



Mississauga Public Library Board Meeting

Wednesday, June 17, 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 Otori
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



Agenda

Item No.	Item Description	Time Allotted
1.0	Call to order: Welcomes & Land Acknowledgement Statement	5:30-5:31
1.1	Excused Absences <i>(Motion required to excuse absences)</i>	5:31-5:33
1.2	Approval of Agenda <i>(Motion required to approve agenda)</i>	5:33-5:35
1.3	Declaration of Conflict of Interest	
1.4	Delegations	
2.0	Consent Agenda - <i>(Motion required to approve consent agenda)</i> <i>(All items listed under the Consent Agenda are considered to be routine and are recommended for approval by the Chair. They may be enacted in one motion or any item may be discussed if a member so requests.)</i>	5:35-5:40
2.1	Minutes of the Regular Meeting on May 20, 2020	
2.2	Minutes of the In Camera Meeting on May 20, 2020	
2.3	2019 Year End Financial Report	
3.0	CEO Report	5:40-5:55
3.1	CEO Report	
4.0	Policy Review	5:55-6:05
4.1	Customer Use Policy Review	
5.0	Executive Limitations/Internal Monitoring Reports	6:05-6:20
5.1	Approval of Audited 2019 Financial Statement	
5.2	Business Plan and Budget Update	
5.3	COVID 19 Financial Update	
6.0	Ends	6:20-6:35
6.1	Review of Annual Key Objectives	
7.0	Governance	6:35-7:15
7.1	Review of Work Plan	
7.2	Upcoming Meetings/Events/Chair Rotation	
7.3	Mission/Vision Pre-Work Discussion	
8.0	Ownership Linkage	
9.0	Board Advocacy	7:15-7:20
9.1	Reaffirmation of CULC Statement on Race and Social Equity	
10.0	Board Development	

11.0 11.1	Other Business Action Log Review	7:20-7:25
12.0 12.1	In Camera Agenda Pursuant to Ontario Public Library Act Sections	
13.0	Board Self-Evaluation - Councillor J. Kovac to lead self-evaluation- Prepared for the meeting...time spent appropriately on Ends...full participation...courteous treatment of others...adherence to Rules of Order...emphasis on the future.	7:25-7:30
14.0	Adjournment <i>(Motion required to adjourn)</i>	
	TOTAL TIME	120 minutes



DATE: June 17, 2020
TO: The Mississauga Public Library Board
FROM: Jennifer Stirling, Director, Library
SUBJECT: **Consent Agenda**

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

2.0 Consent Agenda

- 2.1 Minutes of the Regular Meeting on May 20, 2020
- 2.2 Minutes of the In Camera Meeting on May 20, 2020
- 2.3 Review of 2019 Year End Financials

Jennifer Stirling
Director, Library



Agenda 2.1

MISSISSAUGA PUBLIC LIBRARY BOARD
Regular Meeting
Minutes of the meeting held on Wednesday, May 20, 2020 at 5:30 p.m.,
Virtual via Webex

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

Absent: Councillor John Kovac

Staff Present: Jennifer Stirling, Director, Library
James Cooper, 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

C. Williams called the meeting to order at 5:33pm.

1.1 Excused Absences

32:20 Resolved that Councillor J. Kovac be excused from the meeting.

Moved by M. Almond

Seconded by P. Mak

Carried

1.2 Approval of Agenda

33:20 Resolved that the agenda be approved as presented

Moved by L. Naismith

Seconded by Councillor M. Mahoney

Carried

Mississauga Public Library Board Meeting
Wednesday, May 20, 2020

1.3 Declaration of Conflict of Interest

There were no conflicts of interest declared.

1.4 Delegations

There were no delegations scheduled for this meeting.

2.0 Consent Agenda

34:20 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 Councillor M. Mahoney

Seconded by S. MacKinnon

Carried

3.0 CEO Report

The CEO provided updates on the following:

1. CULC advocacy for employer paid top-up to the CERB
2. partnership with the Region of Peel to provide support for at risk populations during the pandemic
3. Organizational changes with Shari Lichterman replacing Paul Mitcham as Commissioner of Community Services and Paul assuming the role of City Manager after the retirement of Janice Baker.

While the Library continues to transform its operations in response to the current conditions and has developed a work plan to establish new service delivery methods and to support the completion of core projects in support of the Library's strategic directions, the Library's leadership team has also begun to develop a phased recovery plan based upon the approved principles from the City's Recovery Framework. The operational best practices developed by the recommendations from CULC, Urban Libraries Council and the International Federation of Library Associations will be used to develop specific procedures and practices to support phased service resumption. Recommended phases and operational processes will be in alignment with the recommendations of the Peel Medical Officer of Health and developed in conjunction with the Health & Safety committee and library employees.

35:20 Resolved that the CEO Report dated May 13, 2020 by the Director, Library be received for information.

Moved by P. Mak

Seconded by L. Naismith

Carried

Mississauga Public Library Board Meeting
Wednesday, May 20, 2020

4.0 Policy Review

There were no items for discussion.

5.0 Executive Limitations/Internal Monitoring Report

5.1 2020 Review of Fines & Fees

In alignment with the Budget and Business Planning process, a preliminary estimate of fines and fees for 2021 has to be submitted before June 2020 to the Finance Division. Based on a review of benchmarking, operational practices and current charges the following changes are recommended for the 2021 fee schedule (see Appendix 1):

- Removing obsolete pricing for 3D Printer set up and filament;
- Adjusting the non-resident library card fee from \$38.50 per card to \$40.00 to align with the per-capita cost of Library services provided to Mississauga residents;
- Increasing exam proctoring charges to \$50 for an individual and \$30 for a group per hour
- Increasing the PLA Filament and PVA Filament to \$0.10 and \$0.25 per gram respectively to help reduce the amount of cash handling as a result of non-rounded prices
- Adding a new charge for musical instruments and fishing rods that align with the charge for wireless hotspots

36:20 Resolved that the recommendations in the report entitled *2020 Review of Fines and Fees* by the Director, Library dated May 11, 2020 be approved that the Board approve the attached 2021 Fines and Fees schedule that will be taken to Council for approval in November 2020 for inclusion in the City of Mississauga's Fees and Charges By-law.

**Moved by M. Almond
Seconded by W. Mirjan
Carried**

5.2 2020 Q1 Financial Report

The Library is currently forecasting a surplus budget in 2020, largely due to the impact of operations closure because of the COVID-19 pandemic. A monthly projected forecast savings of \$500,000 has been estimated. Weekly forecasting is being undertaken with City Finance to help confirm the actual impact and provide clear direction on any steps required to help mitigate the City's financial position. The Library Leadership Team is committed to monitor the financial impact of the pandemic and report back to the Board on a regular basis.

37:20 That the report entitled "*2020 Q1 Financial Report*" dated May 11, 2020 from the Director, Library be received for information.

**Moved by P.Mak
Seconded by S. MacKinnon
Carried**

6.0 Ends

6.1 Recovery Program Framework

Applying the City of Mississauga's guiding principles and recommended recovery actions to build a comprehensive plan for service resumption, the Library has been working with other large libraries across North America to study and recommend best practices and operational approaches. Key recommendations from the Canadian Urban Libraries Council (CULC), Urban Libraries Council (ULC) and International Federation of Library Associations (IFLA) will be incorporated into the library procedures. Integration of staff and health and safety recommendations will be built into the implementation plan.

A recovery plan provides a staged approach to effectively return services to normal (or near-normal) through defined stages of service resumption. Recovery activities will include both short and long-term efforts, including the comprehensive rehabilitation of the community. As such, recovery actions are likely to last for weeks, months, and even years.

Through the phased approach, the Library will increase the level of physical service delivery, while maintaining key aspects of digital service delivery. The Library will institute a staff and customer feedback mechanism to help evaluate the success of new modes of service and to make decisions on service delivery changes. Constant monitoring of the public health situation will be undertaken to allow for the library to evaluate its current service delivery level, allowing the library to decrease the level of physical services and return to a prior level should public health circumstances warrant it. Once the situation is stable and full service delivery can be maintained the library will return to full physical service delivery. Consistent monitoring of customer and staff feedback will be undertaken throughout the process to establish changing demands, allowing the library to ensure that these are considered with future service delivery plans.

38:20 Resolved that the report entitled *Recovery Program Framework* dated May 12, 2020 by the Director, Library be received for information.

**Moved by M. Almond
Seconded by L. Naismith
Carried**

7.0 Governance

7.1 Review of Workplan

The Board suggested that KPI reporting be deferred until further notice. M. Menary will provide recommendations on how to handle KPI reporting during the pandemic as requested by the Board at a future meeting.

7.2 Upcoming Meetings/Events/Chair Rotation

The Director will send out invites to the Board for author talks.

Mississauga Public Library Board Meeting
Wednesday, May 20, 2020

8.0 Ownership Linkage

There were no items for discussion.

9.0 Board Advocacy

There were no items for discussion.

10.0 Board Development

There were no items for discussion.

11.0 Other Business

11.1 Action Log Review

The following items were added to the action log:

- a) Board members to provide availability for possible meetings in July & August.
- b) M. Menary to provide recommendations on how to handle KPI reporting during the pandemic.

12.0 In Camera Agenda

Pursuant to Ontario Public Library Act Sections

(4) (d) labour relations or employee negotiations

- a. COVID-19 Staffing

39:20 Resolved that the Board go into closed session at 7:04pm

Moved by L. Naismith

Seconded by Councillor M. Mahoney

Carried

13.0 Board Self-Evaluation

M. Almond led the self-evaluation. She noted the good discussion among all participants with different perspectives heard from all with respect to the current context. The meeting order and schedule were maintained by the Chair who efficiently managed discussion time devoted to each agenda item according to importance. The Board maintained its oversight role with motions outlining clear decisions and next steps. Everyone was fully prepared and adhered to the rules of order by all. She congratulated everyone on a successful virtual meeting.

14.0 Adjournment

41:20 Resolved that the meeting adjourn at 7:30pm

Moved by L. Naismith

Seconded by Councillor M. Mahoney

Carried

*Mississauga Public Library Board Meeting
Wednesday, May 20, 2020*

NEXT MEETING

The next Library Board meeting will be on June 17, 2020 virtually via Webex.

Secretary/Treasurer

Chair

City of Mississauga Library Board Report



Date: June 10th, 2020

To: Mississauga Public Library Board

From: Jennifer Stirling, Director, Library

Agenda 2.3

Meeting date:
June 17th, 2020

Subject

Review of 2019 Year End Financials

Recommendation

That the report dated June 10th, 2020 entitled "*Review of 2019 Year End Financials*" from the Director, Library be approved.

Background

Financial reports are submitted to the Mississauga Public Library Board (Board) on a quarterly basis to provide an overview of financial activity to-date and year-end forecast estimates.

Comments

2019 financial performance is generally consistent with the same period in 2018. The Library finished the year favourable to budget by approximately \$342,000.

The main driver is labour which is favourable to budget due to normal labour gapping trends, but labour is trending 4% higher than 2018 due to advanced efforts to hire staff and the development of new positions such as the Floater pool. Collections performance to budget exceeded budget by approximately \$270,000 which highlights the need to maintain a consistent budget request for increased collection funding as customer demand evolves. Other operating expenses exceeded budget by about \$250,000 driven largely by cyclically invoices of the Library's lessors and increased spending in the Open Window Hub which is offset by grant funding. Total expenses exceeded last year's total, which was anticipated and is largely due to inflation and cost of living increases.

Revenue was just below budget and trended in alignment with the performance of last year with the exception of grants. The P. & L. Odette Charitable Foundation donation of \$130,000 has been received in the Grants account but it is offset by a \$92,000 accounting accrual due to a clerical error in 2018. This grant offsets the previously mentioned Open Window Hub expenses and explains the negative variance to previous year's grant performance.

The table below details the 2019 operating budget as of December 31st, 2019 by major budget category.

2019 Full Year Result to Budget - City of Mississauga Library Services

All dollar figures below have been divided by 1,000 for ease of reading

Year End Financial Analysis				Year over Year Comparison		
EXPENSES	Actuals December 31st, 2019	Full 2019 Budget	% of Budget Spent	Actuals December 31st, 2019	Actuals December 31st, 2018	%
Labour Costs	\$22,383	\$23,213	96%	\$22,383	\$21,587	104%
Library Materials	\$4,218	\$3,955	107%	\$4,218	\$4,034	105%
Other Operating Expenses	\$2,702	\$2,478	109%	\$2,702	\$2,560	106%
TOTAL EXPENSES	\$29,303	\$29,645	99%	\$29,303	\$28,181	104%

REVENUES	Actuals December 31st, 2019	Full 2019 Budget	% of Budget Achieved	Actuals December 31st, 2019	Actuals December 31st, 2018	%
Fines	\$532	\$509	105%	\$532	\$537	99%
Grants	\$765	\$715	107%	\$765	\$858	89%
Other Revenue	\$741	\$745	99%	\$741	\$679	109%
Municipal Contribution	\$27,265	\$27,677	99%	\$27,265	\$26,107	104%
TOTAL REVENUES	\$29,303	\$29,645	99%	\$29,303	\$28,181	104%

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

Other Revenues includes program room rentals, photocopying charges, leases, vending commission and various miscellaneous.

Financial Impact

The recommendation in this report has no financial impact.

Conclusion

The Library finished the 2019 year approximately \$342,000 or 1% below budget. This variance was anticipated and largely driven off of normal labour gapping trends.

Jennifer Stirling
Director, Library

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

Briefing Note

To:	The Mississauga Public Library Board
From:	Jennifer Stirling, Director, Library
Date:	June 10, 2020
Subject:	CEO Report – June 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

Ontario Government Framework for Re-Opening Phase 1 – Restart

On May 14, the Ontario Government announced that the province was moving to phase One of its three phase recovery plan, effective May 18. In phase one the library is permitted to offer curbside library pick up of materials. The library is actively planning for the implementation of this service in Mississauga with a scheduled start date of June 23.

Ontario Government Framework for Re-opening Phase 2 – Restart

On June 8 the Ontario Government announced that the Province of Ontario (outside of the Greater Toronto-Hamilton area) would move to phase 2 of its Recovery Framework on June 12, 2020. Phase 2 permits additional services for library. By taking a regional approach the Provincial Government has committed to providing a weekly update on the status of the GTHA and will advise when municipalities and businesses within these borders can move to phase 2 services. In phase 2 the province permits that public libraries:

- Can reopen with limited on-site services, such as computer access and contactless book pickup and drop-off.

- Would operate with a limited number of customers in the building
- Will restrict direct customer access to handle books or materials on shelves.
- Should operate in adherence with public health guidelines on physical distancing, capacity and hygiene procedures (e.g., disinfecting returns and high-touch areas like computers).

This is in alignment with the Library's Phase 3 of its Recovery Plan, "Limited Service". The library will begin actively planning for Phase 3 in alignment with the City's Incident Management Team and our Community Services partners in anticipation of a forthcoming Phase 2 service announcement for Peel. The library will need to modify its spaces to respond to health protocols including social distancing, and provide protections for staff before the library allows customer access to the branch. Additional information will be provided as we learn more and begin the planning process.

LIBRARY ASSOCIATION HIGHLIGHTS

In response to the civil unrest across North America, and to ensure that libraries take a clear position on the issue, the Canadian Federation of Library Associations (CFLA) issued a statement. It acknowledged the presence of racism in both Canada and the United States and the critical role that libraries need to play on building knowledge and learning.

"As we begin the month of June, a month marking both the celebrations of Pride and National Indigenous History month across Canada we want to recognize the challenges and discrimination faced by Black colleagues and community members with identities which intersect with LGBTQ2S and Indigenous identities. Sharing stories, engaging in learning, and building knowledge are important aspects of dismantling racism and libraries can provide important spaces for the interaction of ideas and the support of civil society. CFLA-FCAB commits to continue to advocate for equity in access to information and support for libraries across Canada and calls on libraries of all types to continue to play a part in fostering a more just, equitable, and inclusive society."

To support these efforts the Library has increased availability of key resources on this topic in our eBook catalogue and have created a curated list on Overdrive to support learning and knowledge growth. The key resources were circulated 519 times in 9 days and of the 153 items on the curated list only 14 are currently checked in. The library will continue to support inclusiveness and evaluate opportunities to play its role in learning and knowledge building through its programs and services.

SYSTEM HIGHLIGHTS

In its closed state the library continues to support its three priorities;

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

Emergency Response Management:

The Library has been working with partners to participate in emergency management support of community initiatives and stakeholders.

The Library has continued to support the shower trailer program. In May, the program's use has grown with an average of 28 people a week taking advantage of the shower and an additional 20 people per day taking advantage of donated boxed lunches. In May a medical van and outreach worker were added once per week to provide additional tactical and referral support.

Virtual Branch Service Acceleration:

The library has continued to extend the breadth and reach of its programs through the virtual branch, including the introduction of:

- **Pride Month Programming:** The library has developed curated booklists to highlight resources for Pride Month. In addition, we hosted two programs, one for children June 9 and an interactive bookclub with Bridget Liang a new LGBTQ+ author that is scheduled for June 26 at 7:00 PM via WebEx.
- Our Friday night author series is gaining in popularity as we continue to promote it. Samra Zafar's Author Talk program was viewed by 70 attendees. The success of the Author Talk program rotation has led to discussions on how to continue to evolve the series. We are anticipating a few programs for children in September, teen/graphic fiction programs (supporting Mississauga Comic eXpo) for October, and another adult series in November. These programs are supported by donations from Friends of the Library
- After inclusion in last week's eNews, the number of English Conversation Circle registrants has skyrocketed to 110 people. The library is continuing to offer new and targeted services through the virtual channel.
- Interactive customer programming including book club discussions, film discussions, conversation circles and specialized interactive teen programming began the week of May 18. Our bookclubs are also being recognized internationally – as last week we had participants from Britain, Columbia and Brazil.
- In June, we also added knitting circles to allow for increased social interaction for a core target group.

Virtual Program Type	Attendees	Reactions, Comments, Shares
Facebook Storytime	26,303	4.037
Library Produced Videos	9,817	1,008

Use of eBooks and audiobooks continues to grow with an increase of 71% in usage in May. As we continue with our shared partnership with Hamilton and Burlington, usage continues to grow but has equalized between partners.

Library Recovery Plan

On June 3, City Council approved the Library's five-phased recovery plan. The Library has been actively planning the rollout of this service and next week will have staff in the branch to accept returns and participate in training for the Curbside Delivery service. The Curbside service will

launch June 23 at 5 locations in the first week, with two service expansions of four branches per week to a total of 13 branches. Service hours will be from 4:00 – 7:00 PM Tuesday and Thursday nights, 2:00 – 5:00 PM on Wednesday and 10:00 – 1:00 on Friday. Starting July 11 we will offer a 10:00 AM – 1:00 PM shift at Central Library only. Staff will return to the branch for training on June 15 and the library drop boxes will open at all branches except Mississauga Valley on June 17. The library will release a video next week teaching customers how to manage their holds and make changes to their pick up locations in order to allow us to prepare for the introduction of curbside service.

Customers will schedule a time for pick up. Times will be available in 15 minute blocks. Customers will attend the library and pick up a bag containing their holds from a table outside of the library which will be labelled with the last four digits of their library card. The service will be contactless. Returns will only be accepted through the drop boxes (and not staff mediated) and donations are not being accepted at this time. The library will integrate social distancing protocols around the pickup table and return bin to support effective customer distancing. We look forward to a successful curbside launch and what we can learn from this new way of offering service.

Phase 1	Phase 2	Phase 3
Burnhamthorpe Central Lorne Park Malton Meadowvale	Port Credit Erin Meadows McKechnie South Common	Churchill Meadows Courtneypark Sheridan Woodlands

KEY PERFORMANCE INDICATORS

At the request of the Board at the April 22nd meeting, it was suggested that due to the mandatory closure of Mississauga Libraries caused by the COVID-19 Pandemic that all KPI reports be deferred until most library activities can once again be measurable. As the Library continues to work on its return to work phasing strategy it makes sense to restart the KPI monitoring for those services which the Library is able to provide. Currently the Library is providing online services only. A report of the use of eResources and the uptake of online programming has been provided in previous CEO reports, and will be reported on in more depth at the next Board meeting. As the Library begins curbside pickup in the subsequent weeks the main metric which can be reported would be the number of customers obtaining their holds, and the percentage of holds picked up. It should be noted however, that the uptake reported for curbside pickup will be a moment in time and will likely not have an identifiable benchmark – although the Planning, Development and Analysis team will work on establishing a way to make this KPI comparable to another point in time so the Board can assess Library performance. As the Library phases back toward a more normal operating approach, and the timelines are clearer, the Library will re-establish a KPI reporting framework/calendar and present it to the Board for their approval.

COMMUNICATIONS VIA EMAIL

There was an update provided via email on June 3, 2020 when the Library's Phased Reopening plan was approved at Council.

EMPLOYEE DEVELOPMENT

Virtual training opportunities have continued to be promoted to allow employees to take advantage of professional development opportunities during the closure. Two change management sessions were provided for employees during the last month to allow employees a chance to understand their feelings surrounding the COVID-19 emergency and one for managers on how to support your employees through all of the changes we are currently undergoing.

The Library leadership team has been providing regular updates to employees. As the recovery situation has been changing on a regular basis, the library has offered four Town Hall sessions in the past month, where we presented the latest updates and provided a forum to answer employee submitted questions.

Jennifer Stirling
Director, Library

City of Mississauga Library Board Report



Date: June 6, 2020

To: Mississauga Public Library Board

From: Jennifer Stirling, Director, Library

Agenda 4.1

Meeting date:
June 17th, 2020

Subject

Customer Use Policy Changes

Recommendations:

1. That the Mississauga Public Library Board (Board) approve the updated Customer Use policy as attached in Appendix 1.

REPORT

HIGHLIGHTS:

- The Customer Use Policy needed updating to adjust eligibility requirements and to reflect other changes in services across the system; specifically changes to limitations on renewing items and removing barriers to usage of in-library public computers.

Background

The library has strategic priorities to enhance the customer experience – to deliver high quality, professional service that is personalized, convenient, and responsive to customers of all life stages; and to revolutionize service delivery – to continuously improve how customers access the library to meet their current and ongoing expectations.

The library's Customer Use Policy identifies the eligibility requirements for obtaining a library card and using library services. These requirements inform the messaging promoting our services on our website and are used during in-person interactions to register customers. These policies are reviewed annually to ensure alignment with service delivery methods, and recommended changes are provided for the approval of the Library Board. The policies have been reviewed and there are four recommended changes for approval: 1) the extension of library card services to part-time students studying in Mississauga, 2) the deletion of the PIN requirement as mandatory for library card use, 3) the relaxation of renewal criteria, and 4) the deletion of the block disallowing PC access to customers owing \$20 in fines.

Extension of Full Service Card to Part-Time Students Studying In Mississauga

A full-service library card is currently free for “anyone who lives, works, attends school full time or owns property in Mississauga” upon presentation of acceptable identification.

The criteria currently excludes anyone who travels into Mississauga to attend school on a part-time basis. There are many part-time educational opportunities in Mississauga at all levels that the library wishes to support (including secondary, post-secondary, and adult learning).

When library staff are assessing qualifications, school registration documentation does not always clearly identify whether study is full or part time, and so the current policy is difficult to enforce. Our system prompts staff to verify eligibility each year for accounts that have non-Mississauga addresses. As a result, there is not an added risk that they will continue to have free access to Mississauga resources after the completion of their program. It is recommended that the Library extend full-service library card eligibility for part-time students studying in Mississauga.

Mandatory Use of PIN with Library Card Use

All library customers have a library card number and a personal identification number (PIN) associated with their accounts. The PIN is currently used to assist with authentication for a variety of library services, including self-checkout. The library is looking at procedural changes that will be needed to mitigate health and safety risks during a phased re-opening of library branches during the COVID-19 pandemic. One issue is to minimize the amount of contact points customers need to have with library equipment. For this reason the PIN requirement is being removed from self check-out stations, to reduce the number of times a customer has to touch these public screens. This change will be updated in the policy.

Updates to Changes in Library Renewal Criteria

It was past practice that customers were not able to renew library materials if any other customers had holds placed against that title. Due to recent system changes, an item with outstanding holds can now be renewed if there are two or more other copies available across our libraries. This change ensures that there are collectively enough copies to fulfill all holds, therefore this barrier to renewal is unnecessary. This change will be updated in the policy.

Public PC Blocking Policy Changes

The library makes available a number of public-use computers in our facilities to enable computer and related services for customers. This helps bridge the digital divide in our community. In our current policy, a library card or guest pass is required to use the public computers. Library cards owing \$20 or more cannot be used to access the public computers. A 1 day guest pass is available with identification.

This policy was an opportunity and incentive for customers with cards owing \$20 or more to bring their cards back into good standing. In reality, these customers for the most part would ask

for a 1 day guest pass each visit – often on a daily basis. In order to improve customer access to library services, the library has removed this \$20 limit. The policy will be updated to remove this limit.

In order to remove barriers to library service – for part time students, customer safety at self checkout stations, for renewals of items with other copies available, for customers with outstanding fines, the Library’s Customer Use Policy must be updated to reference these changes. This report provides the Board with an updated Customer Use Policy for approval.

Comments

The purpose of the Customer Use Policy is to:

- ensure materials and services are widely and equitably available to customers;
- maximize the use of collections and services;
- retrieve overdue materials and assess penalties for lateness or loss.

In order to address the recommended changes the policy has been revised as follows:

1. The Eligibility requirements in 1.1 were changed to: Anyone who lives, works, attends school, or owns property in Mississauga is eligible to receive a library card without charge, upon presentation of acceptable identification (where required).
2. 1.4 Library Card Use was changed to: A library card number must be used to borrow items and a PIN may be required to access services of the Library.
3. 2.3 Renewals was changed to include: Customers can extend (renew) the loan period of most items they have borrowed. There are a limited number of times an item can be renewed. Items reserved by another customer cannot be renewed unless there are two or more copies available.
4. In 3.1 Public Computers, the following sentence was deleted: Library cards owing \$20 or more cannot be used to access the public computers.

Financial Impact

The recommendations in this report have a slight financial impact such that usage of public computers will no longer be an incentive to clear library fines. This may result in some customers continuing to defer payment. This was already happening to some degree with

issuance of 1 day guest passes. These fines remain on accounts, but payment could be delayed.

Conclusion

The four policy changes outlined in this report serve to improve library convenience and responsiveness to customers' usage patterns and stages of life. Customers spending any time in school can reasonably enjoy library services to support their growth and knowledge, demonstrating that the library is a key learning institution. Harnessing the power of the library's Integrated Library System to improve renewal service while maintaining holds fulfillment levels is a reflection of the library's commitment to continuous improvement in service delivery. In an effort to make library technology as barrier-free as possible, removing the \$20 block on cards separates information access from financial considerations. Removing the requirement for entering a PIN number at self-checkout stations reduces the amount of physical contact customers make with our technology, helping to maintain safety during the COVID-19 pandemic. These four changes are relatively minor, but serve to incrementally improve our service to meet and exceed customer expectations.

As a result it is recommended that the That the Mississauga Public Library Board (Board) approve the updated Customer Use policy as attached in Appendix 1.

Attachments

Appendix 1: Customer Use Policy

Jennifer Stirling
Director, Library

Prepared by: James Cooper, Manager, Library Digital Services and Collections

Customer Use Policy

(Last Approved by the Mississauga Library Board on June 19, 2019)

Terms of Use

The Customer Use Policy of the Mississauga Library System (Library) covers activities relating to the registration, borrowing and use of materials and services. These include:

- conditions and use of the library card
- borrowing privileges, responsibilities and restrictions
- charging of fines and fees
- accessing library computers and Wi-Fi service

The purpose is to:

- ensure materials and services are widely and equitably available to customers
- maximize use of collections and services
- retrieve overdue materials and assess penalties for lateness or loss

The Customer Use Policy is regularly reviewed and approved by the Mississauga Public Library Board (Board).

1 Library Card

1.1 Eligibility

Anyone who lives, works, attends school, or owns property in Mississauga is eligible to receive a library card without charge, upon presentation of acceptable identification (where required).

A person who does not work, attend school or own property in Mississauga is deemed to be a non-resident. A non-resident may receive a library card by paying a non-refundable annual fee as approved by the Board.

Children under the age of 13 require parental/caregiver approval to receive a library card.

The person named in the library record agrees to accept responsibility for use of the card and agrees to abide by the rules of the Library. The library card remains the property of the Library and may be revoked or cancelled at any time with cause.

A customer is entitled to only one library card.

1.2 Customer Categories

Library cards are issued by age group category.

Customer Type	Loan Period	Overdue Fines	Annual Fee
Junior: 12 years old and under	Normal	Yes	
Youth: 13 – 17 years old	Normal	Yes	
Adult: 18 years old and over	Normal	Yes	
Non-Resident Junior: 12 years old and under	Normal	Yes	Yes
Non-Resident Youth: 13 – 17 years old	Normal	Yes	Yes
Non-Resident Adult: 18 years old and over	Normal	Yes	Yes
Homebound	Extended		
Daycare	Normal	Yes	
First Step	Normal	Yes	
Virtual	Normal		

1.3 Privacy of Customer Information

The Library complies with all laws include the provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and Canadian Anti-Spam Legislation.

To obtain a library card, a customer must provide name and address information to Library staff members (where applicable). To obtain a virtual library card (eResource only access) name and address are required through

online registration. A parent or guardian of a person less than age 16 may have access to the child's personal information.

The reading history of a Homebound Service customer is retained and available to staff to assist in managing materials selection.

A customer's current circulation activity information is available to staff as long as the item remains on loan or as long as charges remain unpaid. A history of resolved bills is also retained.

A customer may opt in to retaining their own reading history via the Library's website. This information is not available to staff.

Backup files of circulation activity information are temporarily retained for the purpose of restoring data in case of system failure and file corruption. These files are overwritten on a scheduled basis.

1.4 Library Card Use

A library card number must be used to borrow items and a PIN may be required to access services of the Library.

A customer may need to renew their library card periodically with confirmation of personal information.

A library card is not transferable. Lending a library card to a third party implies consent has been given for its use but does not entitle the third party to any information contained in the record.

Loss or theft of a library card must be reported to Library staff members immediately. A customer is responsible for any items borrowed and any charges incurred until loss or theft is reported.

Changes in personal information must be reported to staff members immediately.

A customer who replaces a damaged, lost or stolen card will pay a charge as approved by the Board.

Inactive customer records may be purged periodically provided there are no outstanding items or fines or fees.

2 Borrowing

2.1 Loan Limits

The Library establishes borrowing periods by format of the item. A summary of format limits will be listed on the Library's website.

Customers less than 18 years of age cannot, by law, borrow restricted items.

Access to electronic services will be restricted based on licencing agreements.

2.2 Loan Periods

Standard loan periods are defined by format. A summary of loan periods are listed on the Library's website.

Where possible, and if a customer asks, they might receive a longer loan period.

Some items may be restricted to in-library use only.

Some in-library use only items may be loaned overnight with permission of staff. Higher fine rates may apply.

2.3 Renewals

Customers can extend (renew) the loan period of most items they have borrowed. There are a limited number of times an item can be renewed. Items reserved by another customer cannot be renewed unless there are two or more copies available.

Loan periods are extended from the day of the renewal and not added to the end of the original loan period.

Renewals made after a loan period ends will result in overdue charges.

Renewals can be made using the Library's website, by automated phone service, using a mobile app, or with the assistance from staff members.

2.4 Holds

Most items can be reserved using the Library's website, mobile app, or with the assistance of staff members.

Customers will receive notification when a reserved item is available for pickup. Customers can choose to be notified via e-mail, text message, or by automated phone service.

Reserved items will be held for 7 days. A fine will result in any reserved items not picked up or cancelled.

2.5 Interlibrary Loan

Materials may be requested from other libraries, subject to certain limitations.

The lending library may charge a fee which will be paid by the Library.

Customers will be charged a fee if interlibrary loans are lost, damaged, or not returned, and pay replacement costs for the items. The fee amount is determined by the owning library of the item.

2.6 Returns

Materials are due at 23:59 on the day listed on the checkout receipt.

Most materials borrowed from one location of the Library may be returned to another location of the Library. Exceptions will be noted in the item's record.

2.7 Damaged or Lost Items

A Customer is responsible for all library materials borrowed on their card.

A replacement charge is incurred for any item that is 35 days past its due date.

Customers who damage or lose borrowed items will pay a replacement fee. The fee will be the item's retail price where possible. Otherwise, the fee will be a standard replacement cost.

The Library determines the standard replacement cost.

Replacement in kind or by substitution of similar acceptable material may be considered upon request.

The Library retains ownership of damaged and lost materials that have been paid for.

2.8 Refunds

If a lost item is paid for and subsequently found, it may be returned for a partial refund. The item will instead be considered overdue and a fine will be calculated from the last due date. The refunded amount will be the difference between the lost charge paid and the calculated overdue fine. The fine deducted will not exceed the original lost charge payment.

2.9 Damaged Equipment

The Library is not responsible for any damage to equipment used to access, download, or play borrowed items.

2.10 Pre-overdue Notification

A courtesy pre-overdue email notice is sent 3 days before an item is due.

2.11 Overdue Notification

An overdue notice by phone or by email is sent 4, 11, and 18 days after an item is due. Failure to receive an overdue notice does not excuse late fines.

2.12 Overdue Charges

Customers are encouraged to return borrowed items on time through overdue fines.

Overdue fines are charged each day an overdue item is not returned including when the library is closed.

2.13 Unpaid Charges

A customer will be blocked from checking out additional material when outstanding charges on their account reach or exceed \$20. A customer is expected to promptly pay these charges in full.

2.14 Waiving Charges

Charges may be waived in whole or in part at the discretion of staff in consideration of special circumstances. Details of waived charges may be recorded in a customer's account by staff for future reference.

2.15 Collection Agency

The services of a collection agency will be used to recover lost materials and unpaid charges.

Accounts submitted to the collection agency for charges exceeding \$19.99 but less than \$40 will have a \$5 collection agency fee added. Accounts submitted exceeding \$40 will have a \$12.80 collection agency fee added.

3 Computer Use

3.1 Public Computers

A library card or guest pass is required to use the public computers.

A 1 day guest pass is available with identification.

A customer may make a reservation to guarantee that a computer will be available but a customer may use any available computer without a reservation on a first come first served basis.

The Library has established rules to limit the frequency and length of time of use of computers to ensure fairness.

3.2 Wireless Internet Access

The City of Mississauga provides Wi-Fi access in all its facilities. Use of the service in Library locations is subject to the rules established by the City of Mississauga, Corporate Services Department, Information Technology Division.

City of Mississauga Library Board Report



Date: June 10, 2020

To: Mississauga Public Library Board

From: Jennifer Stirling, Director, Library

Agenda 5.1

Meeting date:
June 17, 2020

Subject

2019 Year-End Audited Financial Statement

Recommendation

That the report entitled “*2019 Year-End Audited Financial Statement*” from the Director, Library, and as approved by Audit Committee, be adopted by the Mississauga Public Library Board (Board) as presented.

Background

The adoption of the annual financial statement of the Mississauga Library System (Library) is a responsibility of the Board under the *Public Libraries Act, 1990*.

Comments

The 2019 audited year-end financial statement for the Library was approved by Audit Committee on May 11th, 2020.

Financial Impact

There are no financial impacts as a result of this report.

Conclusion

The 2019 audited financial statement has been approved by Audit Committee and now requires endorsement by the Board as described in the *Public Libraries Act, 1990*.

Attachments

Appendix 1: 2019 Mississauga Public Library Board Audited Financial Statement

Jennifer Stirling
Director, Library

Prepared by Mike Menary, Manager, Planning Development and Analysis

City of Mississauga - Public Library Board
Financial Statements
Year Ended December 31, 2019



KPMG LLP
Vaughan Metropolitan Centre
100 New Park Place, Suite 1400
Vaughan ON L4K 0J3
Canada
Tel 905-265-5900
Fax 905-265-6390

INDEPENDENT AUDITORS' REPORT

To the Members of Council, Inhabitants and Ratepayers of
The Corporation of the City of Mississauga

Opinion

We have audited the financial statements of the City of Mississauga Public Library Board (the Entity), which comprise:

- the statement of financial position as at December 31, 2019
- the statement of operations for the year then ended
- the statement of change in net debt for the year then ended
- the statement of cash flows for the year then ended
- and notes to the financial statements, including a summary of significant accounting policies

(Hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Entity as at December 31, 2019, and its results of operations, its change in net debt and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the **"Auditors' Responsibilities for the Audit of the Financial Statements"** section of our auditors' report.

We are independent of the Entity in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.



Page 3

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

A handwritten signature in black ink that reads 'KPMG LLP'. The signature is written in a cursive, stylized font and is underlined with a single horizontal stroke.

Chartered Professional Accountants, Licensed Public Accountants

Vaughan, Canada

May 1, 2020

City of Mississauga - Public Library Board

Statement of Financial Position

as at December 31, 2019 with comparatives for 2018
(All dollar amounts are in \$000)

	2019 \$	2018 \$
Financial Assets		
Cash	15	-
Accounts receivable	27	-
Due from City of Mississauga (Note 2)	2,806	2,439
Total Financial Assets	2,848	2,439
Financial Liabilities		
Accounts payable and accrued liabilities	1,946	1,056
Employee benefits and other liabilities (Note 4)	3,043	3,151
Total Financial Liabilities	4,989	4,207
Net Debt	(2,141)	(1,768)
Non-financial Assets		
Tangible capital assets (Note 7)	70,903	73,364
Prepaid expenses	51	-
Total Non-Financial Assets	70,954	73,364
Accumulated Surplus	68,813	71,596
Commitments (Note 5)		
Subsequent Event and Contingencies (Note 8)		

The accompanying notes are an integral part of these financial statements.

City of Mississauga - Public Library Board

Statement of Operations

for the year ended December 31, 2019 with comparatives for 2018
(All dollar amounts are in \$000)

	Budget 2019 \$ Note 6	Actual 2019 \$	Actual 2018 \$
Revenues			
City of Mississauga	28,149	27,258	26,212
Funding transfers from other governments	715	765	858
Contributed assets by the City of Mississauga	-	226	1,305
Fines, service charges and rents	1,214	1,156	1,175
Recoveries from third parties	40	117	83
Total Revenues	30,118	29,522	29,633
Expenses			
Salaries, wages and employee benefits	23,105	22,275	21,409
Equipment	84	66	153
Materials and supplies	1,375	1,516	297
Communication	8	25	23
Staff development	126	167	112
Transportation	56	68	57
Professional Services	29	41	39
Advertising and promotion	47	30	13
Occupancy	1,734	1,849	1,747
Collection fees	50	54	56
Bank Charges	8	13	-
Amortization of tangible capital assets (Note 7)	-	5,715	6,073
Administrative support charged by the City	472	486	443
Total Expenses	27,094	32,305	30,422
Annual surplus/(deficit)	3,024	(2,783)	(789)
Accumulated surplus, beginning of year		71,596	72,385
Accumulated surplus, end of year		68,813	71,596

The accompanying notes are an integral part of these financial statements.

City of Mississauga - Public Library Board

Statement of Change in Net Debt

for the year ended December 31, 2019 with comparatives for 2018
(All dollar amounts are in \$000)

	2019 Actual \$	2018 Actual \$
Annual surplus/(deficit)	(2,783)	(789)
Acquisition of tangible capital assets (Note 7)	(3,254)	(5,339)
Amortization of tangible capital assets (Note 7)	5,715	6,073
Acquisition of prepaid expenses	(51)	-
(Increase)/Decrease in net debt	(373)	(55)
Net debt, beginning of year	(1,768)	(1,713)
Net debt, end of year	(2,141)	(1,768)

The accompanying notes are an integral part of these financial statements.

City of Mississauga - Public Library Board

Statement of Cash Flows

for the year ended December 31, 2019 with comparatives for 2018
(All dollar amounts are in \$000)

	2019 \$	2018 \$
Cash provided by (used in):		
Operating activities:		
Annual surplus/(deficit)	(2,783)	(789)
Items not involving cash:		
Amortization of tangible capital assets	5,715	6,073
Contributed assets by the City of Mississauga	(226)	(1,305)
Change in employee benefits and other liabilities	(108)	(220)
Change in non-cash working capital:		
Accounts receivable	(27)	-
Due from the City of Mississauga	(367)	(15)
Accounts payable and accrued liabilities	890	290
Prepaid expenses	(51)	-
Net change in cash from operating activities	3,043	4,034
Capital Activities:		
Tangible capital asset additions	(3,028)	(4,034)
Net Change in Cash	15	-
Cash, end of year	15	-

The accompanying notes are an integral part of these financial statements.

City of Mississauga - Public Library Board

Notes to the Financial Statements

For the Year Ended December 31, 2019
(All dollar amounts are in \$000)

1. Significant Accounting Policies

The financial statements of the City of Mississauga Public Library Board (the "Board") are prepared by management in accordance with generally accepted accounting principles ("GAAP") for local governments as recommended by the Public Sector Accounting Board ("PSAB") of the Chartered Professional Accountants of Canada ("CPA Canada"). Significant aspects of the accounting policies adopted by the Board are as follows:

a) Basis of accounting

Sources of financing and expenses are reported on the accrual basis of accounting except for fines, service charges and rents which are reported upon receipt. The accrual basis of accounting recognizes revenues as they become measurable; expenses are the cost of goods and services acquired in the period whether or not payment has been made on invoices received.

b) Government transfers

Government transfers are recognized in the financial statements in the period in which the events giving rise to the transfer occur, providing the transfers are authorized, any eligibility criteria have been met, and reasonable estimates of the amounts can be made. The Corporation of the City of Mississauga's (the "City") contribution consists of the current year's requisition as approved by Council.

c) Pensions and employee benefits

The Board accounts for its participation in the Ontario Municipal Employee Retirement System ("OMERS"), a multi-employer public sector pension fund, as a defined contribution plan.

Vacation entitlements are accrued for as entitlements are earned. Sick leave benefits are accrued where they are vested and subject to pay out when an employee leaves the Board's employment. Other post-employment benefits and compensated absences are accrued in accordance with the projected benefit method prorated on service and management's best estimate of salary escalation and retirement ages of employees. Actuarial valuations, where necessary for accounting purposes, are performed triennially. The discount rate used to determine the accrued benefit obligation was determined by reference to market interest rates at the measurement date on high-quality debt instruments with cash flows that match the timing and amount of expected benefit payments. Unamortized actuarial gains or losses are amortized on a straight line basis over the expected average remaining service life of the related employee groups. Unamortized gains / losses for event-triggered liabilities, such as those determined as claims related to the Workplace Safety Insurance Board ("WSIB") are amortized over the average expected period during which the benefits will be paid.

Costs related to prior period employee services arising out of plan amendments are recognized in the period in which the plan is amended. For the purposes of these financial statements, the plans are considered unfunded.

d) Non-financial assets

Non-financial assets are not available to discharge existing liabilities and are held for use in the provision of services. They are not intended for sale in the ordinary course of operations.

(i) Tangible capital assets

Tangible capital assets are recorded at cost which includes amounts that are directly attributed to acquisition, construction, development or betterment of the asset. The cost, less residual value, of the tangible capital assets, excluding land, are amortized on a straight-line basis over their useful lives as follows:

Asset	Useful Life (Years)
Land	Unlimited
Land improvements	15 - 20
Buildings	40 - 50
Equipment, books and other	5 - 40
Vehicles	10 - 20

A full year of the annual amortization is charged in the year of acquisition. Assets under construction are not amortized until the asset is available for productive use.

City of Mississauga - Public Library Board

Notes to the Financial Statements

For the Year Ended December 31, 2019
(All dollar amounts are in \$000)

1. Significant Accounting Policies

d) Non-financial assets

(ii) Contributions of tangible capital assets

Tangible capital assets received as contributions are recorded at their fair market value at the date of receipt. The contributions are recorded as contributed assets in the statement of operations.

(iii) Leased assets

Leases are classified as either operating or capital leases. Lease agreements which substantially transfer all the risks and rewards of ownership to the Board are accounted for as a capital lease. All other leases are considered operating leases and the related payments are charged to operating expense as incurred.

(iv) Works of art and historical treasures

The Board does not own any notable works of art and historical treasures at their branches. Typically these assets are deemed worthy of preservation because of the social rather than financial benefits they provide to the community. The historic cost of art and treasures are not determinable or relevant to their significance hence a valuation is not assigned to these assets nor would they be disclosed of in the financial statements.

e) Use of estimates

The preparation of financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, and disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the period. Significant estimates include assumptions used in performing actuarial valuations of employee benefits and determining useful lives of tangible capital assets.

Actual amounts could differ from these estimates.

f) Adoption of new accounting policy

The Board has adopted the following PSAB Standard effective January 1, 2019:

(i) PS 3430, Restructuring Transactions, requires that assets and liabilities in restructuring transactions be measured at their carrying amount. It also prescribes financial statement presentation and disclosure requirements. For the year ended December 31, 2019, there are no such material restructuring transactions to disclose.

g) Future accounting pronouncements

These standards and amendments were not effective for the year ended December 31, 2019, and have therefore not been applied in preparing these financial statements. Management is currently assessing the impact of the following accounting standards updates on the future financial statements.

(i) PS 1201, Financial Statement Presentation, was issued in June, 2011. This standard requires entities to present a new statement of remeasurement gains and losses separate from the statement of operations. This new statement includes unrealized gains and losses arising from remeasurement of financial instruments and items denominated in foreign currencies and any other comprehensive income that arises when a government includes the results of government business enterprises and partnerships. This standard is effective for fiscal years beginning on or after April 1, 2021 and applies when PS 3450, Financial Instruments, and PS 2601, Foreign Currency Translation, are adopted (the Board's December 31, 2022 year-end).

(ii) PS 3450, Financial Instruments, establishes the standards on accounting for and reporting all types of financial instruments including derivatives. The effective date of this standard has recently been deferred and is now effective for fiscal periods beginning on or after April 1, 2021 (the Board's December 31, 2022 year-end).

City of Mississauga - Public Library Board

Notes to the Financial Statements

For the Year Ended December 31, 2019
(All dollar amounts are in \$000)

1. Significant Accounting Policies

g) Future accounting pronouncements

(iii) PS 2601, Foreign Currency Translation, establishes the standards on accounting for and reporting transactions that are denominated in a foreign currency. The effective date of this standard has been deferred and is now effective for fiscal periods beginning on or after April 1, 2021 (the Board's December 31, 2022 year-end). Earlier adoption is permitted. A public sector entity adopting this standard must also adopt the new financial instruments standard.

(iv) PS 3280, Asset Retirement Obligations (ARO), addresses the recognition, measurement, presentation and disclosure of legal obligations associated with retirement of tangible capital assets in productive use. This standard is effective for fiscal years beginning on or after April 1, 2021 (the Board's December 31, 2022 year-end).

(v) PS 3400, Revenue, establishes a single framework to categorize revenues to enhance the consistency of revenue recognition and its measurement. This standard is effective for fiscal years beginning on or after April 1, 2022 (the Board's December 31, 2023 year-end).

2. Due from the City of Mississauga

There are no specific terms of repayment and the amounts do not bear any interest due from the City.

3. Pension Agreements

The Board makes contributions to OMERS, a multi-employer defined benefit plan, which specifies the amount of the retirement benefit to be received by the employees based on the length of service and rates of pay on behalf of all permanent, full-time members of its staff. The plan is accounted for as a defined contribution plan. During the year, the Board contributed \$1,453 (2018 \$1,449) on behalf of these eligible employees and the employees contributed \$1,452 (2018 \$1,450).

4. Employee Benefits & Other Liabilities

Employee benefits and other liabilities, reported on the statement of financial position, are made up of the following:

	2019 \$	2018 \$
WSIB benefits	131	121
Accumulated sick leave benefit plan entitlements	107	174
Early retirement benefits	985	967
Post-employment benefits	909	1,007
Vacation Liability	911	882
Total	3,043	3,151

(i) WSIB: The Board has elected to be a Schedule 2 employer under the provisions of WSIB, and as such, remits payments to the WSIB only as required to fund disability payments. A full actuarial study of this obligation was completed in December 2019, in accordance with the financial reporting guidelines established by PSAB.

(ii) Accumulated sick leave benefits accrue to certain employees of the Board and are paid out either on approved retirement, or upon termination or death. The accrued benefit obligation and the net periodic benefit cost were determined by a full actuarial valuation completed in December 2019, in accordance with the financial reporting guidelines established by PSAB.

(iii) Early retirement benefits are representative of the Board's share of the cost to provide certain employees with extended benefits upon early retirement. The accrued benefit obligation and the net periodic benefit cost were determined by a full actuarial valuation completed in December 2019, in accordance with the financial reporting guidelines established by PSAB.

(iv) Post-employment benefits are paid on behalf of any employee on long-term disability. The accrued benefit obligation and the net periodic cost were determined by a full actuarial valuation completed in December 2019, in accordance with the financial reporting guidelines established by PSAB.

City of Mississauga - Public Library Board

Notes to the Financial Statements

For the Year Ended December 31, 2019
(All dollar amounts are in \$000)

4. Employee Benefits & Other Liabilities

Information about the Board's defined benefit plans is as follows:

	2019				2018
	WSIB \$	Sick Leave \$	Early Retirement \$	Post- Employment \$	Total \$
Accrued benefit obligation, beginning of year	121	174	967	1,007	2,269
Service cost	16	5	34	8	63
Interest cost	6	4	37	21	68
Amortization of actuarial (gain)/loss	5	(15)	(2)	(43)	(55)
Benefit payments	(17)	(61)	(51)	(84)	(213)
Accrued benefit obligation, end of year	131	107	985	909	2,132
Unamortized actuarial (gain)/loss	907	(75)	(80)	(18)	734
Actuarial valuation update, end of year	1,038	32	905	891	2,866

Expected average remaining service life 10 years 3 years 13 years 8 years

The actuarial valuations of the plans were based upon a number of assumptions about future events, which reflect management's best estimates. The following represents the more significant assumptions made:

	WSIB	Sick Leave	Early Retirement	Post Employment
Expected inflation rate	1.75 %	1.75 %	1.75 %	1.75 %
Expected level of salary increases	n/a	2.75 %	2.75 %	2.75 %
Interest discount rate	3.50 %	3.50 %	3.50 %	3.25 %
Expected health care increases	3.75 %	n/a	6.75 %	6.75 %

5. Commitments

The Board has entered into various operating leases for premises. Anticipated payments under such leases during the next five years are approximately as follows:

	\$
2020	334
2021	343
2022	202
2023	156
2024	39
Thereafter	-
Total	1,074

6. Budget Adoption

The 2019 budget, as approved by Council, was adopted by the Board at the February 20, 2019 meeting.

City of Mississauga - Public Library Board

Notes to the Financial Statements

For the Year Ended December 31, 2019
(All dollar amounts are in \$000)

7. Tangible Capital Assets

Tangible capital assets are non-financial assets that are generally not available to the Library for use in discharging its existing liabilities and are held for use in the provision of services. These assets are significant economic resources that are not intended for sale in the ordinary course of business and have an estimated useful life that extends beyond the current year. Examples include buildings, books, furniture, land, etc.

Library Tangible Capital Assets

Cost	December 31, 2018 \$	Additions \$	Disposals \$	December 31, 2019 \$
Land	1,247	-	-	1,247
Land improvements	404	-	-	404
Buildings	99,488	-	-	99,488
Equipment, books and other	66,379	3,254	34,493	35,140
Vehicles	158	-	-	158
Total	167,676	3,254	34,493	136,437

Accumulated Amortization	December 31, 2018 \$	Amortization Expense \$	Disposals \$	December 31, 2019 \$
Land	-	-	-	-
Land improvements	338	11	-	349
Buildings	43,162	2,619	-	45,781
Equipment, books and other	50,699	3,080	34,493	19,286
Vehicles	113	5	-	118
Total	94,312	5,715	34,493	65,534

Net Book Value	December 31, 2018 \$	December 31, 2019 \$
Land	1,247	1,247
Land Improvements	66	55
Buildings	56,326	53,707
Equipment, books and other	15,680	15,854
Vehicles	45	40
Total	73,364	70,903

City of Mississauga - Public Library Board

Notes to the Financial Statements

For the Year Ended December 31, 2019
(All dollar amounts are in \$000)

8. Subsequent Event and Contingencies

Subsequent to December 31, 2019 the COVID-19 outbreak was declared a pandemic by the World Health Organization. This has resulted in governments worldwide, including the US, Canadian, Ontario and local governments, enacting emergency measures to combat the spread of the virus. These measures, which include the implementation of travel bans, self-imposed quarantine periods and social distancing, have caused material disruption to businesses globally resulting in an economic slowdown.

Governments and central banks have reacted with significant monetary and fiscal interventions designed to stabilize economic conditions, however, the success of these interventions is not currently determinable. The situation is dynamic and the ultimate duration and magnitude of the impact on the economy and the financial effect on the Board is not known at this time.

9. Comparative Figures

Certain comparative information has been reclassified to the financial presentation adopted in the current year.

City of Mississauga
Library Board Report



Date: June 10th, 2020 To: Mississauga Public Library Board From: Jennifer Stirling, Director, Library	Agenda 5.2
	Meeting date: June 17 th , 2020

Subject

2021-2024 Business Plan and 2021 Budget Update

Recommendations

1. That the report dated June 10th, 2020 entitled “*2021-2024 Business Plan and 2021 Budget Update*” from the Director, Library be received.

Background

The Business Plan (Plan) outlines the major areas of focus for service delivery over the next four years. The Plan includes an overview of the Library’s vision, service delivery model, trends, key initiatives and performance indicators. The Library’s Plan is aligned with and guided by the City of Mississauga’s (City) Strategic Plan, the Board Ends and the Future Directions Master Plan.

This report will outline the Library’s preliminary goals for the 2021 budget cycle. The Library’s Plan and budget still requires the City’s Leadership Team and Council approval before its recommendations are endorsed. In addition, the uncertainty cause by the global pandemic requires the City to be nimble with its fiduciary responsibilities and as such these requests are subject to change to meet the priorities established by City Council as they arise.

Comments

The Library’s 2020-2023 Business Plan requests focus on the following areas:

- The major focus of the Library’s Business Plan is Central Library Redevelopment (2021). The Library has successfully requested funding to develop a more modern and future-focused library; redeveloping underutilized and ancillary spaces; creating a layout that is

conductive to current library collections; maximizing the use of technology and expanding the fourth floor by adding 6,000 square feet of library space. It is anticipated that COVID-19 may delay the redevelopment by approximately 4 months.

- The continuation of modernizing customer facing library technology (2021-2024) the budget request will increase and enhance customer access to services and collections including an improved mobile presence, a modern online catalogue, digitization of historic resources, enhancing accessible workstations and an expansion of the technology lending program.
- Continued expansion of Maker Mississauga offerings through a mobile makerspace and dedicated Maker Mississauga Programmers (2022)
- Investing in infrastructure and community through the renovation of South Common Library (2023)
- Continuation of the Library's facility renovation, rehabilitation and customer facing equipment programs (2021-2024)

Each of these areas of focus is guided by one or more of the Strategic Plan, Board Ends and/or Future Directions.

The Plan also includes requests for additional operating funds to support continuity in Library programs and events, increased Library marketing and promotions, and ongoing support for the Library's existing makerspaces.

Providing cost reductions in the Plan is a requirement for all service areas. The Library has identified proposed cost efficiencies totaling approximately \$47,000 for 2020. These efficiencies do not have any impact on service levels for customers and reflect a changing way of doing business. Examples of elements being reduced are printing costs and promotional materials (due to the Library's increased online presence), and a reduction in external building rental fees due to adjustments to utility costs related to the Library's lease agreements.

Key Dates

- The Leadership Team successfully reviewed the Library's business plan proposal in May. They re-review all submissions on August 13th, 2020
- Budget Committee will review and deliberate over Business Plans on October 7th, 2020
- Council is targeting passing a motion to approve the total City budget on December 9, 2020.

Public Engagement

There is dedicated time for residents, businesses, special interest groups and taxpayers to provide input into the budget process through the following:

- Email questions and comments to budget@mississauga.ca
- Follow the City on [Twitter](#) and [Facebook](#)
- Submit comments directly to Budget Committee through [public question period](#)
- Follow discussions via [Mayor/Councillor news updates](#)

Financial Impact

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

Conclusion

The Library's 2021-2024 Business Plan and 2020 Budget are guided by the Strategic Plan, Board Ends and Future Directions. The requests outlined in this report are currently awaiting approval from the Leadership Team and Council. Council is targeting to pass a motion to approve the budget on December 9th, 2020. The uncertainty around the global pandemic makes it difficult to accurately predict what the Library's budget will be in future, but this report represents the best knowledge and thinking at the time of its writing.

Jennifer Stirling
Director, Library

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

City of Mississauga Library Board Report



Date: June 10th, 2020

To: Mississauga Public Library Board

From: Jennifer Stirling, Director, Library

Agenda 5.3

Meeting date:
June 17th, 2020

Subject

COVID-19 Financial Update

Recommendation

That the report dated June 10th, 2020 entitled “COVID-19 Financial Update” from the Director, Library be received for information.

Background

The Library was forced to close its branches on March 17th, 2020 due to the COVID-19 pandemic. Financial reports are typically submitted to the Mississauga Public Library Board (Board) on a quarterly basis to provide an overview of financial activity to-date and year-end forecast estimates. At the April, 2020 Board meeting it was requested that the Library Leadership Team present rolling financial reports to the Board moving forward outlining the financial impact of the COVID-19 pandemic. At the May, 2020 Board Meeting the Library presented estimates related to the financial impact of the pandemic in the Q1 Financial Report. This report refines those estimates with one more month of actual financial information, and a clearer picture of next steps for the Library’s return to business.

Comments

At the time of writing this report, the Library’s financial forecasts are only accurate until April 31st, 2020. The information below reflects the best estimates based on the business decisions made by leadership due to the pandemic. This draft information is based on best estimates and is provided solely for Board information and discussion. As the impact of COVID becomes clearer, the Library’s actual financial information will be provided to the Board through the official quarterly financial reports the Board has historically received. The impact related to COVID will be highlighted and commented on as appropriate.

Business decisions related to the global pandemic which result in budget impact include:

- A projected return to a curbside pickup model before July, 2020
- The temporary lay-off of 203 part-time staff

- A temporary hiring freeze, except for essential positions
- Reductions in utility and fuel expenses
- Reductions in travel and conference expenses
- An amnesty period for fines during closure
- No revenue from fees or charges during closure
- Purchase of personal protective equipment for staff
- Purchase of sanitation supplies

The chart below shows the Library's anticipated financial position based on the current situation. As the Library's business decisions related to the pandemic evolve, this chart can be updated and presented to the Board

Anticipated Financial Position				
Scenario	YTD Actuals	2020 Forecast	2020 Budget	Est. Var. to Budget
FT Labour Expenses	\$5,621,606	\$16,877,399	\$18,317,456	-\$1,440,057
PT Labour Expenses	\$2,160,468	\$5,941,287	\$5,261,161	\$680,126
Operating Expenses	\$1,580,592	\$7,551,105	\$7,613,559	-\$62,454
Total Expenses	\$9,362,666	\$30,369,791	\$31,192,176	-\$822,385
Revenue	\$379,197	\$1,948,699	\$2,101,900	-\$153,201
NET PROJECTION	\$8,983,469	\$28,421,092	\$29,090,276	-\$669,184

The chart below is a high level estimate of the monthly budget impact of the pandemic on the Library. As is evident below, for each month the Library is closed it saves approximately \$500,000 to budget; largely driven off savings from part time labour lay-offs.

Line Item	Est. Mthly Closure Impact
FT Labour Expenses	-\$1,473
PT Labour Expenses	-\$540,117
Operating Expenses	-\$22,643
Total Expenses	-\$564,233
Revenue	-\$68,089
NET PROJECTION	-\$496,144

Financial Impact

The recommendations in this report result in no financial impact.

Conclusion

The Library is working with its partners at the City to forecast the financial impact of the COVID-

19 pandemic. The information contained in this report is for Board discussion and comment and are high level estimates based on first quarter financials, logical assumptions and business decisions made by leadership due to the pandemic. The Library Leadership Team is committed to monitor the financial impact of the pandemic and report back to the Board on a frequent basis.

Jennifer Stirling
Director, Library

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

City of Mississauga
Library Board Report



Date: June 9, 2020

To: The Mississauga Public Library Board

From: Jennifer Stirling, Director, Library

Agenda 6.1

Meeting date:
February 26, 2020

Subject

2020 Annual Key Objectives – Mid Year Update

Recommendation

That the update on the key annual objectives provided in Appendix 1 of the report dated June 9, 2020 entitled “*Annual Key Objectives Mid-Year Update*” from the Director, Library, be received.

Background

In alignment with the Roles and Responsibilities Policy (B10) the CEO is responsible each year for proposing annual objectives with input from the Commissioner, Community Services, and providing regular updates on their progress. The Mississauga Public Library Board (Board) approved the 2020 objectives on February 26, 2020. The fourteen identified key 2020 objectives were the first consolidated set of objectives that were derived from the established Board Ends and are consistent with Future Directions and Community Services Department initiatives.

Comments

An update on the progress made towards the 2020 annual key objectives for the Library is provided in the attached in “*Appendix 1: 2020 Annual Key Objectives Mid-Year Update*”. The information in the appendix includes a mid-year update on key deliverables linked to the Board Ends, Key Objectives (as approved in 2014 by the Board), and Future Directions Master Plan Strategic Priorities.

There has been significant achievement year to date on some key initiatives including the work on the development of a programming stream for the Open Window Hub, the Central Library Project, the learning plan and technology implementation projects in the first quarter of the year.

Progress on some projects including the Infrastructure Study has been deferred as a result of the large project impact of the COVID-19 closure and its impact on workload and focus. Work on the Central Library project has progressed significantly, but the project will be delayed as a result of COVID closures, by approximately four months. The Library will continue to monitor the progress on Board priorities as the year progresses and will provide a written update in December 2020.

Financial Impact

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

Conclusion

Significant progress has been made on the approved annual key objectives for 2020 in the first half of the year, with some project slowdowns in the last quarter as a result of the COVID-19 closure and library system re-alignment. Updates on progress on the 14 proposed annual key objectives for the Library are included for review. That the update on the key annual objectives provided in Appendix 1 of the report dated June 9, 2020 entitled “*Annual Key Objectives Mid-Year Update*” from the Director, Library, be received.

Attachment

Appendix 1: 2020 Annual Key Objectives Mid-Year Update

Jennifer Stirling
Director, Library

2020 Annual Key Objectives – Mid-Year Update

Board End: We know and engage with our community <u>Key Objectives:</u> Develop a public awareness campaign that will highlight the role and importance of libraries in the community Utilize targeted customer behaviour analysis to improve customer experience Develop partnerships which ensure a wide variety of quality programs Future Directions Master Plan Strategic Priority <ul style="list-style-type: none"> • Tell the Library's Story • Enhance the Customer Experience • Revolutionize Service Delivery 			
Annual Key Objective	Board Role	June 2020 Update	Expected Completion Date
1. Develop a renewed and expanded vision and mission that signals the transformation and modernization of the Library	Develop and approve vision and mission	Vision and Mission workshop planned for September 2020.	December 2020
2. Develop enhanced Key Performance Indicators consistent with the City of Mississauga's Performance Measures Program	Provide input, direction and approval, as appropriate, in the program and receive updates on progress	KPI indicator reports underway as per proposed schedule. Additional information on KPIs for virtual service delivery changes are recommended for consideration in June 2020.	September 2020
3. Review fines structure in consideration of modern day customer expectations and trends as well as financial expectations	Provide input, direction and approval, as appropriate, in the program and receive updates on progress	Project in process but delayed by COVID closure.	June 2020
Board End: We work to recognize the Library as a key learning institution <u>Key Objectives:</u> Provide E-Learning opportunities and continued skill development through online resources Develop service that will assist in the use of technology to access resources Increase support and awareness for small business Future Directions Master Plan Strategic Priority <ul style="list-style-type: none"> • Tell the Library's Story • Invest in our People • Invest in Technology to Bridge the Digital Divide 			
Annual Key Objective	Board Role	June 2020 Update	Expected Completion Date
4. Explore additional online learning offerings including formal certification programs	Receive updates on new online learning offerings	Online learning opportunities actively promoted during COVID closure and utilized by staff for career development.	June 2020
5. Improve access to eBooks through shared OverDrive catalogue with Hamilton and Burlington libraries and the introduction of "Hot Reads"	Receive updates on status of access and usage	Implemented – April 2020	June 2020

2020 Annual Key Objectives – Mid-Year Update

6. Build a line of business plan for Makerspaces that includes objectives, resource needs, training and delivery methods to support STEAM learning	Receive updates on progress of business plan	Maker plan drafted. Detailed project implementation plan in development.	April 2020
<p>Board End: We provide inspiring, welcoming and creative spaces</p> <p><u>Key Objectives:</u> Develop and provide facilities that offer an all-inclusive, safe and friendly environment that inspire learning and creativity Ensure that all prospective redevelopment of library spaces takes into account future community needs</p> <p>Future Directions Master Plan Strategic Priority</p> <ul style="list-style-type: none"> Enhance the Customer Experience Develop 21st Century Facilities 			
Annual Key Objective	Board Role	June 2020 Update	Expected Completion Date
7. Central Library renovation including design and construction plan, communications plan and closure plan	Provide input, direction and approval, as appropriate, in the plan and receive updates on progress	Central Library project in detailed design phase. Initial design feedback provided to architect. Communications and closure plan in development. As a result of COVID closure, there will be a four month delay to project schedule.	December 2020
8. Complete an infrastructure study to ensure facilities are properly planned for, maintained and address the needs and expectations of Library customers	Provide input, direction and approval, as appropriate, in the study and receive updates on progress	Infrastructure Study has been delayed as a result of the COVID emergency. Project delayed until 2021.	September 2020
9. Complete the joint use study for T.L. Kennedy high school (Cooksville Library)	Provide input and receive updates on progress of the study	Preliminary options for stie design have been developed by the consultant for consideration. Summary of research and options is in development.	June 2020
10. Complete the design of Malton Makerspace	Receive updates on progress of the design	Malton Makerspace design in progress with F&PM.	September 2020
11. Deliver approved Open Window Hub programming consistent with the Odette Foundation agreement	Receive updates on progress of programming	Significant programming deployed including Laughing Like Crazy, the Creating Community Conference and weekly lunch programs have had a significant impact on the Community. Partnerships with the Region of Peel have ensured that clients are supported through closure.	December 2020

2020 Annual Key Objectives – Mid-Year Update

Board End: We deliver service with multi-talented people changing lives Key Objectives: Devise and implement programs and services that will allow library staff to become agents of social mobility Future Directions Master Plan Strategic Priority <ul style="list-style-type: none"> Enhance the Customer Experience Revolutionize Service Delivery Invest in our People 			
Annual Key Objective	Board Role	June 2020 Update	Expected Completion Date
12. Create and implement a learning plan to ensure skills of all Library employees keep pace with literacy, technology, customer health, safety and wellness as well as leadership demands	Receive updates on progress of learning plan	Learning plan developed and ready to deploy to staff. Strong focus on employee development during closure through the provision of remote training from key learning institutions	April 2020
13. Implement refreshed performance appraisal process for unionized staff	Receive updates on progress of PDP and appraisal review process	Enhanced appraisal process completed. Will be rolled out to staff in the second half of the year.	March 2020
Board End: We provide access to many resources in many ways Key Objectives: Develop and implement a strategy that will enable open access to technology and technology devices for residents, particularly older adults and job-seekers Future Directions Master Plan Strategic Priority <ul style="list-style-type: none"> Enhance the Customer Experience Revolutionize Service Delivery Invest in Technology to Bridge the Digital Divide Develop 21st Century Facilities 			
Annual Key Objective	Board Role	June 2020 Update	Expected Completion Date
14. Implement technology initiatives to enhance service delivery including: <ul style="list-style-type: none"> Library catalogue upgrade Mobile app replacement Local history digitization Electronic fines payment Online program registration Renewing library cards Assistive workstation expansion 	Receive updates on progress of implementation	<ul style="list-style-type: none"> RFI in development RFI in development Solution established for digitization eFines in final testing phases, deployment planned for? Program registration on track for completion in September Library card renewals project delayed as a result of COVID emergency. Assistive expansion in planning phases 	TBD TBD TBD March 2020 September 2020 December 2020 December 2020

**MISSISSAUGA PUBLIC LIBRARY BOARD
2020 Work Plan**

Month	Executive Limitations	Governance	Board CEO Linkage	Ends	Consent Items	Other Business
2020						
June	KPI Update(Inspiring, Welcoming & Creative Spaces- <i>deferred</i>); Evaluate CEO's efforts & compliance (deferred)	Customer Use Policy Review;	Review Annual Key Objectives (CEO)		Business Plan and Budget; Approve Audited Financial Statement; Review Year-End Financial Report;	COVID 19 Financial Update
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	2 nd Qtr Financial Review	
November	KPI(Know & Engage with Our Community; Access to Many Resources in Many Ways)); Evaluate CEO's efforts & compliance	Review Executive Limitations Policies (CEO)	Review Annual Key Objectives (CEO)	Open Window Hub Year in Review Presentation	3 rd 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	
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- <i>deferred</i>)	Review of Fines & Fees			Review 1st Qtr Financial Report	

Agenda 7.2

Upcoming Events/Meetings with proposed locations & Chair		
Date	Event/Location	Meeting Chair
2020		
June 17, 2020	Board Meeting Via Webex	Wahab Mirjan
June 19, 2020 7:00pm	Online Program Author Talk– Samantha M. Bailey discusses Woman on the Edge, her propulsive debut thriller about the lengths to which a woman will go to protect her baby. Registration opens a week in advance. Click on link below: https://web.mississauga.ca/library/programs/online-programs/	
June 26, 2020 – (to be confirmed)	Online Program Author Talk– with Bridget Liang (an LGBTQ+ author)	
September 16, 2020	Mission & Vision Facilitated Discussion TBD	
October 2020	Comic Expo Tentative	
October 21, 2020	Board Meeting TBD	
November 18, 2020	Board Meeting TBD	

Mission & Vision

Pre-Work Discussion

- 1) Formulate questions for stakeholder survey
- 2) Identify stakeholder groups to be included in survey

City of Mississauga Library Board Report



Date: June 10, 2020

To: The Mississauga Public Library Board

From: Jennifer Stirling, Director Library

Agenda 9.1

Meeting date:
June 10, 2020

Subject

Reaffirmation of the CULC Statement on Race & Social Equity

Recommendation

That the Mississauga Public Library Board reaffirm its commitment to social diversity inclusion by endorsing the “*Canadian Urban Libraries Council’s Statement on Race and Social Equity*” as a statement of its commitment to the principles of diversity and inclusion.

Background

On February 18, 2020 the Board endorsed the joint Urban Libraries Council (ULC) & Canadian Urban Libraries Council (CULC) statement on Race and Social Equity and became a signatory member listed on the Urban Libraries’ Council website. The library joins 168 other large urban libraries in North America in the support of these principles. In response to the current situation of unrest and protest, it is important that the Board continue to assert its leadership in this area by re-affirming its commitment to the goals of the statement as a guiding principle to the library’s work in Mississauga. Other large Canadian libraries are reaffirming the statement as a symbol of their support for diversity and inclusion during this difficult time.

Comments

The joint statement has 168 signatory libraries across North America, includes Canadian public libraries from Brampton, Hamilton, Kitchener, Markham, Milton, Ottawa, Toronto, Edmonton and Calgary. This statement serves acts as a guiding principle upon which the Library can continue to build policies, programs and actions that contribute to Mississauga being more inclusive and supporting Mississauga’s diversity.

The statement reads as follows:

As leaders of North America's public libraries, we are committed to achieving racial and social equity by contributing to a more just society in which all community members can realize their full potential. Our libraries can help achieve true and sustained equity through an intentional, systemic and transformative library-community partnership. Our library systems are working to achieve equity in the communities we serve by:

- Eliminating racial and social equity barriers in library programs, services, policies and practices
- Creating and maintaining an environment of diversity, inclusion and respect both in our library systems and in all aspects of our community role
- Ensuring that we are reaching and engaging disenfranchised people in the community and helping them express their voice
- Serving as a convener and facilitator of conversations and partnerships to address community challenges
- Being forthright on tough issues that are important to our communities

Libraries are trusted, venerable and enduring institutions, central to their communities and an essential participant in the movement for racial and social equity.

The library will join other Canadian libraries in re-endorsing the statement as a sign of support for the movement to support social justice.

Financial Impact

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

Conclusion

As one of its ongoing initiatives ULC and CULC have developed a joint Statement on Race and Social Equity as an act of commitment to a more equitable society and public libraries role in building that society. The board endorsed this policy and became a signatory member on February 18, 2020. By joining other large public libraries in re-endorsing the statement, the Board reaffirms its commitment to equity and diversity during a time of social unrest. To support that it is recommended that the Library Board reaffirm its commitment to social diversity inclusion by endorsing the "*Canadian Urban Libraries Council's Statement on Race and Social Equity*" as a statement of its commitment to the principles of diversity and inclusion.

Jennifer Stirling
Director, Library

STATEMENT ON RACE & SOCIAL EQUITY

As leaders of North America's public libraries, we are committed to achieving racial and social equity by contributing to a more just society in which all community members can realize their full potential. Our libraries can help achieve true and sustained equity through an intentional, systemic and transformative library-community partnership. Our library systems are working to achieve equity in the communities we serve by:

- Eliminating racial and social equity barriers in library programs, services, policies and practices
- Creating and maintaining an environment of diversity, inclusion and respect both in our library systems and in all aspects of our community role
- Ensuring that we are reaching and engaging disenfranchised people in the community and helping them express their voice
- Serving as a convener and facilitator of conversations and partnerships to address community challenges
- Being forthright on tough issues that are important to our communities

Libraries are trusted, venerable and enduring institutions, central to their communities and an essential participant in the movement for racial and social equity.

Originally endorsed by the Urban Libraries Council

CULC/CBUC also supports the CFLA Position Statement on Diversity & Inclusion:

<http://cfla-fcab.ca/en/programs/guidelines-and-position-papers/position-statement-on-diversity-and-inclusion/>

DÉCLARATION SUR L'ÉGALITÉ RACIALE ET SOCIALE

En tant que chef de file des bibliothèques publiques en Amérique du Nord, le CBUC est déterminé à instaurer l'égalité raciale et sociale, en contribuant à la création d'une société plus juste où tous les membres peuvent exploiter pleinement leur potentiel. Nos bibliothèques peuvent contribuer à la recherche d'une équité véritable et durable grâce à un partenariat choisi, systémique et transformateur avec les collectivités. Nos réseaux de bibliothèques visent l'équité dans les collectivités que nous servons, par les moyens suivants :

- En éliminant les obstacles en matière d'égalité raciale et sociale dans les programmes, les services, les politiques et les pratiques des bibliothèques;
- En créant et en préservant un environnement de diversité, d'inclusion et de respect, tant dans nos réseaux de bibliothèques que dans les divers aspects de notre vocation communautaire;
- En veillant à atteindre et à mobiliser les personnes privées de leurs droits, et en les aidant à faire entendre leur voix;
- En agissant à titre de médiateur et de facilitateur de discussions et de partenariats, en vue de relever les défis au sein de la collectivité;
- En étant franc face aux enjeux difficiles qui sont importants pour nos collectivités.

Les bibliothèques sont des institutions vénérables et inaltérables qui inspirent la confiance. Elles sont au cœur des collectivités, où elles jouent un rôle essentiel en vue d'instaurer l'égalité raciale et sociale.

Originalement approuvé par l'Urban Libraries Council

Le CULC/CBUC soutient également l'Énoncé sur la diversité et l'inclusion de la FCAB :

<http://cfla-fcab.ca/fr/programmes/lignes-directrices-et-exposes-de-position/enonce-sur-la-diversite-et-linclusion/>

Action Items – from May 20, 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) Board Evaluation Tool Review 3) Assess “7 meetings/year” schedule and send out 2021 meeting dates		To be scheduled before end of 2020 Scheduled for November 2020 meeting	W. Mirjan V. Ohori		
4) 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		To be scheduled for June meeting	V. Ohori	J. Stirling	
5) Recommendations on how to handle KPI reporting during the pandemic		To be addressed in June CEO Report	L. Naismith	M. Menary	
6) Send availability for possible July & August meetings to Anne Marie	completed	Done; results to be discussed in June CEO Report		All Board Members	