



Vision

The Mississauga Library System provides life-long enrichment, education and empowerment.

Mission

The Mississauga Library System exists to provide library services to meet the life-long informational, educational, cultural and recreational needs for all citizens.

Mississauga Public Library Board Legacy Document 2011-2014

Current Service Levels

- **Facilities**
 - 18 Locations;
 - Central Library; and
 - 17 Branch Libraries.
 - 54,350 annual service hours.
- **Collections**
 - 1.27M items in variety of formats including books, DVDs, CDs, downloadable e-books/e-audio books, video games, electronic databases, streamed magazines;
 - 1.7 items per capita; and
 - 124,000 new materials added/replaced.
- **Programs**
 - 6,445 in-house programs;
 - 1,432 outreach programs; and
 - 148,000 participants.
- **Services**
 - 6.6M items circulated;
 - 4.6M visitors;

- 223,000 reference questions answered;
- 433 public computers;
- Wifi at all locations;
- 903,000 hits on interactive website;
- 69,000 library e-news subscribers.

Service Level Issues & Trends

- Technology changing how library services delivered;
- Mobile access to library services expanding and desired by customers;
- Demand for multiple formats, digital collections and languages is growing;
- Residential intensification is changing demands;
- Collection funding needs to keep pace with growth
- Strengthening role of Libraries as community hubs seen to improve community's quality of life;
- Changing role of staff is occurring within the Library's evolving service delivery; and
- Libraries' application of technology supports economic development.

Summary of Board Accomplishments 2011- 2014

In the previous four years, the Library Board has aligned its objectives with its own Board Ends, the City's strategic pillars and Future Directions.

1. Ensuring Youth, Older Adults and Newcomers thrive (BELONG)
 - **Encouraged** staff to expand programs and services for youth, older adults and newcomers through increased partnerships with local community organizations, schools, and government agencies

- Sheridan Library Partnership with the PolyCultural and Immigrant Community Services
- **Maintained** strong ties to the schools in Mississauga through school visits and in-library programs
- **Enhanced** the interaction and support for seniors in residences, nursing homes and Homebound customers
- Increased Library Card membership awareness

2. Completing our Neighbourhoods (CONNECT)

- Revitalized, award winning spaces and locations including Burnhamthorpe Library, Port Credit Library, Lakeview Library, Lorne Park Library and Woodlands Library
- Meadowvale Library relocation underway
- Central Library Revitalization (feasibility study completed and business case underway).

3. Electronic Services and Technology Development

- RFID Self Check out implementation underway
- ILS System complete with some further enhancements planned for completion (online payment, mobile app and text message notification).
- More digital products added in 2013/2014.
- Expanded use of tablets for service delivery (donation from Samsung Canada).
- Introduced 3-D printing and mobile makerspaces.
- Utilized social media to improve communication with Mississauga residents especially the youth

4. Planning Initiatives

- Future Directions Master plan completed and adopted in June of 2014
- Four Year Business Plan completed for 2015-2018

- 2015 Operating and Capital Budget Submissions underway to include increased funding for the collection, a website refresh and a service delivery review
- Supported staff as a board to assure four years of service excellence and continuity safely and on budget
- Learned how to influence and have a presence within the Mississauga Library community as a board within the unique relationship with Council

5. Communication and Engagement with the Community

- Conducted Community Forum in 2011 to solicit feedback on library services and areas where enhancement was necessary
- 2013 Annual Report Video introduced
- Developed a sense of libraries in action by visiting all branches, supporting local events as board ambassadors and sharing trip reports to libraries globally
- Built relationships with library advocacy groups and other boards through organizations such as SOLS and Friends of the Library
- Further developed an understanding of the potential of community partnerships
- Environics Survey Results in 2012 confirmed that:
 - Three in four residents (75%) are satisfied with the library services offered in Mississauga.
 - Over 80% of residents report using the services of the Library.

Advice to the New Board

The outgoing Board of the Mississauga Public Library offers the following advice to the incoming Board:

- Undertake formal training on Board responsibilities and understanding of Carver Governance Policies
- **Continue to** maintain strong ties to schools in Mississauga through school visits and in-library programs
- **Continue to** enhance the interaction and support for Seniors in residences, nursing homes as well as Homebound customers

- **Continue to** provide programs of benefit to Older Adults and Newcomers
- **Continue** the use of all social media platforms to improve communication, encourage dynamic feedback and extend community reach
- Conduct community forums to solicit public opinion on library services
- **Continue to** draw on information technology to analyze library use as well as database analytics to improve program planning
- Inspire social mobility through community partnerships and client/partner based mentorships
- **Continue to** explore revenue opportunities from latent assets/services while keeping true to customer service objective
- **Continue to** provide stewardship and guidance through the ongoing quest for relevance in times of high tech change and budget constraints as Future Directions rolls out as the voice of the community
- Articulate and find ways to conserve and leverage the essential nature of libraries and the key role they play in assuring a civil and cohesive Mississauga (ie. Be more/different than an internet café/community centre)
- Advocate for the Mississauga Library System and libraries as an institution