



Mississauga Public Library Board Meeting

Wednesday, January 22, 2020 | 5:30 - 7:30 p.m.
[Mississauga Central Library](#) | 301 Burnhamthorpe Road
West, Mississauga

Board Members

Margot Almond
Councillor John Kovac
Councillor Matt Mahoney
Priscilla Mak
Wahab Mirjan
Laura Naismith
Val Otori
Carol Williams

Secretary/Treasurer/CEO

Lori Kelly
Director, Library

Leadership Team

Sue Coles
Manager, Facilities & Operations
Mike Menary
Manager, Planning, Development and Analysis
Laura Reed
Manager, Central Library & Community Development
Jennifer Stirling
Manager, Digital Library Services & Collections

The Library Board's Ends Are:

- We know and engage with our community
- We work to recognize the Library as a key learning institution
- We provide inspiring, welcoming and creative spaces
- We deliver service with multi-talented people changing lives
- We provide access to many resources in many ways

The Library



Agenda

Item No.	Item Description	Time Allotted
1.0	Call to order: Welcomes & Land Acknowledgement Statement	5:30-5:31
1.1	Excused Absences <i>(Motion required to excuse absences)</i>	5:31-5:33
1.2	Approval of Agenda <i>(Motion required to approve agenda)</i>	5:33-5:35
1.3	Declaration of Conflict of Interest	
1.4	Delegations	
2.0	Consent Agenda - <i>(Motion required to approve consent agenda) (All items listed under the Consent Agenda are considered to be routine and are recommended for approval by the Chair. They may be enacted in one motion or any item may be discussed if a member so requests.)</i>	5:35-5:45
2.1	Minutes of the Regular Meeting on December 11, 2019	
2.2	Minutes of the In Camera Meeting on December 11, 2019	
2.3	CEO Report	
3.0	CEO Report (see consent agenda)	
4.0	Policy Review	5:45-5:55
4.1	Review of Executive Limitations Policies	
5.0	Executive Limitations/Internal Monitoring Reports	
6.0	Ends	5:55-6:45
6.1	Vision & Mission Refresh	
7.0	Governance	6:45-7:05
7.1	Review of Work Plan	
7.2	Upcoming Meetings/Events/Chair Rotation	
7.3	Amendments to Public Library Act	
8.0	Ownership Linkage	
9.0	Board Advocacy	
10.0	Board Development	
11.0	Other Business	7:05-7:10
11.1	Action Log Review	

12.0 12.1	In Camera Agenda <u>Pursuant to Ontario Public Library Act Sections</u> <u>(4) (b) personal matters about an identifiable individual</u> Organizational Changes	7:10-7:25
13.0	Board Self-Evaluation – P. Mak to lead self-evaluation- Prepared for the meeting...time spent appropriately on Ends...full participation...courteous treatment of others...adherence to Rules of Order...emphasis on the future.	7:25-7:30
14.0	Adjournment <i>(Motion required to adjourn)</i>	
	TOTAL TIME	120 minutes



DATE: January 22, 2019
TO: Mississauga Public Library Board
FROM: Lori Kelly, Director, Library
SUBJECT: **Consent Agenda**

RECOMMENDATION: That the Consent Agenda comprising of Agenda 2.0 to 2.3 are hereby approved as written and the CEO of the Library is hereby authorized and directed to take such action that may be necessary to give effect to the recommendations as therein contained:

2.0 Consent Agenda

- 2.1 Minutes of the Regular Meeting on December 11, 2019
- 2.2 Minutes of the In-Camera Meeting on December 11, 2019
- 2.3 CEO Report

Lori Kelly
Director, Library



Agenda 2.1

MISSISSAUGA PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of the meeting held on Wednesday, December 11, 2019 at 5:30 p.m.,
Lorne Park Library, Mississauga, On

Present: Margot Almond
Councillor John Kovac
Priscilla Mak
Laura Naismith
Val Otori
Carol Williams

Absent: Councillor Matt Mahoney
Wahab Mirjan

Staff Present: Lori, Kelly, Director, Library
Jennifer Stirling, Manager, Library Digital Services & Collections
Laura Reed, Manager, Central Library & Community Development
Sue Coles, Manager, Facilities & Operations
Mike Menary, Manager, Planning, Development & Analysis
Katie-Scarlett Macgillivray, Manager, Lorne Park Library
Paul Mitcham, Commissioner, Community Services

Minutes Recorded: Anne Marie Solleza

1.0 Call to Order

C. Williams, Acting Chair, called the meeting to order at 5:37pm.

1.1 Excused Absences

89:19 Resolved that W. Mirjan, and Councillor M. Mahoney be excused from the meeting.

**Moved by L. Naismith
Seconded by V. Otori
Carried**

1.2 Approval of Agenda

90:19 Resolved that the agenda be approved with the following amendments:
1) in camera agenda item 12.0 be moved forward before the Delegations
2) Add 'Changes to the Public Library Act' as item 7.3 under Ownership Linkage

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Moved by V. Ohori
Seconded by P. Mak
Carried

1.3 Declaration of Conflict of Interest

There were no conflicts of interest declared.

91:19 Resolved that the Board go into closed session at 5:45pm.

Moved by L. Naismith
Seconded by M. Almond
Carried

12.0 In Camera Agenda **Pursuant to Ontario Public Library Act Sections**

(4) (b) personal matters about an identifiable individual
Evaluation of CEO's Efforts and Compliance

1.4 Delegations

Entrepreneurship & Innovation Study

Bonnie Brown, Director, Economic Development, did a presentation on the Mississauga Entrepreneurship and Innovation Study which was undertaken to identify the role and areas of focus for the Economic Development Office within the entrepreneurship and innovation ecosystem. The Library is identified as an important partner/collaborator in the distribution of information and services through multiple points of access anchored by a central location in the downtown library.

The Board thanked B. Brown for her presentation.

Open Window Hub (OWH)– Year in Review

K. Berry, Library Outreach Worker, provided the Board with a brief review of the Open Window Hub's accomplishments for the year. He highlighted new and ongoing programs like the Tuesday Lunches, Milk bag Mats and Put a Sock on it 'Sauga. In 2020, the OWH will host the following events:

- 1) a conference and screening of the movie "The Public" on January 23rd
- 2) in the spring, the 1st annual Homeless Connect Mississauga.

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Wednesday, December 11, 2019

2.0 Consent Agenda

93:19 Resolved that the Consent Agenda be approved and the CEO of the Library hereby authorized and directed to take such action that may be necessary to give effect to the recommendations as therein contained.

Moved by L. Naismith
Seconded by V. Ohori
Carried

3.0 CEO Report

See Consent Agenda.

4.0 Policy Review

4.1 Revisions to Board Job Description Policy

Compliance to the Governance Process policies is reviewed by the Board annually and was last reviewed on November 20, 2019. During the review a recommendation was made to revise the Board Job Description policy (B3). Given the change in the composition of the Board and the revised approach to working with the school boards in Mississauga, the Board agreed to amend section 1 (d) from the Board Job Description policy (B3) that references meeting with the school boards semi-annually.

94:19 Resolved that the report entitled *Review of Governance Policies B1-B14* by the Director, Library dated December 2, 2019 be approved.

Moved by P. Mak
Seconded by Councillor J. Kovac
Carried

5.0 Executive Limitations/Internal Monitoring Reports

5.1 Utilization Report

The Utilization report is one of eight KPI reports provided to the Board annually. The Library is seeing shifts in the expectations of customers as well as how they use the offerings that are available. The report shows a steady use of physical resources and a strong increasing trend in the use of electronic resources / databases when comparing September 2019 and September 2018. Website visits are also showing significant growth as more investment is put into the Library's Virtual Library initiative which shows the Library is investing in high demand services. The Utilization Report and data provides the Board and the Library with information to make business decisions to enhance the experience for customers

95:19 Resolved that the report entitled *2019 Q3 Utilization Trends and Analysis Report* – by the Director, Library dated December 4, 2019 be approved.

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Moved by M. Almond
Seconded by L. Naismith
Carried

6.0 Ends

There were no items for discussion.

7.0 Governance

There were no items for discussion.

7.1 Review of Workplan

There were no new additions or changes to the workplan.

7.2 Upcoming Meetings/Events/Chair Rotation

Acting chair for May and June meetings were designated.

8.0 Ownership Linkage

There were no items for discussion.

9.0 Board Advocacy

There were no items for discussion

10.0 Board Development

11.0 Other Business

11.1 Action Log Review

Report on recommendations for reduced number of yearly Board meetings was added to the action log.

13.0 Board Self-Evaluation

V. Ohori led the self-evaluation. She thanked everyone for coming to the meeting on time and well-prepared. She thanked the CEO for always keeping the Board up-to-date and well-informed of developments in other City departments through carefully selected delegations. She noted the enthusiastic participation from members, citing the quality of the questions asked and the interesting answers provided. She thanked C. Williams for chairing the meeting and wished everyone well for the holiday season.

14.0 Adjournment

96:19 Resolved that the meeting adjourn at 7:30pm

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

*Mississauga Public Library Board Meeting
Wednesday, December 11, 2019*

NEXT MEETING

The next Library Board meeting will be on January 22, 2020 at Central Library.

Secretary/Treasurer

Chair

Mississauga Library System



Briefing Note

To:	Mississauga Library Board
From:	Lori Kelly, Director, Library
Date:	January 14, 2020
Subject:	CEO Report – January 2020 - Agenda 2.3

BACKGROUND

The following report demonstrates compliance with Item 2 of policy A-1.

Inform the Board of relevant trends, significant changes in provincial or municipal policies, anticipated adverse media coverage, material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established.

GOVERNMENT UPDATES

City of Mississauga 2020 Budget Approval

Following budget deliberations on December 4, Council voted to defer the approval of the City of Mississauga's (City) 2020-2023 Business Plan and 2020 Budget. This follows Council's decision to first consider the Region of Peel's 2020 Operating and Capital Budget that was approved on December 5. The City's Budget Report and Recommendations will be deliberated on the January 22 Council meeting agenda.

ORGANIZATIONAL CHANGES

Council Appointment of City Manager

In November, City Manager and CAO, Janice Baker announced her retirement in May 2020. Since that time, Council has conducted an internal search to select the next City Manager and CAO. On December 16, Council announced the appointment of Paul Mitcham, Commissioner of Community Services as the next City Manager, effective June 1, 2020. Details on replacing the Commissioner, Community Services will be forthcoming in February.

SYSTEM HIGHLIGHTS

Please see the attached **Organizational Highlights Report** for a summary of library activities from September to December 2019.

Malton Community Hub Project

The Malton Community Hub Project will redevelop the decommissioned City pool building adjacent to Lincoln Alexander Secondary School to a community space offering programs and services for Malton residents. In December 2019, the City selected Services and Housing in the Province (SHIP) as the lead agency for the project and will work with the City and community stakeholders to manage and operate the Hub. SHIP is a registered non-profit charitable organization and is one of the largest supportive housing and service providers in Canada. In addition, this project is supported by the Peel District School Board and the Region of Peel. Staff from the Mississauga Library System (Library) are included in the working group for the project including Sue Coles, Manager Facilities and Operations and Shannan Sword, Manager Courtneypark and Malton Libraries. Design and construction of the Hub is scheduled to begin in 2020. More information on the Malton Community Hub project can be found at this [link](#).

Launch of Digital library card, Laptops and Hot spots

On December 2, the Library launched the new digital library card as well as 20 laptops and an additional 30 hot spots. Mississauga is now a leader in offering customers the option to register for a library card online. The virtual library card enables customers to immediately access online resources such as e-books, newspapers, magazines and downloadable movies and music. New users can also upgrade to a free full-service card for access to the physical collections and additional library services. The virtual card is a practical option for anyone who prefers to use only the Library's online collection. Over 300 new customers have signed up for the digital library card since the launch.

Customers can now borrow laptop computers for in-library use at Central, Frank McKechnie and Woodlands libraries. The laptop lending program is a pilot developed in collaboration with the City's Information Technology division as part of the [Smart City Master Plan](#). Chromebooks continue to be available for in-library use at the Cooksville, Malton and Sheridan locations.

The Library has expanded its existing hot spot lending program, which began initially at Cooksville, to include Central, Frank McKechnie, Malton, Mississauga Valley and Woodlands libraries. Similar to a Wi-Fi network, hot spots can be used at home, work or on the go to connect any device to the Internet.

A media release on the new offerings will be sent the week of January 20.

New Library Cards and Key Tags

On January 14, new library cards were received in branches for customers. The new cards are designed in keeping with the Library brand and, for the first time, include key tags. Key tags are

smaller versions of the library card that can be attached to a key chain and used in the same way as the larger library card. The key tag was an idea from the Social Engagement team that was coincidentally recommended by a staff member through the Mildea program, a staff suggestion initiative that has been a long standing part of the Library's two way communication program.

Creating Community Conference on January 23

On January 23 the Open Window Hub is hosting the Creating Community Conference, a one-day opportunity to discuss and share ideas about creating community through social work at the public library. Invited guests include external partners including shelter administrators/staff, social agencies and social workers to provide a glimpse into homelessness in the library. The participants will view the feature film "The Public" (2018) in the morning followed by a panel discussion hosted by Kevin Berry, Library Outreach Worker and Rahma Hashi, Toronto Public Library's Social Worker. In the afternoon, social agencies and City staff will discuss their services for at-risk populations. Topics include public programs, City services, housing and advocacy.

Family Literacy Day on January 27

January 27 is Family Literacy Day and the Library is celebrating with a range of activities and events for all ages, including a visit with Lana Button, award-winning author of the "Willow" picture book series. [Family Literacy Day®](#) is a national initiative created by [ABC Life Literacy Canada](#) in 1999. Its goal is to raise awareness of the importance of reading together as a family.

STAFF DEVELOPMENT

Ontario Library Association (OLA) Super Conference

OLA Super Conference, *Dream Here*, will take place at the Metro Toronto Convention Centre from January 29 to February 1, 2020. The Library Leadership Team has approved 80 staff to attend the conference for one, two or three days. This is an increase from 2019 when 47 staff attended the conference. In addition, three staff have been invited to present at the Conference and will represent the work that is done in the Library to their colleagues.

Lori Kelly
Director, Library

DATE: January 22, 2020

TO: Mississauga Public Library Board

FROM: Lori Kelly, Director, Library

SUBJECT: **Quarterly Organizational Highlights**

BACKGROUND: The quarterly report on organizational highlights is part of the process to ensure compliance with the Executive Limitations Policy A1 intended to keep the Board informed of all important aspects of the Library's operations. It also affords Library staff a regular opportunity to note items and issues of importance for the Board's attention.

WE KNOW AND ENGAGE WITH OUR COMMUNITY

Central Library

- Program Development & Training worked with MiWay to host the **Amazing Library Race** across the 18 library locations. The finale held in the Central Library Noel Ryan Auditorium had 21 teams (45 individuals) compete for the top 3 spots. Each team earned points by visiting as many of our 18 library locations as possible, we had over 60 library visits throughout the challenge! The finale at Central put teams head-to-head in a final challenge to get points through a Mississauga focussed Kahoot quiz.



- 4 new sessions of the Indigenous Discussion Group were offered. Working with traditional elder, Cat Criger, and his partner Cheryl Cress, this program gives participants the opportunity to learn about Canada's indigenous peoples. The group read the report released by the Inquiry into Missing and Murdered Indigenous Women in addition to discussing food insecurity in the north and decolonizing our civic spaces.
- Canadian Citizenship Week was celebrated across Canada from October 14-18, 2019. To commemorate the celebration, Mississauga Library, in partnership with ICC and IRCC, hosted an enhanced Citizenship Ceremony at Mississauga Civic Centre on Oct. 16, 2019. Community Citizenship ceremonies are a celebration of Canada's newest citizens. The enhanced ceremony included a roundtable discussion, which offers a unique opportunity to reflect on what it means to be active, engaged citizens. 14 roundtable Hosts, all Mississauga Library staff, and

Library Board Vice Chair, led the roundtable discussions.

Indigenous Elder Cat Criger opened the roundtables, Judge Albert Wong presided the ceremony. Special guests, Mayor Bonnie Crombie and Library Director Lori Kelly, along with Commissioner Paul Mitcham offered their congratulatory remarks to 39 candidates from 25 countries who took their Oath of Citizenship. Here's what some of them had to say:

Re: 2019 Canadian Citizenship Ceremony

"This discussion made my day even more special."

"It was a different and active experience."

"It really made this blessed day even more special when I got to hear of others' experiences and got to share my story."

"It was a] lovely personalized experience. Very happy and lucky to partake in such a special ceremony! Thank you!"

"loved the awareness of indigenous culture".



- Central Library hosted Smart City Mississauga for a series on Citizen-Centred Data Governance. Over 3 sessions in September, 59 attendees built their digital literacy and helped co-create Mississauga's Smart City Principles.
- Ruth Ohi, children's author and illustrator, attended the Central Library to read to 84 Grade One children from Chris Hadfield Public School. Ruth is an awesome presenter and encouraged the children to draw and write their own stories



- Children's hosted a Holiday Family Storytime featuring stories about Frosty the Snowman. Families were treated to stories, songs and activities about everyone's favourite snowman.



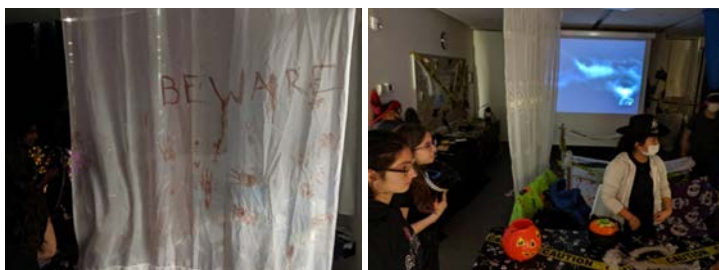
- Weekly scavenger hunts are new to the Children's Department and have proven to be extremely popular. This program nurtures numeracy skills, and contributes to increased interactions between Library staff and young customers.



- Tween Scene is back! Tweens, kids ages 9-12, get to choose their program their way: board games, arts and crafts, and sharing scary stories. It's all about creating an environment conducive to socializing and making new friends in a program that is less structured than programs for younger children.
- Several members of the Customer Experience team and the Homeless Prevention and Outreach Worker(HPOW) from the Open Window Hub worked together to assist a visually impaired customer who needed help with returning CNIB materials, reading his mail and renewing his health card. Speaking in the customer's Urdu dialect, a library staff member made sure all his questions and needs were addressed with a follow-up scheduled the following week with the HPOW to address other gaps in his support services.
- The CNRD Teen Advisory Group (or TAG) meets weekly to help coordinate the Library's service provision to the Youth community. TAG members have been assisting the Open Window Hub with their milk bag mattress project, in support of vulnerable individuals in the community. One enthusiastic TAG member even committed to volunteering at the Open Window Hub above and beyond their commitment to TAG.

Branches

- In November, the City of Mississauga unveiled the newest piece of the City's Public Art Collection - the Vietnamese Boat People monument at Burnhamthorpe Library. This was built and generously donated to the City by the Vietnamese Boat People Memorial Association (VBPMA). Staff helped to support the unveiling event. Ceremonies took place in the theatre with the overflow of participants using the Library's program room. The statue was unveiled to applause and significant media coverage. Over 300 people were in attendance.
- Churchill Meadows Library staff toured the Luso Centre, a community-based organization that supports families and adults, living with physical and/or developmental disabilities to reach their full potential, and conducted a sensory storytime for developmentally delayed adults. Staff are now regularly visiting the centre and they are coming to the library.
- Lakeview Library provided teen volunteers with the opportunity to create a crime scene themed Halloween Haunted House for the community to visit. Over 200 visitors included the library in their evening's outing.



- To encourage children and teen visitors to explore the Courtenypark library, staff have created regular scavenger hunts. Participants get a scavenger hunt worksheet and search the library for clues, entering the letter found on each numbered clue onto the worksheet creating a seasonally themed word puzzle which they turn in for a small prize (leftover summer reading prizes and books)



- A Malton Library staff member worked with a local settlement services agency to provide a three day workshop to prepare for Canadian Citizenship. Get Ready for Citizenship launched in September and covered all aspects needed to prepare for the Citizenship test and what to expect on the day of the exam. Approximately 8 individuals attended.
- In October, Erin Meadows Library welcomed 11 grade 4 classes! Through the fall more than 100 students have visited the library three times and received a free book.
- Lakeview Library staff conducted a program for the Special Needs class at Queen of Heaven Public School. Fourteen students were provided with a storytime adjusted for their needs. They enjoyed songs and stories and the social experience.
- Malton Library Staff coordinated 9 elementary aged class visits to Malton. Library staff provided general library orientations, Grade 4 Read to Succeed, and Maker programming. Approximately 250 library cards were created for these students and staff reviewed how to use the library, provided a story time or book talk, and provided a tour of the space.
- An interactive wall mosaic has been a big hit at Frank McKechnie Library; customers of all ages have added their tiles to see what picture will be revealed.



- Mississauga Valley Library held its first Try-IT Fitness session on October 25th. The 'Chair Exercises' program was attended by 20 customers. Attendees commented that they never knew the variety of exercises one can enjoy using the exercise ball. Many of the attendees were Older Adults and they said they had a good workout after a long, long time!
- The South Common Library handed out 10 Christmas cards to known vulnerable customers, providing them with

a sense of visibility, connection, and a valuable link to their community.

- Streetsville Library participated in the annual Spooktacular hosted by the Streetsville BIA. Hundreds of participants come through the event and those who stopped by the library section were greeted with stories, puppets, songs, and more! A thank you note read, "Thanks a million for your participation at our Spooktacular Event. It was a tremendous success with over 300+ children and their families in attendance. Your story time was wonderful and the children loved it! It was so nice to see such a crowd around you. You did an amazing job bringing the stories to life."
- Throughout the Fall, Sheridan Library staff connected with the Sheridan community by talking about the library to participants of the Seeds and Sprouts program at The Story Garden, and providing regular story times to the children of ESL learners studying at Polycultural Immigration and Community Services (PICS).
- Wilhelmina Begemann Memorial donated 20 classic children's picture books to Clarkson Library in memory of this former Elmcrest School teacher by her RWTO Book Club Friends.

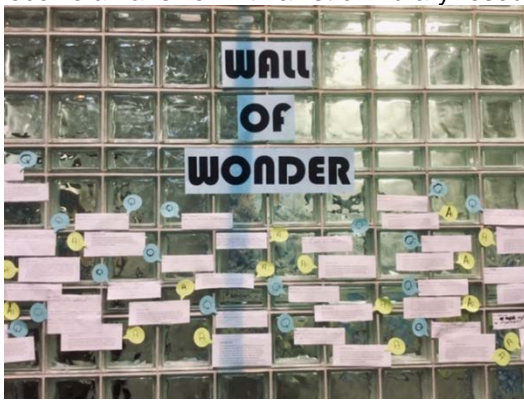
System-Wide

- Launched the virtual card account in December. A virtual library card provides access to digital items such as eBooks, audiobooks, movies, music, magazines, newspapers, and more. A virtual card is free for Mississauga residents, or for people who go to school, work or own property in Mississauga.
- Expanded hotspots to 4 more libraries to close the digital divide in the community
- Finalized communications and marketing plan to provide a targeted series of campaigns to tell the library story
- Beginning in September, Library is now offering All Ages Family Storytime at all 18 locations.
- Teen Advisory Groups (TAGs) across the City are taking part in a newly-created incentive program, which includes individual and team goals, a social media participation element and will run for the entirety of the school year.

RECOGNIZED AS A KEY LEARNING INSTITUTION

Central Library

- Staff in the Children's Department began hosting the "Wall of Wonder." Children can ask staff any question and receive an answer with a list of Library resources they can use to do more research.



-
- SIX WORD STORIES**
- Write a six-word story about anything you like. It can be humorous, dark, mysterious, and anything else you can think of. Don't worry if your six-word stories aren't works of art. They're supposed to be fun and creative.
- The Library** **Dorset Museum**
- The fascination and awe of life.
- Three blind mice.
Cat had lunch.
- And swim they do together since.
- The wind whistled around the eyes.
- Carefully crafted lies still speak truth.
- Insurance claims. Card declined.
- Close the door with the winds and fairs.
- In smog house I play a lot
- Never give up!!!
- Torches the hushes. Fairs the sun.
- Get love you own girls *waaaaaah!
- First heartbeat Nineteen years later Rain.
- Break. Stripes. A. Stretch. & Ball.

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Branches

- In November for Make-a-Will month, Burnhamthorpe Library hosted 23 people who attended and learned about the Importance of Making a Will from lawyers with the Ontario Bar Association.
- In partnership with Peel Multicultural Council, Erin Meadows Library hosted a 4 day Job Search Workshop that offered pre-employment training to newcomers. It assisted them in gaining knowledge and skills to better understand Job search strategies, Canadian employers' perspectives, to develop job search tools such as resumes, and interview skills, how to use LinkedIn to network and get connected with employers and learn next steps relating to the job search process in a computerized environment.
- Lakeview Library provided seven instances of exam proctoring in Q4. This service supports learners who need a space and supervision recognized by their learning institution in which to write their exam.
- Staff at Erin Meadows Library ran their first session of French conversation circle, practicing French speaking skills through games and learning to use the French dictionary.
- The South Common Library continues to host an active Baby Storytime program, which continues to be fully subscribed with up to 15 babies and attendant caregivers. The program teaches caregivers skills to introduce pre-reading activities to babies. Our programmers maintain a degree of connection with these families, including receiving a holiday greeting card at Christmas.
- Lakeview Library staff presented a variety of curated displays to make it easier for customers to find something of interest. Themes included: Back to School; Graphic Novels; Ready Meals for Back to School; We're number 1!; Trick or Treat; Horror; We Like Boooooooks!; Orange; Natural Beautiful You; Graphic Fiction; #FutureGraduate; Dino-vement; Remembrance Day; Picture Book Month; Cozy Books; Movember; Holiday Eats & Treats; Hibernate with a good book; Red Books; Santa's Letters; and Christmas Books.
- A Malton Library staff member coordinated a 3D Printing class visit with Morningstar Middle School. Approximately 45 students attended and learned the basics of 3D printing at the library and how they can use the printer in their school assignments. Students come to the library and work with staff to create a print.
- The Woodlands Library offered an introduction to seed saving session in September, to coincide with the fall harvest of our community garden. Participants enjoyed being shown how to open seed pods and look for seeds in the right places. They also appreciated the fact that we had a garden on-hand they could go into, see the plants in the ground, and spot which seeds were ready while they were still growing. The audience was keenly interested in the subject, and participants were excited that they got to take seeds home, too.
- Malton Library staff provided a presentation "LinkedIn for Job Searching." A staff member coordinated with a local settlement services agency to provide information on making the most of LinkedIn to find job opportunities.

Staff also highlighted the benefit of using library eResource, Lynda.com to improve digital and technical skills.

- Service Canada made a presentation in November to teens at the Frank McKechnie Library introducing them to the government services, programs and grants for apprenticeships.
- Lorne Park's French Reading Buddies program was praised. A father commented that it is a really good program for parents who don't know French. *"Kids' interest grow in reading and understanding various topics in French"*.
- October is national Small Business Month. Through the Library, 36 Mississauga entrepreneurs learned the basics of how to start a small business in a free introductory seminar offered in partnership with MBEC at Erin Meadows and Port Credit. The seminar, entitled "**Business in a Box: Idea to Reality**," is convened by Library staff, who showcase Library resources, including digital resources such as Canadian Business Online and Scott's Canadian Business Directory. The Program Development & Training team is continuing to work with EDO and MBEC to explore opportunities for partnered programs in 2020 and beyond.

System-Wide

- Technology Champions training project kicked off with plans for training through 2020
- Completed a 2nd round of the Bridge Technology toolkit public and staff survey to improve technology offerings and digital literacy programming.
- Partnered with library innovation network of Toronto, Brooklyn, New York and Chicago public libraries to create plans for 2020 activities
- Customers of all ages enjoyed a focus on "Environment & Science" programs throughout September. In celebration of national Science Literacy Week (Sept. 16-22), the Program Development & Training Team set up a new system-wide Science Scavenger Hunt for teens, as well as a well as an environment-themed Lecture Me! talk with UTM: "Connecting Whales, Noise and Plastic."

Several STEAM, Maker and "Hands-On Science" programs were added to online event listings. Taking advantage of community subject matter experts, Library hosted programs for **Beginner Seed Saving** (Ecosource), **Climate Change and Waste Management** (Mississauga Parks, Forestry & Environment) and **Caring for Your Green Yard** (Credit Valley Conservation).

INSPIRING, WELCOMING AND CREATIVE SPACES

Central Library

- The **MCX** Steering Team hosted Mississauga Comic Expo at Central Library, approximately 5000+ visitors, 29 programs with 3000+ attendees, 80+ exhibitors and artists, 450+ passports completed and prizes collected, 20 staff, and 40+ volunteers.



- St. John Ambulance's Therapy Dogs program paid a visit to Central Library to help students relax and focus during exam season. Therapy dog Tara provided welcome relief to 53 stressed-out users!



- Merchandising the Children's Department collection through thematic and seasonal displays is not just a way of beautifying the department, but is an integral component in the promotion of early literacy to children and parents and caregivers alike.



Branches

- Burnhamthorpe's "Halloween" display in the children glass cabinet was created along with a coordinating "I Spy" activity



- Customer Karen wrote on a comment card: *"We have been coming to Lakeview Library since my kids were babies. My youngest is special needs and refuses to miss his Saturday visits. The staff here are incredible, going out of their way to make Jason feel welcome. The special programs are also a hit re: reading with a service dog."*



- Social Hour at Burnhamthorpe featured a Button maker program. Participants were asked to bring in photos or postcards to create buttons. A total of 5 participants walked away with their own custom button creations.



In the months that followed, participants were encouraged to write a letter based on *7 Letters to write before you're 70*. Epistolary novels, and supporting non-fiction works were also discussed. The social media platform, Pinterest was reviewed and demonstrated as a means of inspiration for gift making.

- St. Joan of Arc Catholic Secondary School students in the wood shop class have sanded and refinished the wood chairs in the Churchill Meadows Library lobby. Horticultural students are taking care of the library's plants for extra credit.
- Courtneypark Library staff created many popular and engaging displays including "Go Green" and "Back to School"



- Art work from the art students of St. Aloysius Gonzaga Secondary School were hung in the computer lab at Erin Meadows Library.
- The South Common Library has made available a daylight lamp for one of our lounge chairs, which can help reduce seasonal affective disorder during dark winter months. A charging station for a variety of devices has been added as well. These new features help to make the library a welcoming space for customers to spend time in.
- In November, Customer Appreciation Day was celebrated at the following branches:

Erin Meadows Library had a busy day that was enjoyed by the customers. Crafts, stories, balloon animals, and cake were the big hits with more than 400 slices making their way to customers!

Mississauga Valley Library had refreshments and children's activities which included a craft and Maker element with Code-a-pillars. All staff contributed by getting supplies for the event and/or helping to set-up and run the event. Customers were very pleased and passed on positive comments to staff. There were over 250 people who joined in to celebrate.

- Lakeview Library Lego® Club participant Veronica shared her creation with staff.



- Mississauga Valley Library kicked off the holiday season with Lantern Making for children ages 5-12. It was a great turnout with 20 attendees. The Night World by Moridcai Gernstein was read to introduce the program. Everyone had a fun time creating their own painted lantern to light up the night.



- Malton Library staff member put together a creative and eye catching Halloween display:



- Lakeview Library staff conducted a Maker program to help participants learn the basics of working with a sewing machine. Participants in this very popular sewing program created Christmas stockings and a reusable gift bag.



- A Malton Library staff member piloted “Family Editions” of our Maker programs. Staff coordinated Stop Motion and Squishy Circuits family edition where an entire family could sit and work together to learn a new technology and have fun in the process. All programs have been well attended with approximately 10-15 people attending each session (roughly 3-5 families).
- The Teen Advisory Group from Mississauga Valley Library created a shimmering and shining holiday display outside the library – “Put a Spin on the Season” - using recycled CDs.



- The Malton Library TAG coordinator co-led a TAG Holiday Party alongside teen TAG members. The group of 10 watched a holiday movie while also having training on the group’s new Virtual Reality headset, Oculus. The group learned the basics of using the new equipment and had time to play around with some of the games installed. The group also did cookie decorating for the holidays (following the revised Food Policy).



- Frank McKechnie Library introduced cross-stitching and fusion beading to young participants resulting in some lovely new creations.



- Members from the community were invited to come to Woodlands Library for hands-on instruction about sewing machine operation, troubleshoot, and basic projects like baby clothes and socks. Together, the participants were free to create something new, or to repair or improve something in need. Participants were encouraged to work together and to share strategies they'd learned and help each other overcome obstacles. The event was such a success that those in attendance wanted a group photo to commemorate it!
- New shelving, made possible by Friends of the Library funds, was installed at Lakeview Library to better display new Board Books and Backpacks.



System-Wide

- Purchased \$90,000 worth of new maker equipment to 3 makerspaces and Malton Library to create maker equipment “anchors” as well as replace end of life 3D printers with new printers in 5 libraries.
- Try-It Fitness Launch
Adults across Mississauga are discovering ways to be active through an innovative Try-It Fitness pilot with the City’s Recreation Division. Launched in October 2019, thirteen library locations are hosting qualified Recreation instructors who lead monthly classes on everything from chair yoga to fitness drumming, as well as seminars on health and wellness. Library and Recreation staff are excited about reaching new audiences, promoting our resources and services and working together to encourage social inclusion, especially among older adults and newcomers. The Program Development & Training team will meet with the City Fitness Manager in January 2020 to discuss the three pilot.



MULTI-TALENTED PEOPLE CHANGING LIVES

Central Library

- A new three-part, staff-led program suite, **"Microsoft Word Basics/Formatting/Editing"** was piloted at Central Library in November and December. The Program Development & Training team designed the curriculum and tools based on the American Library Association's [DigitalLearn.org](https://www.digitallearn.org/) project. At the last session in December, four customers responded to a print survey:
 - 4 out of 4 "Strongly Agree" or "Agree" with these statements: "I learned something new," "I intend to apply what I just learned," "I'm more aware of Library resources"
 - 2 out of 4 were aged 60+ (2 were 30-39 or 50-59)
 - 2 out of 4 had a first language other than English
 - 3 out of 4 heard about the program via "What's On"
 - 3 out of 4 drove to the Library; 1 walked
- Based on this survey and the staff instructor's observations, the Program Development & Training team will adapt the curriculum to highlight Word's language/translation functions. Both Central Library and Meadowvale Library will run the program beginning in January 2020.
- Children's staff got into the comics' spirit for MCX by offering a Superhero storytime and costume creation station. This was in addition to all of the other activities happening in the building on that day.

Branches

- Two Lakeview Library staff members worked with an older adult who was feeling isolated and needing assistance finding books for her reading level. The customer spoke Serbian and a staff member was able to speak with her in her 'home' language. The customer was very grateful and even returned to the library to bring in chocolates and pears fresh from her garden to thank staff.
- The Teen Advisory Group of Frank McKechnie Library showed off their musical talents for a holiday concert in December.



- Lakeview Library customers brought in cards and small treats to celebrate the holiday season and thank staff for their hard work over the past year. A customer shared on a comment card: *"I love books & I love libraries! I bought my house across from Lakeview library because of its presence in the community. Libraries Rock!"*
- Lorne Park Library's Teen Advisory Group leader ran Coding with Lego Mindstorms robots program in December. Children were taught basic coding and were challenged to program their robots through a track. Parents have suggested that this program be offered weekly or monthly!

System-Wide

- Hired a Digital Skills 4 Youth intern as part of the Ontario Library Association's partnership with the federal government's Youth Employment strategy to help develop digital content.
- The Program Development and Training team coordinated and conducted a number of **in-person staff training** sessions. These included:
 - Class Visits and Grade 4 Read to Succeed (46 in attendance)
 - Maker: Sewing Machine (16 in attendance)
 - Youth Symposium (29 in attendance)
 - English Conversation Circle (22 in attendance)
 - Program Submission (22 in attendance)
 - Ultimaker 3 (CRT staff)
 - MCX Training (MCX staff)
- The Program Development & Training team continues to grow its bank of Program Guides and Learning Modules.
Program Guides completed
 - Tax Clinics: fully revised resources and booking tool for 2020.
 - LEGO Coding
 - Building (Makedo/ KEVA)
 - Circuitry (Makey Makey/ Snap Circuits/ Squishy Circuits)
 - Preschool Storytime Program Guide
 - Toddler Storytime Program Guide
 - Stories with Stuffies Program Guide and Resources
 - Kindergarten & Grade 1 Class Visits and Resources
 - Grades 2-6 Class Visits and Resources
 - Grade 4 Read to Succeed Program/Class Visits and Resources
 - Teen Gaming
 - High School Class Visits
 - Preschool Storytime
 - Toddler Storytime
 - Lecture Me!
- Learning Modules completed:
 - Food Handling in Programs
- The PD&T team successfully submitted the following funding requests to the Friends of the Library, in order to enhance programming efforts system wide:
 - Grade 4 Read to Succeed - \$18,500
 - Summer Reading Challenge Prizes (Teens & Adults) - \$2,000
 - Maker Program Boxes - \$1,500
 - Indigenous Programming - \$10,400
 - TD Summer Reading Club - \$12,000
 - Bus Trips - \$30,000
 - Author Visits - \$10,000

ACCESS TO MANY RESOURCES IN MANY WAYS

Central Library

- Library staff offered information about accessible library resources at the SMRTCITY Idea Jam. Staff featured the accessible workstations, CELA access, DAISY players and other accessible services. Staff have also

presented at branch library staff meetings to ensure that all staff know about supporting access to the Library for users with disabilities.

Branches

- The MakerSpace at Burnhamthorpe Library received 5 additional sewing machines and additional maker equipment to provide better access for our customers and additional materials for programming. Staff are excited about these resources and look forward to utilizing this equipment.
- In the 4th quarter Courtneypark Library welcomed its new Ultimaker 3D printer, replacing the old Makerbot that had stopped working. Staff diligently learned how to use the new printer to demonstrate for customers, and the machine is already getting good use.
- Staff at Erin Meadows Library coordinated numerous ongoing Newcomer programs including an Itinerant Settlement Worker Table in the library once a week, a Conversation Circle Once a week, Survival English for Seniors once a week and Senior English/Chinese.
- Streetsville Library staff dropped by Trinity Anglican Church's Newcomers Group to do a presentation about services and collections available at the Library. The same group visited the next week for an in-depth tour, a chance to register for library cards, and a showcase of applicable eResources.
- The South Common team received a training presentation by the Homebound and Accessibility staff from the Central Library. They discussed Homebound services, as well as CELA resources for the visually impaired, along with the different assistive materials/devices the Library has to offer customers.
- The PD&T team continue to focus on growing Author Visits in Mississauga Library. Erin Meadows hosted Anubha Mehta, who spoke of her new novel, Peacock in the Snow. 17 people attended and engaged in the lively Q&A format.



System-Wide

- Partnered with SMRTCcity to launch laptop lending pilot, adding 30 laptops for in-library lending at 3 library locations to provide technology for personal and group collaborative work.
- September marked the launch of the 2019-2020 Library Book Club season for adults and teens, featuring a more diverse and inclusive set of titles than in previous years, intentionally including Indigenous and LGBTQ titles. Unique Book Clubs are being tried at Meadowvale (Social Justice) and Lorne Park (Teen Graphic Fiction).

From September to December 2019, our thriving adult Book Clubs encouraged the circulation and reading of at least 832 individual books (16 adult Book Clubs x 4 months x average attendance of 13=832). Throughout the 2019-2020 Book Club season (Sept 2019-June 2020), 133 different titles are being discussed and enjoyed

through the adult and teen Book Clubs, giving customers unique access to curated reading lists, including many hidden gems that customers wouldn't otherwise check out and read. Each Book Club has access to 15 regular print copies of each month's title; staff promote large print, CD, CELA and digital formats to ensure that Book Clubs are open to anyone who wants to participate.

- 500 What's On Library program brochures were shared with Peel District School Board's **We Welcome the World** centres. These brochures are handed to newcomer families at the time of school registration. They are also sent to all Settlement Workers in schools to share with newcomer families.
- In partnership with various Newcomer Agencies, 570 customers were assisted through the **Commissioner of Oaths** service offered at 9 library locations, from October to December 2019.

City of Mississauga Library Board Report



Date: January 12, 2020

To: Mississauga Public Library Board

From: Lori Kelly, Director Library

Agenda 4.1

Meeting date:
January 22, 2020

Subject

Review of Executive Limitations Policies A1-A12

Recommendation

That the report dated January 12, 2020 entitled "*Review of Executive Limitations Policies A1-A12*" from the Director, Library be approved.

Background

There are currently 12 policies governing the executive limitations of the Chief Executive Officer (CEO). The policies cover those areas of operation assigned by the Mississauga Public Library Board (Board) to the CEO. The policies are designed to articulate the Board's checks and balances for the CEO consistent with the tenets of the Carver Model of Board Governance, and to monitor that the CEO is adhering to them. Current Executive Limitations policies can be found by following this [link](#). Compliance to the policies is reviewed bi-annually and was last reviewed on September 19, 2019.

Comments

The need for effective executive limitations is the backbone of the Carver Model of Board Governance. The satisfactory performance of the Library and its CEO year after year indicate that these policies are working effectively and are compatible with the expectations of the City of Mississauga (City).

Following a review of the Executive Limitations policies, it is concluded that the CEO has complied with all current policies. A detailed assessment of the CEO's compliance can be found in Appendix 1: Review of Executive Limitations Policies January 12, 2020.

Financial Impact

There is no financial impact as a result of this report.

Conclusion

There are currently 12 policies governing the executive limitations of the CEO. The policies under the Executive Limitations heading are designed to articulate the Board's checks and balances for the CEO consistent with the tenets of the Carver Model of Board Governance, and to monitor that the CEO is adhering to them. If warranted, the Executive Limitations policies can be amended to further limit or increase the responsibilities of the CEO. As there have been no issues in recent times, the present policies are considered effective.

Attachment

Appendix 1: Review of Executive Limitations Policies January 12, 2020.

Lori Kelly

Director, Library

Review of Executive Limitations Policies January 2020

Policy	Purpose	Examples to Support Compliance	Has Compliance Been Demonstrated by the CEO?
A1. Communication and Counsel to the Board	The CEO shall ensure that the Board remains informed, supported in its work, and compliant with legal or fiscal obligations.	<ul style="list-style-type: none"> Monthly Board meetings ensure the CEO provides information and counsel to the Board Monthly CEO report includes Government Updates, Organizational Changes, System Highlights and Staff Development Quarterly report on Ends (November 2019) Review of Governance policies (November 2019) Update of Monitoring Executive Performance (October 2019) and Board Job Description (December 2019) 2020-2023 Business Plan and 2020 Budget update (October 2019) Utilization Report (December 2019) Monthly KPI review as per Board approved schedule Information on key milestones provided to the Board between meetings e.g. launch of digital library card, laptop and hot spot lending (December 2019), appointment of Paul Mitcham as City Manager (December 2019), impact of potential teachers strike (November 2019) 	Yes
A2. Protection of Services	The CEO shall protect the services delivered by the Mississauga Library System to its residents.	<ul style="list-style-type: none"> Monthly CEO report includes Government Updates, Organizational Changes, System Highlights and Staff Development Trends Report Collection HQ (November 2019) Open Window Hub Annual Review (December 2019) 	Yes

Review of Executive Limitations Policies January 2020

Policy	Purpose	Examples to Support Compliance	Has Compliance Been Demonstrated by the CEO?
A3. Treatment of Customers	With respect to interactions with customers, or those applying to be customers, the CEO shall ensure that conditions, procedures, or decisions are safe, dignified, unobtrusive, or provide appropriate confidentiality and privacy.	<ul style="list-style-type: none"> • Procedures for the retrieval and storage of personal information thoughtfully and responsibly developed and regularly reviewed for both intent and application • Customer Code of Conduct posted at libraries and on line • Open, accessible customer comment process including website with easily accessible feedback options • Protocol for communicating service disruption to customers updated 	Yes
A4. Staff Treatment	With respect to the treatment of paid and volunteer staff, the CEO shall ensure that conditions are fair, dignified, safe and in compliance of any applicable labour and/or human rights legislation.	<ul style="list-style-type: none"> • Policies, practices and training in place and routinely reviewed with Human Resources • Employee Engagement Survey Action Plans completed (December 2019) • Grievance procedure outlined in Collective Agreement and followed with support from Human Resources (Three grievances received to date; one is active, one has been withdrawn by the Union and one has been settled) • Collective bargaining workshop held with bargaining teams (June 2019) • Relationship building workshop completed (September 2019) with Union Executive • Monthly and mid-monthly meetings held with Union Executive • Annual Learning Plan in development consistent with recommendations in Future Directions • CEO Message sent to all staff monthly • Staff Town Hall (October 16) 	Yes

Review of Executive Limitations Policies January 2020

Policy	Purpose	Examples to Support Compliance	Has Compliance Been Demonstrated by the CEO?
A5. Staff Conduct	The CEO shall ensure that conditions of employment spell out the expectations for employee behaviour and enforce these expectations in a fair and due process manner.	<ul style="list-style-type: none"> • Policies, practices and training in place and routinely reviewed with Human Resources • Regular performance appraisals completed to describe and evaluate expectations • Updated performance appraisals to be introduced in Q1 2020 	Yes
A6. Financial Planning/Budgeting	Budgets for any fiscal year or the remaining part of any fiscal year shall conform materially to Board Ends priorities, the requirements of the Public Libraries Act, and not risk fiscal jeopardy. Budgets are accordingly set in relation to approved Library Board multi-year plans.	<ul style="list-style-type: none"> • Compliance with all City of Mississauga (City) requirements to develop cost estimates and properly reflect the priorities and the expectations of the Board through operating and capital budgets • Monthly monitoring of budget and on-line accounting providing systematic and timely reporting for all managers of expenditures and revenues • Capital project monitoring for some Library projects e.g. construction, information technology, completed by project leads in Facilities and Property Management and Information Technology • Budget, Business Plan and Financial Statement report to the Board (October, November 2019) 	Yes
A7. Financial Condition	With respect to the actual, ongoing financial condition and activities of the organization, the CEO shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from Board priorities established in Ends policies and under the <i>Public Libraries Act</i> .	<ul style="list-style-type: none"> • Full compliance with City financial practices • Financial operations are fully integrated within the City's ensuring proper fiscal performance including preventing over expenditures or over commitment. The associated processes required by City practice similarly ensure timelines, comprehensiveness and legal compliance. • Quarterly reviews of budget performance are routinely conducted over the year by Library staff • Regular standardized reporting is in place to provide assurance and/or identify corrections 	Yes

Policy	Purpose	Examples to Support Compliance	Has Compliance Been Demonstrated by the CEO?
A8. Emergency Executive Succession	In order to protect the Board from sudden loss of chief executive services, the CEO shall have two other executives familiar with Board and chief executive issues and processes.	<ul style="list-style-type: none"> • Four members of Library Leadership Team are kept familiar with the duties and obligations of the CEO's position and of the organization through bi-weekly team meetings and individual bi-weekly update meetings • Monthly Extended Library Leadership Team meetings ensure full and timely awareness of all key issues • Regular practice of implementing acting managers for absent Director and all managers 	Yes
A9. Protection of Privacy	In order to protect the privacy of users, the CEO as Head of Privacy shall comply with legislation requiring the establishment and adherence to a retention schedule for personal information that is collected for the purpose of registering customers, and to ensure the public's awareness of the schedule.	<ul style="list-style-type: none"> • Procedures in place with assistance from Legal Services and Legislative Services covering the collection and retention of personal information in the Library • Procedures are regularly reviewed with staff and monitored by managers in accordance with corporate practices • Electronic data on customers are likewise treated responsibly under City policies and practices • No privacy breaches reported to the Information and Privacy Commissioner of Ontario to date • No Freedom of Information requests to date 	Yes

Policy	Purpose	Examples to Support Compliance	Has Compliance Been Demonstrated by the CEO?
A10. Asset Protection	The CEO shall ensure that assets are protected, adequately maintained and kept safe.	<ul style="list-style-type: none"> • All assets of the Library are routinely evaluated and insured • All products developed by employees for the Library are considered for Library's use by the Library, including modification • Loss, theft and damage are routinely assessed and corrective action taken as warranted complying with the City's guidelines and requirements • Periodically inventories and write offs are completed to update records • Safety of customers and staff is a key operational value addressed through regular staff training, inspections and process review, all consistent with City practices and requirements • Security engagement plan implementation in progress with 12 of 20 actions complete 	Yes
A11. Compensation and Benefits	With respect to employment, compensation and benefits to employees, consultants, contract workers and volunteers, the CEO shall ensure fiscal integrity and protect public image.	<ul style="list-style-type: none"> • Working in an integrated manner with Human Resources all Library non-union compensation and benefits matters are routinely handled as they are for other City employees • Non-union Library employees' compensation and benefits are linked to City for the comparable group • Benefits changes continue to be made annually and/or as required by new legislation e.g. options for Health Spending Account or Personal Spending Account • Annual performance appraisal process for all employees allows for a merit rating and corresponding pay increase for employees • Job Evaluation implementation in progress 	Yes

Policy	Purpose	Examples to Support Compliance	Has Compliance Been Demonstrated by the CEO?
A12. Legal Compliance	<p>With respect to the operational aspects of the Library, the CEO shall:</p> <p>Comply with the requirements of the <i>Public Libraries Act</i> and with the requirements of the Corporation, unless they contravene the <i>Public Libraries Act</i>, the collective agreement, or other direct Board decisions.</p> <p>Raise to the Board and other parties as warranted any identified or potential issues of conflict among legal requirements.</p>	<ul style="list-style-type: none"> • The Library operates in full awareness of the legal requirements of the <i>Public Libraries Act</i> (Act) • Library policies, using the Carver model, are strictly adhered to and reviewed annually • The requirements of employment legislation e.g. Bill 147, Bill 47, Occupational Health and Safety Act, are strictly adhered to with support from Human Resources • The requirements of the Library's collective agreement with its unionized employees are stringently followed 	Yes

**MISSISSAUGA PUBLIC LIBRARY BOARD
2020 Work Plan**

Month	Executive Limitations	Governance	Board CEO Linkage	Ends	Consent Items
2020					
January	CEO Report (Monthly); Review Exec. Limitations Policies (CEO)				
February	Business Plan and Budget; Utilization Review(for previous year); Approve CEO's performance from 2019; Approve CEO's 2020 PDP		Establish Annual Key Objectives (CEO); Approve work plan	How We Partner presentation	Review Count Week; Adopt 2020 Budget
March					
April	Utilization Report; Budget Discussion				
May	KPI Update(Recognized as a Key Learning Institution)	Review of Fines & Fees			Review Year-End Financial Report; Review 1st Qtr Financial Report
June	KPI Update(Inspiring, Welcoming & Creative Spaces); Evaluate CEO's efforts & compliance (tentative)	Customer Use Policy		Quarterly Report on Ends (LLT);	Business Plan(included in CEO Report); Approve Audited Financial Statement
September	Review of Exec. Limitations Policies (CEO); KPI Update (Multi-Talented People Changing Lives); Utilization Report		Review Board-CEO Linkage Policies (CEO)	Quarterly Report on Ends (LLT)	2 nd Qtr Financial Review
October	Budget Estimates Report; KPI Update(Access to Many Resources in Many Ways)	Annual Board Self-Evaluation;			
November	KPI(Know & Engage with Our Community)	Review Governance Policies (CEO);		Trends Report Collection HQ; Quarterly Report on Ends (LLT)	3 rd Qtr Financial Report
December	Evaluate CEO's efforts & compliance			Open Window Hub Year in Review Presentation	

Agenda 7.2

Upcoming Events/Meetings with proposed locations & Chair		
Date	Event/Location	Meeting Chair
2020		
January 22, 2020	Board Meeting Central Library	Laura Naismith
January 23, 2020	Creating Community Conference including screening of "The Public" Noel Ryan Auditorium	
January 27, 2020	Family Literacy Day	
January 29 – February 1, 2020	Ontario Library Association Annual Conference Metro Toronto Convention Centre	
February 19, 2020	Board Meeting Central Library I Read Canadian Day	Val Otori
March 25, 2020	Board Meeting Central Library	Priscilla Mak
April 22, 2020	Board Meeting TBD	Margot Almond
April 25, 2020	SOLs Trustees Meeting Location TBD	
May 20, 2020	Board Meeting TBD	Carol Williams
June 17, 2020	Board Meeting Woodlands Library	Wahab Mirjan
September 16, 2020	Board Meeting TBD	
October 21, 2020	Board Meeting TBD	
November 18, 2020	Board Meeting TBD	
December 16, 2020	Board Meeting Central Library	

City of Mississauga Library Board Report



Date: January 12, 2020

To: Mississauga Public Library Board

From: Lori Kelly, Director Library

Agenda 7.3

Meeting date:
January 22, 2020

Subject

Amendments to the *Public Libraries Act*

Recommendation

1. That the Mississauga Public Library Board approves holding seven meetings per year consistent with the amendments to the *Public Libraries Act* in the months of January, February, April, May, June, October and November.
2. That the Mississauga Public Library Board approves the revised 2020 workplan as described in Appendix 1 and 2, respectively.

Background

On December 11, 2019 the Province made two amendments to the *Public Libraries Act (PLA)* as part of the government's *Better for People, Smarter for Business Act, 2019*. The first amendment, to section 10(1) of the PLA, will permit Canadian permanent residents to serve as public library board members. Prior to this amendment, only Canadian citizens were permitted to serve on public library boards. This amendment provides boards with a larger and more diverse pool of potential board members. The second amendment, to section 16(1) of the PLA, reduces the minimum number of annual public library board meetings from ten per year to seven per year. This amendment provides more flexibility for public library boards to determine the appropriate number of meetings needed for their local circumstances. The purpose of the legislation is to simplify and modernize regulations, and eliminate requirements that are

outdated or duplicative, making regulatory processes more efficient for business and better for people. The wording of the amendments are available for review [here](#)

Comments

In keeping with the reduction in the minimum number of meetings, the Library Leadership Team reviewed the Mississauga Public Library Board's (Board) workplan, the schedule for Key Performance Indicators as well as the business cycle/business demands for the Library to support the reduction in the number of Board meetings to seven. Past conversations with the Board about the meeting schedule were also considered. In addition, a survey was completed of surrounding libraries to understand how they were responding to the amendments.

The recommended meeting dates for 2020 would be:

- January, February, April, May, June, October and November

These months ensure important deadlines, including those for the Business Plan and Budget, can still be met as well as avoids months with significant operational demands such as March (March Break) and December. In addition, these dates minimize travel for Board members during some of the difficult winter months. Meetings would remain on the third Wednesday of every month and would be scheduled for two hours. As always, the annual exercise to set the Board meeting dates would take place each year.

Please note, that if required, additional meetings can be called during the year for any matter arising that was not contemplated in the workplan. Additional meetings would be decided at the Board meeting prior to the month of the additional meeting, or at minimum, three weeks prior to the meeting date, except where emergency circumstances don't allow for this advanced notice.

Once approved by the Board, the Meetings policy (B14) will be updated to reflect the decisions of the Board.

A review of surrounding libraries found a range of Board decisions from keeping the current ten meetings to reducing to the prescribed minimum of seven meetings. None of the Boards that have reduced the number of meetings are increasing the time allotted for the remaining meetings.

To accommodate the recommended number of meetings a revised workplan has been prepared as Appendix 1.

Financial Impact

There is no financial impact as a result of this report.

Conclusion

On December 11, 2019 the Province made two amendments to the *Public Libraries Act (PLA)* as part of the government's *Better for People, Smarter for Business Act, 2019*. The first amendment will permit Canadian permanent residents to serve as public library board members. The second amendment reduces the minimum number of annual public library board meetings from ten per year to seven per year. The Library Leadership Team reviewed the Board's workplan, the schedule for KPIs as well as the business cycle/business demands for the Library to support the reduction in the number of Board meetings to seven. The months of January, February, April, May, June, October and November are being recommended to the Board for consideration along with a revised 2020 Workplan and schedule for reviewing KPIs.

Attachment

Appendix 1: 2020 Workplan

Lori Kelly

Director, Library

MISSISSAUGA PUBLIC LIBRARY BOARD
Revised Work Plan based on 7 meetings per year

Month	Executive Limitations	Governance	Board CEO Linkage	Ends	Consent Items
2020					
January	CEO Report (Monthly); Review Exec. Limitations Policies (CEO)			Quarterly Report on Ends (LLT);	
February	Business Plan and Budget; Utilization Review(for previous year); Approve CEO's performance from previous year; Approve CEO's PDP		Establish Annual Key Objectives (CEO)	How We Partner presentation	Review Count Week; Adopt 2020 Budget
March	NO MEETING				
April	Q1Utilization Report; Budget Discussion		Review Board-CEO Linkage Policies (CEO)	Quarterly Report on Ends (LLT)	
May	KPI Update(Recognized as a Key Learning Institution)	Review of Fines & Fees			Review Year-End Financial Report; Review 1st Qtr Financial Report
June	KPI Update(Inspiring, Welcoming & Creative Spaces); Evaluate CEO's efforts & compliance (tentative)	Customer Use Policy			Business Plan(included in CEO Report); Approve Audited Financial Statement
September	NO MEETING				
October	Budget Estimates Report; Q2-Q3 Utilization Report; KPI Update(Multi Talented People Changing Lives)	Annual Board Self-Evaluation;		Trends Report Collection HQ; Quarterly Report on Ends (LLT);	2 nd Qtr Financial Review
November	KPI(Know & Engage with Our Community; Access to Many Resources in Many Ways)); Evaluate CEO's efforts & compliance	Review Governance Policies (CEO);		Open Window Hub Year in Review Presentation	3 rd Qtr Financial Report
December	NO MEETING				

Note: Policy needs to be revised to reduce frequency of Executive Limitations Review from semi-annual to annual (in January)

Action Items – from December 11, 2019 Library Board Meeting

Agenda Item and Related Follow Up Actions	Status	Updates	Originator	PMR	Resolution
Brought forward from June 19, 2019 meeting 1) Walk through audited financial statements for Board development 2) Explore the implementation of renewing library cards 3) Create infographic on "current" vs. "future" library (2019 vs. 2029) similar to graphic in Smart Cities Master Plan	<p>To be presented at next review of audited statements in June 2020</p> <p>To be added to 2020 workplan</p> <p>Active</p>	<p>To be done in February 2020 alongside 2019 Annual Report infographic</p>	V. Ohori V. Ohori	M. Menary J. Stirling J.. Stirling	
Brought forward from September 18, 2019 Meeting 4) Bring options on process for renewing Vision/Mission	To be presented to the Board at January 2020 meeting			L. Kelly	
5) Schedule a "how we partner" presentation at a future meeting	To be presented at the February Board meeting		V. Ohori	L. Reed	
6) Prepare report on recommendations for reduced number of Board meetings	To be presented at January 2020 meeting		V. Ohori	L. Kelly	