



MISSISSAUGA LIBRARY SYSTEM  
2010 ANNUAL REPORT

# Reading to Succeed - at Any Age



# Contents

(Press on Enter key to go forward or click on titles below.  
Press left arrow key to go backwards.)

3	Message from the Director Don Mills
4	Mississauga Public Library Board
5	2010 By the Numbers - Year at a Glance
6	Provincial Grant Funding Campaign
7	The Top 10 List of Library Service Improvements in 2010
8	How the Library Changed my Life
13	You told the Library
14	<b>SUCSESSES REPORT</b>
16	Shared Services Successes
19	<b>AREA ONE CENTRAL LIBRARY SUCSESSES</b>
21	<b>AREA 2 SUCSESSES</b>
23	<b>AREA 3 SUCSESSES</b>
26	Message from Friends of the Library
27	<b>THANK YOU</b> Friends of the Library
28	<b>A BIG THANK YOU</b> to our Sponsors and Donors
30	<b>THANK YOU</b> Library Volunteers
32	<b>AUTHOR, AUTHOR</b>
34	Our Customers Said ...
35	We renovated to serve you better
36	Library Financial Report 2010

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## Message from the Director Don Mills

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This report highlights the many achievements of the past 52 weeks. As director I want to recognize first the efforts of the Library's great employees who work so committedly to make our service relevant to the greatest number of residents, whatever their library needs. Customer satisfaction with the Library is continuously very high and that is a testament to the dedication of the Library's employees.

I also want to recognize the 7 citizen members and 2 council representatives who make up the Mississauga Public Library Board. Thanks to their volunteer efforts over the year the Library Board made a real difference in how the community sees its library. Their efforts are a great tribute to the on-going success of the library.

The Friends of the Library continue their year-round efforts to "make a great library even better" and all I can say to their many hard working volunteer members is- THANK YOU ALL VERY MUCH.

To all our many donors and sponsors, a special note of appreciation. Libraries have always benefited from community support and the Library is very fortunate to have so many community supporters.

Local authors are great users and supporters of the Library - all 160 of them! - and to them I also say THANK YOU. As the city grows so does its creative community. Support our local authors!

Local history supporters are special library advocates. Working with the many local heritage groups over the year is a true delight.

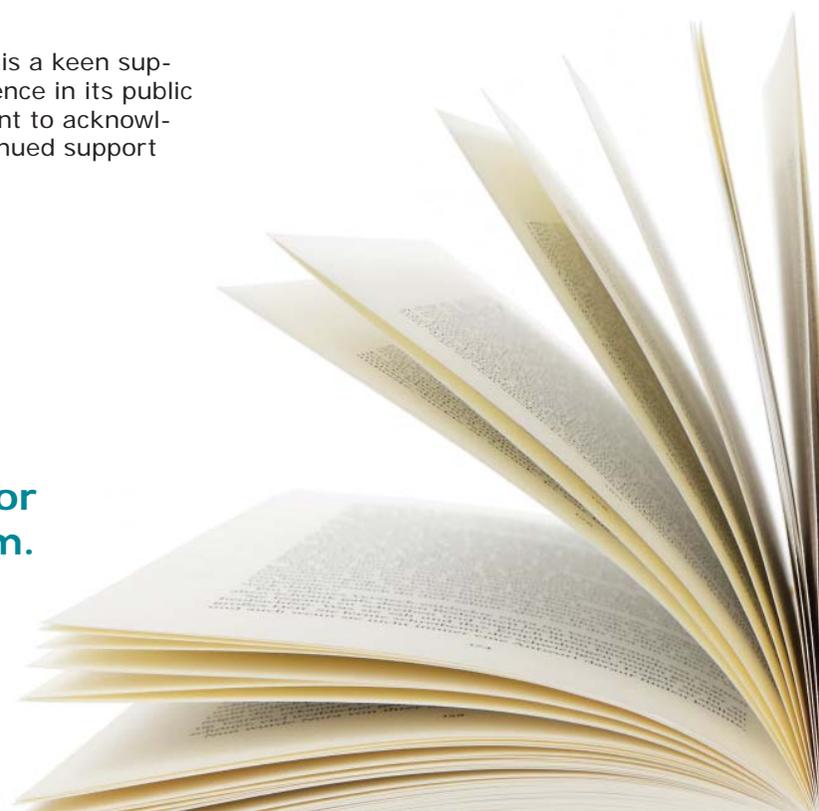
Finally, the City is a keen supporter of excellence in its public library and I want to acknowledge their continued support

for excellent library service. City Council continues to promote and support its library and residents are fortunate to have such a caring group of elected officials.

This report also allows me to say THANK YOU to 750,000 residents who know that

## Libraries Change Lives . . .

**2010 was another great year for the Mississauga Library System.**



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# Mississauga Public Library Board

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The Mississauga Public Library Board reviewed recent highlights of all local libraries. Despite closures and construction affecting five branches, it was another successful year with many innovative programs for teens, older adults and newcomers; the launch of the Library's e-books service; and more Sunday hours of service across the city.

The Library Board approved the key objectives for the 4-year term of the new library board (to be appointed in January) and also key objectives for 2011. The board also reviewed the Library's budget for 2011 which includes more for library materials, more for computers and the commencement of self-service over the next 3 years.

The Library Board received the Library's theme for 2011 - A library for everyone...check it out! This reflects a priority of increasing library membership in the coming year. The Board was

also informed that 2011 marks the 20th anniversary of the Central Library and special programs are being planned in conjunction with the opening of the new Celebration Square at the Civic Centre.

The Mississauga Public Library Board meets monthly. Meetings are open to the public. Board contact:  
Don Mills 905-615-3200, ext. 3601.  
Website: [mississauga.ca/library](http://mississauga.ca/library)

Here's what your Board was talking about in 2010 – (link to Board Agendas and Minutes)

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## 2010 By the Numbers - Year at a Glance

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Total Visits.....	4,225,450
Total Visits to Central Library.....	858,750
Average Daily Visits .....	12,073
Average Daily Visits to Central Library.....	2,454
Reference Questions Answered.....	419,750
Circulation.....	7,614,310
Library Collection.....	1,306,117
Number of Library Customers.....	205,835
Number of Story times.....	1,552
Attendance at Story times.....	33,909
Number of Class Visits.....	575
Attendance at Class Visits.....	16,212
Number of Teen/TAG Programs.....	336
Attendance at Teen/TAG Programs.....	3,974
Number of Outreach Programs.....	509
Attendance at Outreach Programs.....	12,919
Number of Homebound Customers.....	102
Number of Items Delivered to Homebound Customers.....	7,695
Number of Volunteers.....	800
Number of Volunteer Hours Donated.....	27,685
Number of Visits to Library Webpage.....	680,636
Number of Library Computer Uses.....	613,799
Number of Wireless Sessions.....	119,400

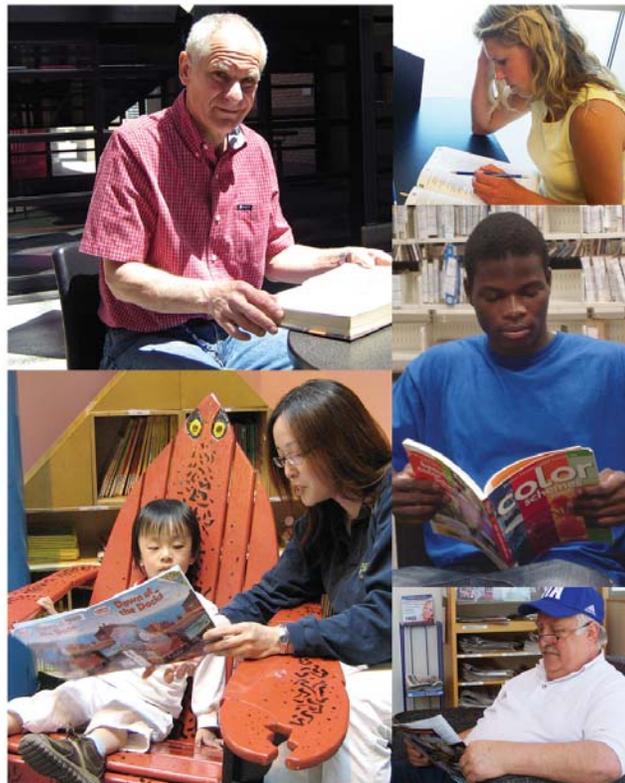
Note: Burnhamthorpe Library closed January 31, 2010; Lakeview Library closed February 7, 2010; Lorne Park Library closed February 14, 2010 and Port Credit Library closed February 21, 2010 for renovations.

# Make Your Voice Count – Provincial Grant Funding Campaign

Thousands of library members joined the Library Board's card campaign in March 2010 and made their voice heard in support of the Board's appeal for a provincial granting review.

## Did you know that

.....the annual provincial grant for Mississauga has not increased since 1995 although the City's population has increased by 26%. On average, Ontario city public libraries got \$1.45 per capita from the government in 2009. Mississauga got only \$.99 per capita. Increasing the annual grant for Mississauga to the average would result in an additional \$1,044,000. The Library Board challenged the Province to correct the unfairness in 2010 and help preserve Mississauga's libraries.



## Public libraries change lives . . .

**The Mississauga Library System receives less annually from the province than other public libraries across the province because the annual provincial grant has been frozen for over a decade.**

**In these times when service dollars from local taxes are tight the Library Board feels this situation needs to be recognized and addressed by the Province.**

**Add your voice to the call for fair funding of the Mississauga Library System...sign and return a post card in the campaign to get a fair deal for your Library from the Province!**

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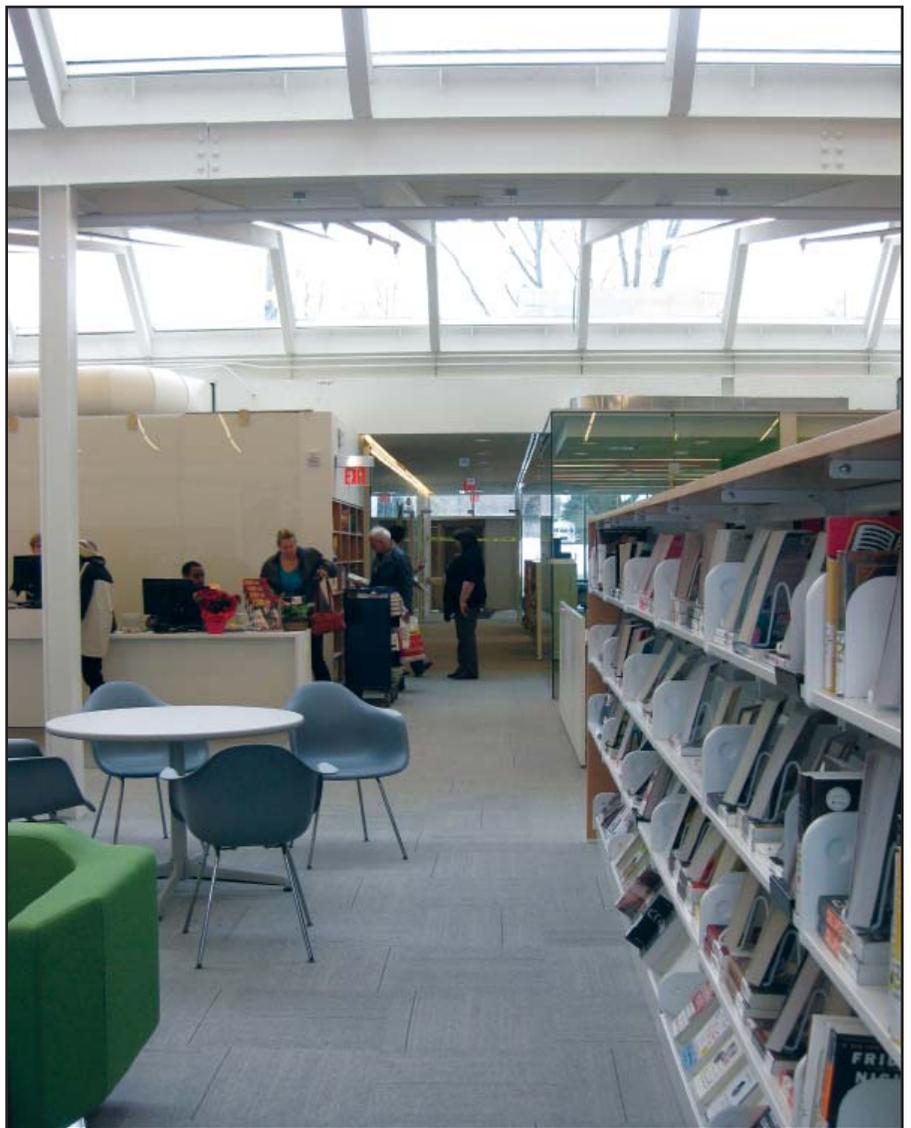
# The Top 10

## List of Library Service Improvements in 2010

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**The Library continually moves forward to serve its members better – here are the top ten service improvements made last year:**

- 1) ISF Funding received to renovate four (4) libraries.
- 2) **All libraries opened on Sundays.**
- 3) **E books** and **e audio** added to collection offered through **OverDrive.**
- 4) **Video games** added to the collection.
- 5) Library web page gets a makeover.
- 6) **NEXUS** Youth Centre finds new home at Central Library.
- 7) Library introduces **Books to Go Program** – kids' books to go!
- 8) Library joins **Facebook** and **Twitter** offering more ways to stay connected.
- 9) Library partnered with **Newcomer Information Centre.**
- 10) Monthly **e newsletter** to subscribers and email notification about holds and overdue material.



Lakeview Library was one of four libraries to receive ISF Funding for renovations.

# How the Library Changed my Life

JAYME GASPAR



Sharing the magic of the written word has always been a part of my life. From a very early age my mother filled our home with books, first reading to me and then encouraging me to read and understand the story that lay hidden in those pages. Books offered a world full of possibilities, interesting adventures and dilemmas and of course, lots of happy endings. Port Credit Library and later the Library at Port Credit High School became my second homes, pouring through volumes, researching projects and just enjoying my Library Club work with my friends.

Somewhere in my early teens I

was caught by the lure of mystery and fantasy novels. I spent many hours reading every Nancy Drew adventure I could get,

*One of my favourite fantasy novels was "The Lion, the Witch and the Wardrobe"*

sharing the mystery and solving the crimes right along with her. One of my favourite fantasy novels was *"The Lion, the Witch*

*and the Wardrobe"*. I felt privileged to be invited to share in the Pevensie's family adventure. So well written I felt I was part of the action. Today I still enjoy a good adventure story and my book shelves are full of the works of Clive Cussler and Jack DuBrul.

Today I am reading quite a different kind of adventure story, Matthew Manera's *"A Stone in My Pocket"*. Set in 1854 Port Credit, this story weaves its way through the harbour and streets I grew up in, at a time that I would have loved to have lived in. As I read through the story I am reliving memories of my childhood through the eyes of someone from the past. This is another book that I just can't put down.

I learned to appreciate the magic of books from my mother and I have tried to pass on this love of the written word to my children. As I listened the other day to my teenage son describe the plot, characters and images of the novel he is reading for school, *"Great Expectations"*, I could see that he too had found the magic. Our family appreciates the support of the library in our community and the dedicated members of their staff who help to weave that magic. Find a little magic of your own, visit the library and open up a world of new possibilities.



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# How the Library Changed my Life

SHALINI DA CUNHA

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Growing up, it never failed to impress me how well informed my Father was about local and world events. Family and friends often engaged him in conversation on current issues as a way to get his opinions because they knew that he studied the newspapers from cover to cover, absorbing everything he read!

I was very young when I learned the importance of reading. Every Saturday morning I would look forward to listening to my Mother who would read the Saturday newspaper to my three sisters' and I. The four of us,

huddled up in her bed, would listen attentively to the stories of petty thieves and world catastrophes. Local and international political stories would come to life through her words.

McMillan Library was the main library in Nairobi, Kenya. A grand building built by the early colonialists with large wooden doors, it would beckon us in most Saturdays as we went to select books for our weekly reading. Walking through the library and pondering across the well stocked shelves was always an exciting experience for all of

us. I could barely wait to reach home to make the books come alive as I read about the adventures, trials and tribulations of the characters in those books.

During a time where there was no internet and we only had one TV station that ran from 5pm to 11pm each night, reading books allowed me to visit places and learn about different cultures and traditions so far away from home. Visits to the library were a welcome outing for us as a family.

When we immigrated to Canada I was very impressed to see the Mississauga library system. The resources far exceeded what we had in Nairobi. Weekly visits to the library were s a way for my three children to appreciate how much the library could offer them. I hope that all new Canadians residing in Mississauga can appreciate what the library system has to offer them. Reading materials are available in many different languages and formats including newspapers, videos and the small business centre resources. The list is endless. I would encourage everyone to utilize this amazing resource, which sits right at one's fingertips, for reading for pleasure; research or even a job search.

# How the Library Changed my Life

JAKE DHEER

My first book that I remember was the one my grandfather gave me when I was 7 years old in India. It was called *The Bhagavad Gita*, and tells the story of a great warrior, Arjun, who refuses to battle his cousin clan over land and it is then that his friend and charioteer, Lord Krishna, teaches Arjun about the yoga of liberation through the path of knowledge and self-surrender. The dialogue between the two formulates the 18 chapters of the Bhagavad Gita (song of the Lord). When I was young, it was just a story, but once I turned 28, I re-read this great book at the foothills of the Himalayas and it completely changed my life.

*In our family, part of our week always includes a trip to our local library*

The neighbourhood in Kitchener, where I was raised, did not have a nearby library, so a book-mobile (library on wheels) used to come to our neighbourhood each Wednesday and my sister and I looked forward to heading there and picking up books that we would enjoy for the week. I generally picked up books on space, making movies and books on self-discovery. I looked forward to those Wednesdays very

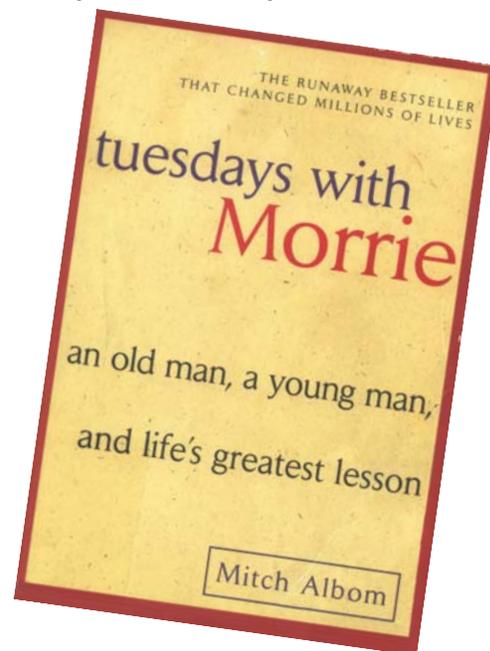


much. The book-mobile was a great place to pick up so many books without ever having to pay for them.

I am currently reading Ted Rogers biography, *Relentless*, and loving it as I learn more about this great Canadian icon and the wonderful company he built, one which I am blessed to work for. I was also just given *The Last Lecture*, by Randy Pausch, which I will start reading tonight. Other books I have enjoyed are *Who Moved My Cheese* and *Tuesdays With Morrie*.

I have learnt that readers are leaders. Reading increases knowledge and your vocabulary allowing you a plethora of words

to choose from when presenting your thoughts and ideas. In our family, part of our week always includes a trip to our local library (Woodlands) or the main library on Burnhamthorpe Road. My son, Arjun (8), and especially my daughter, Sonia (13), both love to read, as well, and its great to hear through their words about the books they have read. Books are fascinating. Pick one up now from your local library. It's free!



Anonymous said...This book is amazing. It's definitely life changing and I want a copy of my own! I just recently read it in my creative writing class in high school & I love it!  
Blogspot.com

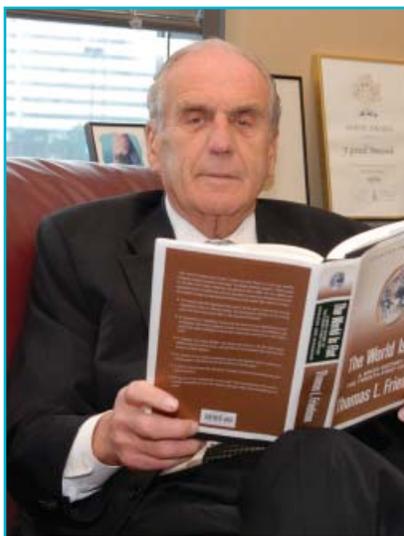
# How the Library Changed my Life

GERRY TOWNSEND

My first recollection of a book as a child was a book on Astronomy which was given to me by Mrs. Halstead the wife of the local Vicar. I remember the book because it was both factual and fascinating; but also because it was given to me by someone who expected that it would stimulate my imagination. Which it did.

Even today most of the reading I do is non-fiction sprinkled with light novels such as those of John Grisham. I subscribe to several regular publications with my favourite one being *The Economist*. I commend that to anyone who wishes to be informed as to what is happening across the world in national affairs, finance, business, arts and culture. And remember, the current issue of such magazines can be read at our notable local libraries. Older issues can be borrowed.

Two years ago my wife Carol and I were in Lakefield, Ontario and attended their annual literary festival. This festival just celebrated its twelfth anniversary and began partly because well known Canadian author Margaret Laurence had lived in town. As I listened to readings by authors, the probing questions, and the passion and fellowship shown by people attending from many different places it occurred to



*My first recollection of a book as a child was a book on Astronomy*

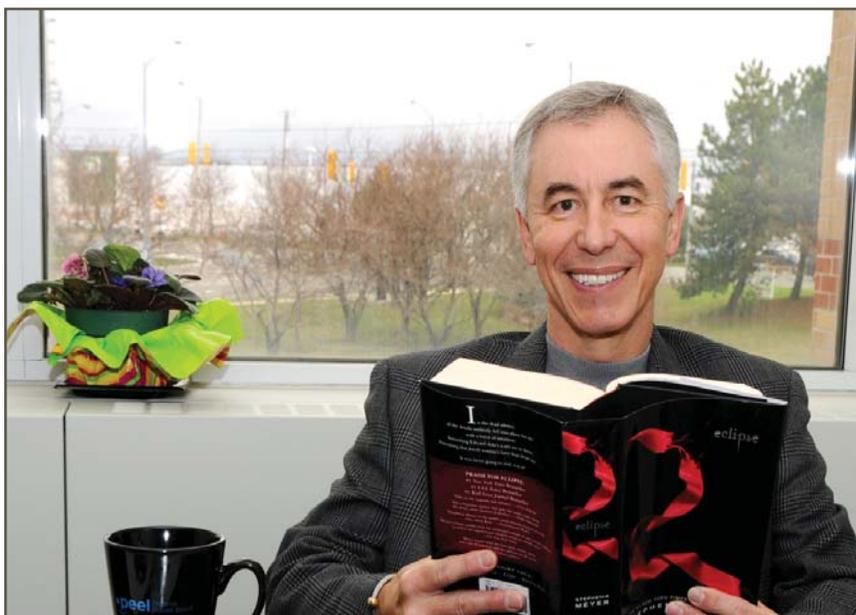
me that we had an opportunity to create something similar in Mississauga.

Consequently, I spoke with Don Mills, Chief Librarian for Mississauga. He was also enthusiastic and consequently organized the first Book Fair at the Living Arts Centre in September of 2008. It is our intention to work with Don and the library staff to build on this in the coming years and have a Mississauga Literary Festival at the Centre that celebrates our literature and authors and promotes the joy of reading.



# How the Library Changed my Life

TONY PONTES



All the places I would go .....  
As a child, I spent many hours reading all kinds of stories, particularly ones about adventure. I remember my mother warning me that all my late-night reading would one day result in my need for prescription eyeglasses. I guess Portuguese old wives' tales really do have some merit. As a newcomer to Canada, I appreciated the value of the local public library. Having free access to thousands of books my family couldn't afford opened me up to a world of learning—a world of opportunity.

I have learned a great deal about leadership from books—those specifically on the topic,

but just as much from the novels I have read. I owe just as much of my learning to books like Michael Fullan's *Motion Leadership* as I do to the *Harry Potter* series.

*As a newcomer to Canada, I appreciated the value of the local public library.*

When I visited classrooms as an elementary superintendent, I saw teachers work with children to bring the gift of reading, a process that is nothing short of magical. There is great power in

the work we do each day with children—as parents, teachers and community members—to foster a lifelong love of learning. And our libraries play a valuable role in making that magic happen.

As a child, I loved books. As an adult, I appreciate the time I can find to read for pleasure. And as a parent, there can be no more rewarding experience than an evening spent reading aloud to your child, nurturing his or her imagination.

For tips on how to encourage your child's interest in reading (including boys and teens), visit the [www.peelschools.org](http://www.peelschools.org) and look for tip sheets in the "Parents Boost Learning" section.



Harry Potter Film Poster, Google.ca

# You told the Library



special interest in the group of students that you led. You showed the group how educated, knowledgeable and interested many Canadians are in their countries and their languages. You made them feel very confident and special." (Dun Dix ESL Centre)

## You told the Library You enjoyed the tour programs at Central Library

"I just want to thank you very much for your insightful and informative tour of the Library on Friday, July 2nd. Our students found it very valuable. You were great! Thanks again and have a nice weekend!" (Peel Multicultural Council)

"Thank you for the excellent tour of the Library today. As always, our students were most impressed with the services and resources our Mississauga Library System has to offer. I especially thank you for your extra



## Did you know that.....

if your school or group would like a tour of the Mississauga Central Library, you can call 905-615-3500 or email your request to [library.tours@mississauga.ca](mailto:library.tours@mississauga.ca)

## You told the Library You liked volunteering at the Library

"Thank you so much for this wonderful and welcoming volunteering experience. I have learned a lot and will always remember the experience because of you all the Library was a welcoming, pleasant and friendly place to volunteer at."

## Did you know that.....

volunteers help make a great Library even better. If you'd like to volunteer contact your local branch location for more information. The Friends of the Library group are always looking for volunteers to help them with their book sale and events, contact the Friends at 905-615-3200 x 3604 or email them at [friendsofthelibrary@rogers.com](mailto:friendsofthelibrary@rogers.com).

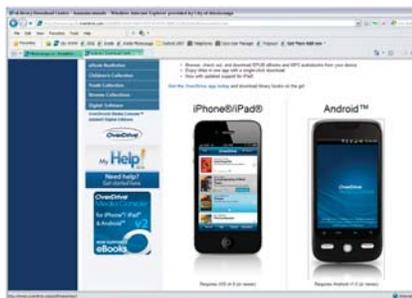
## You told the Library The Library changed your Life

"The Mississauga Library System was really helpful. My wife was preparing for her RN (Registered Nurse) examination and she passed it because of the number of books available from the Library".

# You told the Library

## You told the Library You love the Over-Drive downloadable e books and audio service

"I would like to profusely thank each and every one of the staff members who has worked on getting the OverDrive online library system going. I am what you call a bookworm and absolutely love to read. I was a regular at the Central Library spending hours on end reading. But since the birth of my son, I and my wife have been so busy that I didn't even get a chance to visit the library for months on end. Between the job and a new-born you really don't get time



Screen shot of [mississauga.lib.overdrive.com](http://mississauga.lib.overdrive.com)

Mississauga Library System

# Download Audiobooks

*anytime, anywhere*

Best sellers and classics available

**MISSISSAUGA**  
Leading today for tomorrow

<http://mississauga.lib.overdrive.com>

## Did you know that.....

**the Library launched its Virtual Branch of downloadable e books and audio books through OverDrive in July 2010. Check it out at [www.mississauga.ca/library](http://www.mississauga.ca/library).**

to read. The new system to get audio books and e books on the Internet is something like a god sent for me. The best feature, automatic return. No more late fees and the catalogue I believe is growing by the day. Keep up the excellent library that our city has and we surely churn out many bookworms like me".

## Did you know that.....

**a free library card is your key to a 18 libraries; 2.5 million items; free Internet, WiFi, electronic databases and downloadable books; and, programs for everyone. Get a free library card for every member of your family and use it often It could change your life too!**

# SUCSESSES REPORT -

Explore the achievements of this past year – everything from processing over **151,741** items to members logging **119,400** wireless sessions to **2,972** programs attracting **63,040** attendees.

Mississauga Literary Festival 2010



# Shared Services Successes

DEBBIE MACDONALD, MANAGER



## Community Development

The **commercial posting service** is provided as a service for off the street requests from businesses to market their services throughout the Library System. Commercial posting services were used by 62 businesses in 2010.

The Library approached 2010 with some reservations about sales and fundraising based upon a weak economy but is happy to report that **ad sales** flourished and saw all Library ads sold out in the first half of the year (all ads were old out in 2010). Many **sponsors** returned demonstrating the power of the Library to talk to the community and the loyalty of the community to its Library.

An important part of the work of the Community Development Team is the production of **publicity and marketing products** for its internal customers. These included generic brochures, newsletters and bookmarks for annual programs, special projects and customer communication pieces- of note, LINK newsletters, All about Your Library, Active Mississauga, Read to Succeed material, translated Every Child Ready to Read Parent Guide, OverDrive launch, Business Resources for Entre-

preneurs, Sunday openings, Provincial grant campaign, and Mississauga Literary Festival. Two hundred and seventy five artwork order forms for publicity products were delivered on time to stakeholders. 2010 was the Year of Reading to Succeed at Any Age.

Wild Cards bookmarks' campaigns and the first ever **dynix roll campaign** for Big Brothers and Big Sisters were executed by the Library. These position the Library with key community groups and often programs add a fundraising component in support of Library programs and services.

The Unit continued to support the efforts of the **Friends of the Library** in meeting their goals and objectives in 2010. The Friends committed to raising \$80,000 in 2010 in support of the Library's annual wish list. Time and effort was committed to developing and fostering a partnership between the Friends and Better World Books. Staff supported the Friends annual Canada Book Sale. The unit arranged for training the Friends and their volunteers on City policies.

Twenty **television appearances** on Rogers were initiated this year. These appearances by key library staff taking about key programs and services

help position the Library within the community and helped the Library speak to non users and the wider Mississauga community. It is a part of the overall tactic to create a buzz around the Library and keeping us relevant. **Library stories** were also told through Global TV which now has a studio in the Civic Centre. The Mississauga News championed the Library and supported it freely in promoting its 2010 theme "the Year for Reading to Succeed at Any Age" and continued to be the **media sponsor** for the Literary Festival. This support translated into \$100,000s of free advertising for the Library.

The Library continued to be the #1 place for the community's groups and clubs to market their good work. Over 520 community groups contacted the Library last year to be a part of their communication plans into the community. The year saw many new non - profits, community groups and small businesses discover the Library.

**Cross departmental promotional opportunities** with Communications, Recreation and Parks, Museums and Fire and Emergency Services were developed. Cross departmental piggybacking created a wider market for key messages; partnered City services; created efficiencies; brought aboard

new sponsors and raised funds. The Library expanded its use of Active Mississauga this year to showcase its programming. The Unit participated in the City review of use of pylon signs and the use of LED screens at all information booths. The Library and Office of the Arts continued to find synergies. The City wide Toronto Star distribution partnership was successful and showing dividends related to free advertising space in the paper. The Library was the number one retailer of Carassauga passports this past May.

**Electronic and social media** continued to expand and the Library's use defined and then integrated into the overall marketing plan.

The Unit owned and moved forward the following Library and Library Board objectives – piloting partnerships with newcomer groups; developed and expanded the web page for newcomers; developing communication plans and tactics in support of the Library virtual services; and finally, had completed one new eco friendly action through the incorporation of children's programming into the quarterly newspaper – reduced print runs from 6 products to 1 product. The Unit was extensively involved in the organization of the third annual **Literary Festival** responsible for arranging exhibitors; décor; publicity and promotions; and the Friends' operations support.

## Web Services

2010 was a busy year for advancement of the Library's E-Strategy in conjunction with Community Development unit, as well as beginning the process of revamping the Library website. Some achievements this year:

- Launch of OverDrive providing customers the ability

to download eBooks and Audio Books.

- Website went "social" along with the City. The Mississauga Library System can be found on Facebook (600 + "likers" to date) and Twitter (280+ followers to date).

- Updated several key pages including Newcomers Page, Local Authors, Literary Festival, Children's Department and Sciences & Business Department.

- Created web pages for each Branch Location, removed old "articles" and replaced with HTML pages to improve appearance, navigation and accessibility.

- Created a drop-down e-Resources selection tool for the main page. This tool provides more online options for visitors at one central point. Users can now select between Library Catalogue, Library Account, OverDrive site, Online Databases and eMagazines.

- Reorganized several sections on the web site including: Books and Reading, Branch Libraries, Central Library, Citizenship & Multiculturalism, Database/Research for improved functionality, navigation and appearance.

- Continued to see an increase in requests for screen savers from City departments

- Shared links with Recreation & Parks for posting on e-Newsletters and our respective web sites

- Shared links with other City departments

## Data Management

On April 6, 2010, the workstation booking system - **Reserve a Computer** - converted to a floating schedule. This change maximized public workstation usage, and allowed more flexibility for customers as they can now log in to available public workstations any time during regular library hours. Reservations could still be made ahead of time from any Internet-capable computer or

from the library catalogue. Positive feedback has been received from library customers on the change to a Floating Schedule.

## Material Handling

To the end of July, over 88,400 new items had been processed. Special projects included the processing of

- 10,000 donated DVDs
- 2,200 games for the new collection
- 7,000 items for the Raves and Faves collection

With the relocation of several collections in Central Library, adjustments were required in the way items are processed and in July 1,500 items were added to the multilingual collection now housed in the Arts and History department.

A great deal of work was ongoing to clean up the holdings records for conversion to the new catalogue in 2011. As well, time was being spent on determining the requirements that are needed for linking material in the new system.

Even with the closure of four branches, the Library couriers moved 126,000 tranship boxes between the branches by the end of July. Material returns for these branches and all their newly processed material were packed and stored in Central.

Interlibrary Loan received 3,300 requests for Library material and requested approximately 400 items for our customers.

Tours of materials acquisition-cataloguing-processing operations were conducted for library staff, library students as well as a group from the Applewood area who were very interested in the behind the scenes activity of the library system.

## Collection Management

On July 7, 2010, the Library unveiled its new virtual library service through **the launch of OverDrive**. This service gave library customers access to over a thousand e-books and e-audio-books which they can download from the Library's website to use on their personal devices. Launching this innovative service included negotiating a contract, choosing a substantial collection of e-books and e-audio-books, cataloguing the records so these items can be found through the library catalogue and preparing significant publicity to alert customers. The new service has proven significantly popular with customers; the collection has

seen nearly 4,000 circulations from a set of about 1,200 items in only the first two months of operations.

This winter, the Library launched the first new material for customers to borrow since the DVD – **Video Games**. Using a generous grant from the provincial government, the Library was able to offer a significant collection of 2,700 games constituting all three popular formats, X-Box, Playstation2 and Wii. This collection has been extremely popular particularly with our targeted youth audience. At the middle of the year, this collection had generated more than 37,000 circulations, a significant addition to our popular collections and one of particular interest to our younger audience.

### Shared Services Managers/ Supervisors include:

Debbie MacDonald, *Manager*  
Bob Eastman, *IT Specialist*  
Ingrid Keuper-Dalton, *Community Development Specialist*,  
Ted Sharp, *Manager, Collection Management*  
Judy McKay, *Manager, Processing and Material Handling*  
Joanne Southam, *Web Coordinator*,  
Donna Cardiff, *Data Coordinator*,  
Lydia Butler, *Budget Clerk*



# AREA ONE CENTRAL LIBRARY SUCCESSES

Anne Murphy, Manager



## Central Circulation Manager, John Moore

In 2010, the Central Library had increases in nearly all circulation categories. Checkouts increased 2% to 1.19 million. Check ins also increased 2% to 1.21 million. Holds checked out rose 3.1% to 117,000. Renewals grew by a very healthy 7% to 474,000. New library cards issued remained steady at 15,500.

## Central Readers' Den Department Manager, Diana Krawczyk

The main floor of Central was reorganized to allow DVDs, CDs, magazines and audiobooks to be housed in one place, providing easier access for customers. An expanded youth space was developed and additional display space was made available for all collections.

The Readers' Den Department offered dynamic programming options for adults and teens. Over 1,300 readers enjoyed the "Books to Go" program which prepares selections for local book discussion groups. The Central Library Book Club delighted and challenged readers who enjoy discussing books

with others. Over 700 teens attended youth programs which included March Break and summer offerings. The Teen Advisory Group (TAG) remained active and provided direction for staff in developing initiatives for teens. The Nexus Youth Centre successfully integrated into the Central Library space and maintained a strong partnership with library staff.

The Homebound Library Service offered library services to those who cannot access the library. Over 100 customers received regular shipments of material and 20 volunteers ensured the items were delivered and picked up. While some of the branch libraries were under renovation, the Readers' Den team was able to accommodate library customers unable to access other library branches.

## Central Arts and History Department Manager, Marian Kutarna

The Arts and History Department hosted one of the first multilingual book launches in the Mississauga Library System. Hindi poet and painter Meena Chopra launched her new collection of poetry entitled *Subah ka suraj ab mera nahin hai (Adieu*

*to the dawn)* to much acclaim from the 75 citizens in the audience which included guests MP Navdeep Singh Bains (Mississauga-Brampton South) and M. P. Singh (Indian Consulate in Toronto).

Outreach events concentrated in the areas of Heritage, Genealogy and secondary school programming. Programs included six well attended heritage lectures in partnership with Heritage Mississauga and Museums of Mississauga, two local heritage author events, and the Peel Regional Heritage Fair. Genealogy workshops and consultations resulted in many satisfied customers. Secondary school programming included class visits, in-library and in-school workshops totalling 600 contacts - 32 tours/workshops and 1,136 students.

Ongoing support and promotion of local authors included three projects. A database of publications by 346 Mississauga local authors was created and copies currently in the Mississauga Library System's collections were labelled with a "Local Author" sticker totalling 1,528 titles. On Canada Book Day (April 23), the Spring Literary Festival drew 25 local authors for a networking event hosted by local historian, Alan Skeoch. Refreshments were funded by Friends of the Library who also sponsored the Mississauga Literary Festival on

September 19 at the Living Arts Centre. At that event, over 30 authors each had a reading and a table to sell works and meet people.

The Library's Local History webpage was redesigned to improve the user experience by making the page more visual, interactive and clean in design. It now includes digital streaming of the video *Our Saga: The Creation of a City*, Mississauga Milestones from 1796 to the present, Anecdotes from the Past by Mississauga enthusiast Richard Collins, collections of interest from the Canadiana Reading Room, support for family history research, links to an index of the Mississauga News from October 1999, almost 5,000 images on the Historic Images Gallery, digital collections of early books and connections to Mississauga's heritage community.

A partnership with the Newcomer Information Centre (an agency providing settlement and other referral services to both newcomers and citizens of Mississauga) was established. NIC staff is now a daily presence at Central Library, providing on-site settlement advice, workshops and referrals, including referrals to the Library's collections and services.

In 2010, 801 new image records were reviewed, revised, and deployed to the award-winning Historic Images Gallery. In addition, 2,124 Mississauga News articles were reviewed, revised, and entered into the Peel Newspaper Index (now hosted by Our Ontario) through a joint effort of the staff and its indexing volunteers.

## Central Sciences and Business Department

Manager,  
Amanda French

Staff hosted 120 career tours and participated in 30 career research days reaching almost 2,400 people, conducted 65 programs for 862 participants, and provided 118 other adult-oriented programs for over 1,000 customers.

Internet and computer workshops for older adults continued to be popular. A wide variety of programming was offered, including programs on health and business issues, as well as general interest and leisure activities. Partnerships included the Royal Canadian Institute, Peel Multicultural Council, the Art of Living Foundation, Service Canada, and Credit Valley Conservation.

A brochure, "Resources for the Entrepreneur and Small Business Owner" which promotes the key resources of the department most helpful to small business was produced. Staff continued to contribute to and produce various helpful staff newsletters, such as *Business Bridge* and *tidBYTES*. They are now taking their training skills on the road offering workshops on e-books and Scott's at branch staff meetings.

## Central Children's Department

Manager,  
Daria Sharanewych

March Break is the busiest time of the year in the Children's Department and this past year, there was a fantastic menu of events for families to choose from for daily fun. Ten programs covered the gamut from

storytimes, a movie matinee to magic, puppetry, music and a live reptile show. The highlight however, was the City of Superheroes when community firefighters talked about their rescues and library staff assumed Spiderman, Superman and Batgirl personas to talk about their amazing feats. In total, 1,384 children and their caregivers participated.

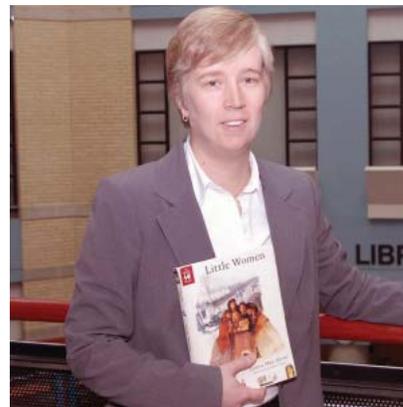
During Turn off The Screens Campaign, a program cosponsored with Peel Health designed to limit TV watching and computer gaming and to encourage other activity such as physical recreation and reading, the entire school population from Edenrose Public School visited Central Children's.

Many Grade 4 classes arranged trips to the library as part of the Grade 4 Read to Succeed Program (which promotes a love of reading and encourages students to get a library card and to become familiar with the public library.) A wrap-up celebration for high participation classes was held in the Noel Ryan auditorium. Award-winning authors, Shane Peacock and Robert Weston presented their works to a captive audience. The Library wishes to thank the sponsors of this program Kumon and the Friends of the Library who continue to generously support subsidizing the bussing of classes to the Library.

As part of the reorganization of collections at Central Library, the children's multilingual collection was moved down to the Children's Department where it is receiving greater use. Customers have already commented that it is easier to select all the books for their children in one place, especially where their children can be otherwise occupied with books, toys, computers and new friends.

## AREA 2 SUCCESSES

SUE COLES, AREA MANAGER



### Churchill Meadows Library

Kathy Oakleaf,  
Manager

The Churchill Meadows Library had a successful year providing services to youth in the neighbourhood and involving youth through an active Teen Advisory Group (TAG). In addition to regularly scheduled meetings, members of the TAG hosted a teen improvisation program that was thoroughly enjoyed by all in attendance. The TAG also contributed by decorating the Churchill Meadows book truck for the Mississauga Literary Festival. Additional programs for teens included a Scrabble workshop and a summer barbecue. One of the TAG members was the winner of the Jim Wilde Young Volunteer Award, recognizing her contributions to the community.

The Churchill Meadows Library also provided a variety of services for newcomers. An English Conversation Circle was offered and is growing in popularity and a new display of useful brochures, library materials and information for newcomers has proven of great interest to visitors. The Library partnered with Peel Multicultural Council, Polycultural Immigrant and Community Services, the Newcomer

Organization Network, and the Newcomer Information Centre to provide workshops and display information.

### Courtneypark Library

Lina van Velzen,  
Manager

Earlier this year, the Courtneypark Library celebrated five years of serving the community. The official anniversary in March was enjoyed by all who attended, and included birthday cake and stories and crafts organized by the branch's Teen Advisory Group.

The Library is proud to play a key role in connecting its community. Working in partnership with residents and local organizations, several special events were hosted at the Courtneypark Library in 2010. In May, over 500 students in Grades 1-5 were invited to the Library as part of the Turn Off the Screens Week offered in partnership with Peel Public Health and Britannia Public School. Class visits included an engaging and entertaining program designed to promote literacy. In June, the Courtneypark Library hosted the community's first ever Neighbours' Night Out in collaboration

SafeCity Mississauga, St. Marcelinus Secondary School and Mississauga Recreation and Parks. Approximately 1,500 residents came to enjoy the fun and learn about community safety. In September, Courtneypark Library participated in Culture Days, a Canada-wide celebration of the arts and cultural life, by partnering with the Canadian Federation of Poets to host approximately two dozen local authors and artists as well as a teen poetry open microphone. In December, the Courtneypark Library celebrated the season by hosting a Family Tree Party.

Thank you for visiting the Courtneypark Library over the past five years. The Library looks forward to continuing to serve you.

### Frank McKechnie Library

Laura Higginson,  
Manager

On Saturday, June 26, 2010 the Frank McKechnie Community Centre and Library held an open house to celebrate its tenth anniversary. The community came out in numbers to celebrate and were treated to story times, refreshments, and a host of activities.

A number of new initiatives were offered at the Frank McKechnie

Library this year. A new book club was launched, computer instruction for older adults was introduced, and the popular Reading Buddies program was enhanced with a homework help component. Partnerships were developed with the Ontario College of Art and Design, Service Canada Centre for Youth, Newcomers Information Centre and Peel Family Services, resulting in additional programs of interest to the Library's key audiences of families and caregivers, youth, and newcomers.

It has been a pleasure serving the residents of this community for the past ten years and the Library looks forward to continuing to meet your needs.

### **Malton Library** Maria Politano, Manager

The Malton Library focused its efforts on youth, older adults and newcomers this year.

The Library was in close contact with local schools throughout 2010. In addition to regular class visits, staff mounted displays at several elementary schools for Parents' Nights, attended school assemblies to promote the Library, and participated in a number of other special programs. Several school readiness centres were also visited. Other successes with youth included the strengthening of the Teen Advisory Group and participation in a number of initiatives for youth in partnership with the Ontario College of Art and Design and Service Canada Centre for Youth.

For the older adult visitors, a comfortable space was created with chairs, a book shelf and pamphlet display, and specially created artwork provided by the participants of the Summer Reading Club.

Another area of focus this year was newcomer services. A display for newcomers was mount-

ed with pamphlets and brochures in other languages, and books of interest were located nearby along with ESL materials. A number of tours were offered in partnership with the Mississauga Neighbourhood Services LINC class and Settlement Workers in Schools' Newcomer Orientation Week. Representatives from the Newcomer Education Centre also visited the branch to showcase their organization's programs for newcomers.

### **South Common Library** Tamara Stojakovic, Manager

The focus at the South Common Library has been service to youth and older adults in 2010. The South Common Library Teen Advisory Group have had a busy year assembling displays, creating crafts for children's programs, and discussing library collections. They conducted an eight week Reading Buddies program for students 6-8 years old to help them gain confidence in their reading skills. Together they read over 80 books. They are an enthusiastic group that is having an impact on their community. Programs for older adults included free income tax clinics, Internet Basics for Older Adults, and one-on-one computer assistance by appointment. These programs were very popular and well received by those who attend.

To thank all of the South Common customers for their patronage over the last year a Customer Appreciation Day was held in December. Thanks to generous donations from local sponsors, customers were treated to fresh coffee, tea, juice and snacks. The students visiting the Library at lunch time were excited to play Wii and PlayStation games, while many of the visiting older adults browsed the book sale selections.



## AREA 3 SUCCESSES

David Penteliuk, Acting Area Manager



### Clarkson Library Manager, Mai Lu

2010 was a busy year for Clarkson Library. Customers from nearby neighbourhoods came to Clarkson Library as their libraries closed for renovations. The Clarkson Community Centre itself underwent construction and library customers navigated through construction detours to visit the library in record numbers. In 2010, 63% more library materials were borrowed and 60% more material was returned to Clarkson Library compared to the previous year. Clarkson Library held a Customer Appreciation Day in October to thank loyal customers who braved construction fencing, detours, and noise to visit the library.

In the midst of construction, the Clarkson Library reached out to the community. Clarkson Community Centre and Library participated in the Older Adult Fair at Sheridan Villa Long Term Care facility. The Computer Buddies program paired older adults learning about computers with teen volunteer as one on one mentors. The Teen Advisory Group joined forces with the TD Summer Reading Club participants to decorate a library book truck for the Mississauga Literary Festival. The Teen Advisory Group also began its Teen Book Club and had recruited eleven

members by the end of the year. Clarkson Library also continued its partnership with the Clarkson Communities At Peace community group and participated in their second annual Block Party. It was a very busy, and a very rewarding year for the Clarkson Library!

### Cooksville Library Manager, Mai Lu

The Cooksville Library team was awarded the City of Mississauga's Corporate Awards for Excellence: Customer Service Award (Team). The award was presented by Mayor McCallion at a Council meeting. The Customer Service Award is given to a team who has consistently "gone the extra mile" to earn the respect, support and appreciation of their customers.

The Cooksville Library team served even more customers in 2010 as staff welcomed many new customers from neighbouring branches closed for renovations. Staff checked in 31% more library materials and checked out 40% more library materials in 2010 compared to 2009.

The team continued to receive positive comments from customers. Feedback from one mother described, "You guys are doing an awesome job! My kids have had a blast this March Break.

Keep up the good work. Thank you very much." Another mother, whose daughter participated in the Reading Buddies program, wrote, "We really like the buddy program. It helps my daughter's reading and comprehension skills. She enjoys coming here and she improved so much since the program started. I really liked the volunteer...he asks lots of good questions that make my daughter think." A customer comment following a class visit by Bronte College students, "When you first think of a library you think stuffy and boring but when I came to this library I was surprised to see how convenient it is. There is everything and anything I would need being a high school student. I will make an effort to use this library more often." Throughout 2010 the Cooksville Library continued to "go the extra mile" for their customers.

### Erin Meadows Library Manager, Kathleen Smyth

In January, 2010 the Erin Meadows Library co-hosted the second annual Art's Birthday Celebration in conjunction with the Erin Meadows Community Centre, the Mississauga Arts Council, the City of Mississauga

Culture Division, and local arts groups like Frost Flow, Ishay School of Dance, Liberty Junction Theatre, and Soft City. Inside the library, customers enjoyed three free workshops, two puppet shows and an Open Mic event. In the Erin Meadows Community Centre there was singing, cake, live bands and an underground garage sale. Library staff presented two family story times. Special Grab 'n Go bags full of library material related to art were created and circulated. During the six hours of the event, approximately 2,000 people entered the Library.

Merchandising played a big role at Erin Meadows Library in 2010. The children's section was reorganized with an emphasis placed on new books, concept books, early readers, audio books, and graphic novels. A full bay of shelves was removed and a colourful area alphabet rug was added to the space. Parents responded enthusiastically to the changes because there is additional space for parents to sit and read to their children. Two beautiful new display units were added creating additional space to feature special collections and highlight upcoming programs. 54,000 more items were checked out at the Erin Meadows Library in 2010 than were checked out in 2009 due, in large part, to this merchandising.

Programming was another success story. Staff offered a varied selection of programs to newcomers, children, teens and adults. Over 4,500 people attended 263 programs. Staff responded to customers interests; for example, the teen gaming programs were so well-received in the summer that they have now become a weekly lunchtime program through a partnership with Erin Meadows Community Centre staff. Erin Meadows Library once again offered the very successful job search workshop in partnership with Peel Multicultural Council. The

Library partnered with Heritage Mississauga to present "Haunted Mississauga" to an audience of all ages who appreciated hearing interesting tales from local history. Staff participated in several community initiatives last year including the Run for the Cure and Earth Day. The programs at Erin Meadows Library received positive comments from the public and were enjoyed by customers of all ages.

## **Meadowvale Library**

**Amy Colson,  
Manager**

The Meadowvale Library focused on placemaking initiatives that promote "Library space that works." Through furniture purchases and reallocations, there was an increase in study space capacity by 20%. New tables and chairs improved appearances as well. New display units have been a key merchandising element that promotes the collection. A reorganization of the children's area improved the flow of the collection and the sightlines, making it easier for customers to find the materials they want.

To celebrate Ontario Library Week, a Customer Appreciation Day was held which included a visit from local historian Kathleen Hicks. There were two additional author visits for classes to celebrate reading, plus Settler's Green Public School launched the book they wrote, in French, at the Meadowvale Library.

Partnerships with newcomer organizations continued to develop and expand to include Big Brothers-Big Sisters of Peel, India Rainbow Network, and COSTI Immigrant Services. An active adult book club, popular regular children's storytimes, an active TAG group, the Grade 4 Read to Succeed program, and very popular Reading Buddies

program all combined to make it a most productive year.

## **Mississauga Valley Library**

**Ann Jacob, Manager**

Throughout 2010 Mississauga Valley staff continued to offer exemplary customer service while handling a 72% increase in circulation. Customers were welcomed to a neat and orderly library with attractive displays where staff offered cheerful assistance and took every opportunity to provide useful information on how to access the various programs and services. Customers from libraries being renovated looked forward to returning home but many did complement Mississauga Valley staff for their hard work and hospitality.

A full slate of storytime programmes was offered. Every school in the neighbourhood was contacted at least five times and each school had at least one library visit. Outreach continued throughout the year at an impressive level with staff attending open houses and kindergarten registration nights. Cooperative efforts with various neighbourhood agencies guaranteed that newcomers were well served. Volunteer opportunities were provided for adults and students including one long-term co-op placement. Staff expanded skills in reference and programming and even assisted in training staff from other locations. Looking back, the staff at Mississauga Valley are very proud of all that was accomplished in 2010.

## Sheridan Library

Amanda French,  
Senior Librarian

Staff at the Sheridan Library changed the physical space of the Library by eliminating excess shelving, introducing comfortable new furniture and installing several bulletin boards for better information displays as well as library programs promotion. The collection was given a makeover, too, with staff ensuring ratty and worn items were removed. Books were also rearranged for better accessibility and to encourage browsing. In addition, Sheridan Library designed a brand new resource, Citizenship Kits, which were then adopted across the entire Mississauga Library System. Beautifying the collection at Sheridan Library even extended to staff replacing hundreds of damaged DVD and CD cases. To top it all off, new and colourful signage was installed to help customers find their way with ease in the newly organized space.

Sheridan Library put a real emphasis on outreach and community partnerships in 2010. As a result, the Library partnered with Learning In Our Neighbourhood, Polycultural Services, the Sheridan Neighbourhood Team and many others to provide excellent programming for customers. During the fall, the Teen Advisory Group began hosting several programs, including Reading Buddies and a Homework Club. Sheridan Library also hosted Polycultural Intercultural Community Services led conversation circles both in English and French as well as multilingual drop-in networking sessions. In addition, new older adult computer sessions were launched with much success. Local businesses and customers were so impressed by the efforts of staff that, for the first time, Sheridan received several very kind donations for the specific purpose of making a great library even better!

## Streetsville Library

Sandy Laird,  
Senior Librarian

Streetsville Library started and ended the year celebrating their wonderful customers with a Customer Appreciation Day. Local author, Kathleen Hicks, gave an informative presentation that all in attendance enjoyed and special guest, Jayne Culbert, the older adult co-ordinator for City of Mississauga, spent time speaking to customers and handing out brochures about City programs and initiatives.

The Reading Buddies program at Streetsville Library, which included primary grade students from Ray Underhill Public School and high school students from Streetsville Secondary School, ran seven weeks promoting and celebrating the joy of reading. The focus on developing a love of literacy was further expanded by staff visiting every one of the local elementary schools.

One of the highlights for the Streetsville Library was staff updating the Grade 4 Read to Succeed program. The changes were then rolled out across the entire Mississauga Library System. Proving they are a leader in programming and inspiring children to read, the Streetsville Library had the largest number of children register and give book reviews on the on-line Summer Reading Club website.

## Woodlands Library

Jo-Anne Storen, Manager

Woodlands Library continued to reach out to the community through programs, collection innovations and partnerships. Storytimes in three languages focussed on the Every Child Ready to Read principles. Evening PJ Storytimes featured imaginative stories, songs, poems and puppets by pyjama clad staff. Teens were invited to respond to a survey of their library needs,

attended Games Days, decorated a book truck for the Literary Festival and ran the seasonal food drive and led Reading Buddies sessions in which they assisted younger students with reading. Older Adults attended Internet training sessions and came out in large numbers for the annual Woodlands Library Open House. The Summer Reading Club resulted in 150 written book reports being posted at the Branch.

The collection was continuously weeded and merchandized with new eye-catching displays being created and rotated on a regular basis. In addition, some sections of the collection were moved for better access and visibility. Video games, Books-To-Go story packs, and dual language books were introduced and enthusiastically received by customers. Easy reader books were levelled and concept books were identified for easier use by parents. Citizenship Test Kits were introduced, and the newcomer was section refreshed. The Older Adult Resource Centre was given a place of prominence as well.

Partnerships were forged with Palestine House, The Russian Heritage Language School, the Woodlands Secondary School, Polycultural Intercultural Community Services, the Dufferin Peel Catholic District School Board, along with many others.

The Branch successfully achieved its goals of reaching out, making the collection better and engaging youth, older adults and newcomers.



# Message from Friends of the Library

**The Friends of the Library group continued their great work in 2010 giving back \$85,000 in support of library programs and services. Over their 20+ years, the Friends have donated over 2 million dollars in money and in kind in support of the Mississauga Library System. The Friends of the Library have left a legacy of support for today and tomorrow and the Library and city, staff and residents have felt their impact of support:**

**THAT IMPACT:** Created broad benefits for the Library and City

**THAT IMPACT:** Supported civic literacy

**THAT IMPACT:** Built bridges into the community

**THAT IMPACT:** Sharpened the community focus

**THAT IMPACT:** Created our culture, a made in Mississauga culture

**THAT IMPACT:** Developed the Library and the community

**THAT IMPACT:** Generated revenue

**THAT IMPACT:** Supported Library capital projects

**THAT IMPACT:** Creates partnerships for life

Here's to the Friends of the Mississauga Library System! The extensive work of the group is often done quietly and with little fanfare, they use their skills and expertise to remind everyone of the importance of strong public libraries to the health and wealth of the community... and their pledge - to continue to invest time and a commitment to literacy, libraries and library staff to help make the Mississauga Library System the best in the country and Mississauga, the best city in which to live, work, play, READ and LEARN.

*Here's to the Friends of the Mississauga Library System!*



**Join today!**

# THANK YOU

## Friends of the Library

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The Library wishes to thank all of its Friends for helping make a great Library even better over the past year from donating \$85,000 cash for Library programs and services to running used book sales to supporting literacy groups here and abroad to supporting annually this City's premier literary event, The Mississauga Literary Festival

*Please take a bow.*

.....Michael Jones, Eva Kolaczowski, Bashir Fancy, Shanaz Fancy, Charlotte Harnden, Bill Crawford, Andy Aysola, Lawrence Coughlin, Nicholas Boving, Bill Crawford, Ameet Bhar, David Croome, Betty Phillip, Aalam, Aanchal Aggarwal, Ajoy Kumar Guha Thakuria, Allison Chen, Amy Xiao, Azmina Kazi, Carmen Gia D'Souza, Caitlyn Crawford, Crispin Crasto, Daniel Roberst, Erin Crawford, Frank Kevin Cox, Harry Hastilow, Harshadha Sriharan, Janice, Joanne Muhan Tang, Jonathan Dry, Julia Jia Shi, Kanti Akthar, Kevin Amal, Kristina, Lena Xiaonan Ji, Mallika Patil, Manuel Cordero, Mehvish Sheikh, Minnie Tayco, Monisha Persaud, Naveed Akthar, Nicole Hinton, Nisha Gajaria, Rebecca, Rena Chen, Richard Calley, Saad Khalid Sheikh, Saad Jamil Khan, Saif Jamil Khan, Salma D'Souza, Samantha Tu, Scott Cawthorne, Shannon Hinton, Stephen Anderson, Van Tam Le, Vanessa Nguyen, Vivian Nguyen and Yasmin Raj.



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## A BIG THANK YOU to our Sponsors and Donors

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**Each year, the Library and community benefits from the assistance of individuals, businesses and groups in our community – from sponsorship funds in support of the Library's large print book collection and health sciences collection to the donation of e readers and DVDs to pizzas for children's programs, prizes for reading clubs to buying ad space in support of the Library's value added newsletters and brochures, corporate champions joining the Library Family this past year were .....**

*Please take a bow.*

HMV Canada, AMICA at Erin Mills, AstraZeneca Canada, Sony Canada, Mississauga News, Mississauga Booster, Metro Grocery Stores, Penguin Books, Putman Books, Random House, Enersource Hydro Mississauga, KUMON Canada, Holcim Canada Ltd., Whitehots Book Services, Tim Horton's, Subway, M & M Meat Shops, Sobey's, Starbucks, Rabba, Loblaws, La Villa Bakery, Gears Cycling Shop, Ontario Science Centre, YMCA, Peel Regional Police, Bank of Montreal, Webster's Academy, Living Arts Centre, Trios College, Toronto French School, Alzheimer's Society of Peel, Welcome Wagon/Mississauga, DoReMi for Kids, City of Mississauga/Animal Services, City of Mississauga/Museums, Dickerson Health Care Centre, Beacon House International; Port Credit Business Association, Streetville BIA, Boston Pizza, Family Daycare, Human Rights Advisory Services, CANFIN Financial Services, Mississauga MYC Teachers, Classic Dance Academy, Toronto International Academy, MEI Academy, Sphere Entertainment, Winton International, Mississauga Kids, Mississaugakids.com, Regency Seniors Residence, Rust Check, Mississauga Business Enterprise Centre, City of Mississauga/Office of the Arts, Cow over the Moon, Stagewest, Learna Computer Education Centre, Failte Irish Pub, On the Curve Restaurant, Jack Astors, Twentieth Century Fox, Peel Adult Learning Centre, Peel District School Board, University of Toronto/Mississauga, Stock Transportation, JWT Employment Communications, Kids and Cash, Sove Trade, Mississauga Ballet Association, Toronto Maple Leafs, Toronto Raptors, Toronto FC, Sony Canada, Canadian Blood Services, Prince Edward Montessori School, Academy of Math, Bronte College, Peel Newcomers Network, Scotiabank SmartStart, Royal Bank of Canada, TD Canada Trust, Bell Canada, Rogers Cable, Christina's Classical Dance, Family Mediation Mississauga, Harmony Weight Loss and Fitness Center, HBI College, Kingsway Home Care Services, MLC College, Remax Vision Realty, Star Academy, The Drama Club, Transport Planet, Tutor Doctor, Under the Willow,



Smart Apple Tutors, 3Cs Seniors Home, Private Math Tutoring, World Financial Group, Alieh Salman Realty, J&C Business Services, A2Z Technical Services, Dorothea McDonnell-Royal LePage, Ishay School of Dance, Legend Health Services, Family Golf Learning Centre, Dewey College, Sylvan, Toronto International Academy, White Oaks Montessori, SING, Softron Inc., Mississauga Transit, Newcomers Centre of Peel, Snap Newspaper Group, Mississauga Teen Anime Club, The Comic Store/Streetsville, In Our Words Publishing Inc., Puffin Books, TapPeques, The French Library for Kids, Safe City Mississauga, SunLife Financial, Carassauga, MEK Specialty Services, Madd Sketch, Totem Banners, Music for Young Children, E Web Study, Usborne Books at Home, A Line Auto and Tire, Boswin Sports, Canadian Career College, Club Z, Grade Learning, Home Minder's Plus, Ontario Simulation Training, Lolín Enterprises, Premier Homecare Services, Quality Computing Projects Inc., Universe Pro Training, Peel Montessori Daycare, Helps Here Guide for Seniors, Brilliant Minds Montessori Centre, Beacon College, The ADD Centre, Hearts Child Care Centres, Camp White Oaks, Chisholm Educational Centre, Young Drivers, Visual Arts Mississauga, Meena Cleaners, Distress Centre Peel, Peel District School Board, Caring for Kids, Thinnox-Design and Technology Programs, Scouts Canada, Big Brothers and Big Sisters, Town of Oxford, The Pickle Barrel, The Lung Association, Baton Rouge Restaurant, Daily Web TV.com, Dr.G. Bhalla, Mississauga News Auction, Local Work.ca, Peel Montessori School, The Online French Bookstore, camps.ca, First Student Canada, wheels.ca, Studio PAVA, Mississauga Festival Youth Choir, ourkids.net, Square One, Mattamy Homes, Panago Pizza Inc., Lisboa Bakery & Deli, Starbucks Coffee, Gary Sullivan, Lindt Warehouse Outlet Boutique Mississauga, Canadian Tire Associate Store, Mr. Gavin Fraser, Zellers, Mississauga Honda, Staples, Port Credit Starbucks, La Villa Bakery, Planet Organic, Impressionable Gifts, Port Credit Second Cup, Port Credit Timothy's, Cineplex Odeon, Truscott Bakery, Tim Horton's, Food Basics, Herridge's Farmers Market, Panago Pizza, The Gap, Ellen's Dry Cleaning, and HMV.

*And then take another bow.*

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*Want to see your name or your company's name on the Library's Wall of Fame? Ask about how you can leave a bookmark in this community and help make a great Library even better in 2011 - contact or drop in to your local library today!*

# THANK YOU

## Library Volunteers

Ishmeet Kaur, Rebecca Li, Vimalan Raviraj, Utsav Saha, Nirosha Rayen, George Keliny, Suzana Wehmeyer, Wiesia Polak, Alberto Berumen, Ali Zahoui, Aswathy Rajan, Behram Iran, Divya Sunderajan, Ezekiel Ang, Irvin Belen, Jessica Wang, Karishma Manani, Marouf Khan, Neil Banerjee, Nishi Shah, Noor J-Abdullah, Nune Hovsepyan, Patricia Julien, Prashasthi Ramesh, Samara Aslam, Shawna Hickey, Tushar, Khamil Alhade, Shivani Anand, Leonardo Armenta, Junior Barker, Mohammad Behroze, Gian Birdi, Nimalan Chandrasekara, Apoorva Chopra, Sukhvir Dhaliwal, Chathurika Gamage, MyLinh Giang, Jaspreet Gill, Pauline Gordon, Aprile Gordon, Mohammed Habib, Disha Jangra, Devnia Jayasekera, Joshi, Shafa Katoon, Tranpreet Kaur, Anusan Krishnathas, Sathu-Leshan Kumaralingan, Paulina Laszkiewicz, Carrie Leow, Vaness Ishan Mishra, Mark Monteiro, Farhan Mumtaz, Roopa Pandhartika Purushothman, Zaid Rangrez, Shanay Richards, Randeep Rihal, Singh, Schenthuran Srivankumaran, Dorian Sutherland, YeeLai, Julian Beata 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Zahin Ahmed, Rebecca Barrett, Samantha Beltran, Jordan Chakravarty, Frank Cox, Matthew Eng, Magdalena Gronowska, Matthew Gulshani, Megan Heynsbergen, Hannah Labrador, Laura Leather Chakravarty, Christelle Mata, Maria Mata, Jessica Medeiros, Crisitine Medel, Andrea Nicholson, Aneta Orawiec, Mohammed Parwani, Nargis Parwani, Sarah Recoskie, Chenell Small, Nicole Sanitarnik, Krista Sumauth, Ken Wen, Jodie Aquino, Maleeha Baig, Louissa Barnes, Chrisslynn Herhande, Neel Singla, Jenny Phan, Tania Hlavenka, Selvie Mahendran, Rameesha Qazi, Angel Sarah, Awais Khan, Sachin Duggal, Nicole Lewczuk, Nicolette Cheng, Ahlam Bukhari, Dolly Meriel, Gibron Bachan, Chuang Li, Charles Qi, Sam Zou, Pritika D'Sa, Awais Khan, Divya Sundrajan, Sachin Duggal, Celina Cheung, Mobolaji Oyeyemi, Phyllis Mak, Ariane Dundumaya, Michelle Reece, Nelson Yu, Midfa Chaudhary, Joanne Rego, Priyanka Thakkar, Faryal, Lewis Addo, Estelle Ah-Kiow, Mania Ahmed, Priyanka Bhatt, Emily Chan, Catherine Chan, Shahnaz Dhanani, Kirandeep Dhillion, Abigail D'Souza, Roxanne Fernandes, Emily Fong, Karen Fridulin, Anika Ghaghda, Maria Halasova, Viola Iskander, Rimsan Jawfer, Derek Kan, Jessica Kanagalingam, Simon Li, Alice Liu, Matthew Lim, Mabel Mendes, Brandon Min, Katrina Nevill, Albert Nguyen, Charlotte Pang, Teresa Rayo, Beverley Roach, Andrea Rodrigues, Patrick Samaka, Kesheni Samaranayake, Bob Simpson, Karan Singh, Clarisa Somali, Gayathri Srikumar, Joanne Sun, Noor Tabassum, Allen Victorious, Amanda Victorious, Affan Wali, Olivia Ward, Aron Xavier, Boze Xu, Giselle Yu, Angela Zhu, KT Nam, Owais Nasar, Waliya Chaudhry, Evelyn Edishou-Saatou, Matthew Pringle, Ovais Nadeem, Jeremy Fajardo, Carolina Diaz, Aneta Burzynski, Connie Li, Britany Watson, Mohsin Sheikh, Anas Nasar, Iknor Gill, Jordan Zhenga, Kevin Sanu, Linden Ma, Firas Farah, Umama Kath, Andrew Zurawski, Diana Capano, Jeremy Fajardo, Mehak Hussein, Marisa Westermann, Alex Steiner, Alexander Kovalov, Ali Abdulwahab, Carina Peters, Carol Szoldra, 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**800 volunteers**  
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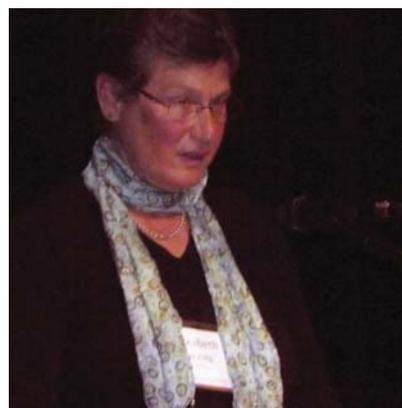
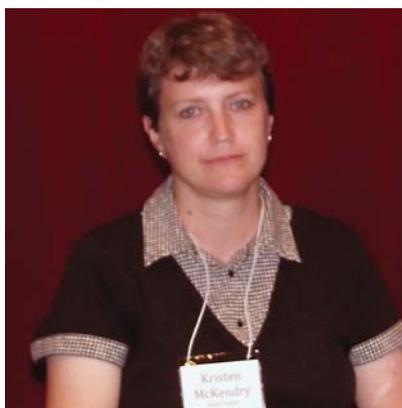


The Library celebrated the City's rich literary scene and many of our local authors in 2010. Did you know that ... over 160 authors call Mississauga home. They write across fiction and non fiction, all genres, all subjects and for all ages. Here's a list of our local talent – applause, applause for

Lorene Albers, Andy Ataide, Cheryl Antao-Xavier, Shiraz Baboo, Elizabeth Barnes, Shafik Benjamin, Nicholas Boving, Dawn Campbell, Dave Clark, Carolyn Clink, Dave Cook, Lawrence Cornett, Lawrence

Coughlin, Gail Crawford, Heather Davitt, Authur Dela Cruz, Frances Frommer, Gabriel Gabor, Jay Gajjar, Bill Galvin, Keith Garebian, Suman Ghai, Eric Gibson, Marian Gibson, Fran Goddu, Suzana Grazavescu, Roger Guzman, Evelyn Guzman, Ryan Harron, Carolyn Hemming, Agnes Henchley, Natasha Henry, Kathleen Hicks, Apzal Hosein, Peter Jailall, Fatmatta Kanu, Bayan Khatib, Michael Karowich, Mary-Ellen Kavanagh, Mary Koroschil, Cobi Ladner, Sarah-Jane Lehoux, Veronica Lerner, Kawi-yun Li, Jason Loo, Karin Lowachee, Trudy Mann, Maureen Marks-Mendonca, Peter Martel, Laurie Martin, Charles Martin, Jennifer Maruno, Sam McDadi, Tom McIlwraith, Kristen McKendry, Peter Meyler, David Meyler, Judith Mills,

Dale Mouscos, Peta-Gaye Nash, Janee Niebler, J. Nicole Noel, Kay Sung Park, Neil Pasricha, Gay Peppin, Helen Pereira, Judy Powell, Rashmi Pluscec, Liz Primeau, Bruce Purdy, Marina Radovanovic, Pratap Reddy, Michelle Richards, Shirley Roe, Dr. Leonard Rosmarin, Robert Sawyer, Nasim Sayed, Sangeeta Shah, Alan Skeoch, Chandra Smita, Trisha Smith, Hui Zhi Song, Vickie Sprenger, W. Brian Stewart, Ian Stout, Joane Strathdee, Ayham Tamari, Dave Taylor, Gabriel Timar, Mike Toth, Igor Trutanow, Mickey Turnbull-Coughlin, Tom Urbaniuk, Eric Walters, Verna Mae Weeks, Matthew Wilkinson, Janet Williams, Anna Yin, Rad Zdero and Zohra Zoberi.





## Our Customers Said ...

This Library is a "blessing" and a must for our community, children and young adults. I have been coming here with my family and friends for five years! I love IT!

**Kathleen P.**

You guys are doing an awesome job! My kids had a blast this March Break. Keep up the good work. Thank you very much.

**Anonymous**

I was very pleased to find you carry the Spanish magazine, HOLA. I hope you will bring more of them, like Vanidades. I have my mother living with me and she doesn't speak English so it is very nice that she can find some magazines to read. Thank-you.

**Ximena V.**

Time and again I am amazed by the efficient and courteous service of our Mississauga Library System. Today you secured a book from another branch for me, thank-you! But wait, there is more. Being myself computer illiterate, I asked your asst. librarian, Crystal, for help. Not only did she produce what I wanted, she did it with a radiant smile. You (we) are fortunate to have such fine personnel.

**Horst F.**

We really like the Reading Buddy program. It helps my daughter's reading and comprehension skills. She enjoys coming here

and she has improved so much since the program started.

**Anonymous**

When you first think of a library you think stuffy and boring, but when I came to this library I was surprised to see how convenient it is. There is everything and anything I would need being a high school student. I will make an effort to use this library more often.

**Kelley S.**

Mississauga Library (Sheridan Branch) is a wonderful well organized gem of a library. The staff is courteous, well informed and completely helpful. Congratulations!

**Ronald P.**

I feel so fortunate that this service (the library) is accessible for me and my neighbourhood. I am a senior, so in addition to having a variety of current issues I otherwise couldn't afford, I am alerted to current, relevant resources. Many thanks.

**Pat**

The Mississauga Library System was really helpful for us. My wife was preparing for her RN (Registered Nurse) examination and she passed the examination because of the number of books available in the Library.

**Joshy J.**

I have been coming to the Cooksville Library for a year now. And the staff here is amazing. They have helped me every time especially Ms. Julia and Ms. Rachel. In my opinion this is the best library in the community. I mean it!

**Viwal S.**

Thank you! Hugh was amazing to help. It is very hard to find people with patience and who put 100% into helping others. He saved our time and was very kind to provide us with information. Donna was the same; these wonderful people make the difference.

**Jyoti S.**

Does the library have under consideration providing e-book downloads to kindles, iPads etc. as an alternative to borrowing the physical book.

**Chris W.**

Dear Chris - as of July 1, 2010 downloadable e-books and audio books were made available through our OverDrive service, check it out at [www.mississauga.ca/library](http://www.mississauga.ca/library). Start e borrowing today!

The selection at this library (Cooksville) is fantastic. It is well organized and bright. The staff is very friendly. I love coming here!

**Allison R.**

## We renovated to serve you better



During 2010 four older branch libraries were closed for renovations through the Infrastructure Stimulus Fund (ISF) program. Locations included Burnhamthorpe, Lakeview, Lorne Park and Port Credit.

The ISF program is a joint investment by the federal, provincial and municipal governments to fund infrastructure projects, to create jobs and help stimulate the economy. Each level of government is contributing towards the eligible costs. Mississauga has 132 approved ISF projects that must be completed by March 31, 2011 to be eligible for funding.

Designs for the four library renovation projects build on the architectural character of the existing buildings while making them more functional and aesthetically appealing. Features like sloped walkways, canopied entrances, improved interior and exterior seating, new windows and parkland landscaping will provide welcoming environments. Enhanced public spaces, including quiet and group study areas, designed for self-service technology and upgraded accessibility are some of the improvements in store. Customers will notice that furniture has been

selected to meet the needs and preferences of all age groups. There will be plenty of new library materials, increased display areas and enhanced children's learning and activity areas. In winter, customers will warm to the fireplaces at Lakeview, Lorne Park and Burnhamthorpe Libraries. At Port Credit Library, a new patio will allow for outdoor seating, and large windows will offer stunning views to the park, river and Lakeshore Road. Burnhamthorpe Library will get a refurbished theatre and new office space for Dixie Bloor Neighbourhood Services.

During the closure periods customers of these locations were encouraged to enjoy the services available at other Mississauga Library System locations.

Library staff members welcomed customers back to the Lakeview Library on February 15, 2011.

Port Credit and Lorne Park residents will be able to visit their local libraries in mid-March 2011. Burnhamthorpe Library will open late spring 2011.

The City is planning official openings of these facilities and everyone is invited to attend. Please mark your calendars:

Saturday, May 7 at 11 a.m.,  
Lakeview Library  
Saturday, May 7 at 1 p.m.,  
Port Credit Library  
Saturday, May 7 at 3 p.m.,  
Lorne Park Library  
Saturday, September 10 at 11 a.m., Burnhamthorpe Library

For information about all of the City's ISF projects, including backgrounders, project updates, and closures, visit [www.mississauga.ca/buildingourfuturemississauga](http://www.mississauga.ca/buildingourfuturemississauga).



# Library Financial Report 2010

## YOUR TAX DOLLARS AT WORK!

*(All amounts are in \$000 -based upon un-audited year end figures.)*

<b>Revenues</b>	<b>2009</b>	<b>2010</b>
Municipal Contribution	21,122	24,134
Province of Ontario Grants	715	715
Fines and Other Service Charges	1,645	1,173
Other Revenues	0	472
<b>Total Revenues</b>	<b>23,482</b>	<b>26,494</b>

### Expenditures

Salaries, Wages and Fringe Benefits	19,494	20,362
Library Materials	2,392	2,392
Other	3,957	3,740
<b>Total Expenditures</b>	<b>25,842</b>	<b>26,494</b>

### Library - Capital Budget 2010

*(All amounts are in \$000 - based upon un-audited year end figures.)*

Library Materials	\$210
Renovations at various locations	\$83
Self Serve Technology	\$1,044
Woodlands Library	\$3,960