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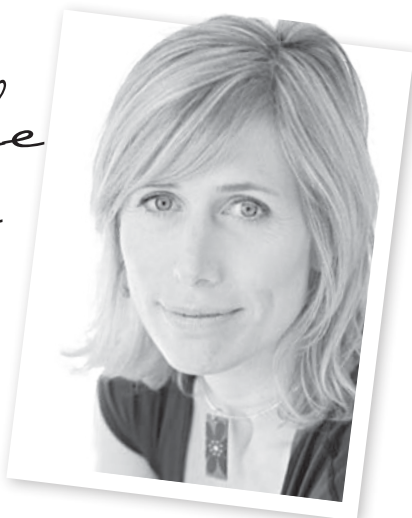
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# On The Cover



Silken Laumann Canadian legend and four-time Olympian Silken Laumann is Canada's most recognizable female athlete and has been credited with making the greatest comeback in sports history.

It was 1992, Silken was warming up for a race, when another boat crushed into her boat, severing muscles, ligaments and tendons midway up her right shin and down her ankle. Initial medical reports said she would never race again. She was determined to make it back – and she did. She not only made it to Barcelona, but incredibly, Silken was one of the finalists in the 2,000 women's sculls. Silken is now a world class inspirational speaker and best-selling author of *Child's Play*. Silken was born in Mississauga.

[www.silkenlaumann.com](http://www.silkenlaumann.com)

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# MESSAGE FROM THE DIRECTOR



**DON MILLS**  
DIRECTOR OF  
LIBRARY SERVICES

Every year the Library develops its key objectives through a community consultation process with the Library Board. The Library Board has its priorities for its 4-year term that are the focus for each year's key objectives, and this year the City has its own strategic priorities to guide all local services including the Library. The City's focus in 2009 and the coming years will be on transit, quality of life, neighbourhoods, business and the environment. The Library Board's focus for 2007-11 includes promotion, library space, technology, support

for learning, cost effectiveness and board effectiveness.

These priorities have led to the following key objectives for the Mississauga Library System in 2009:

- design and construct (2010) a Meadowvale Branch Library as part of the renovation/expansion of the Meadowvale Community Centre
- replace the Library's 10-year old computer system with more flexible, user-friendly technology for the future
- start the implementation of the City's recent plan for services to older adults
- start the implementation of the City's new plan for youth
- start the implementation of the City's new plan for the arts, culture and heritage
- observe the Library's theme for 2009 – *Celebrating Our Past* – with appropriate programs
- open the expansion to the Cooksville Branch Library
- sponsor the fall Mississauga Literacy Festival (Sunday, September 13 at the Living Arts Centre)
- complete the Library's 5-year master plan for 2010-15
- expand cooperative efforts with local schools

Watch for updates on your Library's 2009 plans on the Library's website and through its events and publications. Your comments, suggestions and ideas are always welcome to help make a great Library even better...

Happy reading (listening and viewing) over 2009!



# MESSAGE FROM THE BOARD CHAIR



**JIM WILDE**  
LIBRARY BOARD  
CHAIR

The Mississauga Public Library Board meets 10 times a year to direct the services of the Mississauga Library System. Its nine volunteer members include seven citizen representatives and two city councillors. At monthly

meetings (normally the 3rd Wednesday of the month from 5 p.m. to 7 p.m. in the Mississauga Central Library Boardroom), the Library Board develops objectives and plans for library service, monitors their progress, consults with community partners, and expands its knowledge of the community's requirements and satisfaction with their Library.

The Board will be more active over 2009 as part of a major master plan review of the Library required every five years. There will be a series of community meetings, open houses and focus groups to develop a plan for the Library by September. This process will be seeking the widest possible input and feedback on how well the Library is meeting our community's needs today and what it has to do to be as successful in the coming years. Plan to have your say. Watch for meetings in your area.

The Library Board and City Council are eager to ensure plans for the Mississauga Library System are responsible and affordable in the years ahead. To do this well over the next nine months we need your involvement. What do you think the Library of tomorrow needs to offer?

LINK 

# MESSAGE FROM THE PRESIDENT FRIENDS OF THE LIBRARY

The Joy of Reading – that’s what over 300,000 local residents got from the Mississauga Library System in 2008. In fact over 7.9 million items were borrowed by local library users last year.

Over 2008, the Friends of the Library partnered with the Library in celebrating “The Joy of Reading.”

Annually, the Friends group supports the publication of the series of local history books by local researcher/author Kathleen Hicks. The group also provided free bus trips for school classes to their local branch library. Over 2008 the Friends provided a city bus promotion advertising “Join the biggest club in the city – the Library!” During the year the Friends sponsor over 30 author visits for all ages at all 18 library locations across the city.

In support of the “The Joy of Reading” in 2008, the Friends sponsored several new programs at the Mississauga Library System – a spring local authors evening and a fall book fair. Watch for details of this year’s exciting events at the Library.

The only thing missing to make 2009 a great year for the Friends and the Mississauga Library System is YOU. Join the Friends. Make a donation. Bring in your unwanted books, magazines, CDs and DVDs. The Friends of the Library is a registered charity, so all cash donations, including any made through the annual United Way campaign, are tax deductible.

Be a proud library supporter and help make a great Library even better!

MICHAEL JONES

The Library wishes to thank all of its Friends for helping make a great Library even better this past year – please take a bow .....Michael Jones, Eva Kolaczowski, Bashir Fancy, Shanaz Fancy, Charlotte Harnden, Bill Crawford, Jim Wilde, Andy Aysola, Lawrence Coughlin, Nicholas

Boving, Alex Love, Amit Unadkatt, Anagh Goswami, Andre Pinto, Anisa Arif, Ankur Joshi, Arin Goswami, Barbara Sokolowski, Brian Tan, Catherine Olszeuski, Caitlyn Crawford, Cedric Leong, Cindy Tieu, Danya Sayid, Grace Wei, Haiyun Yu, Helen Kennedy, Hooman Safee, Janis Amal, Jaaveria Amir, Jacqueline Chen, Jose David Arango, Keshav Seechurn, Kevin Amal, Kirusha S, Manual Cordero, Mary, Minnie Tayco, Mohammad, Naveed Akthar, Nida Rizwan, Nisha Gajaria, Oscar Maldonado, Pallavi Balakrishnan, Shawn Puthukeril, Shazma Butt, Somya Gupta, Steve Mathew, Sukhjit Kaur Sinha, Sweta Pant, Uzma Mahmood, Van Tam, Vardaah J, Xinning Li, Zainia Hussein and Zoya Sheikh.

LINK 

  
**YOU DONATED  
33,584 HOURS OF  
SERVICE TO HELP MAKE A GREAT  
LIBRARY EVEN BETTER!**

**Spring 2009  
registration**

**Register Today!**  
Programs begin as early as  
March 28, 2009

*We want everyone  
to participate so we  
have made it easy*

- ✓ Flexible payments
- ✓ Program length and registration options
- ✓ Program breaks coinciding with holidays and the school calendar
- ✓ Online Registration begins February 21 with immediate email confirmation. In person registration begins February 28

*For more ways to register and additional information,  
please call 905-615-4100, visit your local community  
centre or our website at [www.mississauga.ca/rec&parks](http://www.mississauga.ca/rec&parks)*





# LIBRARY BOARD MEMBER PROFILES

Over the next several issues, watch for profiles of the volunteer members of the 2007-2011 Mississauga Public Library Board. Introducing ....

## COUNCILLOR GEORGE CARLSON

Councillor George Carlson is a lifetime resident. He is a direct descendant of one of Streetsville's founders, Henry Rutledge (1800 – 1875) who also served as a municipal councillor. George attended local schools and for many years operated several small businesses in the area. In 2000, George was elected Councillor for Ward 6. He was re-elected in 2003 and 2006.

George chairs both the Heritage and Environmental Advisory Committees, is a Director of the Streetsville BIA, is a member of the Mississauga Public Library Board, the Waste Management Committee, Peel Living (Peel Housing), the Audit Committee and the Government Relations Committee. George is a member and supporter of many volunteer groups such as the Friends of the Museums Mississauga, the Mississauga Garden Council, the Streetsville Historical Society, the Peel Children's Aid Society, the Royal Canadian Legion, Branch 139 and the Streetsville Cadet Centre.

George lives in Ward 11 with his two sons Michael (22) and Andrew (19). In his spare time, George is an avid gardener, enjoys the outdoors and cycling. George has been recognized for his contributions to our community over the years.

## HARRY HASTILOW

Harry is currently in his first term as a member of the Mississauga Library Board. Harry has lived in Mississauga for over 30 years, and is a retired Information Technology executive. In addition to his work on behalf of the Library, he also keeps busy in his local community's affairs as a member of his condominium board of directors and as a member of the East Collegeway Ratepayers Association. Harry is also very active in his genealogy studies and is a member of the Ontario Genealogical Society, while in his spare time enjoys golfing and travelling.

**YOU VISITED  
THE CENTRAL LIBRARY  
773,000 TIMES IN 2008!**  
*making 2.3%  
more visits during the past year*



**YOU VISITED YOUR LIBRARY  
4.3 MILLION TIMES  
IN 2008!** *making  
4% more  
visits this past year*

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# LIBRARY BUDGET 2008

## YOUR TAX DOLLARS AT WORK!

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

Revenues	2007	2008
Municipal Contribution	20,617	20,642
Province of Ontario Grants	715	715
Fines and Other Service Charges	1,474	1,539
<b>Total Revenues</b>	<b>22,806</b>	<b>22,896</b>
Expenditures		
Salaries, Wages and Fringe Benefits	18,676	19,155
Library Materials	2,390	2,391
Other	1,741	789
<b>Total Expenditures</b>	<b>22,807</b>	<b>22,337</b>

## Library - Capital Budget 2008

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

Library Materials	\$202
Renovations at various locations	\$103
Other miscellaneous equipment	\$78

## Quick Facts 2008

Total Visits: 4,371,650 ..... Total Visits to Central Library: 773,800

# QUICK FACTS 2008

Total Visits .....	<b>4,371,650</b>
Total Visits to Central Library.....	<b>773,800</b>
Average Daily Visits .....	<b>12,526</b>
Average Daily Visits to Central Library.....	<b>2,217</b>
Reference Questions Answered .....	<b>358,000</b>
Circulation .....	<b>7,940,280</b>
Library Collection.....	<b>1,370,368</b>
Number of Library Customers.....	<b>213,050</b>
Number of Story times.....	<b>1,664</b>
Attendance at Story times .....	<b>32,913</b>
Number of Class Visits.....	<b>522</b>
Attendance at Class Visits .....	<b>17,963</b>
Number of Teen/TAG Programs .....	<b>206</b>
Attendance at Teen/TAG Programs.....	<b>2,937</b>
Number of Outreach Programs .....	<b>1,231</b>
Attendance at Outreach Programs.....	<b>31,367</b>
Number of Homebound Customers.....	<b>115</b>
Number of Items Delivered to Homebound Customers .....	<b>10,311</b>
Number of Visits to Library Webpage.....	<b>602,850</b>
Number of Library Computer Uses.....	<b>456,400</b>
Number of Wireless Uses.....	<b>187,250</b>

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**Wednesday February 4, 9:30 a.m.**

**Wednesday March 4, 9:30 a.m.**

RSVP Admissions

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the world to you.





### Events That Shaped Mississauga — Your Home on Native Land

Death, disease, betrayal, theft, confusion, bigotry and yes, hope, are all parts of our history. Alan Skeoch presents the often tragic story of contact between European so-called 'discoverers' and the people who resided in Canada thousands of years before sailing ships crossed the Atlantic. Land is central – the desire to hold land by First Nations people and to get land by new arrivals. Alan Skeoch is an award-winning teacher (retired), author and historian. His newest book, also titled *Your Home on Native Land*, is written for teens and presents First Nations history through the eyes and voice of a fictional First Nations youth named Born with Eyes Open.

#### Lakeview Branch Library

1110 Atwater Avenue

Thursday, April 2, 2009 • 7:30 p.m. – 8:30 p.m.

Admission is free.

This is the second in a series of speakers presented by Heritage Four Mississauga. For more information, please visit [www.mississauga.ca/heritagefour](http://www.mississauga.ca/heritagefour) or call 905-615-3500 ext. 3660.

### Organic Gardening 101: *planning a vegetable garden for your backyard or your balcony*

Learn about how to plan, plant and maintain an organic vegetable garden. An introduction to organic vegetable gardening that focuses on maximizing small spaces, selecting the right plants and varieties for your garden and planning for a steady and delicious harvest from spring to fall!

#### Mississauga Central Library

3rd Floor Boardroom (Administration Wing)

301 Burnhamthorpe Rd W

Thursday, April 30, 2009

7:30 p.m. – 8:30 p.m.

Admission is free. Everyone is welcome.

For more information or to register, please contact 905-615-3500 x 3589.

This program is co-sponsored by the Mississauga Library System and EcoSource. EcoSource is an innovative environmental organization that empowers the community to become more environmentally responsible through creative public education.

..... Average Daily Visits: 12,526 ..... Average Visits to Central Library: 2,217

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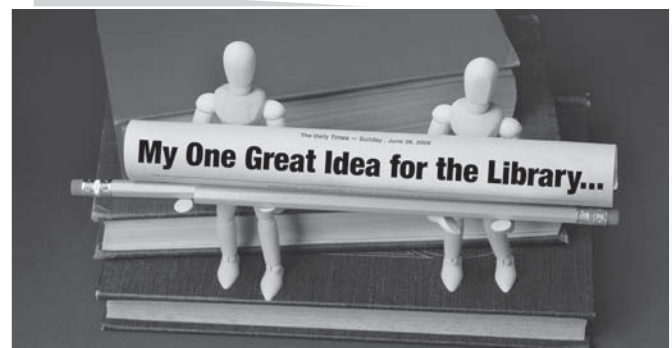
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*"I have 2 university degrees in Arts and Science  
- buy something appropriate."*

*The Library takes its responsibility to purchase what the community wants very seriously and takes pride in the results and the satisfaction generally expressed by users. However, the Library's program adds 100,000 items annually or about 20,000 new titles - in all formats from books to maps! So we may not hit a bullseye every time. Users can suggest items for purchase - in person or on the web site or can donate the funds for the Library to buy the item and get a receipt for tax purposes. Or if all these options fail, an item can be "borrowed" from another library system like a university library upon your request. One way or another, we can work together to supply what you want!*



### Earth Day Program @ the Library

Calling all photographers and nature lovers. Hear world famous photographer and author Dave Taylor talk about his latest book *Deer World*. Dave presents photography tips for capturing animals and funny anecdotes about life.

#### Mississauga Central Library

Meeting Room CL3 (Administration Wing)  
301 Burnhamthorpe Rd W  
Wednesday, April 22, 2009 • 7 p.m. – 9 p.m.  
*Admission is free.*

### Events That Shaped Mississauga — Book Launch - Her Worship: Hazel McCallion and the Development of Mississauga

Tom Urbaniak has written the first full-length study of McCallion's politics and the city's development.

#### Mississauga Central Library

Noel Ryan Auditorium, 301 Burnhamthorpe Road West  
Tuesday, May 5, 2009 • 7:30 p.m. - 8:30 p.m.  
*Admission is free. Book sales and signing from 7:00 p.m.*

For more information, please visit [www.mississauga.ca/heritagefour](http://www.mississauga.ca/heritagefour) or call 905-615-3500 ext. 3660.

### Community Health Programs @ the Mississauga Central Library

In partnership with Credit Valley Hospital, the Library offers free seminars conducted by health professionals on popular health issues. For evening programs, displays and refreshments start at 6:30 p.m. Seminars start at 7p.m.

- » May 19, 2009 *Your Feet and Sports Injuries: Facts vs. Controversies*
- » June 2, 2009 *Keeping Seniors Healthy* 1 p.m. – 4 p.m.
- » June 9, 2009 *Thrivorship: Where Do I Go For Support After Cancer Treatment?*
- » June 16, 2009 *The Sun and Your Skin: What You Need to Know*

#### Mississauga Central Library

Noel Ryan Auditorium,  
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6:30 p.m. – 8:30 p.m.  
*Admission is free.*

For more information and to register, call Credit Valley Hospital's RSVP line at 905-813-4480.

Reference Questions Answered: 358,000

Tired of movies that recycle the same old plots? Looking for an alternative to big-budget Hollywood blockbusters? Check out the Library's collection of international cinema. With nearly 5,000 titles to choose from, we've got something for everyone!

Free from mainstream Hollywood's market-driven profit motives, international moviemakers enjoy an artistic license that most Western filmmakers can only dream

## BEYOND HOLLYWOOD



of. Where artistic integrity is valued over box office success (the only measure that really matters in Hollywood) renowned directors such as Ingmar Bergman, Federico Fellini and Akira Kurosawa not only thrived but produced timeless masterpieces. Today a new generation of filmmakers – like Pedro Almodovar, Guillermo del Toro and Alejandro Amenabar – continues to create acclaimed and astonishingly diverse films.

### BEYOND HOLLYWOOD FILM FESTIVAL

Mississauga Central Library, Noel Ryan Auditorium, 301 Burnhamthorpe Rd W.

**Wednesdays, April 1 – June 17, 2009 • 7 p.m.–9 p.m.**

*Admission is free. Everyone is welcome. To find out what's on screen and when, contact 905-615-3500 x 3660.*



..... Circulation: 7,940,280 ..... Library Collection: 1,370,368



*"All the Library Board has done is jack up fines every year while cutting spending on adult materials."*

*Wow. A very unhappy but seemingly dedicated library user. With lots of overdues... The Library Board Does Not Want Your Fines. There are easy ways to never have to pay fines. In fact by next year the Library will be able to send early warning-emails when items are coming up to their due date. The Library wants users to share the wealth of the collection by responsible use and timely return of its materials. As to Library fines, the Library Board reviews all fees and fines every two (2) years. This is a responsible approach to sound management of a \$25 million a year operation. A survey is done of all fees and fines at comparable and nearby public libraries and then appropriate changes are considered. As to cutting the expenditure on new materials of any kind, the Library Board has never reduced the annual materials budget against strong budget pressures. It allocates the \$2.3 million annual budget for new materials to best meet ever-changing needs. Whereas the demand for children's non-fiction has fallen sharply, the demand for adult materials overall has not, so annual spending varies to reflect changing needs. The Library wants to offer superior service at a reasonable cost to the tax payer.*

**Can you give up your television, Blackberry or computer for an entire week? Turn off the Screens and turn on Physical activity and Reading!**

Turn off the Screens is an initiative designed to raise awareness of the importance of physical activity and literacy. The week long event encourages children and families to look for alternatives to screen time and participate in activities that involve physical activity or reading. It involves Peel Public Health, Brampton and Mississauga Libraries, Recreation and Parks, YMCAs, Mississauga Museums, participating schools, Childcare Centres and other community partners.

**Take the challenge!** Pick up an activity passport, take part in a Read-a-thon, meet your favourite author and win prizes. Check out your local library, school or community centre for fun events and activities! Designated dates for the Peel District Schools are **April 14 – 24, 2009** and Dufferin Peel Catholic District Schools, **May 4 - 8, 2009**.



Attendance at Story times: 32,913

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..... Number of Library Customers: 213,050 ..... Number of Story times: 1,664 .....

..... Number of Library Customers:



## TD Summer Reading Club

Ps-s-s-s-t! The secret is out! This year the Summer Reading Club theme is Agent 009!

**Kids!** Get ready to become Secret Agents! Use your detective smarts, collect clues and try to figure out who dunnit! Practice your super sleuth skills like breaking codes, deciphering puzzles, overcoming brain-teasing obstacles while reading your way through the long summer months.

**Parents!** Are you looking for interesting and stimulating activities to occupy your children during summer vacation? Would you like them to benefit from a program that will maintain and develop their reading skills? How about a fun-filled environment where your children can participate and meet new friends? All you need to do is register your children for the TD Summer Reading Club at your local library. Check for details starting in "ENUJ"! (Ask your children for help in solving the secret code!)

Pick up the Summer Programs brochure at all 18 library locations after June 15, 2009 or check it out online at the Library's website at

[www.mississauga.ca/library](http://www.mississauga.ca/library)



## Book Launch - When the Cherry Blossoms Fell

Local Mississauga author and one-time elementary school principal, Jennifer Maruno reads from her new book, *When the Cherry Blossoms Fell*. It is the story of Michiko Minagawa and her family's ordeal as they suffer through the loss of their home, possessions and respect. Based on true experiences, the story comes from the experiences of the author's in-laws, forced into interment during the Second World War.

**Mississauga Central Library**, Children's Department  
301 Burnhamthorpe Rd W

Saturday, May 2, 2009 • 1 p.m. – 2 p.m.

*Admission is free.*

For more information about this program celebrating Asian Month, visit the Library's website at [www.mississauga.ca/library](http://www.mississauga.ca/library)

## Every Child Ready to Read Parent Workshops

*Books and Bounces for Babies* (Ages 0-2) Wednesday, May 6, 2009

*Tickles and Tales for Toddlers* (Ages 2-3) Wednesday, May 13, 2009

*Picture Book Parade for Preschoolers* (Ages 4-5) Wednesday, May 20, 2009

For more information, check it out at the Library's website at [www.mississauga.ca/library](http://www.mississauga.ca/library)

..... Number of Class Visits: 522 ..... Attendance at Class Visits: 17,963



## Register now for Children and Teens

### Summer Art Camp at Visual Arts Mississauga

Working in our beautiful art studios tucked away in Riverwood Park, campers will enjoy painting, clay and papier mache sculpture, drawing, printmaking and much, much more! Every day is a whole new experience at VAM!

**\$180** for children aged **6-12** **\$200** for teens aged **13-17**

**Camps start June 22nd, 2009. Spots are filling up fast. Call Now!**

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# LIBRARY SUCCESSSES REPORT

# 2008

## Area ONE



**ANNE MURPHY**  
AREA MANAGER,  
MISSISSAUGA  
CENTRAL LIBRARY



### BUSINESS DEPARTMENT

DIANA KRAWCZYK, ACTING MANAGER

Tours for job seekers and newcomers were a key focus for the Department, with participants learning about the Library's many print and electronic resources. Workshops for young job seekers, offered in partnership with Service Ontario were a big success. Income tax clinics for qualified residents continue to be fully booked, as are the Internet Workshops for Older Adults which focus on the library catalogue, databases and other electronic products to help answer common questions. A partnership with the Centre for Skills Development and Training to provide resume workshops was expanded to two days per month to meet the high demand for this service. These offerings, plus information about other business resources are highlighted in "The Business Bridge" which is posted on the Library's website and emailed to interested customers. As of 2009, business services will be offered from the 2nd floor of the Mississauga Central Library, having merged with the Sciences Department.



### ARTS AND HISTORY DEPARTMENT

MARIAN KUTARNA, MANAGER

A wide variety of programs were offered, including "Our Memories" an outreach effort to gather some good local images and build relationships within the community, a memoir workshop, participation in Aboriginal Day, the 200th anniversary of Clarkson, and a regular film series. Ongoing connections with the City's heritage groups (Museums, Heritage and Properties, Cemeteries and the Mississauga Heritage Foundation) reap many benefits for the local history community. A plan to make key local history resources available on the library website is underway. Staff has been instrumental in increasing contact with high school students and staff, ensuring they have greater familiarity with the many services and resources available to them.

..... Number of Teen/TAG Programs: 206

..... Attendance at Teen/TAG Programs: 2,937 .....



## Now it's only 2 clicks to the library

Your destination is only a mouse click away.

Here's how Mississauga Transit's new online trip planner works:

- Enter your origin and destination, day and time of travel
- Choose quickest route, fewest transfers, shortest walk or accessible routes
- Print a detailed trip itinerary that includes bus connections, times and directions. Or print only the bus stop schedule you need.

Visit [mississaugatransit.com](http://mississaugatransit.com) and get click n'.



[mississaugatransit.com](http://mississaugatransit.com)

Number of Outreach Programs: 1,231



## SCIENCES DEPARTMENT

PAM FRICK, MANAGER

Partnerships were developed with a number of community groups, including Credit Valley Hospital and the Royal Canadian Institute. Both groups have brought in interesting speakers not readily available to public library users. The Religious Mosaic Series debuted with speakers from various faiths providing an introduction to their beliefs. From nuclear energy to viewing a lunar eclipse to racial discrimination, a wide variety of well received programs were offered over the year. The latter part of 2008 was spent integrating the collections, services and staff of the Business and Sciences teams to form one new team operating on the second floor.

## READERS' DEN DEPARTMENT

LYNN MCLEOD, MANAGER

Homebound Services continued to flourish, film programs showcasing everything from award winners to classics to teen favourites, attracted good audiences and new display units augmented the many popular displays throughout the Department. The Teen Advisory Group at the Mississauga Central Library organized a number of very popular seasonal programs and provided very welcome feedback on library services and collections for teens.

## CIRCULATION DEPARTMENT

JOHN MOORE, MANAGER

The Library's Lightning Loan Collection which puts bestseller selections into borrowers' hands much more quickly due to a shorter loan period was well managed by Circulation staff. The pedometer lending program (offered in conjunction with Get Active Mississauga) and Kill-a-Watt Metre lending program offered in conjunction with Enersource) were overseen by staff in the Circulation Department. These programs reflect the changing role of libraries and the interest in remaining relevant to the many users who come our way. This hardworking team signed out 1,573,296 items, up slightly from 2007.

## CHILDREN'S DEPARTMENT

DARIA SHARANEWYCH, MANAGER

From Babytime to Alphabet Soup to Grade Four Read to Succeed and the Summer Reading Club, these were just some of the many programs offered by the Children's Department. Visitors to the Department were welcomed by inviting displays and lots of interactive parent/child

activities. The Every Child Ready to Read initiative ensured that parents learned about their role in helping their children develop pre-reading skills. Connections with local organizations serving children (Ontario Early Years Centres, Peel Hubs and Readiness Centres, schools and Success by Six partners) were a priority for this enthusiastic, child-focussed team.

## Area TWO



BETTY  
MANSFIELD  
AREA MANAGER

## CHURCHILL MEADOWS BRANCH LIBRARY

TODD KYLE, MANAGER

In recognition of its 1st anniversary, the Churchill Meadows Branch Library held a Customer Appreciation Week filled with contests, prizes, treats and fun. The members of the community were thanked for their growing support of their new local branch. The circulation continued to rise and is presently averaging 39,000 per month. Staff focussed on making connections and partnered with a wide range of organizations. The Multicultural Settlement and Education Partnership operated a booth in the Library lobby throughout the

AVERAGE DAILY VISITS TO  
MISSISSAUGA CENTRAL LIBRARY  
WERE UP 2.3% *that's*  
2,217 visits made every day

..... Number of Items Delivered to Homebound Customers: 10,311



summer, offering services to recent immigrants. Peel Multicultural Services worked collaboratively with the Churchill Meadows Branch Library to offer a successful 4 day Job Search Workshop for newcomers. Partnerships have been established with Peel Community Connections and Muslim Community Services. The Branch is making a significant contribution to the lives of the residents in the area and is quickly becoming a key component of the community.

### COURTNEYPARK BRANCH LIBRARY

MARILYN BRAATEN, MANAGER

The Courtneypark Branch Library staff focussed their efforts on providing innovative and engaging programs for children and youth this year. Attendance and enthusiastic participation at programs and events such as the March Break programs, the Laugh Out Loud TD Summer Reading Club, preschool storytimes, Reading Buddies, author visits, an all day Family Literacy Day event, a Forest of Reading Book Fair, class visits from kindergarten to high school students, and a teen drop-in program made efforts in this area worthwhile. The Branch held the Ward 11 Youth Plan Forum and 2 Region

of Peel Fun Nights. The Library was honoured to be included in Doors Open Mississauga in 2008, having been identified as a site of architectural significance. Staff offered guided tours focusing on building design features and took visitors behind the scenes to see the branch's open concept workroom.

### FRANK MCKECHNIE BRANCH LIBRARY

LAURA HIGGINSON, ACTING MANAGER

Customers were drawn into the Frank McKechnie Branch Library with programs, special displays, and contests. There were 6,188 participants at 252 programs held throughout the year including baby, toddler, preschool, family, impromptu storytimes, teen and adult programs, reading buddies, class visits and special events. The Library joined forces with the community centre by collaborating on programs such as the Fit for Mommy series and Breakfast with Santa. Displays always attract attention and the local history displays arranged with Museums of Mississauga drew lots of attention. Women of Note in Mississauga's Past and the Friends of the Old Britannia Schoolhouse displayed old school texts and writing implements just in time for "back to school" were highlights.

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### LAKEVIEW BRANCH LIBRARY

JAMES COOPER, ACTING SENIOR LIBRARIAN

The staff of the Lakeview Branch Library reached out into their community to promote library services. One way this was accomplished was through participation in the first annual Lakeview Ratepayers Association picnic. Storytime programs for children and a colourful display were used to connect with the 500 residents that attended the picnic. This community-building event led to a surge in attendance at the Family Storytime program. Sherway Gardens' three day "Earth's Best" event provided another opportunity for staff to promote library services. The children's area of the Lakeview Branch Library was enhanced with colourful signage, labels and seasonal decorations to make the collection more accessible and appealing. New merchandising displays highlight the collection.

### LORNE PARK BRANCH LIBRARY

DIANE KENDALL, MANAGER

The Lorne Park Branch Library made community connections with a couple of key efforts in 2008. Staff actively participated in the 200th anniversary celebration of Clarkson, held in the old village of Clarkson on June 21, 2008. The Children's Corner was planned and hosted by staff dressed in old-time costumes and featured a puppet show, clown, storytelling, a mini sports sampler, face painting and balloon animals. The Branch hosted a monthly Heritage Lecture Series focusing on the history of the Clarkson area featuring community writers and researchers. Another key event to reach into the community was the Celebrate the Joy of Reading Open House that included presentations by staff, talks by local authors and book displays. Members of several book clubs and customers attended this popular event. Following a two week closure, customers were pleased with the renovations to washrooms and the book drop relocation.

### MALTON BRANCH LIBRARY

INGRID MASTERSON, MANAGER

Connecting with Malton residents through active participation in a wide range of community events and organizations was a priority for staff at the Malton Branch Library this year. At the Understanding the Early Years Malton Parenting Event there was a library information booth. The Malton Community Festival provided an excellent venue for promoting the library through roving storytimes and engaging the children in a craft. The Branch was represented at the "Turn off the

Screens" event held at the Westwood Mall by storybook costumes, a Mother Goose storytime and distribution of promotional materials for Library programs. The Malton Branch is actively represented in the Malton Community Collaborative.

A highlight this year was participating in a children's reading program called "Ready, Set, Read" offered cooperatively with the Dufferin-Peel Catholic District School Board. The School Board provided a teacher and the Library provided the space, resources and readers' advisory. One hundred children participated in the pilot and there is a possibility of continuing and expanding this initiative to additional locations.

### PORT CREDIT BRANCH LIBRARY

ANDREW WARD, ACTING MANAGER

Staff efforts at the Port Credit Branch Library focussed on improving the space so customers can have a more enjoyable library experience. The collection was revamped, rearranged and renewed which resulted in a 9% increase in borrowing during 2008 compared to the previous year. There was significant attention paid to the general appearance of the branch. It looks much cleaner and welcoming for customers since the space was de-cluttered. The Library engaged with customers beyond their walls through participation in local events such as the Waterfront Festival. Programs in the park were introduced. A particularly noteworthy one was the "Turkey Hunt in the Park" event with refreshments provided by the Bank of Montreal, Lakeview. It included stories, skits, a scavenger hunt and craft. It was a huge hit with parents and children.

### SOUTH COMMON BRANCH LIBRARY

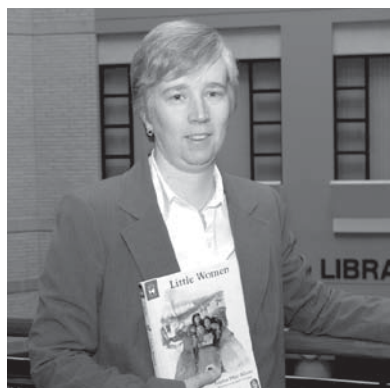
AMY COLSON, MANAGER

The South Common Branch Library has a different feel to it due to a range of improvements to the facility and collection. The carpet was replaced, most interior walls received a new coat of paint and along with some new furniture - the Library is a refreshed space for customers to visit. Changes were made to improve the flow and layout of the collection, making it easier for customers to find what they are looking for. There was an increased effort to feature the collection through displays of materials on a variety of themes.





## Area THREE



**SUE COLES**  
AREA MANAGER

### BURNHAMTHORPE BRANCH LIBRARY DAVID PENTELIUK, MANAGER

Burnhamthorpe Branch Library staff fully embraced the Library Board's priority of creating library space that works. The staff completed a makeover of the public area. Peeling walls were repaired and repainted, a fireplace and lounge chairs were incorporated in the spaces and professionally mounted posters relevant to the collections were installed. The result is a library that is not only more functional and eye-catching, but one that customers want to use regularly to study, chat and relax in. Numerous favourable comments have been received throughout the year on these initiatives as well as on the continuing merchandizing efforts.

### CLARKSON BRANCH LIBRARY MAI SAN PEDRO, SENIOR LIBRARIAN

Clarkson Branch Library made great strides in merchandizing its collection. Adult fiction paperbacks and hardcovers were interfiled to improve the flow of the collection and make it easier for customers to find what they are looking for. Staff consolidated community brochures, multilingual materials and added a new book return slot at the circulation desk. Bottom shelves were cleared of materials. Staff provided innovative programming and reached out to the community. Several author visits took place, a Teen Advisory Group was created, a popular Adult Book Club was launched, a school challenge promoting reading was a great hit with the students, Library staff participated in promoting the 200th anniversary celebrations of the Clarkson community, and became an active member of the Clarkson Communities at Peace organization. Not to be forgotten were all the class visits, Reading Buddies and storytime opportunities that continued throughout the year.

### COOKSVILLE BRANCH LIBRARY PENNY CARR, MANAGER

The expansion of the Cooksville Branch Library proceeded well, with completion anticipated early in 2009. The main advantage is the addition of space for programs similar to those offered at all other library locations. As well, the room provides much needed rental space for local community groups. Branch staff reached out to all its schools and day cares in its area this year. By participating in events such as Earth Day, Turn off the Screens, Family Literacy Day, Kindergarten registration evenings, school orientation evenings and assemblies, the staff were able to promote and get the word out about the local library branch and all it had to offer.

### ERIN MEADOWS BRANCH LIBRARY KATHLEEN SMYTH, MANAGER

The Erin Meadows Branch Library offered a wide range of great programs in 2008. More than 4,000 babies, children, teens and older adults attended over 200 programs. Included were local author visits, a literacy specialist, and children's offerings in Mandarin and Spanish. The Teen Advisory Group played an important role in helping the staff organize a chess tournament and a Wii guitar program for other teens. Older adults have been enthusiastically signing up for Saturday morning Internet training and there is now a waiting list for 2009. Erin Meadows continues to be the busiest branch in the Mississauga Library System with well over a half million items checked out this year.

### MEADOWVALE BRANCH LIBRARY KATHY OAKLEAF, MANAGER

The Meadowvale Branch Library focused on placemaking this year with great results. Author visits by Gordon Brennan, Dirk McLean, and Loris Lesynski, a full range of children's storytimes and adult programs, and large and varied collection drew customers into the Library. Proactive service and new displays were

**YOU ASKED US 358,000  
REFERENCE QUESTIONS  
IN 2008** *that's 3.1% more  
questions asked last year*



introduced, and library materials were made more accessible, all with the goal of improving the customer experience. Visits to the Library increased and borrowing continued to grow.

### MISSISSAUGA VALLEY BRANCH LIBRARY

ANN JACOB, MANAGER

The Mississauga Valley Branch Library made a concerted effort this past year to improve access and customer service. The Raves and Faves Collection was given a place of prominence near the check out where traffic is heaviest and now garners a lot of attention from browsers, resulting in increased use. The youth collections have been consolidated in the fireplace lounge, offering teens a special place to gather. Other readers have not been forgotten with outreach efforts continuing with Ontario Early Years Centres, local daycares, the Peel Literacy Guild and at open house events in local schools.

### SHERIDAN BRANCH LIBRARY

PAT HAYES-AZIZ, SENIOR LIBRARIAN

Connecting with schools and the community was a focus for the Sheridan Branch Library this past year. Numerous visits were made to area schools to promote literacy and learning. A Reading Buddies Program was established connecting young reader's with an older buddy. A range of exciting programs was offered on special occasions such as March Break and Father's Day, underscoring the message that the library can be a place for fun. Staff also represented the library at community events such as The Immigrant Services Fair in the Mall where additional contacts were established with multicultural community groups.

### STREETSVILLE BRANCH LIBRARY

SANDY LAIRD, SENIOR LIBRARIAN

The Streetsville Branch Library was most proud of its participation in community events such as the annual Streetsville Bread and Honey Festival and the 150th anniversary celebration of the Town of Streetsville. Reflecting its historical prominence in Mississauga, the staff continues to actively collect photos and other memorabilia for inclusion in the on-line Historical Images Gallery and the Canadiana Collection at Central Library. By year end all participating local Grade 4 classes participated in the Read to Succeed program at the branch, or the staff had visited the school. A Reading Buddies Program matched high school students with younger students who needed help with reading. The program is popular both with teens who gain volunteer hours and experience, and with younger students are thrilled with their big buddies. It has been a good year for circulation as well, with an increase of almost 6% borrowing.

### WOODLANDS BRANCH LIBRARY

JO-ANNE STOREN, MANAGER

The Woodlands Branch Library's focus on placemaking saw the introduction of a new fireplace, rocking chair and carpet in the program room, creating a cozy nook that all users have commented on very favourably. Support from the Friends of the Library group was instrumental in this success. The staff offered an array of well attended programs for children, seniors, newcomers to Canada, and families with special needs. These programs highlight the significance of the library to a wide range of people with differing needs.

**AVERAGE DAILY VISITS**  
**WERE UP 4%** *12,526 visits*  
*were made to the public library*  
*each and every day!*



### Why do families in Mississauga choose Family Day?

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## Shared Services



**DEBBIE MACDONALD**  
MANAGER

System wide IT improvements continued throughout 2008. The major city wide WiFi project was completed. IT worked with other departments to facilitate the launch of new marketing initiatives including screensavers on all library catalogues and socio demographic mapping through Prizm. Planning continued for the new catalogue

in 2009.

During 2008, a new process for handling library facility requests was developed. Part of this new process involves a facility assessment audit being carried out annually in each library branch and department. From this audit, library furniture and equipment needs as well as areas requiring facility repairs are identified. A Library Standards Task Team was created to establish, where applicable, system wide furniture and equipment standards. Several Library surveys were created and posted. The Canadian Urban Libraries Council Survey was revamped in 2008.

The Library Web Coordinator updates content on the library web site and In the Loop, the Library's Intranet web page. In 2008, over 7,900,000 use counts were recorded. The Library's website provides information to Mississauga residents on the activities, programs, news and events happening at the library. In the Loop keeps staff up to date on library activities.

Ordering and purchasing was conducted for all branches and departments in adherence with the approved budget and policies. Competitive costing ensured the best possible price for product and record keeping ensured accuracy. Three hundred and eighty eight invoices were paid in 2008.

An important part of the work of the Community Development Team is the production of publicity and marketing products for our internal customers. These include generic brochures, newsletters and bookmarks for annual programs, special projects and customer communication pieces. Two hundred and eighty artwork order forms for publicity products (a new high) were delivered on time.

It was The Year to Celebrate the Joy of Reading and community and Library events were held throughout the year. These included such events as the Friends of the Library's Canada Book Day Local Authors Night, The Muslim Women's League's Program, Canada Day event, New Beginnings/Chinese Library fund raiser, Kathleen Hicks' book launch and annual fall Book Fair. These position the Library with key community groups and often programs add a fundraising component in support of library programs and services.

Twenty television appearances on Rogers including First Local, Talk Local and One on One were initiated this year. These appearances by key library staff and issues help position the Library within the community and helps Library speak to non users and the wide Mississauga community. The team generated 8,600 inches of free newspaper coverage promoting services

Reading | Writing | Math | Spelling | French | Study Skills

### Enroll Now For Summer Learning Preschool to Grade 12



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Mississauga East

(905) 855-9965  
Clarkson



(905) 502-0699  
Mississauga Central

(905) 369-6610  
Erin Mills

(905) 891-2500  
Port Credit



and programs. It is a part of the overall tactic to create a buzz around the Library and keeping the Library relevant.

Six hundred thousand pieces (all time high) of community information were distributed throughout the branch locations in 2008. The Library continues to be the number one place for the community's groups and clubs to market their good work. Over 600 community groups partnered with the Library this year to be a part of their communication plans into the community.

New contracts were negotiated with the Library's vendors. The opportunity was taken to reduce the number of vendors the Library deal with from nine to only three. The reduction in the number of vendors has significantly improved the work flow in Material Handling with invoicing, problem handling and material selection made significantly easier.

The Cataloguing Team took advantage to the delayed start to the selection year to undertake extensive database maintenance with almost 4,000 records being upgraded. The extra time that was available was used to bring close to completion one of the team's most prized projects, the electronic manual, allowing all cataloguers quick and easy access to all our decisions and established practices.

Collection Management continued to work closely with Public Services staff to improve access. New projects to improve access and make processes transparent have been created in addition to one on one training for all interested selectors.

Major initiatives that had significant success were the "Raves & Faves" Program, the "Every Child Ready to Read" Program, and the new streamlined "Forest of Reading" Program. These programs have allowed the Library to make substantial quantities of high demand material available to our customers quickly and efficiently.

Material Handling had a very productive year by processing 162,752 new items for the collection. The Couriers transported 267,841 tranship boxes around the System in addition to magazines, supplies, special distributions and countless other items.

**CIRCULATION TOPPED  
7.94 MILLION ITEMS**  
*You borrowed 3.8% more  
items this past year!*

#### SHARED SERVICES MANAGERS/ SUPERVISORS INCLUDE:

Bob Eastman, *IT Specialist*

Ted Sharp, *Manager, Collection Management*

Judy McKay, *Manager, Processing and Material Handling*

Donna Cardiff, *Data Coordinator*

Lydia Butler, *Budget Clerk*

Joanne Southam, *Web Coordinator*

Ingrid Keuper Dalton, *Community Development Specialist*

**LIBRARY STAFF REACHED OUT  
AND JOINED IN AT  
1,231 COMMUNITY  
PROGRAMS AND EVENTS  
MARKETING THE LIBRARY'S SERVICES  
AND PROGRAMS TO 31,367 RESIDENTS!**



*"I think you should buy more than one or two copies of each book so no one needs to wait. The book Twilight is an example."*

*The Library buys to meet expected demand. This is not a science however and sometimes the order - always placed long before the item goes on sale by the way - proves to be too small. The demand upon release exceeds the supply on hand. The Library's computer system then produces a weekly report that indicates which items are too few to meet the demand, measured by the computer as the number of "holds" on that title. An order for more copies is then placed. This may occur several times over weeks if the demand increases and the supply is still too low. However, often a "bestseller" may not be readily available from the Library's supplier because all libraries and bookstores need copies. So delays occur. And sometimes a new title - book, CD or DVD - is a runaway "bestseller" and not enough copies are produced so longer delays occur. At the opposite end of the process, a title produced in short supply may later become very popular and there are no more copies until a reprint is produced. It is an art not a science, but the Library actively monitors these weekly.*



## Springfield Preparatory and Nursery School

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# Peel's First Primary Years IB World School is now accepting Registrations for September 2009

The International Baccalaureate Primary Years Programme prepares students for the lifelong journey of learning.

Now accepting students in ages 3 - 12 years.

Part of the continuum of education which also includes the Middle Years Programme and culminates with the IB Diploma Programme.

## Springfield Summer Academy

Offering inquiry based learning programmes, in keeping with the IB PYP philosophy, for students in preschool through Grade 6. General interest, enrichment and remedial programmes available.

### Preschool Summer Reading Programme:

Small group reading programme, 2 mornings a week for 8 weeks. Phonics, reading and writing activities, individualized to meet the needs of each child

### Preschool Summer Academy:

Follows same basic principles of our preschool and Kindergarten programmes  
For children ages 3 - 6 years \*must be 3 by July 1, 2009  
Each week the children will create a new theme based museum to display at the end of camp.

### Springfield Academy (Remedial classes)

Small group classes designed to reinforce for students the fundamentals in reading, writing and math activities as needed. All programmes will be modified to meet the goals of individual students.

### Springfield IB Academy (Enrichment)

Small group classes designed to offer students opportunities to explore a variety of topics in an inquiry based setting following the philosophy of the IB PYP programme used in our school programme. Full access to school resources, library and computer room will allow students to work on a personal project of their choice while developing essential thinking, research and communication skills that are key to academic success.



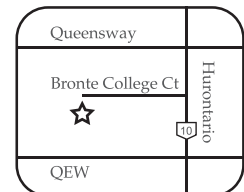
Bronte College  
of Canada

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Saturdays: March 28<sup>th</sup>, April 25<sup>th</sup>, June 6<sup>th</sup>  
10:00 am to 1:00 pm



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NATIONAL VOLUNTEERS' WEEK IS APRIL 19-25, 2009

# HERE'S TO OUR VOLUNTEERS

Volunteers make a **huge difference.**

Last year, our volunteers donated **33,584 hours** to help "make a great library even better!"

That's up over 3,000 hours from 2007. Thank you

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GIVE TEENS A CHANCE TO HELP LIBRARY STAFF CREATE EXCITING AND INTERESTING PROGRAMS AND ACTIVITIES FOR OTHER TEENS. THESE ARE YOUNG PEOPLE VOLUNTEERING THEIR TIME TO MAKE A GREAT LIBRARY EVEN BETTER! THANK YOU TAGs' MEMBERS

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- Self Discipline
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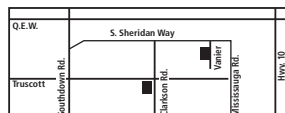
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