



MISSISSAUGA PUBLIC LIBRARY BOARD MEETING

Wednesday, January 18, 2017

5:30 to 7:30 p.m. [Mississauga Central Library](#),

301 Burnhamthorpe Rd West, Mississauga, ON, L5B 3Y3, 905-615-3500

Members

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

Secretary/Treasurer/CEO

Rose Vespa

Leadership Team

Anne Murphy, Manager, Area One
Amanda French, Acting Manager, Area Two
David Penteliuk, Acting Manager, Area Three
Sue Coles, Acting Manager, Shared Services
Mike Menary, Manager, Planning, Development & Analysis



Agenda – January 18, 2017

Item No.	Item Description	Time Allotted
1.0	<u>Call to order/Excused Absences</u>	3
1.1	<u>Approval of Agenda</u>	5
1.2	<u>Declaration of Conflict of Interest</u>	2
1.3	<u>Delegations</u>	
2.0	<u>Consent Agenda –</u> <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> 2.1 Minutes of the Regular Meeting on December 14, 2016 2.2 Minutes of the In Camera Meeting on December 14, 2016 2.3 Communication & Counsel Report dated January 11, 2017 2.4 Year End Report on Service to Older Adults 2.5 Report on 2016 Count Week	5
3.0	<u>CEO's Highlights</u>	
4.0	<u>Policy Review</u>	
4.1	Executive Limitations Policies Review	5
4.2	Annual Report CASL Audit	5
5.0	<u>Internal Monitoring Reports</u>	
6.0	<u>Ends</u>	
6.1	Central Library Revitalization Update	15
6.2	School Board Partnership Opportunities(<i>verbal discussion</i>)	10
7.0	<u>Governance</u>	
8.0	<u>Ownership Linkage</u>	
9.0	<u>Board Advocacy</u>	
10.0	<u>Board Development</u>	
11.0	<u>Incidental Information</u>	
12.0	<u>Other Business</u>	
12.1	Action Log Review	5
12.2	Federation of Ontario Public Libraries Membership	5
12.3	Culture Strategy Funding Review	10 (<i>material to be sent separately</i>)
12.4	Meeting Dates for March & December 2016	
12.5	PPC (pay per click) for MLS digital media platforms	10
13.0	<u>Correspondence</u>	
13.1	C. Sople's Letter to MP Sven Spengemann	
14.0	<u>In Camera Agenda</u>	
14.1	<u>Labour Relations</u> <u>Pursuant to Ontario Public Library Act</u>	15

	<u>Sections</u> <u>(4) (b) personal matters about an identifiable individual</u> Re: Semi-Annual Review of CEO's Efforts	
15.0	<u>Board Self-Evaluation –</u> P. Mak– 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.	<i>(material to be sent separately)</i> 5
	<u>TOTAL TIME</u>	105

Upcoming Events

Date	Event
February 1- 4, 2017	OLA SuperConference, Metro Toronto Convention Centre
February 15, 2017	Library Board Meeting, Central Library
April 29, 2017	SOLS Regional Trustees Meeting, Meadowvale Library
TBD	Peel Region Trustee Meeting, location to be determined



DATE: January 18, 2017
TO: Mississauga Public Library Board
FROM: Rose Vespa, Director of Library Services
SUBJECT: **Consent Agenda**

RECOMMENDATION: That the Consent Agenda comprising of Agenda 2.0 to 2.5 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 December 14, 2016
- 2.2 Minutes of the In Camera Meeting on December 14, 2016
- 2.3 Communication & Counsel Report dated January 11, 2017
- 2.4 Year End Report on Service to Older Adults
- 2.5 Report on 2016 Count Week

Rose Vespa
Director of Library Services



MISSISSAUGA PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of the meeting held on Wednesday, December 14, 2016 at 5:30 p.m., Central Library, 301 Burnhamthorpe Road W, Mississauga ON

Present: Margot Almond
Harry Hastilow
Councillor Matt Mahoney
Antonio Maraschiello
Laura Naismith
Val Ohori
Thomas Thomas

Absent: Raj Chopra
Nokha Dakroub
Councillor John Kovac
Priscilla Mak

Staff Present: Rose Vespa, Director
Anne Murphy, Manager, Area 1
Amanda French, Acting Manager, Area 2
David Penteliuk, Acting Manager, Area 3
Sue Coles, Manager, Acting Manager, Shared Services

Minutes Recorded: Mary Anne Rego

1.0 Call to Order/Excused Absences

The meeting was called to order at 5:40 p.m.

92:16 Resolved that R. Chopra, N. Dakroub, J. Kovac and P. Mak be excused from the meeting.

**Moved by H. Hastilow
Seconded by A. Maraschiello
Carried**

1.1 Approval of Agenda

93:16 Resolved that the agenda be approved as presented.

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

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1.2 Declaration of Conflict of Interest

There were no conflicts of interest declared.

1.3 Delegations

Environics Analytics Presentation by Hugh Hibbert, Director Consulting Services, Environics Analytics; David Ferreira, City Brand Manager; Wanda Day, City Marketing Consultant

The City's Communications Department, in conjunction with its research partner Environics Analytics, is assisting the Mississauga Library System with research that will provide insights into the current library patron base and well as potential library patrons.

Next steps: An abridged version of the presentation will be sent to Board members followed by a final research report in early 2017.

2.0 Consent Agenda

94:16 Resolved that the Consent Agenda be approved as presented.

Moved by M. Almond
Seconded by A. Maraschiello
Carried

3.0 CEO's Highlights

The Director informed the Board that the Library Budget was passed by Council.

4.0 Policy Review

There were no policies scheduled for review at this meeting.

5.0 Internal Monitoring Reports

5.1 Business Plan 2017

The Director summarized key points in the Business Plan 2017.

5.2 Operating Grant Fund Transfer

95:16 Resolved that the Operating Grant Fund Transfer Report dated December 14, 2016 be received for information.

Moved by Councillor M. Mahoney
Seconded by T. Thomas
Carried

6.0 Ends

6.1 Central Library Redevelopment

The Report was deferred to the January meeting.

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6.2 Draft Work Plan 2017

96:16 Resolved that the Draft Work Plan 2017 Report dated December 14, 2016 be approved.

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

7.0 Governance

There were no items scheduled for discussion.

8.0 Ownership Linkage

There were no items scheduled for discussion.

9.0 Board Advocacy

There were no items scheduled for discussion.

10.0 Board Development

A. Maraschiello suggested discussion of a white paper on 'Digital Presentation' at OLA Super Conference in February 2017.

11.0 Incidental Information

12.0 Other Business

12.1 Action Log Review

The Chair drew the Board's attention to the action log and inquired if they had any comments or items they wanted to include.

The Director provided additional information about the consultation on Ministry funding to be held on February 1st, 2017. M. Almond and L. Naismith will attend. The Director will prepare a report on the Library's impact on the community through Maker Mississauga and Newcomer programs.

13.0 In Camera Agenda

13.1 Pursuant to Ontario Public Library Act Section

(4)(d) labour relations or employee negotiations

13.2 (4) (b) personal matters about an identifiable individual

Re: Semi-Annual Review of CEO's Efforts

*Mississauga Public Library Board Meeting
Wednesday, December 14, 2016*

97:16 Resolved that item 13.2 be deferred to the January meeting.

Moved by A. Maraschiello

Seconded by H. Hastilow

Carried

98:16 Resolved that the Board go into closed session at 6:50 p.m.

Moved by L. Naismith

Seconded by H. Hastilow

Carried

14.0 Board Self-Evaluation

A. Maraschiello led the self-evaluation. He thanked everyone for coming to the meeting on time and well-prepared. He commented on how everyone's full participation in the discussions contributed to an interesting meeting. Everyone was respectful and adhered to the Rules of Order.

100:16 Resolved that the Board adjourn at 7:20 p.m.

Moved by L. Naismith

Seconded by A. Maraschiello

Carried

NEXT MEETING

The next meeting of the Library Board will be held on January 18, 2017 at Central Library.

Secretary/Treasurer

Chair

DATE:	January 11, 2017
TO:	Mississauga Public Library Board
FROM:	Rose Vespa, Director of Library Services
SUBJECT:	Monthly Compliance Report on Executive Limitations Policy A1 – Communication and Counsel to the Board
RECOMMENDATION:	That the report on Executive Limitations Policy A1 – Communication and Counsel to the Board from the Director dated January 11, 2017 be received.
REPORT HIGHLIGHTS:	The regular report on Communication and Counsel to the Board is 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 the Library staff a regular opportunity to note items and issues of importance for the Board’s attention.
BACKGROUND:	<div><p>The Policy States:</p><p><i>The CEO shall ensure that the Board remains informed, supported in its work, and compliant with legal or fiscal obligations.</i></p><p>Accordingly, the CEO shall:</p><ol style="list-style-type: none">1. <i>Submit monitoring data required by the Board in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored.</i>2. <i>Inform the Board of relevant trends, significant changes in provincial or municipal policies, anticipated adverse media coverage, material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established.</i>3. <i>Advise the Board if the Board is not in compliance with its own policies, particularly in the case of Board behaviour that is detrimental to the work relationship between the Board and the CEO.</i>4. <i>Respect the adopted standards of service for library service as accepted by the Corporation regarding holdings, annual acquisitions, and space provision, or to ensure the involvement of the Board in the change or addition to such standards by the Corporation.</i></div>

Key Pillars:

- Move** – *developing a transit-oriented city*
Belong – *ensuring youth, older adults and new immigrants thrive*
Connect – *completing our neighbourhoods*
Prosper – *cultivating creative and innovative businesses*
Green – *living green*

Over 2017-2018 the Library will continue to focus on reaching out to the following key markets:

- Families and caregivers
- Youth
- Older adults
- New Canadians
- Small businesses

The following report identifies key activities in the last month.

COMMENTS:

COMMENTS:

ENSURING YOUTH, OLDER ADULTS AND NEW CANADIANS THRIVE	
1. Families and Caregivers	
Area 1	<ol style="list-style-type: none">1. The Children's Department hosted three Grade 4 Class visits for the Read to Succeed Program. Of the 200 children that came, many received their library card for the first time and almost every child checked out library materials. Over the school holidays, many children returned to the library to pick up reading materials. They were excited to receive stamps in their Read to Succeed passports, and prizes for their visits.2. Over 200 children and their families came to the Central Library during the holidays to enjoy seasonal family time programs, including a family film event and a performance from Applefun Puppetry.3. In partnership with United Way, Central Readers' Den Department set up a "Toys for Tots" drive for children in the Oncology Department of Credit Valley Hospital. The toys were given to the children who could not go home for Christmas.
Area 2	<ol style="list-style-type: none">1. Churchill Meadows Library hosted several green screen events in the month of December. Titled, "A Snowy Photoshoot" customers were invited to come to the Library dressed in their holiday wear and have green screen photos taken by Library staff. Customers had a choice of backgrounds and received up to 4 shots edited and emailed to

them by Library staff. Churchill Meadows received many positive comments from customers who were excited to take part in a free photo shoot with their families.

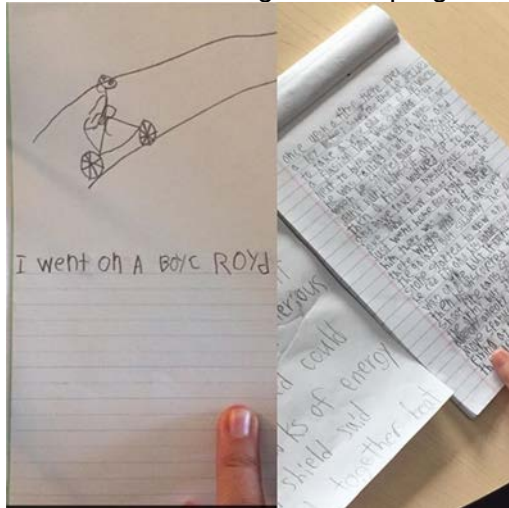
2. Lorne Park Library hosted a fun event called "Christmas Sparkle". Families created personal Christmas keepsakes, Christmas cards, and holiday decorations. Fifty-five children and parents attended this event.



2. A Maker Mississauga sewing program was held at the Frank McKechnie Library. Reluctant children soon became very proud makers of tote bags and wallets.

Area 3

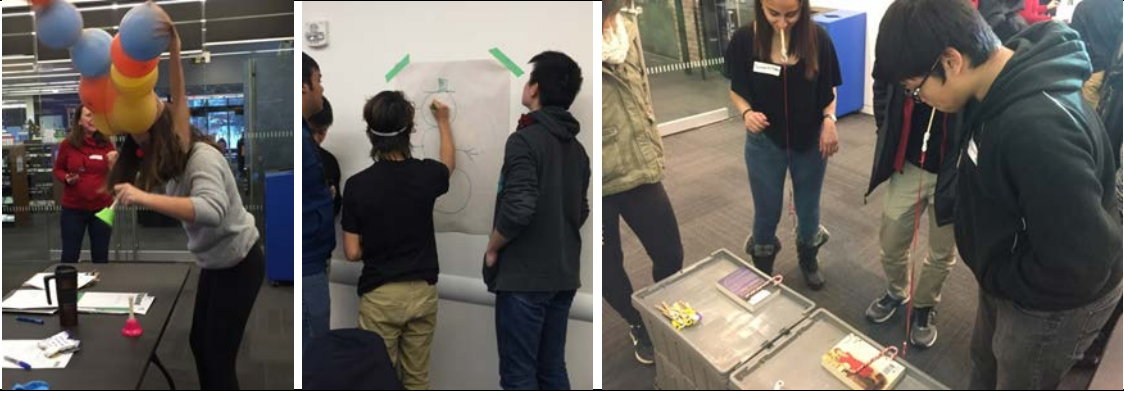

1. In October 2016, a parent came to Clarkson Library looking for ways to encourage her son to improve his reading skills and develop his vocabulary. He was having difficulty reading and writing. A Clarkson Library staff member provided her with several books to take home and talked to her about the importance of patience. The mother signed up her son for the Reading Buddies program. She took the suggested books home, hoping they would spark his interest and help him discover the amazing world of reading. Three months later, the mother returned to Clarkson Library and thanked staff for finding her son's "gateway book." This book sparked his interest in reading and writing. She provided visual proof of this improvement with before and after photographs that his teacher sent home demonstrating his vast progress in reading and writing.





Before (October) and After (December)

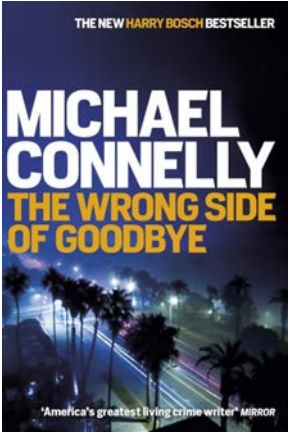
2. As part of Remembrance Day activities, Sheridan Library partnered with the Story Garden to have kids write letters and cards to Canadian soldiers currently deployed. In mid-

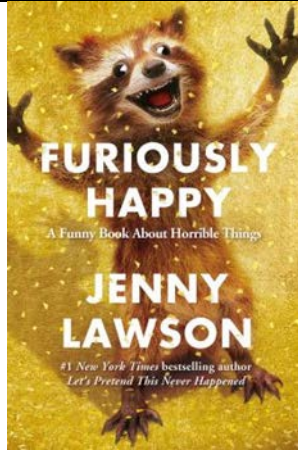
	<p>December, The Story Garden and Sheridan Library received a reply from LCdr/CapC Lucas Kenward, CD Commanding Officer of HMCS Edmonton:</p> <p>I can't express how much the Crew and I truly appreciated the Cards we received from your team. To provide some context, we received your cards while alongside in Alameda, California (San Francisco) on 8 December after a two month deployment to the Eastern Pacific Ocean in support of Operation CARIBBE – Canada's contribution to counter-narcotics operations.</p> <p>Our visit to Alameda was our final "foreign" port prior to our return to our own home port of Esquimalt (Victoria) British Columbia, which is to occur tomorrow morning. Suffice to say that the arrival of your cards coincided with a period of relaxation and reflection for the Crew as they looked upon our successes while deployed and prepared for the final leg of our journey home.</p> <p>Please pass on my thanks and heartfelt appreciation to all those who took a moment to write us a card.</p> <p>3. Cooksville Library held a day of festive family fun. Staff conducted Maker Mississauga Craft programs throughout the day and led a Christmas Carol singalong. Customers of all religions were delighted to learn about the origin of Christmas traditions and the history of some Canadian Christmas carols.</p>
Shared Services	<p>1. The Library printed, posted and distributed the Winter Programs brochure.</p> <p>2. The Library supported, promoted and networked with 120 agencies and companies that provide programs and/or support families.</p>
2. Youth	
Area 1	<p>1. The Teen Book Club continues to provide a safe and fun space for teens looking to discuss books on various genres and topics.</p> <p>2. Sciences and Business Department staff proctored 39 exams from the following institutions: Algonquin College, American Society of Appraisers, Canadian Health Food Association, Carleton University, CPA, Dalhousie University, Fleming College, Human Resources Professional Association, Loyalist College, Université Laval, University North Dakota, University of Utah, University of Windsor, and Virtual High School.</p> <p>In 2016, Central hosted 327 exam-takers for 41 different institutions.</p>
Area 2	<p>1. Lakeview Library's Teen Advisory Group held a program whereby customers could make their own holiday card or video using green screen technology. Eighteen customers participated and were able to create digital holiday memories to share.</p> <p>2. Lorne Park Library hosted a "Game On" event for teens consisting of board game and card game challenges. Teens enjoyed a social time and refreshments afterwards.</p> <p>3. Lorne Park Library hosted a Christmas Party and meeting for the Teen Advisory Group members.</p>

	
Area 3	<ol style="list-style-type: none"> 1. The Toastmasters Youth Leadership program wrapped up a nine week session at Erin Meadows Library. The students demonstrated their new skills by giving speeches at a graduation event attended by their parents, Toastmasters officials and Councillor Saito. 2. Mississauga Valley Library TAG presented the 4th annual Craft for Hunger, in partnership with the Mississauga Food Bank. TAG helped community members make Christmas crafts in exchange for non-perishable food items. A full box of food was collected.  <ol style="list-style-type: none"> 3. Woodlands Library Teen Advisory Group hosted their 3rd annual Christmas Cookie Decorating event. In total, 38 youth from the community enjoyed decorating a large number of cookies.
Shared Services	<ol style="list-style-type: none"> 1. The Library supported, promoted and networked with 45 agencies and companies that work with youth.
3. Older Adults	
Area 1	<ol style="list-style-type: none"> 1. Sciences and Business staff acted as guest speakers for the Revitalised Older Adult (R.O.AD.) group in Central Library, including a travelogue on “Inside North Korea” to 7 attendees.
Area 2	<ol style="list-style-type: none"> 1. The holiday classic, “ It’s a Wonderful Life” was screened at the Older Adult meeting at Burnhamthorpe Library. 2. Lorne Park Library hosted a holiday social event for older adults. Anna Richard from The Textile Museum of Canada discussed the Narrative Threads history project which involves national stories captured in artifacts. Customers brought in their own examples of nostalgic items such as household textiles or clothing and shared their stories. One participant brought a family heirloom – a three hundred year old tablecloth. A social time

	<p>with refreshments was shared during the event.</p> <p>3. Malton Library hosted a potluck and Games Hour for Older Adults to celebrate the holidays. Attendees socialized, talked, laughed, participated and had a great time. All went away happy, looking forward to the new and exciting programs in 2017.</p> <p>Below is an example of the comments that were shared about the Older Adults programs at Malton Library:</p> <p><i>“Staff have worked hard to organize a very enjoyable program to meet people who live in our community and have a chance to talk with them. There are a variety of activities. The speakers have been interesting and provided helpful information.”</i></p> <p><i>“Good, informative programs with interesting topics.”</i></p>
Area 3	<p>1. The Meadowvale Library paired six volunteer youth with older adults to mentor computer skills in one Computer Buddies session. In addition, The Meadowvale Library provided individual one hour instruction [Book-a-Librarian] for two appointments and one drop-in for customers needing special assistance with computer issues.</p> <p>2. Mississauga Valley Library organized a very successful Customer Appreciation Event that featured an impeccable performance of First Violinist at Mississauga Symphony Orchestra, Michael Curitti. The Seniors Club members also participated in the event that was open to all. The treats, coffee, tea and beautiful recital made it a memorable morning.</p> <div style="display: flex; justify-content: space-around;">   </div>
Shared Services	<p>1. The Library supported and networked with 78 agencies and companies that support older adults.</p>
4. Newcomers	
Area 1	<p>1. Sciences and Business staff coordinated 8 Career Tours for ACCESS Employment, Brian J. Fleming Adult Learning Centre, St. Gabriel Adult Education Centre, and Peel Multicultural Council. 95 attendees learned to navigate the Library's Career Centre and various job-searching databases.</p> <p>In 2016, Sciences and Business staff provided a total of 88 Career Tours and Small Business presentations to a total of 1,452 adult students enrolled in programs with the</p>

	<p>Newcomer Centre of Peel, Peel Multicultural Council, Dufferin-Peel St. Gabriel and Brian J. Fleming Adult Education Centres, ACCES Employment, and Family Services of Peel.</p> <p>2. Central Library hosts the Newcomer Information Centre (NIC) in the Sciences and Business department, providing Newcomers with referral assistance as well as free Commissioner of Oaths services. In 2016, 557 newcomers availed themselves of NIC's services.</p>
Area 2	<p>1. Port Credit Library's Knit and Chat group has started a new community project – knitting Teddy Bears for newcomer children. They've been in contact with Polycultural Immigrant & Community Services to set up the distribution details.</p>
Area 3	<p>1. The Newcomer Youth Club and the Newcomer Conversation Circle have been successful programs at Woodlands Library, drawing 30 participants to the Newcomer Youth Club. Plans were made to run the Newcomer Youth Club throughout the Summer of 2017 on multiple nights to capitalize on recent success.</p> <p>2. The Meadowvale Community Centre and Library held an information session for Syrian refugees housed temporarily at a nearby hotel. The Meadowvale Library also conducted a tour for the Dufferin Peel Catholic School Board ESL Centre.</p>
COMPLETING OUR NEIGHBOURHOODS	
Area 1	<p>1. In December, families helped the Children's Department "decorate our tree" with colourful paper decorations. There were so many beautiful creations that a second Christmas tree had to be set up.</p> <p>2. In partnership with the Royal Canadian Institute for the Advancement of Science (RCI), Sciences and Business staff hosted Dr. Greg Steinberg of McMaster University, who discussed "A New Look at Obesity" to an audience of 27.</p> <p>3. In partnership with the University of Toronto-Mississauga, Sciences and Business staff hosted the sixth installment of the "Lecture me!" series: Manipulating the Physical World with Light. Dr. Josh Milstein discussed how optical trapping is reshaping our understanding of the world, from the packaging of DNA to the construction of quantum mechanical supercomputers. Twenty six attendees enjoyed the experience.</p>
Area 2	<p>1. Lakeview Library's Book Club group discussed "The Girl on the Train," by Paula Hawkins. Seventeen people gathered and brought goodies to celebrate the season. Some participants reported that the book had helped them gain new insights about addiction and mental health.</p> <p>2. Malton Library staff coordinated several visits with local schools to bring classes into the library and take part in Maker Mississauga programs such as Snap Circuits, Squishy Circuits, and Stop Motion. Twenty five Grade 5 students from Lancaster Public School came to the library to learn how to make stop motion animation movies.</p> <p>3. Malton Library partnered with The Art of Living to offer a Yoga: Mind and Meditation session on December 3rd. There were 40 participants who thoroughly enjoyed the session, and ended feeling mindful and refreshed. The event was so successful that a second session is planned in February using the Samsung tablets and Maker Mississauga Lego.</p>

Area 3	<ol style="list-style-type: none"> 1. Cooksville Library hosted a mitten tree and canned food drive. The mitten tree has received 11 hats, 9 scarves, and 9 pairs of mittens at last count. Many of the donations were hand-made (knitted or crocheted). Several members of the Cooksville Library knitting program donated items. Customers have commented positively on the initiative. 2. Streetsville Library busted out every craft supply imaginable for a fun and frenzied Gingerbread creations craft activity. Parents and children alike decorated, displayed and took home their colorful creations for the holidays. 3. Clarkson Library hosted its annual Christmas Ornament Craft program. Over 80 children and parents attended the drop-in craft. In the spirit of the season, customers donated non-perishable food items and/or new unwrapped toys in lieu of paying for a program ticket. Children could create up to 5 different ornaments to take home. Staff dressed up as festive Santa's helpers and Christmas music played throughout the ninety minute program. In addition, a customer asked the reference desk staff about the food donation box for the Compass Food Bank. He learned about our free program encouraging food donations. He asked if he could make a cash donation to which staff thanked him but politely declined. The customer left the library and returned with bags of food to donate. He explained that he had used the Food Bank in the past, and now that he was in a more fortunate place in his life, he wanted to give back. He also thanked the library for collecting food to meet local needs. Library staff were very touched by his story and generosity.
Shared Services	<ol style="list-style-type: none"> 1. What was Mississauga reading last year? The top fiction book was The Wrong Side of Goodbye by Michael Connelly.  <p>The top non-fiction book is Furiously Happy : a Funny Book About Horrible Things by Jenny Lawson.</p>



2. Electronic borrowing continued to grow in 2016 with a 19% increase over 2015 borrowing numbers.

CULTIVATING CREATIVE & INNOVATIVE BUSINESSES

Area 1

1. Central Readers' Den Department partnered with Chamber Music Mississauga to host two pop-up concerts. Library patrons enjoyed a Cadence Quartet and a Jazz Concert, featuring award winning saxophonist, Carson Freeman.
2. Sciences and Business staff have been hosting MakerMississauga 3D Printing Orientation Courses to help customers learn about 3D printing. This orientation is required to submit personal designs for printing. Eleven customers passed certification in December.

In 2016, 23 courses were conducted for a total of 488 attendees.
3. To support the use of 3D Printer technology and meet the demand from customers, Sciences and Business staff debuted "Maker Mississauga: TinkerCAD, the basics" in December. Eleven attendees learned how to use Tinkercad to create 3D models and to print their designs on the Library's 3D printer.

Shared Services

1. The Library supported 87 small businesses this past year through commercial posting service, networking, connections, referrals and general marketing ideas.

DEVELOPING A TRANSIT-ORIENTED CITY

Area 1



Central Library hosted the annual MiWay display, encouraging new ridership and promoting improvements to services on the Mississauga Transit. Customers were welcome to take maps, foldable buses, and other transit paraphernalia.

LIVING GREEN

Area 3

1. Woodlands Library worked with F&PM to ensure that lights in the public library area would be automatically turned on and off shortly before and after opening and closing.

OTHER SPECIAL INITIATIVES/SYSTEM WIDE ACTIVITIES

1. The Mississauga Chamber Music Society's "Out and About" series of concerts held an event at Erin Meadows Library. The Mississauga Symphony Horn Ensemble entertained Library customers who enjoyed the music.
2. Sheridan Library hosted its fourth and final Open House of the year, this one with a Winter Wonderland theme. Attendees were treated to hot chocolate and popcorn while they decorated construction paper mittens, cut out snowflakes (the more ambitious ones were in the shapes of Harry Potter characters), used cotton balls to decorated polar bears, and created their own reindeer antlers using hand prints.



In lieu of exchanging gifts with one another this Christmas season, Churchill Meadows Library staff collected toys which were contributed towards Toys for Tots. Donations from customers were also accepted.

- 3.
4. Frank McKechnie Library held a food drive for St. Mary's Food Bank and delivered the donations on December 22.
5. The Library met its ambitious goal to transition all of its print and media collaterals by December 31 to the new look launched in 2015. The new look is vibrant, colourful, fun and updates the look to support and market a 21st century library. This yearlong process created hundreds of new art files and converted thousands of old files over to the new marketing look so that all of the Library channels speak with one voice.
6. Other campaigns in December
New wallpaper for all printers



Christmas Porgrams



Holiday Closures Notification



January Key Messages Developed and Posted for members as they return to libraries after the holidays



City of Mississauga
Library Board Report



Date: January 18, 2017

To: The Mississauga Public Library Board

From: Rose Vespa, Director of Library Services

Agenda 2.4

Meeting date:
January 18, 2017

Subject

Year End Report on Service to Older Adults

Recommendation

That the report dated January 18, 2017 on Services to Older Adults be received for information.

Report Highlights

- The Library Board's Ends policy incorporates the needs of older adults
- The Library's Older Adult Committee partners with local organizations and agencies serving older adults. It promotes and offers a wide variety of library programs which provide intellectual stimulation and opportunities for older adults to socialize at library facilities. Each branch has a Representative assigned for older adult programs and services
- 508 contacts at 29 retirement residences and long-term care facilities, seniors' centres and 1468 contacts at older adult fairs were made in 2016
- The Chair of the Library Older Adult Committee is a member of the City Older Adult Advisory Panel

Background

The Mississauga Library Board's Ends Policy incorporates the needs of older adults in the following areas:

- Developing skills
- Acquiring knowledge and information
- Improving quality of individual life and the life of the community
- Providing a welcoming, customer friendly environment

The Library's Older Adult Committee partners with local organizations and agencies serving older adults. It promotes library programs which provide intellectual stimulation and opportunities for those aged 55 plus to socialize at library facilities. It makes this happen by:

- Reaching out to local retirement homes (by phone, e-mail, displays and in-person visits), sharing library information, and identifying programs and services of interest to residents (in return some residences have sponsored refreshments at library events)
- Attending meetings of local older adult clubs
- Staffing displays at local Older Adult fairs and open houses
- Offering special programs to recognize Seniors' month (June)
- Promoting relevant programs and services, including e-book and magazine downloading, tablet workshops, computer buddies, safety and online privacy workshops, author visits, and social gatherings
- Providing Homebound Services to those unable to come to the library. Currently 95 clients are served in a total of 20 institutions.
- Making materials easily available ("Books to Go") and providing book talks in support of residential book and film clubs
- Signing up seniors who qualify for free tax clinics
- Donating withdrawn magazines and large print books in good condition to retirement residences

Comments

All Mississauga libraries have ongoing relationships with seniors in their catchment areas. 508 contacts at 29 retirement residences and long-term care facilities, or seniors' centres and 1468 contacts at older adult fairs were made in 2016.

This year the Library produced an Older Adult Guide to the Library promoting services to older adults. These brochures were used to promote the library at retirement homes and at older adult fairs.

Older adults actively participate in a wide variety of programs offered at the library, including book clubs, knitting clubs, conversation circles, films, and informational workshops such as

- Health including Yoga/meditation
- Finance and estate planning
- Fraud/Scams aimed at older adults
- Travel
- Gardening
- Downsizing

Many libraries have older adult social clubs. These can be a lifeline to connect with other older adults: one participant at Streetsville Library commented that it was the first time she felt comfortable enough to leave the house and meet people since her husband passed away.

Computer Buddies is also a popular program for older adults, pairing an older adult with a teen who assists the older adult to learn how to use e-mail, the Internet, download pictures, etc. Interestingly, for this program, Erin Meadows Library was able to pair Mandarin-speaking teens with Mandarin speaking older adults.

The library was represented at seven Older Adult fairs in 2016, including the CASSIS (Coalition of Agencies and Seniors Serving Immigrant Seniors) Fair, two Zoomer Fairs, the Mississauga Seniors' Centre Technology and Healthy Living Fair, and the City Older Adult Expo. This latter event was held at the Hershey Sports Zone on June 1 to launch Seniors' month in Mississauga and had over a hundred exhibitors and sponsors. It was attended by 2,600 older adults who learned about relevant City services and community information. At the event, library staff registered older adults for library cards and demonstrated downloading of e-resources.

The Chair of the Library Older Adult Committee is a member of the City Older Adult Advisory Panel. The panel, consisting of five City of Mississauga employees and 11 community members, is a forum where information and advice is exchanged between older adults and city staff. The panel has a grant from the Province of Ontario to develop an action plan towards becoming a World Health Organization (WHO) designated "Age-Friendly Community." This internationally-recognized designation will acknowledge Mississauga as a municipality that supports older adult participation in social, civic, employment, communication and healthy active living opportunities. On October 3 of this year, an Age-Friendly Symposium was held to bring together key community organizations and businesses in the region to collaborate on developing plans for achieving the Age Friendly designation by focusing on eight key areas: Housing, Transportation, Social Participation, Respect and Social Inclusion, Civic participation and Employment, Communication and Information, Community Support and Health Services, Outdoor Spaces and Buildings. The Library will contribute to the plan in areas including Respect and Social inclusion, Social Participation, and Communication and Information.

Financial Impact

None

Conclusion

Older adults have the opportunity to participate in library programs and services both in-house and/or from their homes. Many useful contacts have been initiated by staff and library offerings

are well received. Plans to maintain connections and promote programs and services to this important target group will continue.

Attachments

None

Rose Vespa
Director of Library Services

Prepared by: Diane Kendall, Manager Lorne Park Library

City of Mississauga

Library Board Report



Date: January 18, 2017

To: The Mississauga Public Library Board

From: Rose Vespa, Director of Library Services

Agenda 2.5

Meeting date:
January 18, 2017

Subject

Count Week 2016

Recommendation

That the report dated January 18, 2017, on the Library's 2016 Count Week be received for information.

Highlights

Count Week data shows good growth in the usage of electronic collections and in visits to the Library. Other areas are shifting or declining slightly.

Background

Every fall all public libraries in Ontario are required to conduct a one week sampling of activities for standardized reporting to the Ministry.

Comments

The required elements of Count Week are hours open, circulation, in-house use of materials, public workstation users, reference and readers' advisory questions in person, electronic reference transactions, visits, wireless users, accessible requests and the number and average time spent on information communication technology requests. New for 2016 was the collection of attendance at Maker programs held during the week.

It is important to note that Count Week is a snapshot in time for the year. Count Week data will be validated for some activities where annual statistics are available such as circulation, wireless usage and public workstation uses. Many other activities are counted and reported regularly over the year including programs, program attendance, school visits and senior contacts.

Highlights of the results for 2016 include:

In-Person Visits

- 97,258 total with 16,706 at Central Library and ranging from 11,377 at Erin Meadows Library to 1,235 at Lakeview (1,000 reported at Cooksville Library is an estimate due to inconsistencies with automated counters)

Items Loaned

- 120,822 total with 17,182 at Central Library and ranging from 10,622 at Erin Meadows Library to 1,859 at Sheridan Library; 16,569 electronic items loaned

Public Workstation Users

- 12,495 of the 97,258 visits involved using the public workstations.

In-House Materials Use

- For every 5 items borrowed, 1 is used in-house.

The Library saw a 2.2% increase in visitors during Count Week from 2015 to 2016. The number of people entering the libraries was up at both the branches and Central. This continues a trend from the previous year where there was a 5% increase.

System-wide Count Week data indicates the trend in the declining use of traditional library services continues. Circulation of physical library collections, in-house use, standard reference transactions and reader's advisory transactions all decreased. The decreases were felt at both the branches and Central. The decline in circulation was somewhat offset by an increase in the use of electronic collections which saw an increase of 8.2% this year over last year during Count Week. This decline is in keeping with what other libraries are reporting.

The continuing decline in the number of standard reference transactions is likely a result of the ease of access to information on the Internet.

System-wide Count Week data also indicates a slight decline in public workstation users. The number of wireless users continues to trend up as increasing numbers of visitors bring their own mobile technology.

Conclusion

Count Week confirms that library usership continues to be strong but customers are seeking to meet different needs than they used to. The Library as meeting space and program provider continues to grow in importance as the more traditional use declines.

The Library's Future Directions master plan and the results of the Environics customer analysis will help guide our response to these changing needs.

This report on Count Week demonstrates legislative compliance to the Board.

Attachments

Appendix 1: Count Week Statistics – November 7 – 13, 2016

Appendix 2: Count Week Comparison – 2015-2016

Rose Vespa
Director of Library Services

Prepared by: Sue Coles. Acting Manager, Shared Services

Agenda 2.5
Appendix 1

Mississauga Library System Count Week Statistics Nov. 7 to Nov. 13, 2016													Information Communication Technology Requests	
Location	Hours Open	Circulation	Total In-house Materials Use	# Using Public Workstations	# Standard Reference Transactions	#Reader's Advisory Transactions	# of Electronic Reference Transactions	# People Entering	# Wireless Users	Number of Accessible Requests	# Attending Maker Space Programs	Number of Requests	Avg. Time in Minutes per Request	
Burnhamthorpe	64	7,444	1,096	998	152	29	3	5,151		0	3	314	1.5	
Churchill Meadows	74	4,680	918	704	63	23	0	5,680		0	16	56	1.9	
Clarkson	49	3,235	724	257	32	23	0	3,230		0	12	83	2.0	
Cooksville	49	3,159	475	429	72	24	0	1,000		0	9	82	1.6	
Courtney Park	77	6,620	1,214	555	224	63	0	10,512		3	40	15	3.7	
Erin Meadows	77	10,622	3,616	1,100	535	73	19	11,377		5	57	506	2.0	
Frank McKechnie	67	7,336	1,878	710	99	41	0	5,618		0	25	356	3.0	
Lakeview	49	2,910	705	199	11	21	0	1,235		0	0	24	2.3	
Lorne Park	67	3,888	335	252	117	35	1	3,182		1	20	78	1.6	
Malton	64	2,908	1,761	1,067	46	16	0	6,274		1	15	96	2.3	
Meadowvale	64	9,794	2,513	1,014	204	109	0	8,955		0	4	90	2.0	
Mississauga Valley	53	4,239	904	543	67	20	0	2,987		0	44	98	3.7	
Port Credit	53	4,024	974	372	94	33	0	3,232		0	0	77	2.0	
Sheridan	38	1,859	211	278	28	12	0	1,283		0	10	40	2.0	
South Common	64	6,746	1,402	649	88	19	0	4,819		1	137	199	2.0	
Streetsville	53	3,640	648	238	126	60	1	2,473		0	14	133	1.6	
Woodlands	53	3,967	472	394	137	21	0	3,544		0	0	46	2.2	
Branch Total	1,015	87,071	19,846	9,759	2,095	622	24	80,552		11	406	2,293	2.2	
Central Arts & History	72		738		193	2	9			0	0	41	3.0	
Central Children's	72		2,033		129	117	1			0	0	0	0	
Central Circulation	72	17,059						16,692		0	0	360	1.0	
Homebound Services		123												
Central Readers' Den	72		595		69	19	15	14		5	0	79	2.0	
Central Sciences & Business	72		893		264	5	3			0	25	142	3.1	
Central Total	72	17,182	4,259	2,736	655	143	28	16,706		5	25	622	1.8	
OverDrive		9,007												
Zinio		1,629												
Freegal		5,849												
Comics Plus		54												
InstantFlix		30												
eSupport												16	13.6	
System Total	1,087	120,822	24,105	12,495	2,750	765	52	97,258	91,286	16	431	2,931	2.7	
Twitter - 296														
Facebook - 285														
(Note: in-person visits for Cooksville is an estimate due to technical difficulties)														

Agenda 2.5
Appendix 2

Location	Hours Open	Circulation 2015	Circulation 2016	Total In-house Materials Use 2015	Total In-house Materials Use 2016	# Using Public Workstations 2015	# Using Public Workstations 2016	# Standard Reference Transactions 2015	# Standard Reference Transactions 2016	# Reader's Advisory Transactions 2015	# Reader's Advisory Transactions 2016	# of Electronic Reference Transactions 2015	# of Electronic Reference Transactions 2016	# People Entering 2015	# People Entering 2016	# Wireless Users 2015	# Wireless Users 2016	# of Accessible Requests 2015	# of Accessible Requests 2016	# Attending Maker Space Programs 2015	# Attending Maker Space Programs 2016	Information Communication Technology Requests			
																						Number of Requests 2015	Number of Requests 2016	Avg. Time in Minutes per Request 2015	Avg. Time in Minutes per Request 2016
Burnhamthorpe	64	7,817	7,444	1,231	1,096	940	998	185	152	21	29	3	3	5,276	5,151			0	0		3	461	314	1.3	1.5
Churchill Meadows	74	5,223	4,680	897	918	703	704	251	63	53	23	0	0	5,943	5,680			0	0		16	72	56	1.5	1.9
Clarkson	49	3,809	3,235	914	724	345	257	71	32	5	23	2	0	3,566	3,230			0	0		12	10	83	3.6	2.0
Cooksville	49	3,306	3,159	310	475	462	429	95	72	25	24	0	0	1,000	1,000			0	0		9	190	82	1.8	1.6
Courtney Park	77	6,935	6,620	1,802	1,214	529	555	173	224	47	63	6	0	9,921	10,512			3	3		40	80	15	3.9	3.7
Erin Meadows	77	10,892	10,622	3,515	3,616	1,133	1,100	422	535	74	73	117	19	10,412	11,377			1	5		57	461	506	2.0	2.0
Frank McKechnie	67	8,183	7,336	2,099	1,878	744	710	117	99	56	41	0	0	5,331	5,618			0	0		25	130	356	1.8	3.0
Lakeview	49	2,927	2,910	368	705	220	199	30	11	7	21	1	0	1,459	1,235			1	0		0	23	24	6.1	2.3
Lorne Park	67	4,120	3,888	417	335	241	252	64	117	25	35	2	1	3,018	3,182			1	1		20	200	78	2.8	1.6
Malton	64	3,182	2,908	3,126	1,761	1,389	1,067	200	46	67	16	0	0	6,881	6,274			0	1		15	49	96	4.0	2.3
Meadowdale	64	9,403	9,794	1,777	2,513	1,022	1,014	141	204	29	109	0	0	7,873	8,955			2	0		4	72	90	2.4	2.0
Mississauga Valley	53	4,796	4,239	1,034	904	632	543	40	67	25	20	0	0	2,882	2,987			1	0		44	58	98	2.1	3.7
Port Credit	53	4,638	4,024	1,005	974	351	372	89	94	20	33	6	0	2,451	3,232			2	0		0	70	77	3.9	2.0
Sheridan	38	2,254	1,859	958	211	322	278	116	28	46	12	2	0	1,636	1,283			3	0		10	252	40	1.4	2.0
South Common	64	6,974	6,746	1,662	1,402	709	649	88	88	32	19	0	0	4,935	4,819			1	1		137	68	199	4.5	2.0
Streetsville	53	3,482	3,640	622	648	257	238	47	126	11	60	0	1	2,204	2,473			0	0		14	70	133	2.8	1.6
Woodlands	53	3,522	3,967	465	472	394	394	113	137	12	21	1	0	3,748	3,544			1	0		0	110	46	1.3	2.2
Branch Total	1,015	91,463	87,071	22,202	19,846	10,393	9,759	2,242	2,095	555	622	140	24	78,536	80,552			16	11		406	2,376	2,293	2.8	2.2
Central Arts & History	72			518	738			210	193	16	2	7	9					0	0		0	34	41	5.0	3.0
Central Children's	72			4,731	2,033			302	129	260	117	0	1					0	0		0	39	0	2.4	0
Central Circulation	72	18,306	17,059											16,632	16,692				0		0		360		1.0
Homebound Services		111	123																						
Central Readers' Den	72			754	595			112	69	62	19	28	15		14			2	5		0	75	79	2.1	2.0
Central Sciences & Business	72			1,601	893			306	264	18	5	7	3					0	0		25	148	142	4.0	3.1
Central Total	72	18,417	17,182	7,604	4,259	2,762	2,736	930	655	356	143	42	28	16,632	16,706			2	5		25	296	622	3.4	1.8
OverDrive		7,617	9,007																						
Zinio		1,380	1,629																						
Freemag		6,317	5,849																						
Comics Plus		NA	54																						
InstantFlix		NA	30																						
eSupport																									
System Total	1,087	125,194	120,822	29,806	24,105	13,155	12,495	3,172	2,750	911	765	182	52	95,168	97,258	87,728	91,286	18	16	NA	431	2,672	2,931	3.1	2.7
2016																									
Facebook - 285 and Twitter 296																									
2015																									
Facebook - 224 and Twitter 243																									
(Note: in-person visits for Cooksville is an estimate due to technical difficulties)																									

City of Mississauga
Library Board Report



Date: January 18, 2017

To: Mississauga Public Library Board

From: Rose Vespa, Director of Library Services

Agenda 4.1

Meeting date:
January 18, 2017

Subject

Review of Executive Limitations Policies A1-A12

Recommendation

That the compliance report on the Executive Limitations Policies A1 to A12 be approved.

Highlights

Twice annually, the CEO reports on compliance of the Executive Limitations Policies.

Background

The Executive Limitations policies are designed to ensure that the Board has articulated adequate checks and balances that these are in place; consistent with the tenets of the Carver model of board governance, and that the CEO is adhering to them through semi-annual reporting. They are:

1. Communication and Counsel to the Board
2. Protection of Services
3. Treatment of Customers
4. Staff Treatment
5. Staff Conduct
6. Financial Planning/Budgeting
7. Financial Condition
8. Emergency Executive Succession
9. Protection of Privacy
10. Asset Protection
11. Compensation and Benefits
12. Legal Compliance

Updates to each policy are placed in bold for the Board's information and review.

Comments

Policy A1 – Communication and Counsel to the Board is monitored monthly. Policies A2 to A11 are monitored semi-annually, in January and September.

The need for effective executive limitations is the backbone of the Carver model of board governance. The satisfactory performance of the Library and its director year after year indicate that these are working effectively and are compatible with the expectations of the City.

It was determined that in instances where the Library's operations are substantially the responsibility of the City that this would be commented on in this compliance report as another routine performance indicator.

Policy A1 – Communication and Counsel to the Board

The CEO shall ensure that the Board remains informed, supported in its work, and compliant with legal or fiscal obligations.

Accordingly, the CEO shall:

- 1. Submit monitoring data required by the Board in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored.*
- 2. Inform the Board of relevant trends, significant changes in provincial or municipal policies, anticipated adverse media coverage, material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established.*
- 3. Advise the Board if the Board is not in compliance with its own policies, particularly in the case of Board behaviour that is detrimental to the work relationship between the Board and the CEO.*
- 4. Respect the adopted standards of service for library service as accepted by the Corporation regarding holdings, annual acquisitions, and space provision, or to ensure the involvement of the Board in the change or addition to such standards by the Corporation.*

The meetings over the year are dedicated to ensuring compliance with this policy by making it a standard item on all agendas; a regular Communication and Counsel report is included on the board's agenda. As well, a schedule of the review of all Board policies is followed over the year. Consent agenda approvals are also followed as per the annual work plan. Performance data is supplied to the Board regularly. Twice a year a conferences/trends report is supplied as per the work plan.

The Board is kept informed with regard to any of the items outlined above. The addition on the agenda of the CEO Highlights also ensures that from month to month, the Board is receiving timely updates.

Policy A2 – Protection of Services

The CEO shall protect the services delivered by the Mississauga Library System to its residents.

Accordingly, the CEO shall:

- 1. Inform the Library Board of and involve them in the determination of any service reductions and changes to fees.*
- 2. Inform the Board on changes to service levels.*
- 3. Report on satisfaction surveys and customer feedback.*
- 4. Inform the Board semi-annually of service trends and issues for public libraries.*
- 5. Inform the Board of any relevant planned or recent changes at any level (municipal, provincial, federal) in order to allow the Board to consider and comment.*

This policy was developed by the Board to cover situations involving service reductions due to budget cuts. It outlines a fair and reasonable process to be followed. All fees and fines are approved by the Library Board as well as all public policies. All major survey results are regularly reported to the Board. There have been no changes to service levels. The Future Directions Master Plan, endorsed by the Board in May of 2014, outlines recommendations that will enhance service levels as it relates to the Library's resources, facilities and technological infrastructure over the next five years.

All communication, where appropriate, from both the federal and provincial government has been brought to the Board for their information and comment as it pertains to the Library.

I confirm that I am in compliance with any reasonable interpretation of the policy.

Policy A3 – Treatment of Customers

With respect to interactions with customers, or those applying to be customers, the CEO shall ensure that conditions, procedures, or decisions are safe, dignified, unintrusive, or provide appropriate confidentiality and privacy.

Accordingly, the CEO shall:

- 1. Use application forms or procedures that only elicit information for which there is a clear necessity.*
- 2. Use methods of collecting, reviewing, transmitting or storing client information that protect against improper access to the information elicited.*
- 3. Maintain facilities that provide a reasonable level of privacy, both aural and visual.*
- 4. Establish with customers a clear understanding of what may or may not be expected from the service offered.*
- 5. Use reasonable judgment in dealing with customers.*
- 6. Inform customers of this policy or provide a grievance process to those customers who believe that they have not been accorded a reasonable interpretation of their rights under this policy.*
- 7. Ensure the rules and regulations of the Library respect the needs of and convenience of*

- the greatest number of users and are defensible given application and practices elsewhere.*
8. *Ensure an open, accessible customer comment process.*
 9. *Take all necessary steps to safeguard the safety and welfare of library users in the event of unplanned emergencies.*
 10. *Implement a full communications plan to ensure that all key stakeholders are initially and subsequently informed of the nature and extent of any unplanned disruption of service.*
 11. *Provide full and proper public notice of the privacy policy of the Mississauga Library System.*
 12. *Ensure adherence by employees to the procedures that respect and protect the privacy of personal information of customers and other members of staff.*

The Library's practices and procedures involving the maintenance of personal information have been thoughtfully and responsibly developed as part of a corporate initiative and are regularly reviewed on the basis of both intent and application as was evidenced with the approval of the Privacy Policy in December 2016. Complaints concerning such practices are dealt with professionally under corporate procedures followed by the Library. Library forms involved are routinely reviewed. Public service policies are codified and stated. The application of judgment by staff in dealing with customers has been established by policy and is the general practice, with exceptions and specific instances being used to prompt reviews and retraining of staff as "a way of work." Finally, the wide use of complaint mechanisms, both formal and informal, as well as the ease of access to management, the Board and to local politicians, ensures a means of recourse for any complaints. All citizen concerns are routinely responded to in a courteous and timely manner resulting in good public opinion.

As an integrated part of the City, the Library operates in full awareness of the legal requirements of the new Integrated Accessibility Standards Regulation. Requirements regarding the provision of accessible web information have been met.

I confirm that I am in compliance with any reasonable interpretation of the policy and that the Library meets relevant corporate requirements.

Policy A4 – Staff Treatment

With respect to the treatment of paid and volunteer staff, the CEO shall ensure that conditions are fair, dignified, safe and in compliance of any applicable labour and/or human rights legislation.

Accordingly, the CEO shall:

1. *Operate with written personnel policies that clarify personnel rules for staff, provide for effective handling of grievances, and protect against wrongful conditions.*
2. *Acquaint staff with their rights under this policy.*
3. *Take all necessary steps to safeguard the safety and welfare of employees in the event of unplanned emergencies.*
4. *Implement a full communications plan to ensure that all key stakeholders are initially and subsequently informed of the nature and extent of any unplanned disruption of service.*

5. <i>Develop a full staff training plan annually and to report on the results annually to the Board and the wider community.</i>

This is a very broad policy that requires full compliance with labour and human rights legislation as well as sound, articulated management practices that are fair, dignified and safe. On the first point - compliance with legislation – appropriate procedures have been established with corporate direction and as a result there have been no infractions. This is due largely to pro-action, timely response to labour issues and solid HR and legal support from the City. On the second point - fair, dignified and safe treatment of staff and volunteers - again there are sound policies, practices and training in place in support of these in alignment with City policies and practices. New legislative requirements are routinely implemented. Open communication with volunteers, union, management and corporate HR, the needs and concerns of all groups are routinely addressed through standing processes and regular meetings. One of these is the contact between the union and the library board as employer, where unresolved concerns could be raised. A formal Delegations Policy approved by the Board provides an appropriate framework for this communication.

The policy further requires written personnel policies, an effective grievance process, and an open complaint process. Again, through years of rigorous attention, all three elements are in place across the library system with evident sound results. Routine meetings of union and management provide a working forum to address issues and take action. Staff orientation regularly covers these important issues. The City has approved a new Whistleblower Policy for all employees.

As an integrated part of the City, the Library operates in full awareness of the legal requirements of the new integrated Accessibility Standards Regulation. Requirements regarding the provision of individualized emergency plans for staff members temporarily or permanently disabled have been met.

The final requirement of the policy identifies the need to acquaint staff with their rights. All volunteers receive formal orientation and routine evaluation. All new employees receive formal union orientation and corporate orientation. All employees and volunteers receive regular formal performance reviews. On-going training is used to update or reinforce specific areas of personnel policies. Training has been more formally reported on in recent years.

All Library employees were provided with Work Smart Training to ensure safe working routines. Updated Health and Safety Training for all staff was completed at the end of 2014 via online training modules.

I confirm that I am in compliance with any reasonable interpretation of the policy and that the Library meets relevant corporate requirements.

Policy A5 – Staff Conduct

The CEO shall ensure that conditions of employment spell out the expectations for employee behaviour and enforce these expectations in a fair and due process manner.

Further, without limiting the scope of the foregoing, by the following, the CEO shall:

- 1. Provide to staff a definition of prohibited behaviour, including conflict of interest, harassment of customers or others.*
- 2. Prohibit any employee to claim as his or her own products which have been developed using the time and resources of the employer.*

The Library, working in close alignment with the City, follows all city HR policies and procedures unless specifically countered by public library legislation or the Library's collective agreement. The City's policies fully describe acceptable employee behaviour and the processes to deal with transgressions.

In addition, policies and procedures covering staff conduct are routinely communicated to all staff. Prohibited behaviour is routinely reviewed as a good management practice. Complaints from the public are treated seriously and used to reinforce acceptable conduct.

The established practice is that all products developed at work are clearly the Library's for use by the Library, including modification.

A formal incremental discipline process is followed in incidents requiring action. Although such situations are rare, all are dealt with in a timely, standardized manner focused on behaviour improvement. Regular performance appraisals for all staff reinforce the remedial approach to exhibited unacceptable conduct.

I confirm that I am in compliance with any reasonable interpretation of the policy and that the Library meets relevant corporate requirements.

Policy A6 – Financial Planning/Budgeting

Budgets for any fiscal year or the remaining part of any fiscal year shall conform materially to Board Ends priorities, the requirements of the Public Libraries Act, and not risk fiscal jeopardy. Budgets are accordingly set in relation to approved Library Board multi-year plans.

Accordingly, he or she shall allow budgeting which:

- 1. Contains information to enable credible projection of revenues and expenses, separation of capital and operational items, and disclosure of planning assumptions.*
- 2. Is adequate for a full line or program budget presentation.*
- 3. Plans the expenditure in any fiscal year only of funds that are conservatively projected to be received in that period.*
- 4. Enables the Board to govern effectively.*
- 5. Conforms to the requirements and duties as spelled out in the Public Libraries Act or to*

requirements of the Corporation.

Each year, the CEO will provide the draft Capital and Operating budget estimates prepared under City requirements to the Board for a Direct Inspection Monitoring Report. The Board will review the budgets according to the following Financial Planning/Budgeting Policy:

- (a) If the estimates are deemed to be a reasonable interpretation of Board policy, the Chair shall place the budgets on the Consent Agenda for acceptance for submission to the City's estimates process.*
- (b) If the estimates are not deemed to be a reasonable interpretation of Board policy due to incomplete or unsatisfactory evidence proving compliance with Board policy and multi-year plan, the Board shall require the CEO to provide additional evidence to prove compliance.*
- (c) If the estimates are not deemed to be a reasonable interpretation of Board policy due to changes in the assumptions upon which Board policy and multi-year plan are based, the Board shall review and revise the policy and the plan.*
- (d) Once the Board has completed its Direct Inspection Monitoring Report, the Board may use the time between the completion of the Monitoring Report and the consideration of the budgets by Council, to promote the Library to Council, to ensure a clear understanding of library needs and required resources.*
- (e) In accordance with approved multi-year plans.*

The intent of this policy is to assure financial performance in support of stated short term and long term priorities in a sound manner.

Financial performance within the City of Mississauga is a top priority with extensive procedures and practices in place, resulting in awards for the process and kudos for the results. The Library gets more attention to its finances than any other area of the City because of its uniqueness and dual accountability.

The CEO must comply with all city requirements in developing cost estimates and must properly reflect the priorities and the expectations of the Library Board. This is done in a multi-year context for both operating and capital needs ensuring regular review and updating of all plans and costs. In addition, on-line accounting provides systematic and timely reporting for all managers of expenditures and revenues in understandable and useful formats.

The Library's annual budgeting process is detailed, practical and comprehensive. The stages of review ensure that priorities are regularly evaluated and important needs met within available funds.

The approval process for new funds is equally thorough and fair. A business case approach is taken to all new initiatives in an annual multi-year planning process for both operating and capital requirements. Safeguards exist to prevent overspending.

The solid financial planning and budgeting process allows the governing body to focus on outputs – services and ends - rather than on inputs – funds and costs - and thereby be truly effective.

Preliminary budgets reflecting approved multi-year plans are developed, refined and presented for approval normally by year-end. Monthly from September to December, the Library Board is informed of the process and any key issues likely to arise, and then adopts the budgets early in the new year following approval by Council.

I confirm that I am in compliance with any reasonable interpretation of the policy and that the Library has met relevant corporate requirements.

Policy A7 – Financial Condition

*With respect to the actual, ongoing financial condition and activities of the organization, the CEO shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from Board priorities established in Ends policies and under the **Public Libraries Act**.*

Accordingly, the CEO shall:

- 1. Limit expenditure only to funds than have been received in the fiscal year to date unless the debt guideline (below) is met.*
- 2. Ensure legally required payments or filings are made on time and accurately filed.*
- 3. Aggressively pursue receivables after a reasonable grace period.*
- 4. With respect to the relationship with the City of Mississauga, its staff or officers shall comply with the City's requirements and practices unless they contravene the Public Libraries Act, collective agreements or other Board decisions.*
- 5. Operate within the requirements of the Public Libraries Act.*

This policy is intended to prevent any fiscal jeopardy for the organization or departure from fiscal plan.

The Library fully follows City financial practices and its operations are fully integrated within the City's. These practices ensure proper fiscal performance including preventing over expenditures or over commitment. The associated processes required by City practice similarly ensure timelines, comprehensiveness and legal compliance. Quarterly reviews are routinely conducted over the year.

Annually, the Library is audited by both internal and external auditors. Where specified, remedial actions are always pursued and satisfactorily completed in accordance with corporate practices.

A Library Board bank account was set up to facilitate the electronic transfer of the annual provincial grant as mandated by the government. Prior to this, the province issued the funds via cheques.

Regular standardized reporting is also in place to provide assurance and/or identify corrections at an early point.

I confirm that I am in compliance with any reasonable interpretation of the policy and that the Library has met relevant corporate requirements.

Policy A8 – Emergency Executive Succession

In order to protect the Board from sudden loss of chief executive services, the CEO shall have two other executives familiar with Board and chief executive issues and processes.

Further the CEO shall ensure that the four (4) positions reporting to the CEO - 3 Area Managers plus the Manager of Support Services - shall at all times be kept familiar with the duties and obligations of the CEO's position and of the organization.

The CEO shall ensure the continuance of key positions within the organization.

Senior management is dedicated to delegation and decentralization of authority and responsibility, as well as to regular and open communication. As a result, the operations of the Library are well covered by shared information among senior management on issues and processes. In addition, the on-going involvement of City personnel from the Community Services Department in HR, IT, finance, planning, facilities and projects ensures broad awareness of key needs, plans and priorities by Library managers. Finally, formal processes have been put in place to have acting managers for all absent managers. The Library operates with numerous task teams, committees and project teams established as part of each year's work plan. In addition, regular meetings of the management team, of the Community Services management team, and with the Commissioner of Community Services ensure full and timely awareness of all key issues.

I confirm that I am in compliance with any reasonable interpretation of the policy and that the Library has met relevant corporate requirements.

Policy A9 – Protection of Privacy

In order to protect the privacy of users, the CEO as Head of Privacy shall comply with legislation requiring the establishment and adherence to a retention schedule for personal information that is collected for the purpose of registering customers, and to ensure the public's awareness of the schedule.

The Library has established sound procedures with Legal's assistance covering the collection and retention of personal information in the Library. These procedures are regularly reviewed with staff and monitored by managers in accordance with corporate practices. Electronic data on customers are likewise treated responsibly under city policies and practices. Facilities

provide a reasonable level of privacy for users with practices that respect it. For 2014, the library received 3 requests under the Freedom of Information and Protection of Privacy Act (FIPPA).

The annual report filed with the IPC will be forwarded to the Board annually at its March meeting.

I confirm that I am in compliance with any reasonable interpretation of the policy and that the Library has met relevant corporate requirements.

Policy A10 – Asset Protection

The CEO shall ensure that assets are protected, adequately maintained and kept safe.

Accordingly, the CEO shall:

- 1. Comply with the City policies and procedures concerning asset protection except as outlined by the Board.*
- 2. Safeguard the organization, its Board or staff from claims of liability.*
- 3. Protect intellectual property, information and files from loss or significant damage.*
- 4. Protect the organization's public image or credibility, so as not to hinder the accomplishment of mission.*
- 5. Preserve funds and other donations intended for the ownership of the Mississauga Public Library Board and hold such assets in secure instruments.*

Libraries need to secure their significant assets, both today and long term. The appraised replacement value of the Library's collection alone exceeds \$200 million, with buildings and equipment on top of that.

As an integrated part of the City, all assets of the Library are routinely evaluated and insured. As well, all aspects of operations have normal City liability coverage.

Loss, theft and damage are routinely assessed and corrective action taken as warranted complying with the City's guidelines and requirements. Periodically, inventories and write offs are completed to update records.

Safety of customers and staff is a key operational value addressed through regular staff training, inspections and process review, all consistent with City practices and requirements.

In financial areas, reserves are routinely audited in accordance with standard city practices. Each year actionable items are identified as part of the annual objective setting process.

I confirm that I am in compliance with any reasonable interpretation of the policy and that the Library has met relevant corporate requirements.

Policy A11 – Compensation and Benefits

With respect to employment, compensation and benefits to employees, consultants, contract workers and volunteers, the CEO shall ensure fiscal integrity and protect public image.

Accordingly, the CEO shall:

- 1. Not make any changes to his or her own compensation and benefits.*
- 2. Keep the Board apprised of competitive practices regarding compensation and benefits.*

The Library's employees fall into three categories: director, non-union employees (35 full time, 1 part time), and union employees (190 full time, 240 part time). Compensation and benefits are determined differently for each of these groups.

A full job evaluation including a review of union compensation, pay equity maintenance, and a salary survey, established the present grids. This full review resulted in a new salary classification grid, a pay equity maintenance process, and a job classification and review process for all union positions. The 8 final salary grades, from page to senior librarian, were further adjusted to reflect current market rates in comparable organizations. This comparison is being maintained through regular reviews and union labour negotiations. A new Collective Agreement for the period of April 1, 2015 – March 31, 2019 was ratified on July 25, 2016.

The Library continues to employ an annual performance appraisal process for all union employees supported by the union which allows for a merit rating of each union employee.

The Library's non-union compensation and benefits are linked to those at the City for the comparable group. The same job evaluation system, job titles, salary grid, benefits package and annual performance management process used by the City for its non-union employees covers all Library non-union employees. Changes continue to be made annually in the benefits area or as required by new legislation. Working in an integrated manner with Community Services and using the dedicated Human Resources Manager within that department, all Library non-union compensation and benefits matters are routinely handled as they are for other City employees.

In addition to the above, the annual performance management process for non-union employees has been modified recently in an effort to better serve the changing needs of the workplace and the workforce. The distribution of merit pay each year has varied. Currently, the merit pay based process is stable.

Library management works with HR to ensure that the Library's practices will attract and retain quality professionals for the future of the service.

A final concern is the area of union-management interface. It is recognized that there is a need to maintain a logical transition from senior union to junior non-union positions. Currently, with all the recent changes in both groups, this relationship is sound.

The compensation and benefits of the director are similarly aligned with those within the City for other senior positions.

Under the Public Libraries Act, the Library Board is the employer:

3. (3) A public library shall be under the management and control of a board...

15. (1) A board may appoint and remove such employees as it considers necessary, determine the terms of their employment, fix their remuneration and prescribe their duties.

Consistent with this responsibility and authority, all remuneration issues affecting Library employees are regularly approved by the Library Board. The City has agreed to a board approved hiring process for a director which respects the Board's legal role as "employer".

I confirm that I am in compliance with any reasonable interpretation of the policy and that the Library has met relevant corporate requirements.

Policy A12 – Legal Compliance

With respect to the operational aspects of the Library, the CEO shall:

- 1. Comply with the requirements of the Public Libraries Act and with the requirements of the Corporation, unless they contravene the Public Libraries Act, the collective agreement, or other direct Board decisions.*
- 2. Raise to the Board and other parties as warranted any identified or potential issues of conflict among legal requirements.*

The Library operates in full awareness of the legal requirements of the Public Libraries Act. In Mississauga, the Act and the Library's legal requirements have been thoroughly investigated as its unique situation within the City has evolved. Similarly, the requirements of the Library's collective agreement with its unionized employees are stringently followed as are the policies of the Library Board under the Carver model.

I confirm that I am in compliance with any reasonable interpretation of the policy and that the Library has met relevant corporate requirements.

Conclusion

The Executive Limitations policies of the Library Board cover those areas of operation assigned by the Library Board to the CEO. In total they represent the Library Board's expectations of the CEO and they do this under the Carver model by defining the limitations of that position. If and when warranted by application, the Executive Limitations policies can be amended to further limit or increase the responsibilities of the CEO. As there have been no issues in recent times, the present policies seem effective.

Rose Vespa
Director of Library Services

City of Mississauga Library Board Report



Date: January 18, 2017

To: Mississauga Public Library Board

From: Rose Vespa, Director, Library Services

Subject: Canadian Anti-Spam Legislation Audit 2016

Agenda 4.2

Meeting date:
January 18, 2017

Recommendation

The Library Board receive this report as information.

Background

In the fall of 2015, the Library Board approved a CASL policy. At a high level, it requires three things:

- 1) Consent (which we have gotten)
- 2) Contact information of the sender (which we include in the emails we send)
- 3) Unsubscribe mechanism (which we include in the email)

Public libraries are generally exempt from most of the regulations relating to CEMs due to the nature of the voluntary membership based relationship between the Library and its members. Because there is an existing “non-business relationship” with members, we currently have implied consent from members for most communications we would send to them.

There are certain areas, including the sending of newsletters, surveys and promotional messaging for which we require express consent. We ensured compliance effective July 1, 2014 for most of our CEMs. However, the allowed transition period which gives the Library time to develop any new processes required to move before 2014 cardholders from implied to expressed consent expires in 2017.

The Library conducted its annual audit to meet stated requirements of the Library Board 2015 policy, to perform its due diligence and in preparation of the next CASL milestone/expiration date.

Comments

CASL AUDIT – ELEMENTS AND TACTICS

Step 1: Assessed Our Marketing Activities

Our current and past marketing campaigns- and how we interact and sell to incoming, currently active and past members- were reviewed. For each marketing activity, we made careful note of how we capture/captured the data and what we communicate/communicated. Essentially any activity that creates a marketable list both centrally and at the local library level.

Step 2: Updated our current forms and templates to comply with the new rules

Made sure we include an unchecked opt-in box and a clear consent statement on all forms.

- Include sender information (name, physical address, and one of the following: phone, email address or website).
- Include a clear unsubscribe mechanism in your marketing emails and make sure you have a process in place to respond to unsubscribe requests within 10 days.

Step 3: Looked Closely at Our Group/Marketing Database

- How did we get their contact information?
- What version of the form/template did they complete?
- Did they consent to receive marketing communication from us?
- What type of consent did they provide?
- Can we produce records that prove you obtained consent if audited by City?

Step 4: Determined What Type of Consent our Contacts Have Provided

Express Consent

- Express content requires that a recipient must proactively **OPT-IN** to receive future CEMs. Once we obtained express consent we could continue to send CEMs to these contacts indefinitely until they specifically indicate they wish to unsubscribe.

- It is no longer acceptable to include pre-checked boxes on forms or automatically combine consent with another offer. Including pre-checked boxes on landing pages/forms was common marketing practice for many businesses. We reviewed all forms and identified contacts that previously submitted forms with pre-checked boxes - these contacts do NOT qualify as having provided express consent.
- We track and record when a new contact is added to your database, what landing page they saw, what forms they submitted and whether or not they opted-in to receive future CEMs from your organization. As we collect the consent, we ensure we create clear and auditable records.

Implied Consent

- Implied consent applies to contacts that have an existing business relationship with the Library. All the contacts we obtained before June 30, 2014 with Implied Consent were subject to an extended 3-year transition period. **This means we have until July 1st, 2017 to secure express consent.**
- Unknown/other/ 3rd Party without Consent - as of July 1, 2014, we no longer sent any CEMs to contacts that we obtained from unknown or other sources where there was no record of any type of consent or pre-existing business relationship.

Step 5: Reviewed How We Keep Track Of All This

Keeping our data well organized is the key to success. Using a marketing automation solution such as Upaknee and digital service providers, we can use a series of lists to track CASL Compliance.

- Canadian contacts that provided Express Consent prior and post July 1, 2014 AND we can prove express consent given.
- Canadian contacts that provided Implied Consent BEFORE July 1, 2014.

Next Steps

The Library will continue its work towards the full compliance date of July 1, 2017 through the following tactics:

- The focus on achieving the three high level requirements:
 1. Consent (opt in)
 2. Contact information of the sender
 3. Unsubscribe mechanism
- On-going training/reminders for staff that generate local marketable lists

- Continued work on addressing member records with email addresses harvested prior to 2014 and develop a plan for archiving or purging

Financial Impact

None

Conclusion

The Library conducted its annual CASL audit of ten libraries. Results confirm that we did our due diligence, made any changes required under compliance policy and have processes in place to prove high level compliance. The Library will be in full compliance by July 1, 2017.

Attachments

Rose Vespa
Director of Library Services

City of Mississauga
Library Board Report



Date: January 18, 2017 (deferred from December 14, 2016)

To: Mississauga Public Library Board

From: Rose Vespa, Director of Library Services

Agenda 6.1

Meeting date:
January 18, 2017

Subject

Central Library Revitalization Year End Update

Recommendation

The Board receives this report as information and represents a further update of the original report sent to the Board in April of 2016.

Report Highlights

- Central Library is 25 Years old and requires significant facility lifecycle replacement as outlined in Feasibility Study completed in 2013.
- Population growth of large increases in families with young children in the downtown has impacted on the use of space and service delivery.
- Foot print for public space at Central Library not sufficient to serve all areas of the City.
- Need to implement more efficient use of staff space for continuous improvement.
- Current space configuration limits innovation, creation and digital literacy initiatives for the Library and other strategic partners within the City such as Culture and Economic Development.

Background

In 2013, a Feasibility Study was completed that recommended structural and accessibility changes as well as different options for space utilization.

In 2014, the Library's Master Plan (Future Directions) also included a recommendation to implement the findings of the Feasibility Study.

A 2016 capital request was approved by Council to build on the feasibility study and turn these ideas into more detailed design concepts. A Request for Proposal was issued in March to produce detailed architectural drawings. RDH Architects were selected. They were also the Architects for the Lorne Park, Port Credit and Lakeview locations, as well as Hamilton Public Library.

Comments

There are four (4) main drivers for the completion of the Central Library project.

1. Downtown Demographics

- The Downtown Core population is growing at a faster rate than the rest of the City. The number of families with children in the Downtown Core has increased by 4.26 times from 2001 to 2011 (Census Date 2011).

2. Life Cycle Costs

- Facilities and Property Management completed a full scan of the building and validated the life cycle replacements of \$6.5 million estimated until 2020.
- Replacing lifecycle systems is essential in order to invest in and protect this important public asset in the Civic Precinct

3. Rationalizing Building Floor Plan

- Reclaim space for the public and sustain the current .46 square feet per capita without increasing the Library's footprint.
- Analysis of the usage patterns by geography confirm that the Central Library serves all areas of the City as a significant number of users drive anywhere from 2-9 kilometers to utilize the Library.
- Realize more efficient use of staff space for continuous improvements such as an amalgamation of Collections Management and Materials Handling.
- Better design to increase accessibility and increase quiet study space while providing an enhancement of space for core services such as the Children's Area.

4. Innovation

Creating a Digital Innovation Centre for the entire City will foster a culture of learning, collaboration, discovery, creation, innovation and entrepreneurship. In 2015, the Library was a key catalyst in strategic conversation with other City Divisions regarding cross departmental uses of some of the space at Central Library. As a result, a concept of a

Digital Hub or Showcase was devised to be an integral and essential component of the overall reinvention of Central Library.

Partnerships

Managing partnerships within one space creates value for City residents but also represents a catalyst for new and dynamic partnerships with post-secondary institutions.

Maker Mississauga

Since 2014, Maker Mississauga has grown and evolved into a robust programming stream including components such as 3D Printing, Digital Filmmaking, Robotics and Coding.

In 2015, over 9,000 participants attended Maker Mississauga programming. While this represents significant penetration, it also signals a capacity issues for the Library as it is need of more space to accommodate the growing demand for Maker programming and services beyond the school aged or secondary school level.

Best Practices and Benchmarking

Urban Public Library comparators in Canada have embarked on or are in the process of preparing for Central Library Revitalizations.

[Edmonton Public Library](#)

[Calgary Public Library](#)

[Halifax Public Library](#)

[Ottawa Public Library](#)

Consistent findings amongst our comparators included space enhancements to accommodate:

- Expanded Children's areas to reflect changing demographics
- Increased public usage of space (people space)
- Incorporation of technology for operations
- Investment in Technology Hubs

Strategic Plan

This project strongly supports the City's Strategic Pillars of **Connect (Build Vibrant Communities)** and **Prosper (Develop Talent, Attract Innovative Business, Strengthen Arts and Culture, Create Partnerships and Innovation)**.

It also strongly supports the Library Board Ends as approved in November of 2015;

- **We Know and Engage With Our Community**
- **Recognized as a Learning Institution**
- **Inspiring, Welcoming and Creative Spaces**
- **Multi-talented people changing lives**
- **Access to many resources in many ways**

Preliminary designs are being completed and will be shared and reviewed at the Board meeting. Staff information sessions are being planned for early January of 2017 and represent opportunities to share these preliminary designs as well.

Financial Impact

The estimated total capital budget is 23 million dollars. A capital request of \$800,000 was approved in 2016 to complete the design concepts. Funding has been included in the 2017 capital budget. Project costs and design concepts will be completed before third quarter of 2017. Construction will start in 2018 and will be phased in over three (3) years.

Conclusion

Mississauga Central Library opened in 1991 – 25 years ago. It is time to revitalize the Library for the 21st Century and beyond.

Rose Vespa
Director of Library Services

Agenda 12.1

Action Items – from December 14, 2016 Library Board Meeting

Action Item	Action Taken	
	Completed	Waiting for Completion
Carried Over from September 2016		
1) Follow-up on workshop for school boards as suggested by Director Marianne Mazzorato.		
2) Strike feedback – data feedback on services missed/not missed as requested by Tony and Raj	Completed	
3) School Board linkages - PDSB: adult education follow up; PSSB: pilot		
Carried Over from October Meeting		
1) Finalize plans with Caledon and Brampton Libraries for trustees meeting		
2) Chair to finalize report on Board Renewal		
3) Formulate an education plan		
4) Connect with Councillor Kovac about the READ poster	Completed	
Carried Over from November Meeting		
1) Rose to do straw horse in terms of next steps for school boards. Facilitate volunteer opportunities and match skill msets as suggested by Tony.		
2) Streetsville Green Audit Update – Add to June 2017 Agenda		
3) Rose to provide details re Feb. 1, 2017 consultation on Ministry funding, and prepare a report on the Library's impact on the community through Maker Mississauga and Newcomer programs.		
4) Send online link to current Future Directions report	Completed	
New from December Meeting		
1) Rose to send an abridged version of the Environics Analytics presentation to Board members followed by a final research report in early 2017.	Completed	
2) Consider doing a Key Survey using Survey Monkey and Wayback machine concepts as requested by Tony (Mississauga Digital Group)		

City of Mississauga

Library Board Report



Date: The Library Board

To: The Mississauga Public Library Board

From: Rose Vespa, Director of Library Services

Agenda 12.2

Meeting date:
January 18, 2017

Subject

Membership to the Federation of Public Libraries

Recommendation

The Board approve membership to the Federation of Ontario Public Libraries for the year 2017.

Background

The Federation of Ontario Public Libraries was formed 10 years ago. It was meant to unite all public libraries in Ontario in order to speak with one voice to the governments, community organizations and media regarding the issues that affect public libraries in Ontario.

The Board approved initial membership in 2015 and recommended that membership be evaluated each year and approved by the Library Board as budgets allow.

Comments

At the FOPL Board of Directors Meeting on November 18, 2016 the Board approved a new strategic plan.

Federation of Ontario Public Libraries Strategic Plan 2016-2020

Vision: One Voice for Ontario's Public Libraries

The purpose of the Federation is to support and advocate furthering Ontario public libraries and the communities they serve. In order to strengthen and improve the provision of public library service, the Federation will act in a cooperative manner with other affiliated library organizations to market public libraries' value and collaboratively, coordinate opportunities to build people capacity within Ontario's public libraries. To ensure sustainability, the Federation will increase organizational resiliency.

Strategic Objectives and Initiatives 2016-2020

1. Advocacy & Influence

Positively influence legislation and government initiatives impacting Ontario Libraries

1. Build relationships with provincial elected officials and civil service to influence government policy and practices
2. Collaborate with other library associations, organizations and agencies to lobby for public libraries in provincial political arena such as Library Day at Queen's Park
3. Support members' libraries efforts in municipal government advocacy
4. Support First Nations libraries with national and provincial advocacy
5. Remain agile to enable timely response to emerging issues and opportunities
6. Act as a conduit for government to supply information to Public Libraries

2. Marketing Public Library value and Impact

Coordinate and assist in the implementation of strategic marketing for Ontario Public Libraries

1. Be recognized as the trusted single voice of Ontario Public Libraries
2. Inspire and mobilize the library community
3. Develop and provide research to inform marketing initiatives
4. Develop province-wide social media marketing campaign tools
5. Pursue partnerships beyond traditional library partners such as AMO, school boards, vendors and media
6. Collaborate to create consistent promotional messaging for use by Public Libraries

3. People Capacity: Training & Development

Provide Ontario's Public Libraries with professional training and development

1. Coordinate training opportunities such as seminars, workshops, symposia, and webinars
2. Collaborate in creation of trustee training tools
3. Share expertise at professional conferences and events such as OLA Super Conference and Marketing Think Tank
4. Build consensus in the Ontario Public Library community
5. Increase awareness of grant and subsidy opportunities

4. FOPL Organizational Resilience **Increase organizational resiliency**

1. Seek alternate sources of funding to ensure fiscal stability
2. Grow and retain membership through increased member engagement
3. More effectively and more frequently communicate with individual members and FOPL caucuses
4. Increase involvement and contribution of FOPL committees and task groups
5. Overcome challenges of diversity and geography
6. Develop a succession plan for Executive Director and Administrative Assistant

Highlights from 2016

- Presentation at the 2016 OLA Superconference on New Performance Measures
- Promoted partnerships with Parks and Recreation Ontario
- In Cooperation with SOLS, FOPL and OLA launched Leadership by Design on LEARNHQ
- Launched Ontario Public Libraries tagline website: “A Visit Will Get You Thinking”
- Published the FOPL sponsored OISE research on the value of public libraries for school readiness and the positive impact of early years story times and summer reading in public libraries
- Undertook and communicated quick member surveys about our role in supporting e-government, complying with AODA, gate counts as measure of community engagement and sharing this information with FOPL members
- Partnered with OLA to accomplish a full day of lobbying at Queen’s Park and met with cabinet ministers, MPPs and parliamentary assistants during Library Day at Queen’s Park
- Was consulted in the development of the first CULTURE Strategy for Ontario and provided advice and data on public libraries as culture hubs.

In 2017, FOPL’S top priority **is to lead** the public library community’s response to **the review of all public library funding in Ontario.**

Financial Impact

The annual membership fee is \$7,500. It is a similar amount to membership fees for other professional organizations to which the Mississauga Library System belongs. It can be expended from the existing budget for 2017.

Conclusion

Continued membership allows the Mississauga Library System to influence decisions, to network more closely with library boards of other large urban public libraries as well as access to important research that the Federation undertakes. A more seamless

connection to these networks and resources would provide significant assistance to the library leadership team's work.

Attachments

None

Rose Vespa
Director of Library Services



Catherine Soplet

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Agenda 13.1

November 28, 2016

Sven Spengemann, B.Sc., LL.B, LL.M
MP for Mississauga-Lakeshore
30-1077 North Service Road
Mississauga, Ontario L4Y 1A6

Dear MP Spengemann,

Re: November 26, 2016 - "Coffee with your MP" Open House Constituency Hours
Petition on Poverty, presented November 2, 2016 in House of Commons
"A Poverty Reduction Plan for Canada", Report from Toronto anti-poverty Town Hall
and, Development of a 2017 pilot of a Citizen Apprenticeship Tutor Model

Thank you to you and your staff for the hosting an Open House Constituency Hours on November 26. It was a welcome opportunity to connect again with other active community members in Mississauga-Lakeshore.

Petition on Poverty, presented November 2, 2016

We spoke about the November 2, 2016 presentation of a Petition on Poverty to the House of Commons. The petition asks for the Federal Standing Committee on Human Resources, Social Development and the Status of Persons with Disabilities [the HUMA Committee] to correct an error of omission, and include the 2009 report *"A Poverty Reduction Plan for Canada"* in the record of proceedings for June 2, 2009 hearings.

The Ontario Minister for Intergovernmental Affairs was alerted to the presentation of the Petition on Poverty, and informed that the federal government will respond to the petition in due course by December 16, 2016.

The Ontario Minister for Intergovernmental Affairs knows that the petition is made on behalf of supporters of the Ontario Poverty Reduction Strategy, with connections to poverty reduction at both provincial and municipal government levels. The supporters compiled their report *"A Poverty Reduction Plan for Canada"* at a Toronto anti-poverty Town Hall, so that their representative could register the voice of lived experience of poverty with the HUMA standing committee hearings concerning a federal role in poverty reduction, held on June 2, 2009.

The Petition on Poverty was endorsed by Peel District School Board, Mississauga City Council and Mississauga Library Services Board. These endorsers are interested to consider the potential benefit for youth and families in their system if education levels in public and post-secondary education can be supported with a low-barrier, low-cost, and universal 'learn to earn tuition' Citizen Apprenticeship tutor model. The suggestion for the federal government's role in Citizen Apprenticeship appears on page 19 of *"A Poverty Reduction Plan for Canada"*.

Development of a 2017 pilot of a Citizen Apprenticeship Tutor Model

Citizen Apprenticeship envisions that voluntary tutoring hours can trade up for post-secondary training and tuition.

The suggested model can innovate delivery of federal responsibilities for:

- settlement integration
- post-secondary scholarship awards and student loans, and
- skills development which leads to employment.

Location: Co-terminus ridings of Mississauga - Lakeshore and Mississauga - South

The preferred site for the pilot is Sheridan Public Library - Computer Resource Centre, which is located in the riding of Mississauga - Lakeshore and is co-terminus with the provincial riding of Mississauga - South. The computer resource centre was co-created via a unique partnership between the municipal library and a federally-funded settlement agency in response to newly-articulated and unmet community needs, following a 2009 public meeting on the future of the library that filled it to overflowing.

- Because of the partnership, the settlement agency was uniquely positioned to nimbly respond to a 2015 pivot in federal immigration policy which saw the first arrivals of Syrian refugees in Mississauga South.

Innovation and Entrepreneurship

We spoke of how the unique Sheridan Public Library model was an example of immigrant innovation and entrepreneurship, profiled in September 2016 report, *"The New Canadian Entrepreneurs: An Underappreciated Contribution to Canadian Prosperity"*. You recognized the paper's author, Bessma Momani, Senior Fellow at the Centre for International Governance Innovation in Waterloo.

In reviewing with you the "Six Lessons on Innovation" social impact logic model designed by federal innovation funder, Grand Challenges Canada, we noted that:

- Citizen Apprenticeship can be illustrated as Lesson Six - Reverse Innovation: the student becomes the teacher.
- Innovation and entrepreneurship can be fostered in Lessons 3-5: Sourcing for Targets, Evaluating and Scaling Up. All parents new to public school parent councils can become familiarized with Canadian governance norms for collaborative work in committees, and learn new skills in project management in staging parent council activities and workshops. Formal structures for settlement supports to bridge language gaps and social norms are essential to ignite innovation and leverage entrepreneurship.

Stakeholder Support, in Principle

Letters of Support, in principle, to develop a pilot of a Citizen Apprenticeship tutor hub in a Mississauga library have been provided by Peel District School Board and Mississauga Library Services Board.

On October 26, 2016 an update presentation to Mississauga City Council was referred to the Mayor's Advisory Board on Poverty and Homelessness. Mississauga City Council is aware that low education attainment is flagged by Region of Peel as a future drawdown on scarce resources for affordable housing, in Peel Region Housing and Homelessness Strategy 2014-2024 document.

In referring the presentation to the Advisory Board, Mayor Crombie said it covered "a whole gamut of issues - poverty, immigration, education, innovation", and invited the viewpoint of the province and the Region of Peel.

Page3

November 28, 2016

Sven Spengemann, MP for Mississauga Lakeshore

A federal role to develop a 2017 pilot of a Citizen Apprenticeship

Immigration is an original purview of Canada's federal government.

Innovation, Science and Economic Development is a ministry newly defined by the current federal government.

Poverty Reduction is a newly defined ministerial assignment, mandated via a Minister's Letter to the Minister for Families, Children and Social Development.

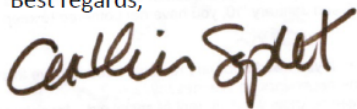
In concluding our brief meeting during Open House Constituency Hours, consideration was asked of you, as MP for Mississauga Lakeshore, for guidance that leads to a federal role to develop a 2017 pilot of a Citizen Apprenticeship tutor hub, at Sheridan Public Library - Computer Resource Centre.

There were four ASKS:

1. Federal funding and governance support, sufficient to invite and secure engagement of the settlement agency as a stakeholder to design, operate and to participate in, a three-year pilot of a Citizen Apprenticeship tutor model.
 - Governance would be shaped so that funding would commence in 2017.
 - Such funding and support would amount to 20% of a total budget, and would be fashioned in a way which does not impinge upon or inhibit any current or future obligations or initiatives of the charitable settlement agency. A verbal estimate was provided ahead of a business plan for the pilot.
2. Referral to Ministry of Innovation, Science and Economic Development to engage in development and evaluation of a Citizen Apprenticeship pilot.
3. Referral to Ministry of Families, Children and Social Development to engage in development and evaluation of a Citizen Apprenticeship pilot.
4. Referral to Deputy Secretary to the Cabinet (Results and Delivery), Privy Council Office to engage in development and evaluation of a Citizen Apprenticeship pilot.

Thank you for meeting with me. I look forward to continuing a conversation about a federal role to help develop a 2017 pilot of a Citizen Apprenticeship tutor model, for Sheridan Public Library - Computer Resource Centre.

Best regards,



Catherine Sople
Building Up Our Neighbourhoods
Member, Peel Poverty Action Group

Copies provided to:

Minister for Intergovernmental Affairs,
Hon. Kathleen Wynne, Premier of Ontario

Hon. Charles Sousa, MPP for Mississauga-South

Her Worship Bonnie Crombie, Mayor
City of Mississauga

Janet McDougald, Chair
Peel District School Board

Martin Medeiros, Peel Regional Council
Councillor for Brampton Wards 3 and 4
Peel Poverty Reduction Strategy Committee

Val Ohori, Chair
Mississauga Library Services Board

Edna Toth, Chair Emeritus
Peel Poverty Action Group