Mississauga Public Library
Board Meeting

Wednesday, April 22, 2020 | 5:30 - 7:30 p.m.
Virtually via Webex

Board Members
Margot Almond
Councillor John Kovac
Samantha MacKinnon
Councillor Matt Mahoney
Priscilla Mak
Wahab Mirjan
Laura Naismith
Val Ohori
Carol Williams

Secretary/Treasurer/CEO
Jennifer Stirling
  Director, Library

Leadership Team
Sue Coles
  Manager, Facilities & Operations
Mike Menary
  Manager, Planning, Development and Analysis
Laura Reed
  Manager, Central Library & Community Development
James Cooper
  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   MISSISSAUGA

Agenda

Item No.	Item Description	Time Allotted
1.0	Call to order: Welcomes & Land Acknowledgement Statement	5:30-5:31
1.1	Excused Absences *(Motion required to excuse absences)*	5:31-5:33
1.2	Approval of Agenda *(Motion required to approve agenda)*	5:33-5:35
1.3	Declaration of Conflict of Interest	
1.4	Delegations Downtown 21 Plan - Mojan Jianfar, Planner & Edward Nicolucci, Urban Designer, Planning & Building Department	5:35-6:00
2.0	Consent Agenda – *(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.)*	6:00-6:05
2.1 2.2 2.3 2.4	Minutes of the Regular Meeting on February 26, 2020 Minutes of the In Camera Meeting on February 26, 2020 Minutes of the Special Meeting on April 1, 2020 Minutes of the In Camera Meeting on April 1, 2020	
3.0 3.1	CEO Report CEO Report	6:05-6:25
4.0	Policy Review	
5.0 5.1 5.2	Executive Limitations/Internal Monitoring Reports 2020 Q1 Utilization Report Adoption of 2020 Budget	6:25-6:35
6.0	Ends	
7.0 7.1 7.2 7.3	Governance Review of Work Plan Upcoming Meetings/Events/Chair Rotation Governance Policies Review	6:45-7:00
8.0	Ownership Linkage	
9.0 9.1	Board Advocacy Update on SOLs Trustees Meeting – M. Almond	7:00-7:10

10.0	**Board Development**	
11.0 11.1	**Other Business** Action Log Review	7:10-7:15
12.0 12.1	**In Camera Agenda** **Pursuant to Ontario Public Library Act Sections** (4) (d) labour relations or employee negotiations	7:15-7:25
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** *(Motion required to adjourn)*	
	TOTAL TIME	120 minutes

MISSISSAUGA

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DATE: April 22, 2020

TO: The Mississauga Public Library Board

FROM: Jennifer Stirling, Director, Library

SUBJECT: **Consent Agenda**
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RECOMMENDATION: That the Consent Agenda comprising of Agenda 2.0 to 2.4 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 February 26, 2020
                      2.2 Minutes of the In Camera Meeting on February 26, 2020
                      2.3 Minutes of the Special Meeting on April 1, 2020
                      2.4 Minutes of the In Camera Meeting on April 1, 2020

                      _____
                      Jennifer Stirling
                      Director, Library

MISSISSAUGA PUBLIC LIBRARY BOARD
Regular Meeting
Minutes of the meeting held on Wednesday, February 26, 2020 at 5:30 p.m.,
Mississauga Central Library, Mississauga, On

Present: Margot Almond
                               Samantha MacKinnon
                               Councillor Matt Mahoney
                               Priscilla Mak
                               Wahab Mirjan
                               Laura Naismith
                               Val Ohori
                               Carol Williams

Absent: Councillor John Kovac

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

Minutes Recorded: Anne Marie Solleza

1.0 Call to Order
V. Ohori called the meeting to order at 5:32pm.

1.1 Excused Absences

08:20 Resolved that Councillor J. Kovac be excused from the meeting.

Moved by W. Mirjan
Seconded by P. Mak
Carried

1.2 Approval of Agenda

09:20 Resolved that the agenda be approved as presented

Moved by Councillor M. Mahoney
Seconded by C. Williams
Carried

Mississauga Public Library Board Meeting
Wednesday, February 26, 2020

1.3 <u>Declaration of Conflict of Interest</u>
   There were no conflicts of interest declared.

1.4 In Camera Agenda
   Pursuant to Ontario Public Library Act Sections
   (4) (b) personal matters about an identifiable individual
   A. Approval of CEO's 2019 performance and 2020 PDP
   B. Update on Organizational Changes

10:20 Resolved that the Board go into closed session at 5:40pm.

Moved by M. Almond
Seconded by Councillor M. Mahoney
Carried

1.5 <u>Delegations</u>

How We Partner - Amanda French, Supervisor, Program Development & Training

A. French provided an update to the Board on the library's program & services partnerships.

She went over the programs which are developed in accordance with the library's guiding principles as well as other selection and development criteria including, but not limited to, demographics, subject relevance, community need, etc. All programs are free and drop-in, unless otherwise noted. All programs are filled on a first come, first served basis. Programs are developed with consideration for accessibility, equity and inclusiveness.

The Chair thanked A. French for her presentation.

2.0 <u>Consent Agenda</u>

13:20 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 W. Mirjan
Seconded by M. Almond
Carried

3.0 <u>CEO Report</u>
   See Consent Agenda.

4.0 <u>Policy Review</u>
   There were no items for discussion.

5.0 <u>Executive Limitations/Internal Monitoring Report</u>
5.1 2019 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 with the use of electronic resources / databases year over year. Website visits and social media impressions are also showing significant growth as more investment is put into high demand services through the Library's virtual library initiative. The Utilization Report and data provides the Board and the Library with information to make business decisions to enhance the experience for customers.

14:20 Resolved that the report entitled "*2019 Full Year Utilization Trends and Analysis"* dated February 12, 2020 from the Director, Library be received.

Moved by C. Williams
Seconded by P. Mak
Carried

6.0 <u>Ends</u>

6.1 Annual Key Objectives
The proposed annual key objectives for 2020 continue to represent an intentional alignment between the Board Ends and the Future Directions Master Plan Strategic Priorities in order to ensure all the work that is done in the Library is driving towards the Ends with common, not conflicting or competing annual key objectives.   In developing the 2020 annual key objectives careful consideration has been given to how the Strategic Priorities serve as the means to the Board Ends. There are 14 proposed annual key objectives for the Library to deliver on in 2020. With the Board's approval of the proposed annual key objectives staff will work diligently to deliver on each of the objectives and provide updates in June and December on progress.

15:20 Resolved that the proposed annual key objectives provided in Appendix 1 of the Report dated February 18, 2020 entitled *"Annual Key Objectives"* from the Director, Library, be approved.

Moved by L. Naismith
Seconded by S. MacKinnon
Carried

6.2 Mission & Vision Refresh
The CEO provided an update on the Board's suggestions based on her presentation at the January meeting. The Board agreed that in addition to the Board members, the Library Leadership Team and the Library's high potential emplyees will participate in the session. Additional information on Future Directions customer feedback survey to be provided to the Board in the summer in preparation for the facilitate discussion in September to be led by Karyn Stock-MacDonald, City Business and Innovation consultant.

7.0 <u>Governance</u>

7.1 Review of Workplan
An update on the Corona Virus was added to the workplan for April.

7.2 Upcoming Meetings/Events/Chair Rotation
There were no changes to the schedule.

8.0 <u>Ownership Linkage</u>
There were no items for discussion.

9.0 <u>Board Advocacy</u>

9.1 Approval of ULC Race and Social Equity Statement
As one of its ongoing initiatives ULC has developed a Statement on Race and Social Equity as an act of commitment to a more equitable society and public libraries role in building that society. Over 160 public libraries in North America have signed the Statement as a public demonstration of a commitment to inclusive and diverse service delivery. As the third largest library in Ontario, and consistent with the Board Ends and the Future Directions Master Plan, it is recommended that the Library sign the Statement. By signing the Statement the Library establishes a baseline upon which it will continue to build policies, programs and actions that contribute to Mississauga being more inclusive and just as well as provide staff with a solid reference point for discussions with customers about the values the Library holds in building collections, programs and providing services to card holders.

16:20 Resolved that the Mississauga Public Library Board sign the Urban Libraries Council Statement of Race and Social Equity as provided in the report dated February 18, 2020 entitled "*Urban Libraries Council Statement on Race and Social Equity*" from the Director, Library.

Moved by P. Mak
Seconded by M. Almond
Carried

10.0 <u>Board Development</u>

10.1 OLBA Boot Camp Debrief – M. Almond and P. Mak

P. Mak and M. Almond attended a number of sessions during the Saturday Boot Camp including government and municipal relations, community engagement, Board and CEO linkages, and an innovative partnered federal/municipal library and archival initiative (Government of Canada and City of Ottawa).

M. Almond shared one of the many highlights from the "main" conference which was a session on Cognitive Care Kits. Burlington Library, in partnership with the local branch of the Alzheimer's Society, pulled together kits designed for people with cognitive issues. The kits include specially designed books, as well as puzzles, all with the goal of helping people with cognitive issues stay engaged. The library provides training for community members in how to use the kits. The kits have been in high demand.

The sessions were well-attended and those in attendance were representative of different regions of Ontario and both small and large municipalities.

11.0 Other Business
11.1 Action Log Review

The following items were added to the action log:
1) Update on timelines for the Central Library Renovation Project
2) Add a category in CEO Report for "Board Communications" to capture discussions
3) Board to work on questions to ask and decide which groups/stakeholders the Board would like to get feedback from in preparation for the mission/vision discussion in September

11.2 Open Window Hub

The CEO and L. Reed updated the Board on how the Open Window Hub has been operating since the passing of Library Outreach Worker, Kevin Berry. Assistance from the Region of Peel has been crucial and Veroy Clarke, who is on a 18-month secondment as Project Coordinator, came on board at the perfect time. All of the services at the hub will continue and L. Reed is in the process of hiring a part-time outreach worker.

In honor of Kevin Berry's memory and in appreciation of his tremendous work in the community, a suggestion was made to rename the Open Window Hub into "Kevin's Place". The Board was unanimous in its support of this proposal. A report will be submitted to City Council for approval.

12.0 In Camera Agenda
(see item 1.4)

13.0 Board Self-Evaluation

W. Mirjan led the self-evaluation. He noted the slow start to the meeting but appreciated the quick pace once it got going. He thanked everyone for coming to the meeting well prepared as evidenced by the very productive discussion. He thanked Val for chairing the meeting and the Leadership Team for all the work they do to keep the Board informed. He is looking forward to finalizing the new evaluation tool for meetings.

14.0 <u>Adjournment</u>

17:20 Resolved that the meeting adjourn at 7:35pm

Moved by S. MacKinnon
Seconded by Councillor M. Mahoney
Carried

<u>NEXT MEETING</u>
The next Library Board meeting will be on April 22, 2020 at Central Library.

_____   _____
Secretary/Treasurer   Chair

MISSISSAUGA PUBLIC LIBRARY BOARD
Special Meeting
Minutes of the meeting held on Wednesday, April 1, 2020 at 5:30 p.m.,
Virtually via Webex

Present:	Margot Almond
	Councillor John Kovac
	Samantha MacKinnon
	Councillor Matt Mahoney
	Priscilla Mak
	Wahab Mirjan
	Laura Naismith
	Val Ohori
	Carol Williams
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
Minutes Recorded:	Lori Kelly, Director, Library

1.0 Call to Order
V. Ohori called the meeting to order at 5:32pm.

1.1 Excused Absences
All members were present for the meeting.

1.2 Approval of Agenda

18:20 Resolved that the agenda be approved as presented

Moved by W. Mirjan
Seconded by L. Naismith
Carried

1.3 Declaration of Conflict of Interest
There were no conflicts of interest declared.

Mississauga Public Library Board Meeting
Wednesday, April 1, 2020

1.4 In Camera Agenda
   Pursuant to Ontario Public Library Act Sections
   (4) (d) labour relations or employee negotiations

19:20 Resolved that the Board go into closed session at 5:40pm.

Moved by M. Almond
Seconded by P. Mak
Carried

1.5 Board Self-Evaluation

M. Almond congratulated the Board on its first virtual board meeting. Despite the challenges posed by an online meeting, she was happy that everyone participated in a fulsome discussion. She thanked the Leadership Team for continuing to keep the Board informed during the Covid19 crisis.

1.6 Adjournment

22:20 Resolved that the meeting adjourn at 6:30pm

 Moved by S. MacKinnon
 Seconded by P. Mak
 Carried

NEXT MEETING
The next Library Board meeting will be on April 22, 2020 at Central Library.

_____   _____
Secretary/Treasurer   Chair

Mississauga Library System

Briefing Note

To:	**The Mississauga Public Library Board**
From:	Jennifer Stirling, Director, Library
Date:	April 14, 2020
Subject:	**CEO Report – March & April 2020**

BACKGROUND

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

Inform the Mississauga Public Library Board (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

Municipal Emergency Act – Bill 187

In response to the COVID-19 Crisis, the province of Ontario passed an Act allowing councils and boards to meet remotely during a state of emergency declared by the City or the Province. In response, the City passed By-Law BL0059-2020, to allow meetings to be transferred to a virtual format and to establish the authority for Council and the Board to establish quorum electronically. An amendment to the Meetings Governance Policy has been recommended in order to recognize the validity of virtual board meetings. The following guidance was received from the Ministry of Heritage, Tourism and Culture on March 27, 2020:

> *"Due to the need for 'social distancing', public library board meetings that are open to the public under the Public Libraries Act (PLA), may be held using a live video interface platform or conference call service, so long as the public may attend virtually, in real-time, and be able to ask questions. As with all library board meetings, advance notice is required and sufficient information of the topics to be considered should be made*

available to the public to enable them to make an informed decision as to whether or not to attend."

Bill 108: More Homes, More Choice Act, 2019

The Federation of Ontario Libraries (FOPL) was successful in lobbying the Ontario Government so that library services remain a development charges eligible service. Previous Provincial proposals had library services being part of the newly created Community Benefit Charge (CBC). However, the latest proposed regulation would require the city services of parkland acquisition, municipal parking, animal control and certain studies be funded through a CBC. Other community services such as libraries, indoor recreation and parkland development would remain eligible for development charges and net recoverable growth-related costs would be increased from 90% to 100%. To capture the additional revenue, municipalities will be required to update their development charges by-laws.

2020 Ontario Budget

As a result of the emergency declared in Ontario, the full Ontario provincial budget is cancelled and an economic statement that will last one year was issued digitally on March 25, 2020. FOPL continues to position their Ontario Digital Public Library initiative as a sustainable response to the COVID-19 crisis as well as broadband and educational initiatives.

ORGANIZATIONAL CHANGES

Commissioner, Community Services Announced

On May 16, 2020 Shari Lichterman will take the role of Commissioner Community Services. Shari has established her strategic leadership as Director, Recreation, where she has served since 2015. She played an integral role in the development of the Tourism Master Plan, the new Tourism Board, the rebranding of the Paramount Fine Foods Centre and the implementation of in-house Customer Service, the Future Directions Master Plan, the Older Adult Plan, the 2016 Ontario Summer Games and Parasport Summer Games and the 2018 Ontario 55+ Games. Shari has a Masters Certificate in Municipal Leadership from the Schulich School of Business at York University, a Bachelor of Commerce Degree from Carleton University as well as designations as a Certified Public Accountant and Certified Management Accountant. We look forward to Shari's contributions as we work together to support excellence in customer service and to support operations.

Effective April 6, 2020 Lori Kelly assumed the role of the Director of Human Resources. To provide backfill support, Jennifer Stirling will assume the acting role of Director, Library until September 2020. Backfilling Jennifer's position is James Cooper. James brings his extensive management experience and knowledge of technology to the role of Manager, Digital Library Services and Collections. Robert Whitfield is providing backfill support for James. Laura

Higginson will be retiring on June 30, 2020 providing over 25 years of service. Laura was beloved by her branches and will be missed. We wish her well as she explores the next chapter in her life. Marian Kutarna will provide backup support at Laura's branches.

SYSTEM HIGHLIGHTS

First quarter organizational highlights are enclosed in Appendix 1 to provide an update on the breadth of programs and services throughout the system.

The advent of the Coronavirus pandemic & the issuance of state of emergencies by the provincial and municipal government have significantly shifted operations. At the end of business on March 13, the library closed to the public. Staff continued to work in the building until the end of day March 18, when a decision was made to close city buildings and staff were directed to work from home.

In order to decrease the impact of closure on library customers, due dates were extended and fines were waived. Staff operations were directed to support 3 priorities:

1. Emergency Response Management
2. Virtual Branch Service Acceleration
3. Preparing for Re-opening

Emergency Response Management:
The Library Senior Management Team was actively engaged in problem solving to support service delivery and provide support and information to staff as the situation continued to evolve. The Library received significant support from the City's Information Technology team to equip staff with the technology and access to allow the Library to shift to virtual operational procedures. Senior management has been actively engaged with staff through the period to provide ongoing communication and support.

One important project undertaken by the library to support emergency operations in Mississauga is the use of library 3D printers to print straps for face shields for health care workers. In a partnership with Shop 3D, a local Mississauga vendor, over 50 face shields have been created and distributed to Mississauga health care sites including the Credit Valley Hospital. There are other points of active investigation to further this type of community support and outreach to date.

Virtual Branch Service Acceleration:
With the closure of physical branches, the library has shifted its operations to support customers through the virtual branch. In order to be responsive to the lack of access to the physical collection, the library increased access to virtual collections increasing the limits for both eBooks and eAudiobooks through Overdrive and downloadable movies through the Hoopla service. As part of the response to the pandemic some of our vendors and authors have increased service levels to customers. Until April 30, Ancestry.com has extended our in library use license to allow customers to use the service from home and JK Rowling has allowed unlimited simultaneous access to the first book in the Harry Potter collection to provide some needed magical escape

for our customers at home. In order to highlight resources available to support distinct comfort needs the selection team has created a series of curated lists to help keep kids busy, highlight cooking opportunities, provide comfort reads and to support mental health during this difficult time. Also, the Social Engagement team has produced a weekly newsletter and corresponding social media engagement highlighting available resources and programming.

Electronic resource usage is up significantly during the period as customers have been switching to eResource platforms during this period. Unique users in Overdrive have increased by 59% this year, including 11,000 additional customers since the library closure. We have added 1,124 new virtual cards since the closure in order to provide new customer support. Downloadable video content usage is up 300% and growing. On Monday April 20 the library is launching reciprocal eBook and eAudiobook lending with Burlington and Hamilton public libraries, which will almost triple the number of titles available for Mississauga residents and double the number of available copies, which will be an important addition for our customers at this time.

A significant undertaking in virtual branch programming is underway. Virtual programming is essential as it provides an important linkage between our staff and the community that they have relationships with, promotes reading and literacy, and highlights the considerable professional skills of our staff. The first wave of programming includes daily story times, pre-literacy skills development and enjoyable songs and rhymes. In addition to online programming, the library has also provided a popular Instagram Reader's Advisory service, where people submit requests and our staff highlights electronic resources available for checkout from our electronic research tools. The next phase of programs will focus on programming targeted at adults including interactive book clubs. We will be looking to extend these services as we move forward. There is also a project underway to evaluate how to extend services to customers who aren't comfortable with technology, and will be looking to support them using telephone-based services until the library re-opens.

Virtual Program Type	Attendees	Engagement
Facebook Storytime	1354	372
Every Child Ready to Read	2795	575
Instagram Readers Advisory	1943	260

Preparing for Re-opening
Mississauga is working with other libraries to evaluate and consolidate research and best practices to help us evaluate policies and procedures required for re-opening. The library has attended training sessions on COVID and materials, is sharing information weekly with large urban libraries across North America and participating in a task force with the large Canadian libraries. The library will also work with other customer-facing divisions within the City of Mississauga to review research and consolidate plans. It is premature to predict a date for re-opening so this work is being done at a high level now. Once plans are solidified, more detailed policies and procedures will be developed to allow for re-opening all while protecting the health and safety of both staff and customers.

MacMillan Rescinds eBook Embargoes

On March 17, MacMillan removed its eBook embargo, returning to its previous eBook pricing model for libraries. This embargo removal came after significant pressure on the publisher in campaigns from CULC and the American Library Association.

COMMUNICATIONS VIA EMAIL

Communications were provided to the board on March 14, 2020 to detail the decision to close libraries to the public in response to the declared state of emergency. A follow up email was forwarded on March 18 to provide information on the decision to no longer have staff in the building, but to work from home during the City pandemic closures. On March 20 an update on the Municipal Emergency Act which recognizes the validity of virtual board meetings and allows library boards to meet electronically during a defined municipal or provincial state of emergency.

Communications were delivered to the board on April 2 to provide updates on labour relations issues.

STAFF DEVELOPMENT

As a result of social distancing guidelines, many planned conferences and large meetings have been cancelled. Staff have been taking part in virtual training intiatives to support skill development in soft skills, technology and effective strategies for working from home.

Jennifer Stirling
Director, Library

MISSISSAUGA

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DATE: April 22, 2020

TO: Mississauga Public Library Board

FROM: Jennifer Stirling, Director, Library

SUBJECT: **Quarterly Organizational Highlights**

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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

- Customer comment: _"Thanks so much for your patience."_ – Customer expressing appreciation after Library staff assited them on how to use the public computers, walked them over and helped them login, and assisted them with troubleshooting as they tried to listen to an IELTS CD.

- Readers' Den Staff organised the Exam Support Initiative during exam season, which included the visit of a therapy dog, booking 111 hours' worth of additional study space (via various rooms in Central Library) and handing out self-care kits at the Readers' Den Desk, all 150 of which were picked up. Staff contacted Shankly (and handler Perry) from St. John Ambulance's Therapy Dogs program to arrange a visit. Perry and Shankly toured Central Library, helped students relax and focus during exam season. Shankly provided welcome relief to 220 stressed-out students.

- Readers' Den Staff have established a partnership with the Special Education class from Applewood Heights Secondary School. The students, ranging in age between 14 and 18, and possessing varying degrees of comprehension and ability, make monthly visits to Central Library. Visits include youth-appropriate topics and activities that are then tailored to the unique needs and interests of the students, before concluding with a trip to

the Children's Department, so the students and educators can select materials and resources to enjoy back at school and at home. The visits are heartily appreciated by the students and educators alike and all Staff involved have relished the opportunity to develop new skills while serving a community in need.

- **Open Window Hub**

  Since February, with additional resources brought in from the Region of Peel and CMHA, the Open Window Hub was back to consistent hours from Monday – Friday from 10am- 3pm. An intake worker, housing worker and housing work shop serve an average of 15 – 20 participants daily in the Hub. Weekly lunches have also continued with approximately 30 individuals attending every Tuesday.

  Avery Wainright was hired in March as a part-time outreach worker. This will allow the hub to extend hours and provide training to library staff.

Branches

- "Love, Your Library" Customer Appreciation
  Burnhamthorpe Library hosted its Customer Appreciation Day on February 8 as part of the "Love Your Library" marketing campaign. Customers created #LoveYourLibrary buttons using the button maker, created Valentine's Day Cards, and wrote love letters to the library using "Dear Library" cards, and heart shaped Post-it notes.

- Meadowvale staff made a presentation about Mississauga Libraries in the digital age to St Peter's Anglican Church men's dinner. Several who were at the presentation came to the library to get library cards after learning about all the possible services and resources.

- Burnhamthorpe Library hosted a library card drive at Philip Pocock Catholic Secondary School. It was a successful event with 75 students dropping by and staff shared information on library services, programs, and volunteer opportunities for Youth. Most of the students had a library card, but 12 new library cards were created from this visit.

- To celebrate Family Literacy Day on January 25, children's author Lana Button was invited to Mississauga Valley Library. Lana was very entertaining for families, especially little ones who listened attentively to her inspirational messages expressed through her endearing stories.

- Happy Birthday Dr Seuss! Burnhamthorpe Library Staff celebrated Dr. Seuss' birthday with programs and activities. Customers enjoyed the energy this event created as well as the engaging activities and programs. Staff dressed up to help promote the activities.

- Churchill Meadows Library staff toured the Luso Centre and conducted a sensory storytime for developmentally delayed adults. Staff are now regularly visiting the centre and members of the Luso community are coming to the library.

- Early ON opened in the Cooksville catchment area and the library have now formed a partnership with the organization where a staff member visits the centre monthly. Staff visited Early ON in January and February to conduct a story time and a Stay & Play. Afterward, staff connected with families to explain library services and Cooksville specific programming.

- The Port Credit Seed Library was reopened in the first week of March and was celebrated with a Grand Reopening Ceremony with community organizations, members of the community, and the Library. Workshops were offered, community partners attended to provide information about their eco-friendly organizations and customers were able to choose their new seeds to begin planting. It marked the first signal of Spring and the start of planting season.

During the launch of the Seed Library in early March, customers learned about the following:

- Starting from Seed. A workshop about food gardening presented by Ecosource
- The Buzz on Bees. A workshop about conservation action for bees presented by York University
- A Container Gardening workshop presented by Mississauga Master Gardeners.

There were also numerous booths to educate customers and provide information about gardening and the environment as they begin spring planting.

- Cooksville Library offered a Stories & Crafts program for Valentines Day. By incorporating literacy and crafts, the library has seen young customers become more engaged.

- On February 1st the Courtneypark Library hosted an afternoon of community-driven events and activities to show gratitude to customers. Attendees created personalized buttons, handmade crafts and played competitive basketball as well as built Lego masterpieces. Staff held a special blitz book sale to the delight of customers. The event was very well-attended and staff look forward to organizing another one next year.

- Streetsville Library rolled out the red carpet for a special "Countdown to Noon" on New Year's Eve. Little ones and their families who couldn't quite make it to midnight gathered to celebrate with stories, songs and activities and the ever important 3-2-1 countdown to a new year at the library.

- Courtneypark Library's Teen Advisory Group (TAG) had a successful Anti-Valentine's Day Social event. Teens watched a movie, created Anti-Valentine black out poetry, fashioned black hearts and a variety of other arts and crafts and enjoyed refreshments. Anti-Valentine's day is a highly anticipated annual event created by Courtneypark Library's talented TAG group.

- Malton Library Staff created a Black History Month display to highlight resources for all age groups that celebrate Black History in Canada and worldwide. A picture of this display with Malton staff member Sharon was also featured on the Library's Instagram page earning numerous "likes".

- The following email was received by Erin Meadows Library, *"I wanted to let you know that I attended the Strategies to Work Better & Live Happier talk at Erin Meadows last evening with a friend. We both thought it was excellent. The presenter was very knowledgeable and approachable. The library staff person (was very welcoming and informative about the resources available to support mental health. There was a lot of good discussion among the participants. My friend has never been to a Mississauga library and now says she is going to get a library card."*

- A 1000 piece puzzle was put out by Lakeview staff to serve as a stress-relieving activity for students during exam week. Many customers of all ages contributed to the completion of the puzzle.

- Lakeview Library screened five **Family Movies** to provide an activity for children and caregivers during school strike days. Parents and caregivers really appreciated that the library provided a community space for them to get out to.

- Lakeview Library enjoyed visits from 104 students from St. Edmund Separate School, and Queen of Heaven Catholic Elementary School, some of which came in and received their very first library card. After listening to stories and participating in songs they shook their sillies out and wiggled their waggles away.

- Lorne Park hosted **6 sessions** of Baby Storytime with a total of **180 attendees** for all sessions and **6 sessions** of Toddler Storytime with a total of **74 attendees** for all sessions. Participants leave with smiles and positive feedback after each session.

- Malton Library welcomed Norma Nicholson, an education and community nurse. Nicholson presented "Young Lives on the Line" and spoke to caregivers and service providers on how to address difficult teen behaviour and to create positive relationships with teens at different levels. Norma took questions from both community members and from staff on youth engagement. Both community members and staff offered positive feedback on the presentation. Norma also offered a potential training session for Malton Library Staff alone.

- Love Your Library: Customer Appreciation Day on February 6th featured a Harp and Violin concert presented by Chamber Music Mississauga. Sharlene Wallace, one of the most prolific and influential harpists and Anne Lindsay, the most engaging and versatile instrumentalists in Canada has entertained over 60 of our customers that day. The concert was followed by small refreshments and socializing with the audience. Customers were delighted to be able to spend time with the artists.

- The therapy dog, Toby was welcomed by the Frank McKechnie Library community on January 9. 30 people visited with Toby.

- A customer appreciation Day was held Feb 15. Customers lined up for the "photo booth" (green screen) to take glamour shots.

System-Wide

- Virtual cards launched in December 2019 saw several hundreds of customers sign up online and became an important service highlight after March 14th closure of libraries.

- The Program Development and Training team has encouraged staff-wide participation in providing online content through Facebook Live platforms, and via shorter video-based submissions which can be used by the Social Media team to encourage residents to use our eResources during our closure period.

- The Social Engagement team has worked with on the Central Library renovation project in order to communicate the renovation information but also engage the community in the project. This has included creating a Have Your Say website (mississaugalibrary.ca/reno) and engagement boards placed around Central Library where customers can leave their feedback in writing.

- In response to the COVID19 crisis, the Social Engagement team has engaged with the Mississauga Library community in many ways – through social media, email correspondence and weekly eNews blasts starting on March 13.

RECOGNIZED AS A KEY LEARNING INSTITUTION

Central Library

- As part of Customer Appreciation Day at the Central Library, Readers' Den Staff lent their expertise to the "Ask A Librarian" component of the event, modelled after a similar installation at the New York Public Library. Library users had full access to the Staff members' expertise, with Staff fielding and responding to 28 total user queries in a 2-hour span.


Branches

- Drums etal presented "African Drumming and Storytelling" on February 8 at the Frank McKechnie Library. 24 participants, ranging in age from older adults to very young children, thoroughly enjoyed the engaging session.

- Burnhamthorpe's Junior STEAM Club learned Coding basics using the Code-a-Pillar Twist. Parents and children had fun setting up an obstacle course using Duplo, chairs, and then twisting Code-a-Pillar's dial's to avoid the obstacles and in order to reach the target.

- Meadowvale Library staff were interviewed by a Sheridan College Architectural Technology student about library design.

- Freedom to read week was highlighted at Mississauga Valley Library with a thought provoking display.
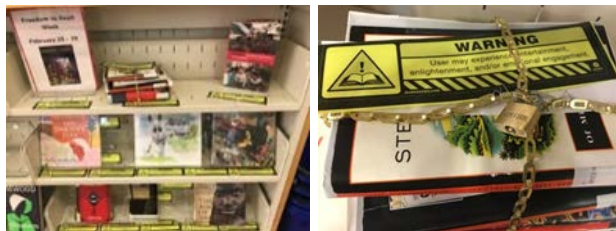
- Burnhamthorpe hosted its first Baby storytime in January. It was well received and attended even on the coldest day with -13C temperature. Customers appreciated the program and an opportunity to connect with others. Staff promoted Early Literacy and Every Child Ready to Ready components each week.

- Churchill Meadows Library staff created a PowerPoint presentation about levels of government for grade 5 class visits. The classes used to go to City Hall, but are coming to the library now as the city program was cancelled.

- The Music Maker program at Cooksville Library was initiated last year after Hayley Thomas won "Guppy Tank" at the 2019 MLS Conference. The money was used to purchase twenty Glockenspiels to be used for system-wide programming, but housed at Cooksville Library. This quarter, Cooksville Library continued to provide the program where participants used the musical instruments to learn songs and basic music theory. However, the program also transformed. We started having to run the program twice in one day due to customer demand. Cooksville Library also started to offer the program to specific groups for dedicated visits. These groups include: TL Kennedy students, students of Applewood Heights for a sensory story time and music class visit, and to a group of residents from Credit River Retirement with varying degrees of dementia. Musical literacy has flourished at Cooksville Library and we will continue to grow this program in new ways.

- Courtneypark Library held a Green Screen programming event where staff taught attendees how to create their own Green Screen inspired masterpiece photography. Staff trained customers how operate the DSLR camera and walked them through the process of creating personalized green screen images. They showed them how to download pictures, create backgrounds and produce a final finished product. The customers were extremely engaged in learning about Maker space technology and creatively applying it. The event was a success and both staff and customers look forward to another Green Screen program in the future.

- Sheridan Library programmers ran two very engaging and successful Introductory to Sewing Machines programs for kids.

- Courtneypark staff strives to create meaningful and educational programming for key demographics to introduce coding in a fun manner. The Courtneypark Library had two very successful robotics programs for our junior and tween customer base. Staff taught children how to use the Ozobots and finished the program with robots racing through a handmade obstacle course. Tweens were taught coding and learned how to code DASH robots. For the grand finale the tweens raced their robots through a maze created by a talented staff member. There was a fantastic turnout for both programs and staff are currently brainstorming future programs.

- Staff from Erin Meadows Library represented library at the Erin Mills Connects meetings. Erin Mills Connects is a collaborative of community leaders and parents/guardians whose goal is to increase the well-being of area families. Library staff promoted the variety of library services and programs, with special focus on youth.

- The Knitting Circle at Lorne Park is hosting a Knit-Along, with more than **16 participants** learning a new pattern and building their skills through Library staff guidance and resources.

- Lakeview's book club stared the New Year with Michelle Obama's book, Becoming. When asked what they liked about book club the 13 customers in attendance shared the following:
  - they appreciated being exposed to a variety of genres and author
  - found it good to have both Fiction and Non-Fiction titles
  - most of all, they enjoyed going out for an evening of discussion.

Lakeview Library hosted Chartered Professional Accountants Canada program. The 13 participants were taught how to save money by learning how to reduce taxable income, maximize deductions, and use allowable tax credits.

- At the beginning of the year, Lorne Park hosted **18** enthusiastic Beaver Scouts and provided a tour of the Library and fun activities to meet their learning goals.

System-Wide

- In March the Social Engagement team launched and promoted the Mississauga Library virtual resource page to help customers who are looking for library materials while stuck at home. The page promotes the Virtual Library card and all of the resources available from home. mississaugalibrary.ca/virtual

INSPIRING, WELCOMING AND CREATIVE SPACES

Central Library

- Readers' Den Staff created a wonderful display in the Library Atrium in honour of Black History Month. A tangle of railroads, inspired by the cover of Colson Whitehead's "The underground railroad", showcases the often non-linear progression towards equal rights for the Black community in Canada, highlighting seminal milestones, setbacks and trailblazers throughout the Canadian Black experience. Flanking this timeline are staples of Canada-connected Black literature, along with QR code-linked citations for further information.

- The "Dear Library" campaign was featured in both departments and there were many comments received. Children were especially excited to write a valentine to the library. While staff expected to see a wide variety of responses, the vast majority of the respondents indicated that what they loved most about the Library were the books and the support for reading, "…you have many books I can discover!" In addition, there were positive comments about the space and the staff, "… I have been coming to the library since I was a kid, but every time I come to the library I feel more welcome than the last time because of the wonderful staff!"

Branches

- The Interactive mosaic mural at Frank McKechnie Library was completed in February thus revealing to all contributors the final picture.

- Malton Library Staff coordinated moving the reference desk to the lower level of the library, departing from the 'one desk' service model the branch had been operating with. Staff worked with the Manager and Area Manager to evaluate the decision, complete space planning, and review any scheduling/logistical concerns. The decision came about as a result of concerns in applying good customer service and access to reference services as well as a need to improve engagement with customers using the space in the lower area. The desk was officially moved in January and both staff and customers have offered positive feedback. Staff have noticed more reference and reader's advisory questions and greater ability to engage with our teen customers. This project also completed action items that had been brought up through the security engagement project as well as the employee engagement survey.

- For February's book display, Burnhamthorpe Library participated in the "Blind Date with a Book." The display was well received by customers. Staff at all levels participated and enjoyed this program.

- The Museums of Mississauga held a storytelling workshop at the Mississauga Valley Library on February 22. Participants learned about Mississauga's first Black settlers and had an opportunity to create their own settlement story.

- Streetsville Library held a PA Day Scavenger Hunt based on the novel "The Blackthorn Key". Participants explored various stations and unlocked the secrets within to solve the mystery

- A "Love Your Library" display was created at Burnhamthorpe Library in February. Customers actively participated   and showed their love to Library services and staff.

- St. Joan of Arc Catholic Secondary School students in the wood shop class have sanded and refinished the

wood chairs in the lobby. Horticultural students are taking care of the Churchill Meadows Library's plants for extra credit.

- A Churchill Meadows Library customer commented: *"I want to tell you that I really like the decorations that they create and put up for each season and festival…I appreciate the effort that the librarians put into making the library fun and appealing."*

- During PA Days and Strike Days, Cooksville Library offered full days of programming to respond to the need in the community. Various programs were offered: the Music Maker (Glockenspiel) program, Crafts & Stories, Games, and passive programs for children. Cooksville Library also offered an interactive Scavenger Hunt centred on winter in Canada. We saw children interact with staff and the collection in new ways; including our customers that use our computers daily for video games. The scavenger hunt also allowed for our young customers and newcomers to learn about winter in Canada.

- The Courtneypark Library held a successful Drag Queen Story time where Atmos Fierce engaged families with fun and colourful stories. Atmos Fierce spread a larger message to our community of acceptance and diversity within and beyond the library. The Courtneypark Library was proud to host Drag Queen Storytime and hopes to offer more story times in the future.

- Customer Appreciation Day was celebrated at Erin Meadows Library in February. It was a busy day that was enjoyed by the customers. TAG members with musical talents played for customers. Other TAG members made balloon animals and gave them away to kids. Cake and refreshments were served and there was a craft table and customers made beautiful Valentine's cards.

- Additional wireless access points were added throughout Erin Meadows Library, to allow customers a stronger signal throughout the branch.

- After a Lakeview Library staff member helped a customer for 40 minutes, the grateful customer left this comment card: "I am a senior who came to make 2 copies of a business form as I only have a iPad & a phone & WiFi modem at home. I haven't used a computer in over 5 years. [staff member] – a lovely young lady helped me and save the day. ♥ xx oo" – Lois B.

- Lorne Park hosted Drag Queen Storytime on Saturday February 20, and had a total of 68 attendees. Many participants noted that this was an appreciated program and made a difference in the community.

- Lorne Park provided eye-catching and engaging displays during Q1, with a total of **15 displays**. Successful displays include Newspaper vs Digital Comics (featuring the graphic fiction and non-fiction collection), Staff-pick movies (DVD recommendations from staff) and Have Your Say! (Customer recommendations for other customers).

System-Wide

- Launched the Technology Champions staff training program that enhances public service staff skills in assisting customers in the library's digital collections and library technology.

- The Social Engagement team worked on launching the 2020 Marketing Plan with print, digital and social media campaigns. This also included the launch of new tools to assist with marketing such as new creative briefs template, a blocking chart and a campaign timeline. All of this has helped the team launch 26 marketing campaigns in Q1.

- The Social Engagement team conducted a signage audit in late 2019 with the results rolling out to locations in 2020. This has also resulted in a new naming document to ensure the consistence of the Mississauga Library name.

MULTI-TALENTED PEOPLE CHANGING LIVES

Central Library

- Mississauga Library staff participated in the Ontario Library Association's Superconference at the end of January. Four different staff members assisted with four different presentations including accessible library services, leadership, being a new librarian and book recommendations. In addition, many librarians from the departments attended the conference and assisted with other activities such as mentoring, convening sessions and other volunteer duties.

Branches

- Burnhamthorpe staff participated in World Wildlife Fund's National Sweater Day on February 6. On this day, automated temperatures were turned down. It was noted that turning down the thermostat by just 1 degree in the winter saves approximately $150 per year and can also reduce greenhouse gas emissions by 5%. That's equivalent to taking 1 car off the road! Staff wore their sweaters in support of energy conservation efforts.

- Sheridan Library programmers piloted a new Maker program teaching Coding for Adults using Java in January.

- Streetsville Library continues to expand its sensory programming for children and adults with developmental challenges or exceptional needs. Relationships have been established with several schools, adult respite centres, and community agencies. Stories, crafts, music, and interactive elements are all engaged. Maker equipment such as the green screen and robotics have been introduced with great success as well.

- Burnhamthorpe's monthly Social Club celebrated Chinese New Year with oranges, fortune cookies, chocolate covered coins, and button making. It is recognized that this program allows for connections and reduces social isolation.

- Hayley Thomas was awarded third place winning $1250 dollars for the Music Maker program for the Mississauga Library System after presenting her idea in a sixty second pitch at OLA SuperConference for the Larry Moore Challenge Dragon's Den. She will be using the money to grow her Music Makers program by purchasing more Glockenspiels and adding djembes (drum) to the program.

- Central Library wanting to assist a Japanese-speaking customer but were unable to even using Google Translate, spoke to one of the staff at Clarkson who knows how to speak Japanese. This staff member had a delightful conversation with the customer and was able to listen and spend time with the customer. The customer was pleased with the outcome of the interaction and was quite effusive in her praise of library staff.

- Courtneypark Library runs successful and well attended story times where customers bring their families and learn through music, stories and songs. Customers left wonderful feedback for the Toddler Story time and look forward to returning for the next session. Staff continuously upgrade their programming skills and develop their talents to create thoughtful, educational and enjoyable programming for customers.

- Staff from Erin Meadows Library assisted a customer who was interested in one-on-one resume help but was too late to register for the time slots. Although more were offered in February at the branch, the customer noted it would be too late for them. Staff then suggested about offerings at other libraries, but given the customer took

the bus and had limited mobility, there were limited options. Staff not only arranged for the customer to attend a session at Churchill Meadows, but also guided them through what buses to take to and from the branch.   The customer was thrilled with the thoughtful service and made a point to thank staff for going above and beyond to help them.

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- The annual Food Drive at Lorne Park run by Library staff, resulted in the donation of 7 boxes of non-perishable food items and supplies for the local community to Compass Food Bank for redistribution.

- Streetsville Library's Knitting Club started knitting squares for a quilt that was to be donated to the Open Window Hub. The project was expanded to include other library patrons, and the outpouring of knitted squares eventually resulted in enough to make several more blankets than originally planned!

- Lakeview Library staff brought in items to contribute to the Open Window Hub. This centre, located at the Central library, offers help to at-risk individuals and homeless people in Mississauga who need advice and support from a qualified social worker. They put vulnerable young people and adults in touch with treatment, housing and employment services to help integrate them back into the community.

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System-Wide
- At the end of March, the Program Development and Training team started to create a new Learning Module for online content, aimed at providing support for programming staff to provide online content when engaging enthusiastically with Mississauga residents (while maintaining copyright).

ACCESS TO MANY RESOURCES IN MANY WAYS

Central Library
- Customer Experience processed over 1000 virtual card registrations.

- Readers' Den staff conducted 16 total CELA interactions, including new registrations, DAISY orientations, and responding to questions and special requests. In addition, responding to the Library's LIT team's appeal for expertise, Readers' Den Staff compiled a document of recommended guidelines and specifications with regards to the purchase of a tablet for use with Accessibility activities, including CELA intake and consultations, demonstrations and outreach. Readers' Den staff will maintain ongoing CELA services to the community during the closure period.

- Readers' Den Staff continued to present at various MLS Staff Meetings on Books to Go, CELA, Homebound Services and the Accessibility workstations. 2019 Count Week statistics indicated that the Mississauga Library is responding to more questions about accessible library services. With increased staff awareness due to the additional training, customers have shown increasing interest in accessibility in the Mississauga Library. CNRD Staff will pursue attendance at other staff meetings across the system, in order to bolster the MLS body of knowledge on these critical system-wide services.

- Staff from the Children's Department conducted a family storytime at the Art Gallery of Mississauga. This partnership is seen as a good way to promote the Library's staff and resources in an alternative venue in

Mississauga's downtown core. The gallery also makes for a unique location to share stories, songs and rhymes while interacting with art in the space.

Branches

- Mobile Wi-Fi hotspots and laptops for use in the library were introduced to the Frank McKechnie Library and have become very popular. These resources are really meeting a need in the community.

- In January, Burnhamthorpe's new 3D printer arrived and staff immediately started to experiment with it. With the Ultimaker 3D printer, more complex files can be printed using "support" filament that can be dissolved in water as illustrated below:

- Erin Meadows Library hosted staff from the Peel Multicultural Council. The agency provides newcomers with assistance and resources they need to achieve their goals in order to become contributing members in their community. It offers a variety of services including, counseling, financial planning, legal assistance, health and housing advice and English classes. In addition, they offer a wide range of job search workshops and youth programs. A regular Conversation Circle was also held weekly at Erin Meadows Library.

- Lakeview Library's introduction to sewing machine basics saw every machine in use as participants created a reversible placemat.

- English Reading Circle & English Conversation Circle has seen increasing numbers each week and programming session. The English Reading Circle allows customers to read aloud, discuss definitions and pronunciation amongst the group. When Cooksville Library isn't offering English Reading Circle, there is a session of English Conversation Circle. Our young customers will logoff the computers (where they are playing games) and join in on the program. It has established deeper connections in our community as customers learn together.

- A Clarkson Library customer was looking for Euro mysteries, so a Supervisor browsed the mystery fiction section and pointed out several Scandinavian authors and an Icelandic one. Our staff member also highlighted Donna Leon's Commissario Guido Brunetti mystery series to the customer's attention despite her being an American author. The customer was happy to find several new authors she had not yet read.

- At the staff meeting held in February Mississauga Valley Library staff learned about and were given access to the accessibility resources offered by the Mississauga Library, via the Central Library's Reader's Den. This session aided greatly in helping staff promote these resources.

- Streetsville Library's "Try-It Fitness" program engaged customers to try their hand at tai chi and other low-impact fitness options.

- A Clarkson library staff member helped a customer complaining about missing comic and crosswords pages from current newspapers. She showed him how to use Press Reader and how to print pages or selections for his use. He thanked her again a couple weeks later for showing him the access to online newspapers.

- The new Raves and Faves collection are one of the highlights of Courtneypark's print collection. Staff promoted the 2020 Raves and Faves by shifting and creating space and corresponding signage which included posters and bookmarks. The collection is appealing, accessible and tremendously popular with customers.

- Lakeview Library customers were able to try out a variety of **Maker Mississauga** items:
  - **Tech Petting Zoo**
    Fourteen students enjoying a PA Day away from school had the opportunity to try out a variety of technology by participating in Lakeview Library's tech petting zoo.

  - **Green Screen Photography**
    Participants took pictures with a professional camera and lights in front of a green screen at Lakeview Library, and then edited in backgrounds and objects. Great fun for everyone involved.

System-Wide

- After library closure, launched remote access to Ancestry.ca for customers.

- On March 12, when the Program Development and Training team was informed that March Break programming would be cancelled in light of the Covid-19 situation, the work of the team changed significantly. Since that announcement, the team has modified its work substantially by making a switch from in-library programming to a solely online platform. We continue the work of expanding program opportunities beyond the 'storytime' age group.

City of Mississauga
Library Board Report

Date: April 12, 2020	***Agenda 5.1***
To: Mississauga Public Library Board	
From: Jennifer Stirling, Director, Library	Meeting date: April 22, 2020

Subject

2020 Q1 Utilization Report

Recommendations

1. That the report entitled "*2020 Q1 Utilization Trends and Analysis"* dated April 7, 2020 from the Director, Library be received for information.

REPORT HIGHLIGHTS:	• The March COVID-19 closure has significantly affected statistics related to Library usage • Physical circulation decreased by 19.7% (from 1.2 million in first quarter of 2019 compared to 0.9 million in 2020) • Electronic circulation increased 11.6% in the first three months of 2020 driven by Overdrive, Hoopla and Flipster. These numbers have significantly increased since the mandated library closure. • Comparing the first two months of the year, the Library has offered 11.4% more programs in 2020 than 2019 and had 17.24% more attendance. • With the public health mandated closure, programming was adapted to the virtual branch. The first program was held April 1, 2020 so data on this new programming stream will occur in the Q2 Utilization Report.

Background

This report is the Q1 (January – March) Utilization Report identified in a schedule of Key Performance Indicator (KPI) reports for the review by the Board. This report provides analysis of all data related metrics currently available and compares them to the same periods in the previous year.

The table below shows all utilization metrics for Q1 2020 compared to the same period last year. A more detailed analysis can be found in the comments section.

Key Utilization Metric	2019 (Jan - Mar)	2020 (Jan - Mar)	2019 - 2020 % Change
Collection Size	1,072,533	1,087,070	1.36%
Physical Circulation	1,221,766	981,223	-19.69%
Catalogue Users	283,879	245,539	-13.51%
Foot Traffic	1,060,842	869,563	-18.03%
Programs (Jan - Feb)	1,071	1,193	11.39%
Program Att (Jan - Feb)	16,644	19,513	17.24%
Registered Card Holders	1,579,541	1,662,418	5.25%
Virtual Card Holders	0	1,697	infinite
Workstation Usage (MyPC)	120,219	73,451	-38.90%
In-branch Services (Total)	**5,356,495**	**4,939,970**	**-7.78%**
Electronic Circulation	313,730	350,155	11.61%
Database Searches	87,099	99,802	14.58%
Website Visits	215,748	198,707	-7.90%
Virtual Services (Total)	**616,577**	**648,664**	**5.20%**
TOTAL USAGE	**5,973,072**	**5,588,634**	**-6.44%**

*Note: Programs Stats have a reporting lag of approximately two months

Comments

Circulation

Physical circulation is down 19.7% year over year. Much of the decrease can be attributed to the COVID-19 pandemic which resulted in a public health mandated closure effective March 13, 2020. Electronic circulation has increased as a result of the closure and Overdrive and other electronic resources once again showed enormous uptake, growing by 20% year over year.

eResource	2019 (Jan - Mar)	2020 (Jan - Mar)	2019 - 2020 % Change
Overdrive	176,840	213,433	20.7%
RB Digital	44,030	42,101	-4.4%
Freegal	80,428	76,897	-4.4%
Hoopla	11,489	16,700	45.4%
Flipster	943	1,024	8.6%
eResources Total	**313,730**	**350,155**	**11.6%**

Foot Traffic

Following the trend of physical circulation, foot traffic in the library branches posted a decline of 18.03% year over year comparing the first quarter of 2020 with the previous year. Much of the

decrease can be attributable to the mandated closure, as the first two months of the year showed strong growth before the disruption. Branch foot traffic counters recorded an increase of 3.2% in January and a massive increase of 12.39% in February compared to the same period last year.

Programs

Programming reporting processes are two months in arrears, so this report only reflects the first two months of 2020 to the same time period in 2019. This is fortunate in some sense since the COVID-19 closure would significantly impact the year over year physical program attendance performance, but again there is reason for optimism because the first two months in 2020 show the Library had an 11.4% increase in the number of programs compared to2019 and an attendance increase to19, 519 in comparison to 16,644 attendees in 2019. It is important to note that with the closure, the Library has switched its approach and is moving programming streams online to the virtual branch. The first program was released April 1, 2020 and as a result the information on program uptake will be included in the Q2 utilization report.

Year	Programs	Attendees	Cancelled
(Jan - Feb) 2020	1,193	19,513	48
(Jan - Feb) 2019	1,071	16,644	114

Library Cardholders

The analysis reveals that the total number of Library users is increasing, but at the same time the active users are dropping. This may indicate that although the Library is attracting new users, the number of existing users who are remaining active is dropping by the same amount. In 2020 the Library has seen an increase of 5.2% of total customers compared to a decline of 5.2%. In addition, the rollout of the virtual card program on December 2nd, 2019 was timely given the closure of libraries due to COVID-19. Of the 1,697 virtual card users 1,127 signed up after the Library closed on March 13th, 2020. It is anticipated that even more uptake of virtual cards will continue as the Library's Social Engagement team increases awareness of this service on the Library's Social Media channels.

	2019 (Jan - Mar)	2020 (Jan - Mar)	2019 - 2020 % Change
Active Customers	633,301	624,929	-1.32%
Active First Step	4,831	4,009	-17.02%
Virtual Cardholders	0	1,697	infinite
Active Non-Resident	14,539	14,872	2.29%
Total Customers	**1,579,541**	**1,662,418**	**5.25%**

Complicating this trend is the fact that not all library activity is captured as an "active use" in the

Library's database. As the Library's usage patterns are changing new data is not currently captured for different kinds of statistic use, including program registration and the use of some electronic resources that are not captured through the central databases. To address this, the Library will move to ensure consistency by changing its operational processes to ensure program registration is tied to usage counts through the online program registration project in 2020 as well as looking at single sign on options which will consistently authenticate and capture statistics on all electronic resource usage.

<u>Virtual Services</u>

Virtual services at the Library are tracked using three categories; electronic circulation, database searches and website visits. There is a noticeable increase of 14.6% in first quarter of the year. Currently, the library offers 21 database portals services to provide access to online journals, ebooks, training and skill development and children's online resources. Due to the current situation where mostly students and children are at home, the use of these services has increased. It is important to note that some of the resources are licensed for internal library use only and their use will be impacted by the mandatory closure (including Ancestry Library and Proquest Historical Newspapers – Toronto Star). Ancestry Library is a good example of this, but we should see their numbers rebound in the April usage reports as the vendor has offered free external access during the closure.

Public Services Databases (Jan – Mar)	Vendor	2019	2020	% Ch
CPA Canada Handbook	CICA	4	0	-100.0%
CPI.Q	Gale	486	312	-35.8%
Kids InfoBits	Gale	411	629	53.0%
Literature Criticism Online	Gale	163	71	-56.4%
Literature Resource Centre	Gale	103	20	-80.6%
Virtual Reference Library	Gale	380	211	-44.5%
Gale Health and Wellness Resource Centre	Gale	216	137	-36.6%
Reference US/Canadian Business	Info Canada	9,233	8,457	-8.4%
Learning Express	EBSCO	430	630	46.5%
Lynda.com	Lynda.com	46,805	54,884	17.3%
Mango Languages	Mango	4,392	4,867	10.8%
Access Science	McGraw Hill	27	47	74.1%
Ancestry Library Edition	Proquest	7,667	3,864	-49.6%
eLibrary	Proquest	2,389	3,239	35.6%
Press Reader	Proquest	1,913	2,673	39.7%
Proquest Historical Newspapers: Toronto Star	Proquest	3,078	3,073	-0.2%
Safari Books	Proquest	1,206	1,848	53.2%
Scott's All Select Profiler	Scott Direct.	1,483	3,743	152.4%
Tumblebooks	Tumbleweed	3,585	7,143	99.2%

Value Line Investment Survey	Value line	3,128	3,954	26.4%
Totals:		**87,099**	**99,802**	**14.6%**

Conclusion

The Library is off to a very good start in the first two months of the year but due to the COVID-19 closure in March the physical circulation numbers have dropped. The increased online and virtual services are offsetting the decrease in the use of physical items. The report shows a high growth trend in the use of electronic resources when comparing the first quarter of 2020 to 2019. The numbers of programs offered and program attendance also show a high increase for the first two months of the year. Additional analysis will be required to help interpret the change in usage as online programming will not be able to completely replace the breadth and range of in person programming, and online resources do not have the selection or availability of the library's physical collection. We will work to review and provide feedback and work with other libraries to benchmark in order to provide a comprehensive overview of performance, given the prolonged library closure.

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Jennifer Stirling
Director, Library

Prepared by:
Mike Menary, Manager Planning, Development and Analysis

City of Mississauga
Library Board Report

MISSISSAUGA

Date: April 11, 2020	***Agenda 5.2***
To: Mississauga Library Board	
From: Jennifer Stirling, Director Library	Meeting date: April 24, 2020

Subject
Adoption of 2020 Budgets

Recommendation
That the Library's 2020 operating and capital budgets, as approved by Council on January 22, 2020 be adopted.

REPORT HIGHLIGHTS:	• The 2020 Library operating budget is $31.2 million, an increase of $1.07M or 4.0% from the 2019 budget. • Approved capital projects include expanded funding for Central Library and Library technology.

Background
Each year Council approves both the operating and capital budgets allocating funds for the Library to support the Library's strategic priorities and Business Plan initiatives. Operating funds are provided to enable the Library to meet service needs. The Library also annually receives capital funds to replace public furniture and equipment and implement major initiatives such as redevelopments or technological improvements.

Comments

Council approved the 2020 Library Business Plan and Budget on January 22, 2020. The approved Library operating budget for 2020 of $31.2 million and is an increase of $1,074,101 or 4.0% from the 2019 budget.

(000s)	2020	2019	Change
Labour	23,579	23,213	2%
Library Materials	4,005	3,955	1%
Other Operating	3,608	2,950	22%
Total Expenses	**31,192**	**30,118**	**4%**
Operating Revenue	-2,102	-1,969	7%
Revenue from Tax	29,180	28,149	4%
Total Revenues	**31,282**	**30,118**	**4%**

Item Details:

Library Materials: Includes purchase of collection items for public use including all print material, all e-books, databases and other e-resources.

Other includes occupancy, utilities, transportation, equipment and materials and supplies, corporate allocation costs

Library Revenues includes all fines and fees as well as program room rentals, photocopying charges, leases, vending commission and grants.

The Library's 2020 operating budget includes additional $465,000 in funding for the following initiatives:

2020 New Projects	(000)$
Modernizing Customer Facing Library Technology (including virtual branch enhancements, increased access to accessible workstations, improved technology integration into operations and expanded IT equipment lending)	157
Maker Mississauga Programmers	146
IT Specialist	87
Creative Cloud & Apple Care Licenses	50
Musical Instrument Lending	25

The 2020-2029 Library Capital Budget includes continued funding for the Revitalization of Central Library and the lifecycle replacement of public-use furniture and equipment.

2019 – 2028 Capital Budget New Projects	Year	(000)$
Central Library Redevelopment	2020-2029	42,000
Enhanced Customer Access (including assistive workstation expansion, inventory wands, local history section digitization, online room and material booking and an eBook "hot reads" collection)	2020	985
Makerspace Mississauga (Malton)	2020	455
Modernizing Customer Facing Library Technology (including virtual branch introduction, improved mobile presence, enhancing access to the online catalogue and IT equipment lending)	2020	291
iMac Expansion	2020	218
Security Action Plan	2020	200
Library Program Equipment	2020	200
Library Renovations to Various Locations	2020	62

Conclusion

The 2020 Library Operating and Capital budgets position the Library to move forward on the Library Board's strategic objectives found in the Future Directions Master Plan while continuing to operate the Library and meet customers' needs.

Jennifer Stirling
Director, Library

Prepared by Mike Menary, Manager, Planning Development & Analysis

MISSISSAUGA PUBLIC LIBRARY BOARD
2020 Work Plan

Month	Executive Limitations	Governance	Board CEO Linkage	Ends	Consent Items	Other Business
2020						
April	Q1Utilization Report; Budget Discussion	Governance Policies Review		Downtown 21 Plan presentation		Library Response to School Strikes
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 Review	Review Annual Key Objectives (CEO)		Business Plan and Budget; Approve Audited Financial Statement	
October	Budget Estimates Report; Q2-Q3 Utilization Report; KPI Update(Multi Talented People Changing Lives)	Annual Board Self-Evaluation; Board CEO Linkage Policies Review		Trends Report Collection HQ	2nd Qtr Financial Review	
November	KPI(Know & Engage with Our Community; Access to Many Resources in Many Ways)); Evaluate CEO's efforts & compliance	Review Executive Limitations Policies (CEO)	Review Annual Key Objectives (CEO)	Open Window Hub Year in Review Presentation	3rd Qtr Financial Report	
2021						
January	CEO Report (Monthly); Review Exec. Limitations Policies (CEO)					
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; Board Meetings policy	

Upcoming Events/Meetings with proposed locations & Chair		
Date	**Event/Location**	**Meeting Chair**
2020		
April 18, 2020	SOLS Trustees Meeting Virtual	
April 22, 2020	Board Meeting Virtual via Webex	Margot Almond
May 20, 2020	Board Meeting Cooksville Library	Carol Williams
June 17, 2020	Board Meeting Woodlands Library	Wahab Mirjan
October 2020	Comic Expo Details to follow	
October 21, 2020	Board Meeting TBD	
November 18, 2020	Board Meeting TBD	

City of Mississauga
Library Board Report

Date: April 14, 2020

To: Mississauga Public Library Board

From: Jennifer Stirling, Director Library

Agenda 7.3

Meeting date:
April 22, 2020

Subject

Review of Governance Policies B1-B13

Recommendation

1. That the Board approve suggested changes to the B13 Meetings Governance Policy in alignment with the 2020 Municipal Emergencies Act and the City of Mississauga By-Law B0059-2020.

2. That the Board approve suggested changes to the B4 Executive Positions to ensure alignment with the term of office defined in the Public Libraries Act.

Background

The Mississauga Library Board currently has13 policies governing its operations. The policies set out the conditions to ensure the effective operation of the Board, in alignment with the Carver model of board governance. Current Governance policies are available on the Library Website. Policy compliance is reviewed annually and was last reviewed on November 19, 2019 with the exception of B3 Board Job Description that was approved on December 11, 2019 and B13 the Meetings Policy amended February 2020. Former policy B9, Council of Former Library Board Members was rescinded in November 2019 to align with current practice. As a result, policies were renumbered.

Comments

A detailed assessment of the Board's compliance can be found in Appendix 1: Review of Governance Policies April 2020.

Given the passage of the Municipal Emergency Act, 2020, passed in March 2020, and the related passage of Mississauga By-Law BL0059-2020 which provides authority for Board meetings to be conducted electronically during periods of declared emergency by the City or the Province a recommended change to B13 is included for the Board's consideration in the attachment B13 Meetings. Passage of this change will ensure that the Board has established authority for the use of electronic meetings when meeting in person is not possible given a legislated state of emergency.

The February 2020 review of the Meetings policy found that the indicated term of service for the Board Chair and Vice Chair did not align with the prescribed term as defined in the Public Libraries Act. A recommended adjustment to the wording is included for the Board's review to move the policy into compliance.

Financial Impact

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

Conclusion

The Mississauga Library Board currently has13 policies governing its operations. The policies set out the conditions to ensure the effective operation of the Board, in alignment with the Carver model of board governance. Current Governance policies are available on the [Library Website](). If warranted, the Governance policies can be amended to further enhance the way the Board and Board members govern the Mississauga Library System. As there have been changes to allow for the electronic attendance at meetings during a declared emergency period, a revised B13 Meetings policy has been appended for approval. In addition, the review of the Meetings policy in February highlighted the discrepancy in term of between the term defined in the report and the term limits established in the Public Libraries Act (as the term of Council). An update to Policy B4 has been included for approval.

Attachment

Appendix 1:   Review of Governance Policies April 2020
Appendix 2:   BY-LAW Number 0059-2020
Appendix 3:   Policy B13 Meetings revised
Appendix 4:   Policy B4 Executive Positions revised

Jennifer Stirling
Director, Library

Review of Governance Policies April 2020

| Policy	Purpose	Examples to Support Compliance	Has Compliance Been Demonstrated?
B1. Global Governance Commitment	A summary of the Board's role within the Carver model of governance.	• Established 2020-2023 work plan to align with Board Ends reflecting the Board's values and perspectives. • Consistently operates in accordance with the *Public Libraries Act* e.g. holds required number of meetings each year, (revised February 2020) held Board elections (April 2019), follows processes to add new members (February 2020), monitors, directs and approves financial activity including approving Audited Financial Statement (June 2019). • Consistently operates in accordance with the requirements of the Corporation of the City of Mississauga e.g. approved Future Directions Master Plan (January 2019), approved Fees and Fines by-law (May 2019), completed Acquisitions Audit (May 2019). • Term of Chair & Vice Chair need to be aligned with the term of council and not one year in duration. Recommended language adjustments to policy B.4 included. (April 2020)	Yes
B2. Governing Style	To ensure the Board lawfully governs with an emphasis on: • outward vision • encouragement of diversity in viewpoints • strategic leadership • clear distinction of Board and chief executive roles • collective decisions • a future orientation • proactivity • inclusiveness reflecting the entire community	• Orientation of new Board member (February 2020) • Executive Limitations policies reviewed bi-annually (September 2019 & January 2020) • Governance policies reviewed annually (April 2020) • Additional Governance policy added on Meetings (March 2019) • Board CEO Linkages policies reviewed annually • Customer Use policy updated (June 2019) • Annual Board evaluation completed (October 2019) • Complete Board self-evaluation at each monthly meeting	Yes

Policy	Purpose	Examples to Support Compliance	Has Compliance Been Demonstrated?
B3. Board Job Description	A detailed account of the specific outputs of the Board.	• Scheduled KPI reports based on Board Ends are brought to the Board in order to evaluate progress and trends. (January 2020) • Revised job description to reflect changes in relationship between the Board and Local School Boards (December 2019). • Endorsed Marketing and Communications Plan (October 2019) and implementation will ensure priorities, successes and results are reported each year to the community. • Participated in events such as the Three Communities, One Book event (June 2019) and eBook advocacy campaigns (May & October 2019) demonstrating involvement in community activities. • Communicates plans and results routinely to City Council through Emails and media releases. • Executive Limitations policies reviewed bi-annually (September 2019 & January 2020) • Governance policies reviewed annually (April 2020) • Board CEO Linkages policies reviewed annually (October 2019) • Responded to legislative changes in Bill 132 (February 2020) • Responded to Changes in the Municipal Emergency Act 2020 • Evaluated and remunerated the CEO's performance (January 2020)	Yes
B4. Executive Positions	To fully define the Chair's role within the Carver model of governance.	• Chair reviews Board agendas each month prior to distribution to ensure agenda items are consistent with Board authority and policy. • Chair ensured that information that is neither for monitoring performance nor Board decisions is avoided or minimized • Chair ensures deliberation is fair, open, and thorough, but also timely and orderly. • Chair has never directed CEO independent of Board. • Term of chair and vice-chair need to be updated to align with the term of council in alignment with Public Libraries Act provisions. Revised Policy B.4 included for review. (April 2020)	Yes

Policy	Purpose	Examples to Support Compliance	Has Compliance Been Demonstrated?
B5. Board Committee Principles	To outline the purpose and operation of any Board committee.	• Board formed a Nominating Committee to conduct annual elections for Board Executive positions (April 2019) and for interim replacement of new member (February 2020).	Yes
B6. Agenda Planning	To describe the approach to Board activity through the thoughtful development of a work plan consistent with the Carver model of governance.	• Annual work plan approved (February 2020) • Monthly work plan approved at each Board meeting.	Yes
B7. Board Members Code of Conduct	To describe, in detail, a code of conduct for Board members.	• Code of Conduct provided as part of Board orientation (April 2019) and interim orientation process (February 2020) • Board members are prepared for meetings as assessed in the self-assessment at the end of each meeting. • Board members are asked to declare conflicts of interest at each Board meeting based on the agenda for the meeting. • Board members maintain confidentiality of in camera discussions. • Board members have never directed the CEO independent of the Board.	Yes
B8. Recruitment of CEO	To describe the roles of the Board and the City of Mississauga in hiring the CEO.	• Hiring of CEO not required in 2019, but Board will participate in CEO hiring in 2020. Initial discussion held with Commissioner Community Services on process (January 2020).	N/A

Policy	Purpose	Examples to Support Compliance	Has Compliance Been Demonstrated?
B9. Roles and Key Responsibilities	To describe the roles and key responsibilities of the four parties accountable for Library performance including Council, the Board, Commissioner and CEO in the areas of governance/policy making, community relations/services, finance, personnel and legal.	• Holds required number of meetings under the *Public Libraries Act* each year – revised February 2020. • Orientation of new Board members (April 2019 & February 2020) • Set annual objectives and evaluated performance against objectives in Quarterly Ends updates (September & December 2019) and KPI monitoring (January 2020) • Executive Limitations policies reviewed bi-annually (January & September 2019) • Governance policies reviewed annually (November 2019) • Revised Customer Use Policy (June 2019) • Participated in events such as the Three Communities, One Book event (June 2019) and eBook advocacy campaigns (May & October 2019) • Approved 2020 budget (April 2020) • Approves quarterly budget monitoring reports (May, September & November 2019) • Approved developing a Learning Plan for staff as part of Future Directions (January 2019)	Yes
B10. Annual Performance Review of CEO	To provide a framework for the annual performance evaluation of the CEO.	• Evaluated and remunerated CEO's performance (January 2020)	Yes
B11. Annual Library Board Self-Evaluation	To provide a framework for the annual review of the Board.	• Annual Board evaluation completed (October 2019)	Yes

Policy	Purpose	Examples to Support Compliance	Has Compliance Been Demonstrated?
B12. Board Decision-Making	To provide a framework to be followed to ensure sound decision-making by the Board.	• Approved 2019 Future Directions Masterplan (January 2019) • Approved CEO's performance and remuneration (January 2020) • Approved new Board composition (February 2019) • Adopted 2020 Budget (April 2020) • **Approved Meetings Policy B14 (March 2019)** • Elected 2019 Board Chair and Vice Chair (April 2019) • Approved Legacy Document (March 2019) • Approved Annual Key Objectives (January 2020) • Approved 2020 Fines and Fees Schedule (May 2019) • Endorsed CULC Government Relations campaign and One eRead Canada campaign (May 2019 & November 2019) • Approved implementation of virtual library card and changes to Customer Use Policy (June 2019) • Approved changes to Monitoring Executive Performance policy (C5) (October 2019)	Yes
B13. Board Meetings	To provide detailed instructions and process to the Board to conduct effective and efficient meetings.	• Inaugural meeting called (April 2019) and regular meetings held third Wednesday of each month • Chair, in consultation with the CEO/Secretary-Treasurer, prepares the agenda in advance of meetings in accordance with the Order of Business • In camera items compliant with policy • Attendance and absences recorded at each meeting • Members sit as Acting Chair and are assigned as part of the "Meeting & Events" schedule. • Chair procedures adhered to for all meetings to date • Minutes and action logs distributed at each meeting • Adjusted meeting schedule based upon changes in Bill 132 (February 2020) and recommended changes to Governance policy to align with revised number of meetings (April 2020)**.** • Revised policy to allow for temporary changes to allow for temporary use of remote access technology to meet in alignment with The Municipal Emergency Act, 2020 (April 2020)	Yes
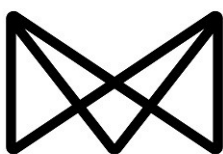
MISSISSAUGA

THE CORPORATION OF THE CITY OF MISSISSAUGA

BY-LAW NUMBER 0059-2020

**A by-law to amend the Council Procedure By-law
139-13, as amended, to allow for the electronic
participation by members of committees of
council during an emergency**

WHEREAS section 238 of the *Municipal Act, 2001,* S.O. 2001. C.25 (the "*Municipal Act*") requires a municipality to pass a procedure by-law for governing the calling, place and proceedings of meetings;

AND WHEREAS on June 19, 2013, Council for the Corporation of the City of Mississauga enacted the Council Procedure By-law 139-13;

AND WHEREAS on March 23, 2020, the Mayor of the City of Mississauga declared an emergency in Mississauga related to the COVID-19 pandemic;

AND WHEREAS Council of the Corporation of the City of Mississauga wishes to amend By-law 139-13, as amended, to allow for the electronic participation by members of certain committees of council during an emergency;

NOW THEREFORE the Council of The Corporation of the City of Mississauga, ENACTS as follows:

1. That section 13 of the Council Procedure By-law 139-13, as amended, be amended by deleting the following:

    For greater clarity, a member that is permitted to participate in a meeting of Council electronically shall not be counted in determining whether or not a quorum of members is present at any point in time.

2. That subsections 3(1) and 3(2) of Schedule B of the Procedural By-law 0139-2013 be deleted in their entirety and replaced with the following:

    (1) Members of Council are permitted to participate electronically and may be counted in determining whether or not a quorum of members is present at any point in time

    (2) Members that are permitted to participate electronically can also participate in a meeting that is closed to the public;

3. That section 5 of Schedule B of the Procedural By-law 0139-2013 be deleted in its entirety and replaced with the following:

    During an Emergency Period, Council is permitted to prohibit public question period.

4. That section 6 of Schedule B of the Procedural By-law 0139-2013, be deleted in its entirety and replaced with the following:

    During an Emergency Period, the Clerk shall have the authority to:

    (1) permit members of Standing Committees to participate in meetings electronically in accordance with section 3 of this Schedule; and

    (2) waive compliance with any provisions of this By-law in order for Council or a Standing Committee to conduct its business as effectively and efficiently as possible.

5. That section 7 of Schedule B of the Procedural By-law 0139-2013, be deleted in its entirety

ENACTED AND PASSED this 25th day of March, 2020.
Signed by: Bonnie Crombie, Mayor and Diana Rusnov, City Clerk

POLICY B13

Policy Type: GOVERNANCE POLICIES
Policy Name: **BOARD MEETINGS**
Date Approved: February 26, 2020
Reviewed: Annual in March

To ensure orderly, effective and productive Board meetings, the Board shall observe the following framework:

A. MEETINGS

A.1 Meetings

All Board meetings shall be open to the public.

A.2 Inaugural Meeting in New Term

The Public Libraries Act, Section 14(1) and (2) authorize the CEO/Secretary-Treasurer to call the first Board Meeting in each new term.

A.3 Regular Meetings

The Board shall hold at least 7 scheduled meetings each year. These regular meetings shall be held at 5:30pm on the 3rd Wednesday of each month in January, February, April, May, June, October, and November. The Board may pass a motion to amend this schedule as required but preferably at the last meeting of each year for the following year.

The Board shall not hold a Board meeting that falls on a municipal, provincial or federal election date. The Board shall make an effort to meet at branch locations at minimum twice a year.

The Secretary shall provide a 7 month rolling "Meetings & Events" schedule to members at each meeting.

The Secretary shall provide to each member electronic meeting requests for all Regular Meetings, together with the proposed agenda and the minutes of the immediately preceding Regular Meeting, five calendar days in advance of such meetings.

A.4 Meeting Notification

The Notice shall be in an electronic form of an agenda accompanied by its supporting documents. All documents will be posted electronically on the Mississauga Library System (MLS) website five calendar days in advance of the meeting.

The Chair, in consultation with the CEO/Secretary-Treasurer, shall prepare the agenda. Any member wishing to place an item on the agenda may make the request to do so through the Chair or

CEO/Secretary-Treasurer no later than ten calendar days in advance of the meeting. Such requests shall then be considered at the Chair's discretion.

A.5 Order of Business

The Order of Business at regular meetings shall be as follows:

- Call to Order
  - o Chair's Remarks
  - o Excused Absences
  - o Approval of Agenda
  - o Declaration of Conflicts of Interest
  - o Delegations
- Consent Agenda
  - o E.g. Minutes of previous meeting
- CEO Report
- Policy Review
- Executive Limitations/Internal Monitoring Reports
- Ends
- Governance
- Ownership Linkage
- Board Advocacy
- Board Development
- Incidental Information
- Other Business
- In Camera Agenda
- Board Self-Evaluation
- Adjournment

A.6 Special Meetings

The Chair or any 2 members may summon a Special Meeting at any time. The meeting's purpose must be stated in the notice and no other business will be transacted without the consent of a Board majority. Special emergency meetings may be called with notice 24 hours prior to the meeting.

A.7 In-Camera Meetings

When the Board determines that matters should and can be appropriately dealt with in the absence of the public, a motion to move into an In-Camera session must be moved, seconded, , prior to the meeting being closed. Motions to move in-camera are not debatable.

The following subjects may be discussed at properly constituted closed meetings:

(a) Debate as to whether or not an item is properly in-camera or not, if in the Chair's opinion, such discussion would be prejudicial if discussed at an open meeting.

(b) The security of the Board's property

(c) Personal matters about an identifiable individual

(d) A proposed or pending acquisition or disposition of land by the Board

(e) Labour relations or employees negotiations

(f) Litigation or potential litigation, including matters before any Court or Administrative Tribunal, affecting the Board

(g) Advice that is subject to solicitor-client privilege, including communications for that purpose

(h) A matter in respect of which a Board or Board committee may hold a closed meeting under another Act

(i) A request under the Municipal Freedom of Information And Protection of Privacy Act

A meeting may be closed to the public during a vote only if conditions permitting or requiring the meeting to be closed to the public exist as described in the *Public Libraries Act.*

The Board may invite appropriate persons, such as the CEO/Secretary-Treasurer and Secretary to attend an In-Camera session. The Secretary takes the minutes of In-Camera meetings. Minutes are kept brief and do not contain the discussions at the In-Camera meeting. Motions passed in camera are ratified when the Board returns to its regular meeting. Minutes are circulated to the Board and appropriate staff and approved at a subsequent meeting.

A.8 Meeting Procedures
The Chair will preside at all Board meetings, maintain order, decide whether motions are in order, and rule on all procedural matters.

If the Chair is not present at the time for the meeting to begin, The Vice-Chair will call the meeting to order and will preside for that meeting or until the Chair arrives.

If both the Chair and Vice-Chair are not present within 15 minutes after the time for the meeting to begin, the CEO/Secretary-Treasurer will call the meeting to order and will preside for the election of the Acting Chair. While presiding, the Acting Chair will have all the Chair's rights, duties and responsibilities.

For purposes of board development and succession training, board members may elect to train and sit as Acting Chair and the Chair will assign members to chair the meeting as part of the "Meeting &

Events" schedule.

A.9 Attendance
Members are strongly encouraged to notify the Secretary if they are unable to attend the Board Meeting at least 3 calendar days in advance of the meeting to establish quorum. Meeting attendance shall be recorded. If a Member is absent for three meetings without being excused by Board resolution the Member ceases to be qualified for membership and forfeits their membership on the Board.

A.10 Electronic Meeting Protocols During A Declared State of Emergency
In alignment with the Municipal Emergency Act and Mississauga By-Law BL0059-2020 the Library Board is authorized to meet electronically to conduct normal Board business, including in-camera items, in alignment with its existing meeting procedures during a state of emergency declared by either the City or Province.

A.11 Conflict of Interest
The *Municipal Conflict of Interest Act* shall govern the Board, and the agenda shall include provision for members to disclose a direct or indirect pecuniary interest in a matter and the general nature thereof. Members are also subject to the City of Mississauga's Codes of Conduct for Members of Local Boards and the Board Member's Code of Conduct policy (B7).

A.12 Quorum
A quorum shall be a simple majority of the Board.

As soon as there is a quorum present, the chair shall call the meeting to order.

When a quorum is not present within the 30 minutes after the time fixed for a meeting, the meeting may continue at the discretion of the Chair, however no motion may be made or passed.

A.13 Voting
The Chair or Acting Chair may vote with the other members upon all questions. The Chair or Acting Chair shall cast a vote after all members have voted.

Any question on which there is a tied vote shall be deemed to be negative.

Decisions shall be made by motion with seconds. Voting shall be a show of hands with the results of the vote declared by the Chair.
Upon the request of a member who is present when a question is stated, a recorded vote shall be taken.

A.14 Rules of Order
The Chair may use *Robert's Rules of Order* as a tool to govern proceedings and member conduct.

A.15 Chair's Procedures

1. Open meetings by taking the chair and calling meetings to order.

2. Determine the presence of a quorum.

3. Maintain a list of members who have signaled-that they wish to speak or ask questions.

4. Recognize members in the order in which they signaled that they wish to speak or ask questions.

5. Receive and submit, in the proper manner, all motions presented by the members, unless a motion is contrary to the Board's policies. If the Chair rules that a motion is contrary, the Chair will tell the members immediately and will cite the rule, policy or authority applicable to the case without argument or comment.

6. Determine whether a question is properly one of privilege and admissible and to be dealt with immediately. The Chair's ruling on order or procedure may only be appealed by Board motion, duly seconded. If the motion is carried, the Chair's decision is overturned.

7. State all motions, to be moved and seconded in the course of proceedings and announce the results.

8. Expedite business.

9. Decide all questions of order and ensure security of meetings in consultation with the CEO

10.Ensure appropriate conduct of members and the public.

11.Sign on behalf of the Board, where applicable.

12. Ensure the decisions of the Board are in conformity with the Board policies and the *Public Library Act.*

13. Declare the meeting adjourned when moved by the Board.

A.16 Public Conduct
Members of the public will be courteous, will comply with the meeting agenda and will not engage in any action that disturbs the meeting.

Members of the public will arrange for an appointment or permission, to address the Board.. Refer to the Board's Delegations Policy.

B. MOTIONS

B.1 Decisions
All decisions will be made on the basis of motions.

B.2 Moving a Motion
A motion properly moved before the Board must be completed before any other motion can be received, except a motion to amend or adjourn or on a matter of privilege.

B.3 Seconding a Motion
Another member must second every motion.

The Chair will not put any matter to the vote, and a member will not move a procedural motion to have the vote taken, until every member who wishes to speak has spoken at least once. Members who have already spoken may speak again only after all other members have been given the opportunity to speak. Members will make the best effort to be concise speaking for up to five minutes each time they speak. After members debate a motion, the Chair puts the question to a motion and announces the voting result.

Any member may require the question or motion under discussion to be read at any time during the debate.

There will only be one substantive motion before the Board at any one time. An amendment may be made to a motion, but may not negate the main motion or materially alter its intent.

B.4 Notice of Motion
All motions other than routine business or those arising out of reports from standing or special committees may be void unless the mover gives notice thereof at least 10 calendar days before the meeting at which said motion is to be presented. This notice shall be given in writing to the Secretary and it shall be accompanied by a copy of the proposed motion. Said notice and motion shall be mailed to all members 5 calendar days before the meeting.

B.5 Withdrawing a Motion
When a motion is before the Board and the mover wants to withdraw or modify it or substitute another motion, the Chair shall grant permission if no member objects. If a member objects, the Chair will have to put the question on granting the request to a vote, or someone can make a motion to grant it. A motion to withdraw another motion cannot be debated or amended.

B.6 Adjournment
A motion to adjourn is not debatable, cannot be amended and, if resolved in the negative, cannot be made again until after the Board shall have completed some intermediate proceeding.

C. MINUTES AGENDA AND ACTION LOGS
C.1 Distribution
Regular Board Meeting agenda and minutes are public information and will be made available to the public by posting on the MLS website.

Copies of all approved Regular Meeting and Committee Meeting minutes are retained in an official minute book filed in the Administration Office.

C.2 Regular Meeting Minutes and Action Logs

The Secretary records minutes for later transcription in draft form and forwards to members before the next meeting.

Amendments are brought to the following Regular Meeting for adoption in the minutes.

The minutes shall be confirmed at the following Regular Meeting.

Action Logs shall be forwarded to board members within five calendar days of the meeting.

C.3 Committee Minutes
The Secretary, or Committee Member, records Committee Meeting minutes.

C.4 New Business
At the beginning of any Regular Meeting, The Chair may announce additional items to be added to the agenda.

POLICY B4

Policy Type:	GOVERNANCE POLICIES
Policy Name:	**EXECUTIVE POSITIONS**
Date Approved:	February 19, 2003
Revised:	June 15, 2011; April 20, 2016; September 21, 2016
Reviewed:	Annual in March

Executive positions on the Library Board shall be Chairperson and Vice-Chairperson. The Vice-Chairperson will substitute for the Chairperson in an absence. If for any reason, the Chair is unable to continue in the role, either temporarily or permanently, the Vice Chair will assume the position for the remainder of the term.

The term of office ~~may be one year with elections for both offices when required.~~ will be the term concurrent with the term of the appointing council, or until a successor is appointed, and may be reappointed for one or more further terms.

The Executives assure the integrity of the Board's process and represent the Board to outside parties.

Accordingly, the Chairperson, and in his absence, the Vice-Chairperson, shall ensure:

1.   that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the organization.

2.   that meeting discussions will be on those issues that, according to Board policy, clearly belong to the Board to decide or monitor.

3.   that information that is neither for monitoring performance nor Board decisions will be avoided or minimized and always noted as such.

4.   that deliberation will be fair, open, and thorough, but also timely, orderly, and kept to the point.

The authority of the Chairperson consists in making decisions that fall within the policies on Governance Process and Board-CEO Relationship, except where the Board specifically delegates authority to others. The Chairperson is authorized to use any reasonable interpretation of the provisions in these policies.

The Chairperson is empowered to chair Board meetings with all the commonly accepted power of that position (e.g., ruling, recognizing).

The Chairperson has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas. Therefore, the Chairperson has no authority to supervise or direct the CEO.

The Chairperson may represent the Board to outside parties in announcing Board-stated positions and in stating Chair decisions and interpretations within the area delegated to him or her. The Chairperson may delegate this authority but remains accountable for its use.

Action Items – from February 26, 2020 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	**To be presented at next review of audited statements in June 2020**		V. Ohori	M. Menary	
Brought forward from January 22, 2020 meeting 2) Discussion on role library plays during school strikes 3) Board Evaluation Tool Review 4) Assess "7 meetings/year" schedule and send out 2021 meeting dates		To be scheduled for the April meeting To be scheduled before end of 2020 Scheduled for November 2020 meeting	W. Mirjan W. Mirjan V. Ohori		
5) Update on timelines for the Central Library renovation project 6) Add a category in CEO Report for "Board Communications" to capture discussions 7) Board to work on questions to ask and decide which groups/stakeholders the Board would like to get feedback from in preparation for the mission/vision discussion in September		Regular Updates to be sent via email To start in April report To be scheduled for June meeting	V. Ohori L. Naismith V. Ohori	L.Reed J. Stirling J. Stirling	