Programming

Through Maker Mississauga, the Library offers a variety of educational programs for all ages. These programs promote and develop Science, Technology, Engineering, Art and Math (STEAM) skills through hands-on learning opportunities. The areas of focus for Maker include 3D printing, handicrafts, robotics, building, digital filmmaking, and coding. There has been an upward trend in interest for Maker programs, and through the introduction of Makerspaces; the public has more open access to these maker technologies. The Library intends to continue to

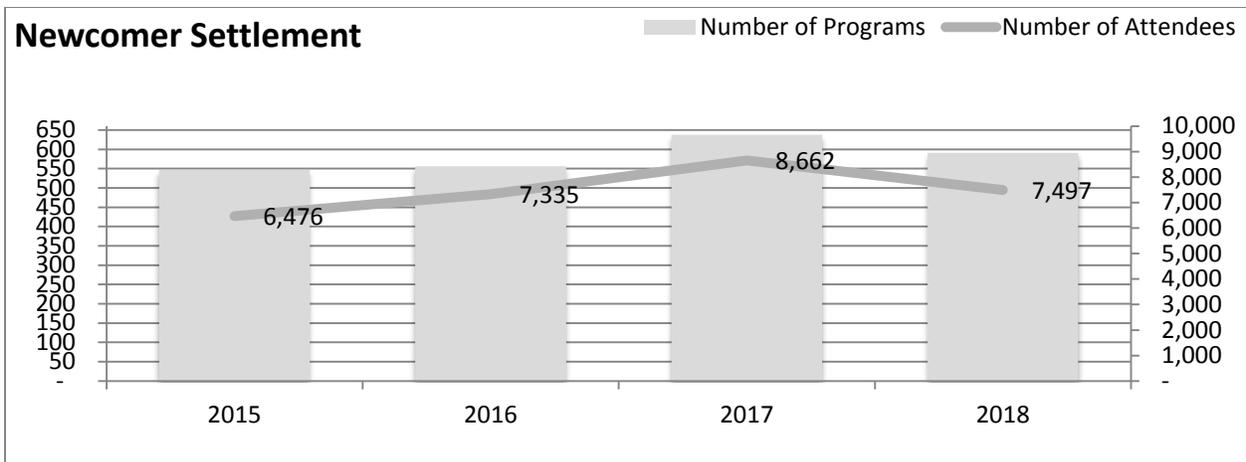
grow dedicated Makerspaces and Maker programming to address the increasing demand. Analysis is currently ongoing to document the future of Maker Mississauga with the line of business plan being delivered later this year.



Newcomer Settlement Programs

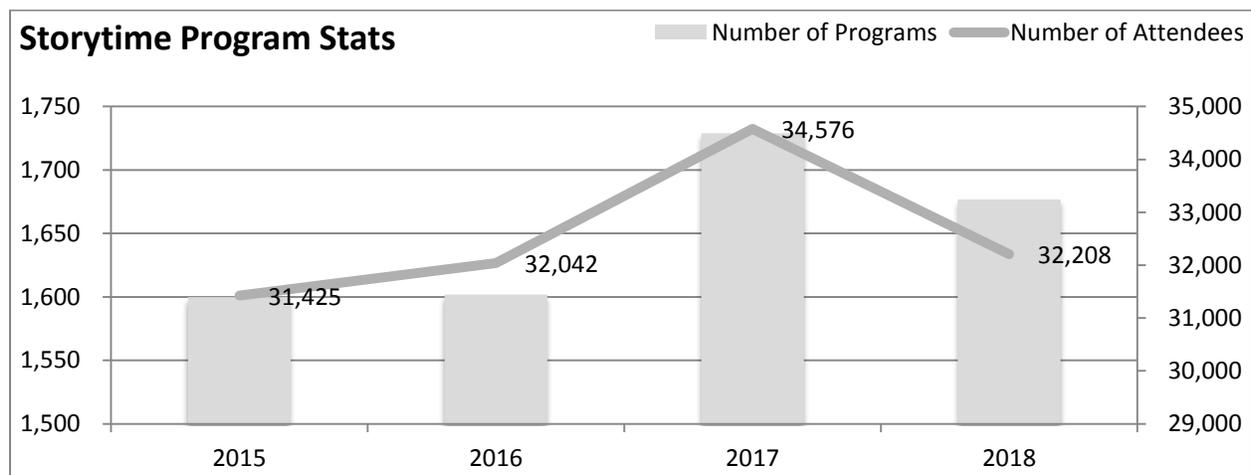
Newcomer Settlement Programs are directed towards helping newcomers in the community learn settlement skills, become more comfortable with speaking English, prepare for Canadian Citizenship and make lasting connections.

In the table below, there is a downward trend in programs and number of attendees for 2018. This is simply a reflection of a change in how the Library categorizes Newcomer Settlement Programs. In 2018, programs relating to job search skills were moved away from being categorized and promoted as “newcomer programs” in order to be more inclusive for all job seekers. As a result, job search skills are no longer counted as exclusively newcomer programs and this change accounts for the dip in 2018. Programs specifically targeted towards newcomers are now more focused on language learning, Canadian citizenship, and topics unique for newcomers to Mississauga. Going forward, year over year analysis for Newcomer Settlement Programs will continue to focus on these three aspects of the newcomer experience and not include job search skills.



Storytime Programs

Storytime is a core program offered at all library locations. Storytimes encourage a life-long love of reading and builds reading readiness in children. Staff incorporate Every Child Ready to Read (ECRR) concepts into their programs to teach parents and caregivers how to help their child get ready for and excited about reading. These skills include; talking, singing, reading, writing, and playing. Parents and caregivers will continue to build on these skills at home or anywhere beyond the Library’s physical spaces. The trend in story time programs and attendees is fairly consistent over time with less than 10% fluctuation between the lowest and highest years. The consistency points to the ongoing and sustained value this traditional library program has for customers.

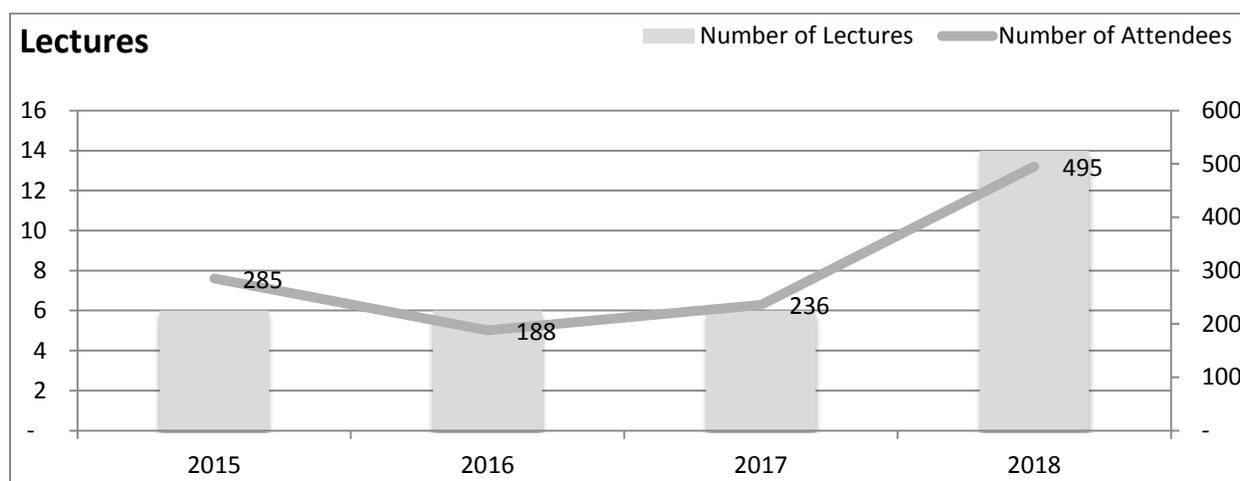


Overall, the trend in programming shows growth or relative consistency year over year. Decreases in the number of programs or attendees can be attributed to changes in reporting as the Library becomes more sophisticated and consistent in reporting and the 2016 labour disruption. Going forward, the trends in programming point to maintaining traditional library programs including newcomer settlement programs and storytime while focussing efforts to expand Maker programs to respond to growing customer demand. The Library’s proposed

budget requests for 2020 reflect the trends in programming with requests to invest in Maker programs, services and equipment.

Lectures

The Central Library hosts various free lectures presented by industry experts. In partnership with the Royal Canadian Institute for the Advancement of Science (RCI), the Library has been able to provide opportunities to learn more about the current and future status of science. In 2018, the free lecture offerings increased through the Lecture Me series. The Lecture Me series, in partnership with the University of Toronto Mississauga, expands learning through lectures in history, culture, and more. Following the expansion of the Library’s lecture series, a significant increase in community interest and attendance has occurred. The series has grown from 6 lectures per year, with an average attendance of 285 people from 2015- 2017, to 14 lectures with 495 attendees in 2018.



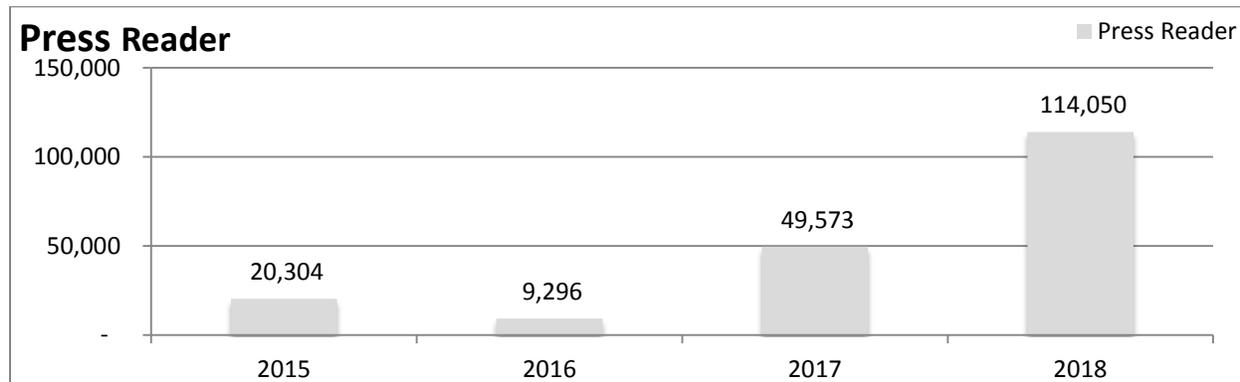
Overall the trend in lectures shows growth and going forward, the Library will work to expand the lecture series and opportunities for providing programming in partnership with RCI and University of Toronto – Mississauga. The Library will also investigate partnerships with other organizations that could participate in a lecture series, including leveraging resources from other City of Mississauga (City) Divisions and initiatives such as Smart Cities, Economic Development, Emergency Management and Culture.

Online Learning

The Library offers a diverse array of online learning opportunities through various databases and learning programs. By offering these services for free, the Library helps to make learning more readily available to customers who might not otherwise have access. Below are yearly comparator trends for some key online resources that the Library offers.

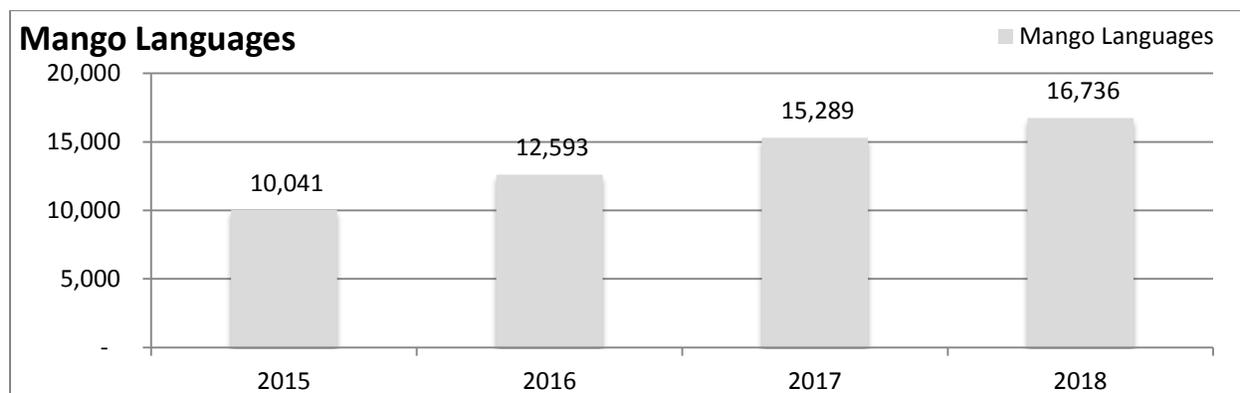
Press Reader

Press Reader provides access to newspapers from across Canada and the world, allowing customers to learn about current events from varying perspectives. The drastic upward trend in 2018 may reflect the decision of the Toronto Star to no longer provide free newspapers to the Library. Rather than come in to the Library to pick up a free copy, customers may be turning to online options to keep themselves readily informed. Data back to 2015 are shown below to demonstrate that prior to 2018 there was relatively low demand for this service.



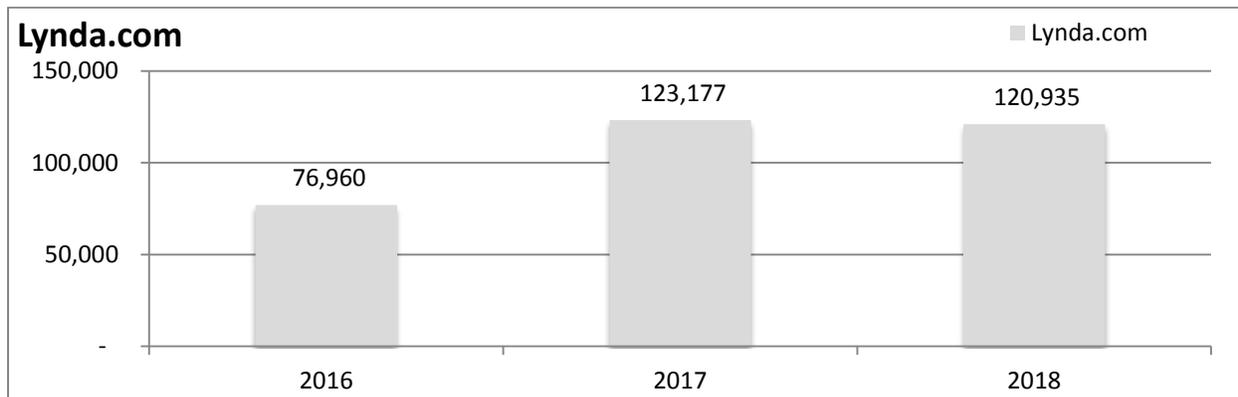
Mango Languages

Mango Languages is an online language learning program offered for free through the Library. This resource offers language courses in over 70 languages, including English, French, Hindi, Mandarin and more. English language learners benefit from the courses available based on their mother tongue as well. The chart below demonstrates the 67% growth this service has experienced since 2015.



Lynda.com

Lynda.com is a resource that offers online training in business, software, technology, and creative skills. Through video based learning led by industry experts, users can earn completion certificates that may help with job seeking, or starting and running a new business. Courses on software available through the Makerspaces are also available through Lynda. The Library began subscribing to Lynda.com in 2016 therefore there are only 3 years of data available.



Overall, there is a general upward trend in public online learning that mirrors the upward trend in eResource circulation. Some of the increase can be attributed to the intentional focus in advertising these resources through social media and staff promotions. The trends in online learning points to the need for further investment in electronic resources in order to respond to customer demand. Currently, work is underway to pursue additional online learning to be offered by the Library in partnership with the Smart Cities initiative.

The Library will continue to work towards further increasing our recognition as a key learning institute through partnerships with educational and industry experts, the adoption and programming support of new technologies, as well as increased promotions of services and resources. The Library will also increase its investment in technology to meet customer demand while striving to bridge the digital divide.

Financial Impact

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

Conclusion

The Recognized as a Key Institution report is one of eight KPI reports provided to the Board annually. The report provides data, analysis and business impacts of the learning services provided by the Library. The Library has been able to expand recognition as a key learning institution by responding to the demand of customers. The community recognizes the Library as a place for high quality learning opportunities, and this has been reflected in increased programming attendance. To supplement the in-person learning opportunities, online learning resources are available to library card holders. As with the trends identified in the 2018 Utilization report from the April Board meeting, the demand for traditional learning services such as Storytime and Newcomer programming are maintaining while the demand for eLearning

opportunities is growing significantly. This demand is helping the Library make the business rationale necessary to maintain the investment in its traditional learning services, while ensuring additional funding requests are made to address the growing demand for electronic learning resources.

Lori Kelly
Director, Library

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

**MISSISSAUGA PUBLIC LIBRARY BOARD
2019 Work Plan**

Month	Executive Limitations	Governance	Board CEO Linkage	Ends	Consent Items
2019					
May	KPI Update(Recognized as a Key Learning Institution)	Review of Fines & Fees			Review Year-End Financial Report; Review 1st Qtr Financial Report
June	KPI Update(Inspiring, Welcoming & Creative Spaces)	Review Governance Policies (CEO); Review of Anti-Spam Policy;		Quarterly Report on Ends (LLT); Trends Report Collection HQ;	Business Plan; Approve Audited Financial Statement
September	Review of Exec. Limitations Policies (CEO); KPI Update (Multi-Talented People Changing Lives); Utilization Report		Review Board-CEO Linkage Policies (CEO)	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 Mid-Year Financial Report (includes 2nd & 3rd Qtr)
November	KPI(Know & Engage with Our Community)				
December	Business Plan and Budget			Quarterly Report on Ends (LLT);	Count Week Report (current year)
2020					
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				Adopt 2019 Budget
March					
April	Utilization Report; Budget Discussion		Annual Key Objectives (CEO);		

Agenda 7.2

Upcoming Events/Meetings with proposed locations & Chair		
Date	Event/Location	Meeting Chair
2019		
May 15, 2019	Board Meeting Port Credit Library	
May 25, 2019 (Saturday) 11:00am-4:00pm	MakerFest Central Library	
June 7, 2019 (Friday) 9:00am-12:00pm	Grade 4 Read to Succeed Celebration Square	
June 7, 2019 (Friday) 12:45-3:30 pm	Long Service Recognition BraeBen Golf Course	
June 8, 2019 (Saturday) 2:00-4:00pm	Opening of Pollinator Garden Port Credit Library	
June 19, 2019	Board Meeting Central Library	
June 22, 2019 (Saturday) 11:00 am	Three Communities, One Book Chinguacousy Branch Library 150 Central Park Drive in Brampton	
September 4th or 18th (to be confirmed)	Staff Appreciation Day BraeBen Golf Course	
September 18, 2019	Board Meeting Central Library	
October 16, 2019	Board Meeting Central Library	
November 20, 2019	Board Meeting Central Library	
December 11, 2019	Board Meeting Central Library	

City of Mississauga
Library Board Report



Date: May 3, 2019	Agenda 9.1
To: Mississauga Public Library Board From: Lori Kelly, Director, Library	

Subject

Endorsement of the Canadian Urban Library Council's Government Relations Campaign on Accessing Digital Publications and "One eRead Canada".

Recommendation

That the Library Board pass a resolution supporting the Government Relations Campaign on Accessing Digital Publications lead by the Canadian Urban Library Council including approving the motion attached as Appendix 1; authoring letters attached as Appendix 2 to local Members of Parliament; reading *Glass Beads* and participating in Facebook Live events to promote the "One eRead Canada"; and supporting the public awareness campaign through social media channels.

REPORT HIGHLIGHTS:	<ul style="list-style-type: none">• Since 2014, Council, the Mississauga Public Library Board and the Mississauga Library System have actively worked to advocate for solutions to establish reasonable terms for library access to eBooks and eAudiobooks with Canadian and international campaigns to educate and build public awareness on the issues.• In order to provide a unified voice across Canada, the "eContent for Libraries" campaign was established in 2014 by the Canadian Urban Library Council to lobby multinational publishers to change practices around eBook and eAudiobook pricing and eAudiobook availability in Canada that are disadvantageous to libraries.• The next phase of the advocacy campaign launches in June 2019 and includes an outreach campaign to municipal and federal political leaders as well as a social media campaign
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to gain public support and advocate for solutions to ensure viability of eBook access for Canadian libraries and the communities they serve.

- The “One eRead Canada” initiative provides an opportunity for Canadian readers to participate in a collaborative eReading program of *Glass Beads* by Saskatchewan-born Indigenous author, actor, and comedian Dawn Dumont.
- Libraries participating in the campaign will be measuring the impact of the campaign on awareness, usage and sales of *Glass Beads* to show publishers that library cooperation supports, not hinders book sales.

Background

Since 2014, Council, the Mississauga Public Library Board (Board) and the Mississauga Library System (Library) have actively worked with other Canadian libraries and library associations to advocate for solutions to barriers for accessing digital content for libraries. The current barriers around digital content causing concern for libraries are:

1. Restrictive pricing models and unfair costs of eBooks and eAudiobooks from the five largest multinational publishers; Hachette Book Group, HarperCollins, MacMillan, Penguin Random House and Simon & Schuster; and
2. The limited access Canadian libraries have to eAudiobooks including eAudiobooks by prominent Canadian authors.

In response to these barriers, the eContent For Libraries Coalition and campaign was established in 2014 by the Canadian Urban Library Council (CULC) to lobby multinational publishers as well as Provincial and Federal politicians to engage in discussions about the development of sustainable solutions for eBook and eAudiobook resources. CULC was incorporated in 2008 to improve library service in Canada’s urban areas through research, advocacy and knowledge transfer. CULC members are made up of over forty large urban libraries in Canada, including Mississauga. CULC members spend approximately \$100 million in public funds annually on library acquisitions; and increasingly struggle to obtain digital books from multinational publishers, due to cost pressures and the often-strict licensing limitations applied to digital publications.

The Board and Council supported CULC’s initial campaigns in 2014 and 2015 in two ways; one, in a letter to Minister Michael Couteau (Tourism, Culture and Sport) requesting his involvement in investigating legislative solutions and two; through participation in a social media awareness campaign on the Library’s website. Despite

the increased understanding promoted through the campaigns, no lasting solutions were developed. In 2016 and 2017 the Coalition continued to work to assess the issues behind the scenes to evaluate the next advocacy work to be undertaken. On January 14, 2019 a social media campaign was launched by CULC to continue the efforts to lobby for equitable access and flexible, affordable pricing for eBooks and eAudiobooks as well as provide an update on the status of new issues relating to availability of eAudiobook titles. The campaign was a call to action to demand better access and terms from the five multinational publishers: Hachette Book Group, HarperCollins, MacMillan, Penguin Random House and Simon & Schuster and it received good attention including attention from one of the major publishers in a way that has never happened in previous campaigns. In addition to the social media campaign both the Board and Council passed resolutions bringing attention to the barriers libraries face to accessing digital content.

CULC is building on their successes with the next campaign set to launch in June 2019. This campaign will again bring attention to barriers to access and ensure that Canadians and Canadian policymakers understand the impact that not having sufficient resources or, at times, opportunity to acquire digital publications from multinational publishers, has on customers, including vulnerable individuals such as older adults, youth, indigenous communities and new Canadians. In the longer term, CULC would like to secure government support to eliminate the barriers libraries face in accessing digital content. This campaign aims to raise awareness at the Federal level to this issue prior to the October election.

Comments

There are several components to the CULC campaign launching in June:

1. CULC will be reaching out to engage key policy makers in discussions as well as engaging all major party candidates during the Federal election campaign this Fall. CULC will be asking policy makers and candidates to participate in a social media campaign pledging their support for libraries to have the resources to build their collections;
2. CULC will be presenting a policy solution to the access issues to the Federal government immediately following the election in October, seeking a funding allocation in the 2020 budget for libraries;
3. The “One eRead Canada” Campaign will be launched. It will allow libraries from across Canada to access the book *Glass Beads* by Saskatchewan-born Indigenous author, actor, and comedian Dawn Dumont. *Glass Beads* is a

collection of interconnected short stories, focussed on the lives of four First Nations people against the backdrop of two decades of political, social, and cultural change. With this selection, “One eRead Canada” also seeks to help foster national conversation around reconciliation, Indigenous experiences and the importance of #ownvoices stories.

A series of shared campaign events will promote local and national dialogue about the issues including:

- A Facebook live streamed feature in Mississauga introducing the book on June 3, 2019;
- A live interactive author event hosted out of Saskatoon on June 12, 2019 where the author will answer questions about the book; and
- A Facebook live bookclub hosted by the Library this summer to allow for interactive discussion with participants.

As many as 100 libraries will be participating in this campaign giving exposure to these issues to Canadians from communities of all sizes in Canada.

During the campaign, the Library will be gathering statistics to evaluate the impact of the campaign including awareness of the book, usage and sales in an effort to show publishers that library cooperation supports, not hinders book sales.

It is recommended that the Board again support the ongoing efforts of the campaign by:

- Approving the motion attached as Appendix 1 endorsing the advocacy campaign;
- Authoring letters attached as Appendix 2 to local Members of Parliament;
- Reading *Glass Beads* and participating in any of the above three Facebook Live events;
- Supporting the public awareness campaign through their social media channels.

Financial Impact

CULC has worked with ThistleDown Press, publisher of *Glass Beads*, to negotiate a reduced fee based rate of 25 cents per circulation for *Glass Beads* eBook and downloadable eAudiobook during the campaign. Downloads for the “One eRead Canada” campaign will be purchased through the existing collections budget and will not result in a negative budget impact.

Conclusion

CULC is seeking assistance in increasing government and stakeholder awareness of the barriers libraries face in acquiring digital publications. Through the Government Relations Campaign on Accessing Digital Publications, launching June 2019, CULC intends to work with governments on a solution that would benefit library users and Canadian authors. By participating in the next phase of CULC's campaign the Board can continue to play a leadership role in digital content advocacy in order to support cost effectiveness and access to collections in support of lifelong learning and literacy.

Attachments

Appendix 1: Draft Municipal Motion

Appendix 2: Draft Letter to Federal Members of Parliament

Lori Kelly
Director of Library Services

Prepared by: Jennifer Stirling, Manager of Digital Services & Collections



Draft Municipal Motion

WHEREAS, the *[Name of Municipality]* recognizes the important role that libraries play in our community. Libraries and the early literacy programs that they run are integral to developing proficient readers and ensuring that children succeed in school. More and more, digital literacy programs run by libraries also help ensure that citizens can contribute to our digital world. Additionally, vulnerable demographic groups, including seniors, low income families, youth, and new Canadians rely on access to libraries as an important tool for their participation in the community – from education to searching for jobs to consuming Canadian cultural materials, and

WHEREAS, libraries in our community recognize that our users increasingly seek to access digital publications offered by multinational publishers, and that access to those publications is too often curtailed by prohibitively high licensing fees or else entirely denied to Canadian libraries, and

WHEREAS, libraries must be in a position to offer digital publications to their users as part of their service offering to our community, particularly given the contemporary rapid pace of digitization of educational and cultural materials,

Now, there be it resolved that the *[Name of Municipality]* do hereby:

1. Indicate our support for the Canadian Urban Libraries Council in its efforts to increase access to digital publications for library users in *[Name of Municipality]* and across Canada;
2. Call on the Federal government to investigate the barriers faced by libraries in acquiring digital publications and the problems that poses for vulnerable demographic groups in Canada; and
3. Further ask the Federal government to develop a solution that increases access to digital publications across Canada and assists libraries in meeting the cost requirements to acquire digital publications.



Letter to Federal Members of Parliament

Dear – :

I am writing on behalf of the public libraries in [name of municipality] which provide an essential service and are essential parts of our communities.

Libraries and the early literacy programs that they run are integral to developing proficient readers and ensuring that kids succeed in school. More and more, digital literacy programs run by public libraries also help ensure that citizens can contribute to our digital world. Additionally, for many seniors, lower income families, youth, and new Canadians our public libraries provide access to information they may not otherwise be able to obtain.

Members of the Canadian Urban Libraries Council / Conseil des Bibliothèques Urbaines du Canada (CULC/CBUC) spend approximately \$100 million in public funds annually on library acquisitions. In [name of municipality], we are spending [annual acquisition budget] every year in our [#] of library branches to ensure that we acquire publications and other resources in demand by library users.

Even with this significant expenditure, we increasingly struggle to obtain digital publications from multinational publishers, due to other cost pressures we face locally and because of the often-strict licensing limitations applied to digital publications. By way of example, Canadian author Louise Penny's book *Kingdom of the Blind* is available to libraries for \$13 as a paperback, \$22 in hard cover and \$60 in digital form. The \$60 cost would allow the book to be checked out electronically 52 times or for 2 years – whichever happens first. A paper edition would be expected to last 3 to 4 years at a substantially reduced cost. The book is currently not available to Canadian libraries in any e-audio format.

The critical problem is that multinational publishers are limiting access to digital publications by Canadian libraries, and, even when a publication is made available, are making it prohibitively expensive to acquire most digital publications.

If we can not correctly serve library users and provide access to digital publications, our community will suffer. The lack of access to digital publications is a problem we feel governments need to be aware of and help us develop solutions to – especially as governments seek to identify community tools that can help vulnerable groups grow and reach their potential.

Along with other CULC/CBUC members across Canada, we are asking the Federal government to recognize the critical role that libraries play in serving priority groups in our communities. Libraries do this by providing access to materials that allow community members to learn and grow. The Federal government has a vital role to play in ensuring that Canadian libraries can meet the growing demand for digital publications. We ask you to prioritize finding a solution for the barriers that Canadian libraries face in accessing digital publications.

I would be happy to further discuss these concerns with you at your convenience.

Yours sincerely,

Name
Address