

Mississauga Library System 2011 Report to the Community

Motto

The Library changes lives.

Vision

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

Mission

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

Director's Message

"Back to normal!" That was the theme at the Library over 2011 as four closed libraries reopened (to great acclaim!) and the mess around the Central Library was finally cleared away (have you checked out the new Celebration Square yet?). By mid-year everything was back in place and stockpiles of new books, DVDs, CDs and magazines had been unpacked and put out for borrowers. By the fall, all 18 libraries across the City were open Sundays - a first!

Later, the Library's e-book service was greatly expanded to over 600 items! Demand for this service just keeps growing...check it out! By year-end a new computer system had been selected following a long evaluation process (watch for the new features soon...) and plans were well underway for new libraries in the Woodlands and Meadowvale communities.

The Library's push to increase membership "Join the biggest club in the city - it's free" was producing results as the number of library members inched toward 50% of all residents. The Library's web site was expanded and was busier than ever (check it out too!)...And that's what normal looks like in a large public library these days! See you at the Library...

Chairman's Message

"A library for everyone - check it out!" That's the Library's current campaign. Libraries have never been more important - or more used! It represents the Library Board's emphasis on the many customers the Library must serve. Older adults and youth may seem like obvious markets - both with changing and growing needs.

In addition the Library Board has identified two other important user groups - families and caregivers, and newcomers. Over 2011 the Library's efforts were focussed on reaching out to these key groups. One other group seeking library services is vital to our community - small businesses. In numbers and in impact this group makes our great city what it is.

The Library plays a real role in ensuring our entire community thrives. The Library Board, a city-appointed group of nine volunteer residents and two city councillors, is pleased that support for, use of, and satisfaction with the library is strong. "A library for everyone" is a tall order - but one your library board willingly accepts and seeks to deliver. To help in this on-going effort, let us know how well the library is doing...join the Friends of the Library...volunteer...donate...and use and enjoy the services of your public library. See you at the Library...

2011 By the Numbers – Year at a Glance

Total Visits.....	4,753,900
Total Visits to Central Library.....	827,200
Average Daily Visits.....	13,583
Average Daily Visits to Central Library....	2,363
Reference Questions Answered.....	336,850
Circulation.....	7,725,096
Library Collection.....	1,325,554
Number of Library Customers.....	203,287
Number of Story times.....	1,479
Attendance at Story times.....	31,594
Number of Class Visits.....	580
Attendance at Class Visits.....	16,551
Number of Teen/TAG Programs.....	500
Attendance at Teen/TAG Programs.....	6,329
Number of Outreach Programs.....	327
Attendance at Outreach Programs.....	13,103
Number of Homebound Customers.....	97
Number of Items Delivered to Homebound Customers.....	7,206
Number of Volunteers.....	1,115

Number of Volunteer Hours Donated.....29,314
Number of Visits to Library Webpage.....680,699
Number of Library Computer Uses.....638,321
Number of Wireless Sessions.....123,950

Note: Burnhamthorpe Library reopened June 1, 2011, Lakeview Library reopened February 15, 2011, Lorne Park Library reopened March 28, 2011 and Port Credit Library reopened March 15, 2011 following renovations.

The Top 10 List of Library Service Improvements in 2011

The Library continually moves forward to serve its members better – here are the top 10 service improvements made last year:

1. Burnhamthorpe, Lakeview, Lorne Park and Port Credit libraries reopened after undergoing renovations through the Infrastructure Stimulus Fund (ISF) program.
2. Elevators at the Central Library were refurbished.
3. Celebration Square reopened with an outdoor reading room and increased programming.
4. Fines for some formats and the maximum fine per item were reduced.
5. E-book and e-audio Overdrive collections were expanded to meet increasing demand.
6. Book Fair 2011 came home to the Central Library.
7. A customer management program was executed and contacted lapsed library card holders to tell us how the Library is doing.
8. The Library News, a new, jazzy printed newsletter was launched.
9. Library web site was improved to provide customers easier navigation.
10. Increased focus on adult programs including a greater number and variety.

Library Successes Stories

View the Library [Activity Reports](#)

Financial Report 2011

[2011 Year-End Financial Report](#). Go to Library Board Report 2(b), page 19-20.

Library Volunteers

Each and every year, the Library benefits from the support of many individuals who volunteer their time. In 2011, 1,115 people donated 29,314 hours to helping make a great library even better – thank you

Ahmed Baig, Anusha Champaneria, Bakr Saleh, Catherine Piascik, Chelsea Blachlinger, Christopher Clarke, Ciara O'Loughlin, David Kennedy, Devan Angra, Donica Obrique, Donovan D., Ella MaCaalay, Fairouz Anwar, Farhad Khan, Frank Cox, Fraser Walker, Gillian Cade, Harneet Singh, Harshita Santha, Isabella Domargdzki, Isaiah Shaw, Jodie Aquino, Jordan Chakravarty, Katelin Dwyer, Kathryne Boreham, Kayuri Champaneria, Kenya Isaac, Kimberly Rocapor, Kristoff Silvera, Kristra Sumnauth, Laura Leather, Louissa Barnes, Luna Shrourou, Magdalena Gronowska, Maleeha Baig, Margaryta Chabanenko, Matthew Gulshani, Melissa Budgell, Mia Zumra, Michael Ruttkay, Milan Angra, Mohammad Parwani, Nargis Parwani, Nicole Saniternik, Nisar Ahmed, Philippe Dejocas, Rachel Middleton, Rebecca Barrett, Samantha Beltran, Sarah Kidane, Sarah Martin, Shafreen Bagha, Sheridyn Isaac, Sherry Zhang, Steven Maynard, Tay R., Valentina Pastorello, Zahin Ahmed, Zeahaa Rehman, Sukaina Al-Mawlawi, Luxica Amalakumar, Terry Bagras, Sheetal Bajjal, Madhu Banerjee, Rhea Batra, Bharj, Harpreet Bharj, Tanya Bhayana, Alan Bovas, Jasmeet Brar, Tristan Samuel Calayan, Bernice Chan, Sharon Chan, Gavin Charitar, Rani Chaudhary, Simran Chohan, Christopher Choy, Joseph Dang, Daniel Samuel, Reem Daoud, Vinayak Deshpande, Francis Domenico, Klarize Esguerra, Sarah Esther Samuel, Jasmine Francis, Siddart Fredrick, Anirudh Gautam, Saba Ghafar, Renzo Go, Althea Gonzalez, Devyani Gupta, Zack Habi, Lubna Hayat, Kelvin Hua, Claudia Huang, Lisa Huynh, Jasmine Ichhpuniani, Sujean Kailayanathan, Sarosh Karma, Nazneen Khan, Maleeha Khatoon, Abi Kirubarajan, Shalini Kopalkar, Mengbo Kou, Amit Kumar, Raje Kumar, Vanessa Lam, Michael Laski, Ronald Leung Li, Alex Li, Youly Hony, Andrew Lie, Veronica Lie, Emilie Mah, Ledyah Mahadere, Timlin Mai, Nicole Maj, Mahrukh Mama Mahashabde Manasi, Savu Maria, Mary Samuel, Salome Thanursanth Mathyaparanam, Urszula Mieszkowska, Dhara Mistry, Thusiga Nadanachandran, Frank-Edward Nemeth, Sarah-Michelle Nemeth, Clarissa Mae Noble, Ewa Ouyang, James Ostrzyzek, Nikki Pang, Sanchi Parulkar, Josha Patel, Sahil Pereira, Anmol Phull, Nilesh Pol, Sathya Raju, Dinesh Ratnarajah, Aqsa Safdar, Serah Anna Samuel, Harbir Sangha, Vignesh Sathyamoorthi, Abdullah Shaikh, Rishabh Sharma, Reda Siddiqui, Meruba Sivaselvachandran, Sivaani Sivaselvachandran, Vrunda Soni, Rebecca Spagnuolo, Sivani Srikanthan, Gowsika Sriskantharajah, Sun Karen, Nila Sureshkumar, Varsha Suri, Vrinda Suri Talwar, Gaurav, Bowen Tang, Emilia Thangarajah, Punam Thapa, Thavaeswarm Vithusaan, Haritha Thevar, Daniel Tran, Jacqueline Tran, Ubbi, Anisha, Vamadevan Nesa, Eva Xu, Scott Xu, Runyang Yin, Grace Zhu, May Awad, Aaliah Bisiesto, Matthew Chan, Alexandra Di Simone, Anchal Gawri, Aiman Hasan, Ramsha Iqbal, Mithila Jeganathan, Benjamin John, Anuj Kapahi, Knight Dillianique, Sahil Luthra, Nirjiga Naveenthirarajah, Gloria Ng, Andre Nguyen, Timothy Nguyen, Laura Nguyen, Lacsy Panchalingam, Kosiga Ramanathan, Sayandip Roy, Angel

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Friends of the Mississauga Library System

The Friends of the Library is a non profit citizens' volunteer group that supports literacy in this community and the programs and services of their Library – thank you

Aanchal Aggarwal, Naveed Akthar, Matthew Anderson, Andy Aysola, Ameet Bhar, Richard Calley, Scott Cawthorne, Tianhao Chen, Rena Chen, Allison Chen, Manny Cordero, Franco Cordero, Frank Cox, Crispin Crasto, David Croome, Carmen D'Souza, Joanne Du, Charlotte Harnden, Harry Hastilow, Lena Ji, Omer Khan, Marium Khan, Vignesh Krishnan, Michael Li, Mengdi Miao, Vanessa Nguyen, Mallika Patil, Betty Philip, Matthew Ramanand, Dan Roberts, Sarah Sakrani, Saad Sheikh, Harshadha Sriharan, Mallika, Suresh, Van Tam, Joanne Tang, Minnie Tayco, Ajay Thakurta, Samantha Tu, Alex Wang, Gianna Williams, Amy Xiao, Kevin Xu, Songheng Yi, and Danny Zheng.

Join the Friends today! For more information, call 905-615-3200 ext 3604 or email the Friends at friendsofthelibrary@rogers.com

Donors and Sponsors – 2011 Wall of Fame

Each year, many individuals, community groups and businesses help make a great Library even better, thank you

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