



# Mississauga Public Library Board Meeting

Thursday, July 23, 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

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## 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	<b>Call to order: Welcomes &amp; Land Acknowledgement Statement</b>	5:30-5:31
1.1	<b>Excused Absences</b> <i>(Motion required to excuse absences)</i>	5:31-5:33
1.2	<b>Approval of Agenda</b> <i>(Motion required to approve agenda)</i>	5:33-5:35
1.3	<b>Declaration of Conflict of Interest</b>	
1.4	<b>Delegations</b>	
2.0	<b>Consent Agenda -</b> <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 June 17, 2020	
3.0	<b>CEO Report</b>	5:40-6:00
3.1	CEO Report	
4.0	<b>Policy Review</b>	
5.0	<b>Executive Limitations/Internal Monitoring Reports</b>	6:00-6:15
5.1	COVID 19 Financial Update	
6.0	<b>Ends</b>	
7.0	<b>Governance</b>	6:15-6:30
7.1	Review of Work Plan	
7.2	Upcoming Meetings/Events/Chair Rotation	
8.0	<b>Ownership Linkage</b>	
9.0	<b>Board Advocacy</b>	6:30-6:45
9.1	CULC Statement on Race and Social Equity	
10.0	<b>Board Development</b>	
11.0	<b>Other Business</b>	6:45-6:50
11.1	Action Log Review	

12.0 12.1	<b>In Camera Agenda</b> <b>Pursuant to Ontario Public Library Act Sections</b> (4) (d) labour relations or employee negotiations a. COVID-19 Staffing re possible end of emergency orders	6:50-7:15
13.0	<b>Board Self-Evaluation -</b> C. Williams 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.	7:15-7:20
14.0	<b>Adjournment</b> <i>(Motion required to adjourn)</i>	
	<b>TOTAL TIME</b>	150 minutes



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**DATE:** July 23, 2020  
**TO:** The Mississauga Public Library Board  
**FROM:** Jennifer Stirling, Director, Library  
**SUBJECT:** **Consent Agenda**

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**RECOMMENDATION:** That the Consent Agenda comprising of Agenda 2.0 to 2.1 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 June 17, 2020

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Jennifer Stirling  
Director, Library



## Agenda 2.1

**MISSISSAUGA PUBLIC LIBRARY BOARD**  
**Regular Meeting**  
**Minutes of the meeting held on Wednesday, June 17, 2020 at 5:30 p.m.,**  
**Virtual via Webex**

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

Absent:

Staff Present: Jennifer Stirling, Director, Library  
James Cooper, Manager, Library Digital Services &  
Laura Reed, Manager, Central Library & Community Development  
Sue Coles, Manager, Facilities & Operations  
Mike Menary, Manager, Planning, Development & Analysis

Minutes Recorded: Anne Marie Solleza

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### **1.0 Call to Order**

W. Mirjan called the meeting to order at 5:31pm.

### **1.1 Excused Absences**

There were no absences to record.

### **1.2 Approval of Agenda**

The CEO suggested that Item 5.1 be moved up the agenda before Item 2.0.

**42:20 Resolved that the agenda be approved as amended.**

**Moved by S. MacKinnon**

**Seconded by M. Almond**

**Carried**

### **1.3 Declaration of Conflict of Interest**

**There were no conflicts of interest declared.**

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#### **1.4 Delegations**

There were no delegations scheduled for this meeting.

#### **5.1 Adoption of 2019 Audited Financial Statements**

Upon invitation from the Library Board, Barbara Campbell-Graves, Financial Analyst, from the City's Financial & Treasury Services Division, attended the meeting to walk the Board through 2019 Audited financial Statements for the library. The Board thanked her for answering their questions and providing clarification on some of the terminologies used in the report.

**43:20 Resolved that the report entitled “2019 Year-End Audited Financial Statement” from the Director, Library, dated June 10, 2020 and as approved by Audit Committee, be adopted by the Mississauga Public Library Board as presented.**

Moved by P. Mak  
Seconded by V. Ohori  
Carried

#### **2.0 Consent Agenda**

**44:20 Resolved that**  
a) Item 2.3 be pulled from the Consent Agenda for discussion and  
b) that the amended Consent Agenda be approved and the Director, Library hereby authorized and directed to take such action that may be necessary to give effect to the recommendations as therein contained.

Moved by L. Naismith  
Seconded by M. Almond  
Carried

#### **2.3 2019 Year End Financial Report**

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

2019 financial performance is generally consistent with the same period in 2018. The Library finished the year favourable to budget by approximately \$342,000. This variance was anticipated and largely driven off of normal labour gapping trends.

The Board requested certain details that they would like included in the next financial update. M. Almond will put together a statement on the additional information they would want to see in the next financial update.

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**45:20 That the report entitled “Review of 2019 Year End Financials” dated June 10<sup>th</sup>, 2020 from the Director, Library be approved.**

**Moved by M. Almond  
Seconded by C. Williams  
Carried**

### **3.0 CEO Report**

Highlights of the CEO provided include the following:

1. Ontario Government Framework for Re-Opening Phase 1 and 2
2. The Canada Federation of Library Associations (CFLA) position on the issue of racism
3. System highlights that includes what the library in its closed state is doing to continue to support its three priorities;
  - a. Emergency Response Management
  - b. Virtual Branch Service Acceleration
  - c. Preparing for Re-opening
4. Recommendations for a revised KPI reporting framework

**46:20 Resolved that the CEO Report dated June 10, 2020 by the Director, Library be received for information.**

**Moved by M. Almond  
Seconded by V. Ohori  
Carried**

### **4.0 Policy Review**

#### **4.1 Customer Use Policy Review**

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.

The four policy changes outlined in the 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.

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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.

**47:20 That the report entitled *Customer Use Policy Changes* from the Director, Library dated June 6, 2020 be approved and the Customer Use policy be updated as attached in Appendix 1.**

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

## **5.0 Executive Limitations/Internal Monitoring Report**

### **5.2 Business Plan and Budget Update**

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 the 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 the report represents the best knowledge and thinking at the time of its writing.

**48:20 Resolved that the report entitled *2021-2024 Business Plan and 2021 Budget Update* dated June 10, 2020 by the Director, Library be received for information.**

**Moved by Councillor J. Kovac  
Seconded by C. Williams  
Carried**

### **5.3 COVID 19 Financial Update**

At the time of writing this report, the Library's financial forecasts are only accurate until April 31<sup>st</sup>, 2020. The information reflects first quarter financials, logical assumptions and best estimates based on the business decisions made by leadership due to the pandemic 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.

The Library Leadership Team is committed to monitor the financial impact of the pandemic and report back to the Board on a frequent basis.



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**49:20 That the report entitled “COVID-19 Financial Update” dated June 10<sup>th</sup>, 2020 from the Director, Library be received for information.**

**Moved by Councillor M. Mahoney  
Seconded by V. Otori  
Carried**

## **6.0 Ends**

### **6.1 Review of Annual Key Objectives**

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.

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.

**50:20 Resolved that the report entitled “Annual Key Objectives Mid-Year Update” dated June 9, 2020 from the Director, Library, be received.**

**Moved by C. Williams  
Seconded by S. MacKinnon  
Carried**

## **7.0 Governance**

### **7.1 Review of Workplan**

The Board requested an update on the T.L. Kennedy/Cooksville Library joint use study. S. Coles will inquire on current state of the project and will provide an update to the Board when significant development is available.

### **7.2 Upcoming Meetings/Events/Chair Rotation**

The poll for the July meeting will be re-sent. August 18<sup>th</sup> is confirmed as Library Board meeting date and appointments will be sent out.

### **7.3 Mission/Vision Pre-Work Discussion**

In the interest of time, the Board Chair proposed the following approach:

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- a) Chair will send out a survey to members re what questions to ask and which stakeholders to include in feedback survey
- b) 2 stakeholder surveys to be done: one in summer and another one in the fall
- c) Vision/Mission facilitated discussion to be re-scheduled towards the end of the year

**51:20 Resolved that the above recommended timelines and approach for Mission and Vision discussion be approved.**

**Moved by L. Naismith  
Seconded by S. MacKinnon  
Carried**

**8.0 Ownership Linkage**

There were no items for discussion.

**9.0 Board Advocacy**

**9.1 Reaffirmation of CULC Statement on Race and Social Equity**

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. It is recommended that the Library Board join other large public libraries and reaffirm its commitment to social diversity inclusion by re-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 during a time of social unrest.

The Board agreed to re-endorse the CULC statement in its current format but requested for further discussion at a future meeting to push for further accountability and commitment in the role of libraries to achieve racial and social equity.

**52:20 Resolved 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.**

**Moved by M. Almond  
Seconded by Councillor J. Kovac  
Carried**

**10.0 Board Development**

There were no items for discussion.

**11.0 Other Business**

**11.1 Action Log Review**

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The following items were added to the action log:

- a) Schedule an update on T.L.Kennedy/Cooksville Library Joint-Use study at a future meeting
- b) Schedule further discussion on CULC statement on Race and Social Equity

## **12.0 In Camera Agenda**

There were on in-camera items

## **13.0 Board Self-Evaluation**

Councillor J. Kovac led the self-evaluation. He acknowledged everyone for coming to the meeting well-prepared and ready for a good discussion. While there was considerable delay at the start, the Acting Chair was able move along the discussion to cover all the agenda items. With the review of the Board's Annual Key Objectives, there was considerable time spent discussing the Board's Ends. He congratulated the library team and expressed support for their efforts to continue to provide service during Covid19. He thanked the members for always staying courteous and respectful to each other.

## **14.0 Adjournment**

**53:20 Resolved that the meeting adjourn at 7:43 pm**

**Moved by Councillor M. Mahoney  
Seconded by Councillor J. Kovac  
Carried**

## **NEXT MEETING**

The next Library Board meeting will be on July 23, 2020 virtually via Webex.

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Secretary/Treasurer

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Chair

# Briefing Note

<b>To:</b>	<b>The Mississauga Public Library Board</b>
<b>From:</b>	Jennifer Stirling, Director, Library
<b>Date:</b>	July 16, 2020
<b>Subject:</b>	<b>CEO Report – July 2020</b>

## 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 3

With the latest COVID results in the community the province is now moving the regions to Phase 3 services on a regional basis. Peel Region is still in Phase 2, but we anticipate that based upon current trends that it will be in Phase 3 by the end of July 2020. Phase 3 restrictions decrease the service limits imposed in Phase 2. Libraries are allowed to re-open for all on-site services, as long as materials that are circulated, returned or accessed within the library are disinfected or quarantined before being recirculated. The regulations require that all libraries limit the number of customers able to access the space at one time to ensure that social distancing can be maintained at all times.

### City of Mississauga Face Coverings/Mask By-law

Based upon the recommendation of the medical officer of Health, Mississauga has mandated that face coverings are mandatory in indoor public environments in Peel until October 1, 2020. Face coverings include masks, bandanas, scarves or other coverings made of cloth, linen or other similar fabric that fit securely to the head and are large enough to completely cover the mouth, nose and chin without gaping. Exceptions were created for individuals who have underlying medical conditions, children under the age of 2 and persons who are unable to remove a face covering without assistance. The By-law also requires business operators to

refuse entry to persons not wearing a face covering unless the person is exempt from the By-law. Fines can be assessed by the By-law services team for non-compliance.

## **SYSTEM HIGHLIGHTS**

The library system has begun to re-open its physical buildings and services to the public.

1. Emergency Response Management
2. Virtual Branch Service Acceleration
3. Library Recovery Enablement

### **Virtual Branch Service Acceleration:**

eResource use continued to grow through July. eBook circulation has increased to almost 101,000 circulations almost doubling the circulation from 2019. Growth in emagazine, music and downloads has remained stable throughout the library closure.

The live programming continued to be strong in June with 18,615 views of library programming and 3,336 shared links and interactions with the content. Produced video content also saw strong use with 14,029 views in June.

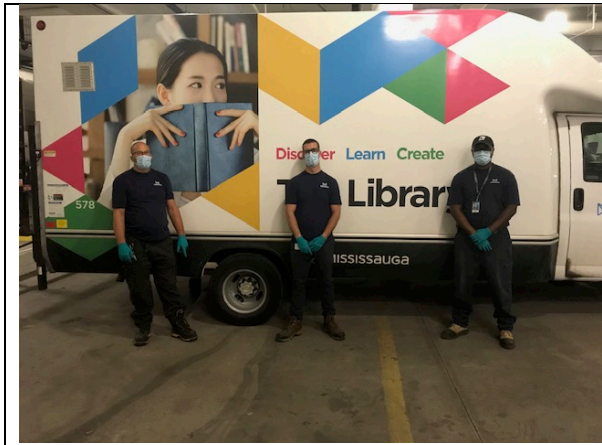
### **Library Recovery**

In order to plan for the services permitted in Phase 1 of Recovery, there was significant work done to develop the procedures and supports to ensure that our service prioritized best practices from a health & safety perspective and that appropriate controls were put into place. Library leadership worked in tandem with the City's Health & Safety Specialist, the recommendations from Peel Medical Officer of Health and our Multi-Site Joint Health and Safety Committee to confirm our processes and procedures.

#### **Phase One: Library Returns Enabled**

On June 15 libraries initiated its first phase of Recovery, Returns Enabled, at all its locations. Staff returned to the branches to receive onsite training on safety protocols, materials quarantining and customized branch safety practices. Our Materials Handling & Collections teams were also re-integrated to allow the flow of materials through the system to commence. Supplies of personal protective equipment, sanitizing supplies, book trucks for quarantining and curbside supplies were all delivered to all locations to support the launch of the service. On June 16, the book drops were open at all locations except Mississauga Valley and a significant number of returns were received. Returned materials were quarantined for a period of 72 hours to ensure re-shelved items were free of any residual virus that could have been on them when returned.

With customers only allowed to borrow requested materials, the Collections team quickly worked to make changes to extend access to materials that would not usually be available except for in-branch access. These include park passes, reference materials, high demand new popular materials in the "lightning loan" category and the new library hotspots.



### **Phase 2: Curbside Pick-Up**

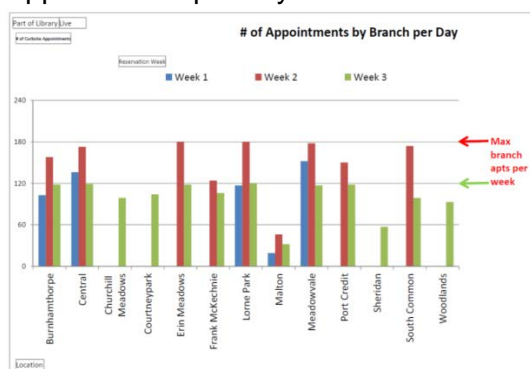
On June 23, the library's contactless curbside pickup service was launched at four locations. The service requires customers to schedule appointments and includes physical markers to support customer physical distancing. The service was expanded to four new locations over the next two weeks to bring the service to its full implementation of 13 branches across the system.



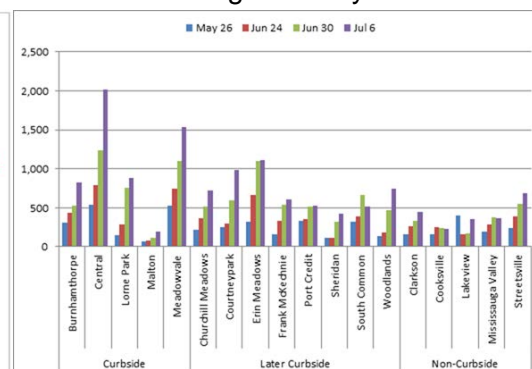


A series of customer videos were developed to help customers manage their accounts, reserve appointments and understand how the service worked, which were promoted through the Library's newsletter, website and social media accounts. The service has been well received by customers and all slots have been fully booked at many locations. In response, the library is increasing in branch hours the week of July 22 and beginning to gradually increase the customer pick up slots starting July 28 in order to respond to the significant demand.

Appointments per day



Outstanding Holds by Location



To support holds delivery and new materials pick-up the Couriers delivered 6,385 tranship boxes full of new materials and holds, and 12, 805 new items have been added to the collection. Our Virtual Call Centre has been providing remote support for our customers who need help transferring materials, using electronic resources and understanding how to participate in curbside pickup. This skilled team has helped ensure many successful transactions online and in branch. This service will remain operational until the end of August, to support our curbside and online services.

Customers are so happy to see our service returned. In the Central Bookdrop we received the following note with a picture.

*“July 09 – Dear Library Friends, I am Anthony and I am glad that I can get books again. I miss the library. I hope you are safe and well. My favourite book is Rock, Paper, Scissors! Thank you. Anthony. PS I’m done my chemo!”*

### **Phase 3 – Limited Service**

With the Provincial move to Stage 2 the library is allowed to open libraries to provide access to computers and printing services, but customers are not permitted to touch library materials. In response to this, the library is looking at consolidating PCs in several spaces to provide temporary PC labs at up to 7 locations. We are currently assessing the logistics at Burnhamthorpe and Central and would like to release PC and printing services at these locations in early August.

### **Phase 4 – Modified Service**

When Mississauga is moved to Provincial Phase 3 the library will be eligible to open libraries for all on-site services. Libraries will have to limit access to the branches to promote physical distancing and respect all health protocols. Customers will be able to access branch materials, as long as materials that are circulated, returned or accessed within the library are disinfected or quarantined before being recirculated. The library is actively working on the development of building capacity assessments in alignment with Peel Public Health and building the physical controls and processes required to support public health regulations. Work is being done to assess public and staff spaces, customer entry standards processes and procedures and service limits that will be undertaken to support a healthy re-entry for staff and the public. Although the approval to open in this phase is anticipated by mid-July, the library is not planning to open with services in this phase until September. A gradual re-opening plan will be developed and presented to the Library Board in September. It is anticipated that some part-time staff will be required to support operations in Phase 3, but a significant recall is anticipated at the beginning of Phase 4.

### **Building Back Better**

One of the core tenants of the City’s service recovery plan requires a contemplative approach to service resumption. The Library’s Extended Leadership team will be taking time in July to review new modes of service, communications and collaboration to help us build these into the next phases of the recovery plan and our strategic plans going forward. We will also poll staff for input as we build the next stages of the plan.



## **COMMUNICATIONS VIA EMAIL**

There were no email communications in June.

## **EMPLOYEE DEVELOPMENT**

To support effective staff return to work, customized change management sessions were undertaken to help employees understand how they felt about the change and for supervisors to support employees through the significant change of returning to work. The Change Ambassadors throughout the branches have played a significant role in coordinating communications and reinforcing key messages to support employees. Managers also undertook a StrengthsFinder refresher session to help them celebrate their strengths and to understand the skills that are stratified across the leadership team to help lead us through all of the change. This will be offered to all supervisors Level 5 and up in July to ensure we continue to help people celebrate their strengths and reach out to their co-workers when they could use some help. The Library leadership team remains committed to the professional growth of its employees and leaders through this time. The Pandemic has provided an opportunity for leaders to shine and for innovation to blossom.

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Jennifer Stirling  
Director, Library

# City of Mississauga Library Board Report



Date: July 12<sup>th</sup>, 2020

To: Mississauga Public Library Board

From: Jennifer Stirling, Director, Library

## ***Agenda 5.1***

Meeting date:  
July 23, 2020

### **Subject**

July 2020 COVID-19 Financial Update

### **Recommendation**

That the report dated July 12<sup>th</sup>, 2020 entitled “July 2020 *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 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 additional months of actual financial information, and a clearer picture of next steps for the Library’s return to business.

### **Comments**

In July 2020, the Chief Financial Officer (CFO) of the City provided an update to Council regarding the expected financial impact of the pandemic on future budget requests. Although no official direction has been provided to the Library yet, the expectation based on the CFO’s presentation to Council is that no funding will be available in 2021 for any increase in service levels and or advancement on master plans. This could result in the defunding of some of the Library’s Information Technology Business cases, however the Library is confident that financial resources will be sufficient to ensure that the Central Library Renovation moves forward and that in-branch service will be resumed.

New Federal funding, announced July 16, 2020 could impact the budget direction as the details are confirmed. Updates will be provided to the Board in August. At the time of writing this report, the Library's financial forecasts are only accurate until June 30<sup>th</sup>, 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 graduated provision of Curbside Pickup in 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 sanitization supplies
- Increased cleaning costs

The Library is working closely with Finance to manage the costs related to changing service models and pandemic requirements within its allotted budget envelope.

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		2020 Forecast	2019 Full Year	YoY Est. Variance
FT Labour Expenses	\$8,742,419	\$16,877,399	\$18,317,456	-\$1,440,057		\$16,877,399	\$16,124,857	\$752,542
PT Labour Expenses	\$2,476,741	\$5,941,287	\$5,261,161	\$680,126		\$5,941,287	\$6,258,562	-\$317,275
Operating Expenses	\$2,268,933	\$7,551,105	\$7,613,559	-\$62,454		\$7,551,105	\$7,406,459	\$144,646
Total Expenses	\$13,488,092	\$30,369,791	\$31,192,176	-\$822,385		\$30,369,791	\$29,789,878	\$579,913
Revenue	\$379,197	\$1,948,699	\$2,101,900	-\$153,201		\$1,948,699	\$2,038,471	-\$89,772
NET PROJECTION	\$8,983,469	\$28,421,092	\$29,090,276	-\$669,184		\$28,421,092	\$27,751,407	\$669,685

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
<b>Total Expenses</b>	<b>-\$564,233</b>
<b>Revenue</b>	<b>-\$68,089</b>
<b>NET PROJECTION</b>	<b>-\$496,144</b>

## 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 the latest 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.

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Jennifer Stirling  
Director, Library

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

**MISSISSAUGA PUBLIC LIBRARY BOARD  
2020 Work Plan**

Month	Executive Limitations	Governance	Board CEO Linkage	Ends	Consent Items	Other Business
<b>2020</b>						
July	Covid19 Financial Update; CEO Report			Mississauga Response to CULC Statement on Race & Social Equity		
August	Covid19 Financial Update; CEO Report					
September				Mission & Vision Facilitated Discussion		
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 <sup>nd</sup> 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 <sup>rd</sup> Qtr Financial Report	
<b>2021</b>						
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	
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

## Agenda 7.2

Upcoming Events/Meetings with proposed locations & Chair		
Date	Event/Location	Meeting Chair
<b>2020</b>		
<b>July 23, 2020</b>	Board Meeting Via Webex	Val Otori
<b>July 24, 2020 Friday, 7-8 pm</b>	Author Talk Sabina Khan - is the author of " <a href="#">The Love &amp; Lies of Rukhsana Ali</a> ", a timely and honest portrait of what it's like to grow up feeling unwelcome in your own culture.	<a href="#">Register</a>
<b>August 18, 2020</b>	Board Meeting Via Webex	
<b>September 16, 2020</b>	Mission & Vision Facilitated Discussion TBD	
<b>October 2020</b>	Comic Expo Tentative	
<b>October 21, 2020</b>	Board Meeting TBD	
<b>November 18, 2020</b>	Board Meeting TBD	

City of Mississauga  
**Library Board Report**



Date: July 13, 2020  To: Mississauga Public Library Board  From: Jennifer Stirling, Director, Library	<b><i>Agenda 9.1</i></b>
	Meeting date: July 23, 2020

## **Subject**

Mississauga Library Response to CULC Statement on Race and Social Equity

## **Recommendation**

The Library Board receive the proposed actions to support the elimination of systemic racism and the promotion of equity and inclusion. Proposed actions include:

1. The library assess the results of the City's employee focus groups and survey to integrate responses into its planning to support continuous improvement.
2. A review of Library policies and procedures to identify and change any wording or actions that contribute to systemic racism.
3. The Development staff training to address unconscious bias, microaggressions, and racial insensitivity and discrimination.
4. A review process to ensure that services, programs, and collections are reviewed regularly through a race and social equity lens.

## **Background**

The Mississauga Library Board endorsed the Canadian Urban Libraries Council's Statement on Race and Social Equity (see below) at their meeting on February 26, 2020.

### **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.

In response to recent incidents and burgeoning conversations and calls for change happening throughout the community and country, it was deemed important to reassert the Library's commitment to these values at the June 2020 meeting.

## Comments

### Overview of Actions & Initiatives Related to Race & Social Equity

The City of Mississauga and Mississauga Library have undertaken a number of initiatives to address issues related to race, diversity and equity, and have been doing so over the past few years and will continue to work to make positive and lasting change.

#### 1. City Council Resolution 0207-2020 – Anti-Black and Indigenous Racism

On June 24, the City of Mississauga took a strong stand against anti-black racism, indigenous racism, systemic racism and discrimination. In a unanimous decision, City Council passed a resolution that not only denounced racism and discrimination, but also outlined specific actions moving forward, including listening to and actively engaging black, indigenous and people of colour on staff, making changes, and educating all staff. Complete Resolution is available [here](#).

#### 2. Anti-Black Racism Focus Groups

The City has organized several sessions to enable frank conversations. These conversations will focus on building a deeper understanding of anti-Black racism, and the role each employee plays in addressing it. There are sessions for black employees only, as well as sessions open to all employees. The results of these focus groups will help create a workplace resource on how to be an effective ally to Black communities in the workplace. Library staff have been encouraged to participate in these sessions, and if unable to, to provide written feedback.



As well, as part of the Workplace Diversity and Inclusion Strategy, a comprehensive survey of staff across the City has been planned. It was planned for the spring, but has been postponed due to the COVID closure, and will be administrated later in the year. Again, this survey will provide important information to help tackle systemic racism and discrimination within the workplace.

### **3. Land Acknowledgement Statement**

In response to the calls to action in the Truth and Reconciliation Report, Mississauga Library adopted a land acknowledgement statement which is read at the beginning of meetings and programs in recognition and support of the indigenous heritage of Mississauga. This statement has been shared at all Library Board meetings and large staff meetings since March 20, 2019.

### **4. Modernizing Our Cataloguing Terms**

An update to the terms used to describe and classify items in the catalogue to more effectively reflect the language used by indigenous populations has been undertaken by the Cataloguing team. Naming decisions were made in consultation with local Indigenous groups and the Association of Manitoba Archives (AMA)'s subject list. In most cases, each term was individually examined and re-cross referenced to ensure accuracy.

### **5. Diversity & Inclusion Programming Highlights (2020)**

Mississauga Library strives to ensure that it is offering a diverse range of programs, delivered by diverse staff and partners. It is important that library programs reflect and support the community. Below are some programs which fall within the library's diversity and inclusion mandate.

#### **Black History Month**

Mississauga Library offers a variety of programs and book displays each February to acknowledge black history month. Black themed programs are present throughout the year, but February is a time to celebrate the black community. The following programs were offered at multiple locations:

- A Forgotten Past? Early Black Settlement in Historic Mississauga
- African Drumming and Storytelling
- Open Museum Storytelling focussed on the theme of Mississauga's first black settlers

#### **Indigenous Reading Circle**

Indigenous Elder Cat Criger shares his thoughts and understanding of readings and current issues through an Indigenous lens. Participants are invited to enhance their understanding of the importance of building and deepening relationships with Indigenous Peoples. Discussions are guided by the thoughts and questions of the participants. Traditional Indigenous teachings and philosophies will be used to facilitate an intercultural dialogue. The in-library sessions at the Central Library were cancelled due to the COVID closure. However, the library was able to offer a 3 part online series of talks with Elder Criger on a variety of topics, and is currently working on additional sessions for the fall.

## Author Talks

Thanks to the support of the Friends of the Library, the library is able to offer a robust lineup of programs with authors. The current lineup has featured a wide variety of authors speaking on a variety of topics, including:

- Transfeminine author Bridget Liang talks about their teen novel *What Makes You Beautiful* (WMYB). WMYB is the journey of a biracial Chinese/Canadian teenager who begins questioning their gender, and who discovers a new sense of self and what one can be when one is finally among supportive friends.
- Melanie Florence is an award-winning writer of Cree and Scottish heritage based in Toronto. She is the author of “Missing Nimama”, a multiple award winning children’s book. Her other books include “Righting Canada’s Wrongs: Residential Schools” and multiple teen novels: “He Who Dreams”, “The Missing”, “One Night”, “Rez Runaway”, and “Just Lucky.”
- Other authors include: Ann Hui, Samra Zafar, and Kagiso Lesego Molepe.

## Additional programs to promote diversity and inclusion:

- Multilingual Storytimes
- Drag Queen Storytime
- Creating Community Conference
- Canadian Citizenship: Get Ready
- netWORKS for Newcomers
- English Conversation Circles

## 6. Staff Training

In 2019/2020 a lot of work has been done on the development of a comprehensive Learning Plan for all staff. Implementation of the plan has been impacted by the COVID related closure; however, when work continues on the plan we will ensure there is a strong component related to race and social equity.

Mississauga Library will continue to work closely with the City of Mississauga and the Workplace Diversity and Inclusion Strategy to ensure staff have meaningful training opportunities. Currently, there are several online training modules available for staff, including Diversity and Inclusion Fundamentals, and Diversity and Inclusion Unconscious Bias.

## Conclusion

The library has historically supported diversity and equity through its programs, services, training and policies, but it needs to ensure that it continues to review these services and policies through a critical lens. The Library will work collaboratively with the City’s Diversity Coordinator to review the survey and focus group results to investigate required changes. In 2020 it will provide opportunities for staff to participate in training to build the skills and awareness to better help assess collections, programs and services.

In early 2021 a comprehensive policy review will be undertaken to evaluate the programs and services and the library will build a plan for a collection diversity and program assessment. A review schedule will also be established and presented to the board at this time.

We look forward to reviewing and being responsive to the recommendations that arise from activities currently underway, including the Black Forum and the Regional Roundtable on Anti-Discrimination and Systemic Racism.

## **Financial Impact**

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

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Jennifer Stirling, Director

Prepared by Laura Reed, Manager, Central Library & Community Development

## Action Items – from June 17, 2020 Library Board Meeting

Agenda Item and Related Follow Up Actions	Status	Updates	Originator	PMR	Resolution
<b>Brought forward from January 22, 2020 meeting</b>					
1) Board Evaluation Tool Review		To be scheduled before end of 2020	W. Mirjan		
2) Assess “7 meetings/year” schedule and send out 2021 meeting dates		Scheduled for November 2020 meeting	V. Ohori		
3) Board to work on questions to ask and decide which groups/stakeholders the Board would like to get feedback from in preparation for the mission/vision discussion in September		Results of survey sent out by V.Ohori to be discussed at August meeting	V. Ohori	J. Stirling	
4) M. Almond to put together a statement on the additional information the Board would want to see in the next financial update.			M. Almond		
5) update on the T.L. Kennedy/Cooksville Library joint-use study	S. Coles to inquire on current state of project.		V. Ohori	S.Coles	