



Mississauga Public Library Board Meeting

Wednesday, October 21, 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

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 September 16, 2020	
3.0	CEO Report	5:40-5:55
3.1	CEO Report	
4.0	Policy Review	
5.0	Executive Limitations/Internal Monitoring Reports	5:55-6:15
5.1	Review of Q3 Financial Report and COVID-19 Financial Update	
5.2	Library Board Bank Account Electronic Transfers	
6.0	Ends	
6.1	Trends Report Collection HQ	6:15-6:30
6.2	Recovery Plan & Resurgence Planning	6:30-6:45
7.0	Governance	6:45-7:05
7.1	Review of Work Plan	
7.2	Upcoming Meetings/Events/Chair Rotation	
7.3	Mission & Vision Strategic Planning Information Gathering Approach	
7.4	Annual Board Self Evaluation	
8.0	Ownership Linkage	
9.0	Board Advocacy	
10.0	Board Development	

11.0 11.1	Other Business Action Log Review	7:05-7:10
12.0 12.1	In Camera Agenda Pursuant to Ontario Public Library Act Sections (4) (b) personal matters about an identifiable individual (4) (d) labour relations or employee negotiations	7:10-7:25
13.0	Board Self-Evaluation - L. Naismith 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: October 15, 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 2.2 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 September 16, 2020

Jennifer Stirling
Director, Library



MISSISSAUGA PUBLIC LIBRARY BOARD
Regular Meeting
Minutes of the meeting held on Wednesday, September 16, 2020 at 5:30 p.m.,
Virtual via Webex

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

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

Minutes Recorded: Anne Marie Solleza

1.0 Call to Order

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

1.1 Excused Absences

There were no absences to excuse.

1.2 Approval of Agenda

70:20 Resolved that the agenda be approved as presented.

Moved by W. Mirjan

Seconded by V. Ohori

Carried

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

71:20 Resolved that Consent Agenda be approved as presented 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 S. MacKinnon
 Carried**

3.0 CEO Report

The CEO provided updates on the following:

1. Virtual Branch Service Acceleration:

The library introduced online program registration in August allowing customers to search and register for programs online instead of having to attend the branch.

2. Curbside Pickup and PC Services

Since being offered in June over 35,000 appointments have been created for customers to pick up their materials. In August the library enhanced available pick up times by adding slots and increasing hours at the five busiest branches. Pick-up volume continued to be strong at over 4,000 pick-up appointments per week, and wait times decreased with the additional slots. Curbside pick-up will continue at most locations until September 11 when it will close for staff orientation for part-time employees returning to work for modified service. Only McKechnie Library will continue to offer curbside pick-up until mid-October when a planned roof replacement is completed.

PC services were released on August 18, 2020. Detailed queuing paths were developed to keep staff spaces separated from PC spaces and to provide clear paths for access to and from the PC stations. A branch ambassador greets all attendees to review public health screening, masking and hand-washing guidelines and helps to confirm appointments. Sessions are limited to one hour lengths.

3. Community Recovery

Open Window Hub

At the end of August, the Open Window Hub opened a small presence inside the Glass Pavilion at the Central Library to support to our customers facing homelessness and requiring other supports such as access to PC services and printing of government forms, providing advisory and referral services and access to donated boxed lunch meals. The team will continue to offer service from this location facilities re-open. The shower trailer will be discontinued as of September 18, 2020 as alternate services come back on line. This has been a very successful initiative with the region to provide needed support at this time.

Laptop Donation to schools

With the pandemic, it has become clear that access to technology is a right and a requirement for educational success. Working with the City IT Department, the Library embarked on a pilot project to evaluate the use of end of lifecycle City laptops. Through Library Board liaison

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Councillor Matt Mahoney, the Library reached out to the Dufferin-Peel Catholic District School Board and the Peel District School Board who indicated that families at risk have requested assistance with access to technology. The City and Library donated 50 laptops to each school board for distribution to families who require assistance. The money required for Microsoft licenses was paid for out of the P&L Odette Foundation grant received by the library.

72:20 Resolved that the CEO Report dated September 9, 2020 by the Director, Library be received for information.

**Moved by Councillor J. Kovac
Seconded by W. Mirjan
Carried**

4.0 Policy Review

4.1 Revised Meetings Policy

The Library Board will solidify its ability to meet electronically on a regular basis through the update of the policy to include electronic meetings for its members. The Policy will ensure that the conditions which define the acceptability of electronic meetings will be met. In addition, given the current status and recommendations from Peel Public Health and the current usage of library meeting rooms, it is recommended that the Board vote to extend electronic meetings as the defined meeting format for the remainder of 2020, with a review of the 2021 meeting format to be held at the meeting in December 2020. This will ensure that the Board continues to meet effectively and in alignment with best practices and public health protocols.

73:20 Resolved that the recommendations in the report entitled *Revisions to Meetings Policy* dated September 9, 2020 by the Director, Library be approved as follows:

- a) that the proposed amendments to Policy B13 allowing the Board to meet electronically on a regular basis be approved**
- b) that the Board extend electronic meetings as the defined meeting format for the remainder of 2020, with a review of the 2021 meeting format to be held at the meeting in December 2020.**

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

5.0 Executive Limitations/Internal Monitoring Report

5.1 Covid 19 Financial Update

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

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- 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 and increased cleaning costs
- Modification of branch spaces to accommodate enhanced safety protocols

The Library is working closely with Finance to manage the costs related to changing service models and pandemic requirements within its allotted budget envelope. As the library has recalled a significant number of part-time employees, more detailed updated projections will be provided at the October meeting.

74:20 Resolved that the report entitled “September 2020 COVID-19 Financial Update” dated September 8, 2020 from the Director, Library be received for information.

Moved by V. Ohori
Seconded by M. Almond
Carried

5.2 Review of Executive Limitations Policies

There are currently 12 policies governing the executive limitations assigned by the Mississauga Public Library Board (Board) to the CEO to assist in effective governance oversight. The policies are designed to articulate the Board’s requirements for the CEO and are consistent with the tenets of the Carver Model of Board Governance. Current Executive Limitations policies can be found by following this [link](#). Compliance to the policies is reviewed bi-annually and was last reviewed on January 12, 2020.

Following a review of the Executive Limitations policies, it is concluded that the CEO has complied with all current policies.

75:20 Resolved that the report dated September 9, 2020 entitled “Review of Executive Limitations Policies A1-A12” from the Director, Library be approved.

Moved by S. MacKinnon
Seconded by L. Naismith
Carried

6.0 Ends

6.1 Recovery Strategy Phase 4 Update

A significant recall of part-time staff was undertaken at the end of August to support branch operations. Staff were recalled in alignment with the Memorandum of Agreement jointly developed with the Union. As staff were recalled by seniority, they were not all deployed to their home locations, but to available positions throughout the system. Employees have been recalled with a start date of September 11, 2020.

The Library has developed occupancy calculations for all of our locations in alignment with Provincial regulations and best practice to ensure that physical distancing is possible in the

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branches. Significant branch modifications have been undertaken in the public and staff areas. Most of the branch furniture has been removed to allow for maximum movement through the space and to align with the service delivery model available under the current regulations, which recommends brief visits for transactional services only. Physical branch modifications including the installation of plexi glass at staff locations is being completed before opening. Signage will help direct customers and staff move safely through all of our locations.

Service modifications have been developed to support operations in this phase. In addition to the study booking system, quarantining procedures have been developed to separate out materials handled but not borrowed by customers. Customers will have access to collections but will be asked to “browse with their eyes” instead of unnecessarily handling large quantities of materials. Customer self-screening protocols have been developed to ensure customers entering the building have completed a self-assessment before entering the library. Since library visits will be different at re-opening we will have a staff member acting as a branch ambassador at entry to help describe the services available and protocols in place. They will also help to manage occupancy limits for each location. The ambassador will help customers understand the limitations of service and to support an effective branch visit.

Training on all of the new protocols and services will take place before branch opening. In addition to protocols and branch orientation all returning employees will participate in change management training to help with their transition back to the work place during the pandemic. It is important to acknowledge not only the importance of the service mechanics but all of the personal feelings and concerns to ensure a safe and effective return to work.

In Phase four the service limitations include:

Available Services Include:

- One hour visits maximum per day for library visits
- Computer services, with booked appointments limited to a one hour block per day.
- Limited individual study with registered appointments for a maximum one hour block.
- Customer access to collections and browsing.
- Customer holds pick-up.
- Access to self check-out.
- Short research assistance and readers advisory can be supported at staff desks with customer barriers in place
- Creation of library cards.
- Virtual class visits.
- Virtual programming

Services Not Available at the Beginning Of Modified Services Include

- Group study
- Individual study sessions of more than one hour
- Access to newspapers
- Access to toys and play items will not be available in the children’s area.
- Makerspaces will remain closed.
- Donations will not be accepted.’
- In library physical class visits.

Service availability and limitations will be continuously evaluated and adjusted as conditions and use permit throughout the Phase.

The effective communication of these changes will be undertaken through the implementation of the library recovery communication plan. Communication will be spread through a variety of channels to ensure customers understand services provided and limitations during the opening phase.

76:20 Resolved that the report entitled *Recovery Plan Implementation Update – Phase 4* dated September 9, 2020 by the Director, Library be received for information.

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

7.0 Governance

7.1 Review of Workplan

The Board made the following changes to the workplan:

- a) Move the review of the meeting formats to the November meeting

77:20 Resolved that the revised workplan be approved.

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

7.2 Upcoming Meetings/Events/Chair Rotation

Acting chairs were assigned for the 2021 meetings, as follows:

Date of Meeting	Acting Chair
January 20, 2021	Wahab Mirjan
February 17, 2021	Val Ohoi
April 21, 2021	Laura Naismith
May 19, 2021	Carol Williams
June 16, 2021	Priscilla Mak
October 20, 2021	Samantha MacKinnon
November 17, 2021	Margot Almond

78:20 Resolved that the upcoming meetings Chair rotation be approved.

**Moved by M. Almond
 Seconded by Samantha MacKinnon
 Carried**

7.3 Mission and Vision Updates

V. Ohori thanked P. Mak and C. Williams for volunteering to work with her as a committee on the Board's on-going initiative to renew its mission and vision. To set the stage, the group agreed on key tenets on how the questions should be formulated. Based on those, they then came up with some proposed questions for the survey that will be sent out to key stakeholders.

To be able to send targeted questions, the committee then categorized the stakeholders into 3 sub-categories: users, sponsors and partners, with some groups falling into multiple categories. Each stakeholder category will receive questions specific to their group.

The committee requested feedback on any other stakeholders that may have been missed and suggestions on how best to word the survey questions. The group agreed that due to survey fatigue, the questions need to be simple but need to stand out. Feedback gathered from the survey will inform the new mission and vision for the library.

Next steps include engaging City resources on how best to craft the survey and how to maximize engagement. The CEO will provide updates at the October meeting. It was suggested that for best results, the facilitated discussion scheduled for December may have to be moved to a later date and may need to be a face-to-face meeting for best results.

V. Ohori requested that the Board members identify areas of interest (example: children, newcomers, older adult) and to let her know at the October meeting.

79:20 Resolved that the Mission and Vision update be received.

Moved by L. Naismith

Seconded by M. Almond

Carried

8.0 Ownership Linkage

8.1 Review of Board CEO Linkage Policies

Effective Board - CEO linkage is critical to effective library operations and the success of the Carver Model of Board Governance. Adherence to the policies by both the Board and the CEO ensures an effective relationship and a clear understanding of roles and responsibilities. Using the Board's approved evaluation tool, an assessment of compliance for all Board-CEO Linkage policies for the period of January - September 2020 was completed and it is concluded that the Board and CEO have complied with all current policies.

80:20 Resolved that the report dated September 3, 2020 entitled "Review of Board – CEO Linkage Policies C1 to C5" from the Director, Library be approved.

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

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 action log was updated to reflect Board's direction to CEO to engage City resources in crafting approach to survey and engagement.

81:20 Resolved that updates to the Action Log be approved.

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

12.0 In Camera Agenda

There were no in camera items.

13.0 Board Self-Evaluation

W. Mirjan led the self-evaluation. He congratulated the Board on 100% attendance and appreciated the full participation from members. Everyone was well-prepared for the meeting including staff who provided valuable information on library operations during the pandemic. He thanked P. Mak and C. Williams for helping the Chair work on the mission and vision renewal. He thanked C. Williams for efficiently chairing the meeting and sharing her experience during her visit to Meadowvale Library when it reopened to the public on September 15th.

He thanked the Board members for always observing the rules and staying respectful and courteous during discussions.

14.0 Adjournment

82:20 Resolved that the meeting adjourn at 7:21pm

**Moved by V. Otori
Seconded by W. Mirjan
Carried**



Briefing Note

To:	The Mississauga Public Library Board
From:	Jennifer Stirling, Director, Library
Date:	October 13, 2020
Subject:	CEO Report – October 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.



October is Canadian library month. This year we will be celebrating a little bit differently with a more virtual focus. We will be developing a social media campaign sharing images and stories from staff. We will also be highlighting the importance and meaning of the public library during COVID. We will celebrate virtually with a wide variety of programs, personal stories and lots of activities.

GOVERNMENT HIGHLIGHTS

Peel Region Moves to Modified Stage 2

On Friday, October 9 the region of Peel was moved back to a modified Stage 2. In consultation with the government regulations and with the Ministry, the library's Modified Service level is still supported. The library will continue to offer its Modified branch and online services and will work

closely with the Peel Medical Office of Health to continue to monitor the public health situation in the region and make adjustments where required.

Government of Ontario Yearly Grant Received

The Government of Ontario has deposited its 2020 operating grant into the Board's bank account. The library has received \$715,203 in funding to support its operations in 2020. The Library will work with the City's finance department to facilitate the transfer to the City of Mississauga for operational use.

Ontario Public Libraries & Development Charges

Bill 197 - The COVID-19 Economic Recovery Act, 2020, amended the Development Charges Act, 1997, to make services including public libraries recoverable through development charges.

Community benefits charges (CBCs) work with development charges to ensure that municipalities have the revenue tools and resources they need to build complete communities while making the costs of building housing more predictable.

Public libraries depend on development charge revenue to fund new and renovated buildings, digital infrastructure, and library collection growth in order to keep up with the increases in demand for library space and resources in growing communities across Ontario.

The Ontario Library Association (OLA) and the Federation of Ontario Public Libraries (FOPL) worked with Counsel Public Affairs to advocate for public libraries in this process. The inclusion of public libraries in the changes to the Development Charges Act is a result of a year-long effort. This new regulation will have a multi-million dollar positive impact for libraries and the communities they serve.

Ontario's Broadband Action Plan

The importance of accessible, modern access to broadband for all has been highlighted through the pandemic. OLA and FOPL have worked to effectively advocate for the needs of libraries in a recent Standing Committee on Finance and Economic Affairs. As a result the following recommendation for libraries has been included in the [Fifth Interim Report: Economic Impact of COVID-19 on Infrastructure](#), which is influencing the broadband action plan funding. The recommendation states

"Leverage Ontario's broadband action plan funding to ensure that modern broadband connectivity is available in more public library branches in communities across Ontario, most especially rural and northern areas." Libraries will continue to advocate for consistent access across and within communities to support educational attainment and success.

LIBRARY GOVERNANCE HIGHLIGHTS

SOLS/OLS-North Merger

In early 2020 the OLS North and SOLS boards announced that they would explore the feasibility of merging organization. In June 2020 they boards developed a transition committee to negotiate the amalgamation of the two entities and create the new "Ontario Library Service", which was ratified by both boards in August 2020. The boards are developing a transition plan for consolidated services, which will be implemented by April 1, 2021. The service will be

located in Sudbury and managed by Melissa D'Onfrio-Jones. Barbara Franchetto will retire effective March 31, 2021.

CULC Endorses Readers First eLending Position Paper

The CULC Digital Content Working group works collaboratively with other groups advocating for fair access to eContent. The group brought forward a [new position paper](#) for endorsement at the October general meeting which proposes eBook lending models to promote flexibility and sustainability for libraries and fair pricing for publishers. The work is fair and balanced. As a result of the feedback from the CEOs at the event, the Content Working group is validating some of the pricing data in the report to provide a Canadian analysis as the pricing varies for Canadian libraries. This work was unanimously endorsed and is an important next step in meaningful conversations that are required with publishers on an ongoing basis.

CULC Annual General Meeting

The CULC AGM was held on October 1 – 6. At the first ever virtual general meeting we participated in a virtual tour of the new Stanley Milner Library in Edmonton, discussed opportunities for partnership with the CBC, reviewed the possibilities of controlled digital lending and participated in an important discussion on transforming our cities through COVID-19 led by the Canadian Urban Institute. The disruptive impact of COVID-19 on Cities, residents and businesses was discussed and a key takeaway was that “we need to innovate quickly to solve collective challenges and seize opportunities”. Libraries have a key role to play with cities and other core partners to provide needed support in sustainment and transformation.

There were also updates from the Canadian Federation of Library Associations, who introduced their [strategic plan](#) to assist in their role of advocacy, policy development, benchmarking and governance. CELA also provided important updates on their role in ensuring accessible formats are available to Canadians. An important outcome of these meetings was the resolution to establish a Post COVID-19 taskforce on envisioned library services. CULC will work together to explore the changing context of libraries by reviewing research on consumer behaviours to help both navigate the current situation and recommend how they can continue to “remain key community contributors that support their citizens’ needs”.

First Nations Public Library Week

The First Nations Public Library Week ran from October 4 -10. With the theme of Celebrating Diversity, the week features a number of key online resources including author readings, panel discussions, which highlight the important of indigenous storytelling.

SYSTEM HIGHLIGHTS

The Library has continued its dual focus on virtual branch and in-library service.

Virtual Branch Service Acceleration:

Library Programming

The fall program session has begun and provides a wide variety of opportunities for customers to learn, interact, and participate in. An important series in the fall lineup is the Indigenous Learning Circle. Led by Traditional Indigenous Elder Cat Criger the weekly learning circle explores Indigenous cultures, perspectives and issues. Thoughts and questions of the

participants, and Indigenous teaching and philosophies will help guide the discussions to facilitate an intercultural dialogue. Join us to understand the importance of building and nurturing relationships with Indigenous Peoples. In addition, the library is continuing with its Friday author talks to allow customers to unwind with a great discussion about books. Also, the Lecture Me Series in partnership with University of Toronto Mississauga provide an opportunity to learn about important topics. The library also continues to offer its regular sleight of reading and story times on a weekly basis.

Teacher Resource Page

As the library looks to find new ways to support schools during its pandemic operations, the Library has released a [Resources for Teachers](#) page on the library website. The site highlights programs, videos and learning tools and will soon include pre-recorded class visit videos tailored for specific grades. It also provides important service information for teachers on how to obtain cards and provides direct access to the programming team so teachers can request additional support.

Mississauga Comic Expo



Mississauga Comic Expo (MCX) will be returning for the first ever, fully-virtual expo on Fridays, October 9, 16, 23 & Saturday, October 24, 2020. We are excited to offer a [full range of programming](#) celebrating the diverse culture of comics, anime and gaming. The event will highlight comic artists and authors, and guest speakers from the Manga Classics publisher. There will also be a panel from Sheridan's Honours Bachelor of Game Design Program.

Online Fines Payment

On October 19 the Library will be launching online fine payments (eFines) through the online library catalogue. This service will allow customers to pay their fines online using their credit card. This is an important project to promote customer self-service and was a key initiative in the library's strategic technology roadmap. We have created [a video](#) that will launch with the service on October 19 to introduce the service to our customers.

In Branch Services

On September 15, 2020 the library moved to its Modified Service level in alignment with the regulations of provincial stage 3. The Library has opened 17 of 18 locations for limited services to allow for customer access to the collection, holds pick up and time-limited study and PC services. The library welcomed back a significant number of part-time staff to its locations to support this service level change. Branch ambassadors provide support to customers as they enter each location to inform them of the services available and the public health initiatives in place to support safe operations. Customers have excitedly returned to the branch and have been operating within the defined operational guidelines. A Clarkson customer commented "*The best thing that happened this year was when you opened for pickup*". Curbside pick-up service

is still strong at Frank McKechnie. This remains an important service at this time. Customers are using the service and booking 80-90 appointments per day.

The library will be monitoring use and evaluating circulation, foot traffic, and bookings of study and PC use to develop a baseline of use during the pandemic to allow us to understand use patterns and to make recommendations for hours adjustments as the public health situation continues to evolve.

FOCUS ON COMMUNITY RECOVERY

The Open Window Hub provided Thanksgiving dinner to 32 customers last week. The Hub also launched a clothing drive, through which they provided warm outdoor clothing to 22 customers. As a result of the donations from Corporate Security and others, there was surplus clothing left over. This was donated to the Cawthra Shelter and Peel Family Services. The Hub has also been providing customer training on how to deal with stress during COVID-19. Three sessions have been well received and more are planned in the future. The Open Window Hub will continue to work with community partners to provide important referral and support services through the different phases of the pandemic.

COMMUNICATIONS VIA EMAIL

Email communications were received clarifying the changes in the regulations with the Peel rollback to a modified Phase 2. They provided instruction that library services were not impacted in the initial list of services impacted by the change, and that continued monitoring would evaluate changes necessitated by changes in the community situation in alignment with provincial direction and the Peel Medical Office.

EMPLOYEE DEVELOPMENT

A significant effort has been undertaken to support the return of part-time employees to the workplace. Health and safety and procedural training were provided in addition to the change management training provided to ensure employees were supported in their return to work. This month a new employee evaluation form will be launched for unionized employees which will provide employees an opportunity to more clearly define their career goals and ensure that their manager has a conversation on how to support them in their growth during their yearly performance review. This will be an important conversation to help build the training plan to support employee growth and progression in the organization.

Jennifer Stirling
Director, Library

City of Mississauga
Library Board Report



Date: October 21, 2020	Agenda 5.1
To: Mississauga Public Library Board	
From: Jennifer Stirling, Director, Library	October 21, 2020

Subject

Review of Q3 Financial Report and COVID-19 Financial Update

Recommendation

That the report titled Review of Q3 Financial Report and COVID-19 Financial Update dated October 21, 2020 be received for information.

Background

Financial reports are submitted to the Library Board (Board) quarterly to provide an overview of the Library’s financial activity to-date. This report represents the financial activity of the Library year to date as of September 30th 2020 and an updated financial forecast for 2020 which reflects the monetary impact of all of the operational decisions that have been made due to the COVID-19 Pandemic.

At the May 2020 Board Meeting, staff were requested to provide a more comprehensive view of the Library’s financial performance in light of the financial challenges experienced by the City during the pandemic. The format of this report is in response to that feedback and provides a more granular look at the Library’s finances. In addition, the Board requested that staff look into providing a bi-annual financial statement that is in the format of the year-end audited financial statements that the Board receives annually. The City’s Finance team is currently evaluating the feasibility of this request and will be scheduling a meeting with Library staff shortly to discuss next steps.

Comments

The Library anticipates being favourable to budget at year end by approximately \$3.1 million. The main driver of this budget variance is labour due to the temporary lay-off of part time staff, and the hiring freeze that was implemented as the extent of the pandemic became clearer to senior staff.

Staff development is trending below previous year and below in year budget due to the pandemic reducing the number of staff development opportunities. Building occupancy

and general materials are estimated to be unfavourable budget at year end due to enhanced cleaning and the purchase of personal protective equipment and other protective measures implemented by staff to support staff safety. Collections spending is anticipated to be on budget by year end, as the Library's Collections team has pivoted a good portion of the collection budget from physical copies to digital resources to match current customer demand. Other operating expenses are estimated to be favourable to budget largely due to the lack of physical and third party programming in 2020.

Revenue is also trending much lower to budget due to the pandemic and it is not known whether fees or fines will materially increase this year. The Library received the Open Window Hub Odette foundation donation earlier this year and it is reflected in the financial statement below. The Provincial operating grant of \$715,000 is currently in the Board's bank account and will be processed and reflected on the Library's financial statement in November.

The table below details the 2020 operating budget as at September 30, 2020, and the forecasted operating budget for 2020 year end by budget category.

Mississauga Library								Fcst FY 2020	Var Budget/Fcst 2020
Period Ending September 30, 2020 in \$ '000s	Actuals YTD			Budget FY 2020	YTD % of Budget 2020	Remaining Budget 2020			
Full Time Labour	11,822	12,115	12,231	18,635	66%	6,404	16,215	2,420	
Part Time Labour	4,456	4,573	2,733	5,261	52%	2,528	3,300	1,961	
Internal Gapping Target		60	112	-480	-23%	-592	149	-629	
Total Labour Expenses	16,278	16,748	15,075	23,416	64%	8,341	19,664	3,753	
Staff Development	113	123	77	166	47%	88	80	86	
Building Costs	1,085	792	1,022	1,757	58%	735	1,787	-31	
Library Collections	2,645	3,033	2,290	4,005	57%	1,715	4,005		
General Materials and Supplies	207	189	262	528	50%	266	603	-75	
Other Operating Expenses	320	246	198	643	31%	445	408	235	
Total Operating Expenses	4,369	4,382	3,850	7,099	54%	3,249	6,883	216	
Grants	-105	-38		-715	0%	-715	-715		
Fees & Services Charges	-258	-244	-60	-340	18%	-280	-55	-285	
Rents and Concessions	-262	-246	-224	-408	55%	-184	-224	-184	
Fines	-402	-398	-116	-509	23%	-393	-116	-393	
Other Revenue			-122	-130	94%	-8	-122	-8	
Total Revenue	-1,027	-926	-522	-2,102	25%	-1,580	-1,232	-870	
Allocations	323	354	386	515	75%	129	515		
Net of Allocations	19,942	20,559	18,789	28,928	65%	10,139	25,830	3,098	

Key Item Details:

Internal Gapping Target: vacancy budget

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

Other Operating includes transportation, equipment and maintenance, marketing, programming, allocation costs for municipal staff

Other Revenues: includes donations and interest earned

Financial Impact

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

Conclusion

The Library anticipates meeting its overall budget targets for 2020 and operating approximately \$3.1 million favourable to budget largely driven off of labour savings due to the operating decisions made in response to the COVID-19 pandemic.

Attachments

None

Jennifer Stirling
Director, Library

Prepared by Jennifer Lau, MBA
Library Business Consultant

City of Mississauga
Library Board Report



Date: October 21, 2020	Agenda 5.2
To: Mississauga Public Library Board	
From: Jennifer Stirling, Director Library	October 21, 2020

Subject

Electronic Fund Transfers from the Library Board to the City of Mississauga

Recommendation

That the Library Board authorizes a process whereby the Chair of the Mississauga Public Library Board (Board) gives electronic approval to the Director of the Library via email for the transfer of grant funding from the Board’s bank account to the City of Mississauga (City).

REPORT HIGHLIGHTS:	<ul style="list-style-type: none">• The current process to deposit grant money from the Board’s account to the City’s account is manual and requires signatures from both the Board Chair and the Board CEO and the deposit of a physical cheque• Approval for the use of eTransfers was approved by the Board in April 2018, but the prescribed approval process has changed• Allowing the Board Chair to delegate authority to the Library Director via email streamlines the process and would ensure any grant funding received by the Board is available to the Library as soon as possible
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Background

The Library Act requires that public libraries have their own bank accounts. Through the Public Library Operating Grant process, the Provincial Government gives the Mississauga Library system a grant of approximately \$715,000 a year. This money is intended to offset a portion of the operating costs associated with providing Library services to residents. The operating budget of the Mississauga Library System is treated the same way as the other Divisions in the City, whereas Library and City staff have a symbiotic role in monitoring and controlling the Library’s budget. Every year, the Board deposits received grant money from its own account into the City’s account. The current process to deposit money from the Library’s account into the City’s account is manual and relies on a dual signature authorization system as well as a physical

cheque to be deposited at the bank. In April 2018 the Library Board approved that the transfer process be automated to modernize the process and an approval process was recommended. This approval has not yet been operationalized. As per the Public Library Act, the two signing authorizers for the transfer of funds are the Library Director and the Library Board Chair.

Comments

The process to deposit grant funding from the Board account to the Library's account can be streamlined by allowing the Library Board Chair to give electronic authorization to the Library Director via email to electronically transfer funds. The Library Director would then activate City Finance staff to process the transaction. Authorized City Finance staff would have access to complete the transfer once the approval had been forwarded from the Director and the Board Chair. This process is in alignment with best practice used by the Enersource Board and other boards with a relationship with the City. This streamlined process will ensure that grant funding is available to offset the Library's operating costs as soon as possible and will increase the efficiency of the transfer.

Financial Impact

None

Conclusion

Giving the Library Board Chair the ability to electronically authorize the deposit of grant funding from the Board's account into the City's account will improve the efficiency of the accounting process required for that transaction to occur. This authorization will also reduce the need for City and Library Staff to make accounting reconciliations and accruals and ensure that grant funding is available to the Library as soon as possible.

Jennifer Stirling
Director Library

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

City of Mississauga
Library Board Report



Date: October 15, 2020

To: The Mississauga Public Library Board

From: Jennifer Stirling, Director Library

Agenda 6.2

Meeting date:
October 21, 2020

Subject

Recovery Plan & Resurgence Planning

Recommendation

That the Mississauga Library Board receive the update on the Recovery Plan and Resurgence Planning for information.

Background

With the advent of the COVID-19 pandemic, physical library services were disrupted and all branches were closed in alignment with Federal and Provincial orders. In June 2020 a five stage recovery plan was endorsed by the Library board and approved by Council. The library has continued to evolve its service delivery in alignment with Provincial regulations, customer requirements and in alignment with library best practices. On September 15, 2020 the library entered Phase 4, Modified Service. The library is currently operating at this service and will continue to do so until the provincial regulations or the Peel Medical Officer of Health recommend a change in services.

The Library has built a phased approach to provide a clear path to increase and decrease services based upon the addition or subtraction of key services related to public health restrictions. As the public health restrictions increase the library will proceed back through the levels to modify available library services.

Comments

<p>3. Finance</p> <ul style="list-style-type: none"> (a) approve resource strategies (b) adopt annual budgets and monitor performance (c) communicate with Council (d) ensure sound financial management <p>4. Personnel</p> <ul style="list-style-type: none"> (a) employ and annually evaluate the Chief Executive Officer (b) approve policies on human resources (c) approve compensation (d) provide for agreeable working conditions (e) provide for the proper development and training of staff (f) approve collective agreements <p>5. Legal</p> <ul style="list-style-type: none"> (a) respond to proposed legislative changes (b) ensure the retention of complete and accurate records (c) report on library operations to Council (d) maintain full membership of the Board (e) ensure the Library makes reasonable efforts to comply with all applicable legislation 		
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