



Mississauga Public Library Board Meeting

Wednesday, April 21, 2021 | 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

Rona O'Banion
Director, Library

Leadership Team

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

The Library Board's Ends Are:

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

The Library



Agenda

Item No.	Item Description	Time Allotted
1.0	Call to order: Welcomes & Land Acknowledgement Statement	5:30-5:31
1.1	Excused Absences <i>(Motion required to excuse absences)</i>	5:31-5:33
1.2	Approval of Agenda <i>(Motion required to approve agenda)</i>	5:33-5:35
1.3	Declaration of Conflict of Interest	
1.4	Delegations	
1.5	In Camera Agenda Pursuant to Ontario Public Library Act Sections <i>(4) (d) labour relations or employee negotiations</i> Approval of Collective Agreement with CUPE 1989 <i>(4) (b) personal matters about an identifiable individual</i> Approval of CEO's 2021 PDP	5:35-6:10
1.6	Approval of Minutes from February 17, 2021	6:10-6:15
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>	
3.0 3.1	CEO Report CEO Report	6:15-6:30
4.0	Policy Review	
5.0 5.1 5.2	Executive Limitations/Internal Monitoring Reports Adoption of 2021 Budget & 2022 Budget Process Update Q1 Utilization Report	6:30-6:50
6.0 6.1 6.2	Ends 2021 Annual Key Objectives <i>(revised per Board feedback from February meeting)</i> CELA Funding	6:50-7:10
7.0 7.1 7.2 7.3	Governance Review of Workplan <i>(deferred until approval of item 6.1)</i> Upcoming Events & Meetings Verbal Briefing from CEO on May 19 th Board Agenda –	7:10-7:25

	Facilitated Session on Board Governance Model	
8.0	Ownership Linkage	
9.0	Board Advocacy	
10.0	Board Development	
11.0 11.1	Other Business Action Log	
12.0	Board Self-Evaluation – Councillor M. Mahoney 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
13.0	Adjournment (<i>Motion required to adjourn</i>)	
	TOTAL TIME	120 minutes

Land Acknowledgement

We acknowledge the land on which we stand is part of the Treaty Lands and Territory of the Mississaugas of the Credit First Nation Territory, Traditional Territory of the Anishinaabe, Huron-Wendat, Haudenosaunee and Ojibway-Chippewa Sovereign Nations. This Territory is covered by the Upper Canada Treaties, as well as the Dish with One Spoon Wampum Belt Covenant. We are grateful to have the opportunity to work with the community on this Territory.

The Library





Agenda 2.1

MISSISSAUGA PUBLIC LIBRARY BOARD
Regular Meeting
Minutes of the meeting held on Wednesday, February 17, 2021 at 5:30 p.m.,
Virtual via Webex

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

Staff Present: Rona O'Banion, Director, Library
Jennifer Stirling, Manager, Library Digital Services & Collections
James Cooper, Manager, South Common & Woodlands Libraries
Laura Reed, Manager, Central Library & Community Development
Fawzia Raja, Library Business Consultant
Sue Coles, Manager, Facilities & Operations
Andra Maxwell, City Solicitor
Simon Shek, Manager, Risk Management

Minutes Recorded: Anne Marie Solleza

1.0 Call to Order

The Chair called the meeting to order at 5:31pm.

1.1 Excused Absences

All members were present.

1.2 Approval of Agenda

At the suggestion of the Chair, item 7.3 Insurance Protection was moved up in the agenda, immediately after item 1.3 Declaration of Conflicts of Interest.

08: 21 Resolved that the agenda be approved as amended.

Moved by W. Mirjan
Seconded by L. Naismith
Carried

1.3 Declaration of Conflict of Interest

There were no conflicts of interest declared.

7.3 Insurance Protection

Andra Maxwell, City Solicitor and Simon Shek, Manager, Risk Management attended the meeting at the Board's request to explain insurance coverage for Board members. Key notes from the discussion are as follows:

- a) The Library Board is on the City's list of Boards and is insured.
- b) Specific language from the insurance policy as to who is covered: "Members of commissions, boards or other units operated by and under the jurisdiction of such Public Entity"
- c) The "trigger" for insurance coverage is typically a complaint for a "Wrongful Act, Error or Omission" by a board member that would lead to some type of financial loss or damages. Some examples of claims could include complaints around governance and breach of duties.
- d) Like any insurance policy, there are exclusions. Examples of exclusions that would not be covered include claims that involve criminal activity or fraud.
- e) It is important that any allegation and claim to insurers be reported within the policy period, so if in doubt, forward any complaint or demand letter to Simon Shek for review.

The Chair thanked A. Maxwell and Simon Shek for attending the meeting and answering questions from the Board.

1.4 Delegations

There were no delegations scheduled for this meeting.

2.0 Consent Agenda

09:21 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 Councillor J. Kovac

Seconded by M. Almond

Carried

3.0 CEO Report

The CEO thanked former Acting Director, J. Stirling for preparing the CEO report for February. She looks forward to being up to speed and writing the CEO Report for the next scheduled Board meeting in April.

Highlights from the report are as follows:

1) Provincial Broadband Funding For Libraries

The Ontario government announced a \$4.8 million investment to upgrade broadband at public libraries in unserved and underserved communities to decrease the impact of the digital divide on February 4, 2021. The Ontario Library Service will administer the

program, evaluate and prioritize investment in library systems to assess need, with priority given to library systems where there is inadequate broadband connectivity within five kilometres of a secondary school. As Mississauga has a robust broadband network through its Wireless Mississauga network, it is unlikely that Mississauga will receive any of this funding, but this is an important milestone for the Ontario library community that requires acknowledgement. The Ontario Library Association and the Federation of Ontario Public Libraries (FOPL) had actively lobbied the government for this support.

2) Healthy Communities Initiatives

The Government of Canada announced a \$31M investment named the Healthy Communities Initiative. This fund will support communities as they create and adapt public spaces to respond to the new realities of COVID-19, with an emphasis on projects that support communities who were already experiencing vulnerability and marginalization. Applications for funding will be accepted until March 9, 2021. The City is currently reviewing the community initiative documentation to evaluate its projects and modifications for submission.

3) One eRead Canada

In January, participants from all across Canada joined together in reading *Vi* by Kim Thúy in both official languages. Preliminary statistics show over 4,000 people participated in the two national author discussions online and even more participated in local and online discussions.

4) Black History Month

The library is celebrating Black History month virtually this year through a series of author talks featuring interactive discussions with Natasha Henry (February 12) and Jael Richardson (February 26). The library also has a series of weekly children's videos on its YouTube channel to highlight resources available a list of curated physical and digital resources available to educate on black history and highlight black experience.

5) 3D Printing Services Now Available

3D printing is now available through contactless pickup services at [Central Library](#), [Malton Library](#) or [Sheridan Library](#). Customers interested in 3D printing send an email to the maker team who provide information, facilitate printing and payment for the print job. Payments will be made online through the customers' library account.

6) Open Window Hub

In January, the Open Window Hub linked 9 clients with employment based service providers to assist in finding meaningful employment and participate in available training programs. The hub continues to work with the Region of Peel helping 6 people receive permanent housing through their shared efforts. Work is underway to develop a distributed model for the Open Window Hub during Central closure allowing the hub to provide services through the Library's other locations throughout the City.

7) Central Library Renaming

The Central Library was renamed the Hazel McCallion Central Library in honour of Hazel's 100th birthday on February 14, 2021 and in recognition of her significant contributions to the city of Mississauga,. On February 4, 2021 banners were erected on Living Arts Drive and Celebration Square to reflect this change. Ways to recognize this renaming are being explored for re-opening of the Central Library in 2023.

P. Mak and M. Almond attended the OLA Superconference and shared how supportive the OLA staff were during the sessions. The topics were timely and they gained valuable insight from participants from other municipalities.

10:21 Resolved that the *CEO Report dated February 3, 2021 by the Director, Library* be received for information.

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

4.0 Policy Review

There were no items to be reviewed.

5.0 Executive Limitations/Internal Monitoring Report

5.1 Business Plan and Budget

M. Menary provided the Library Board with an overview of the Library's 2021 business planning, budget development and approval process. The presentation showed how the budget was developed in support of ongoing library operations as well as the Board's identified strategic priorities. The 2021 budget process is slightly delayed this year and will be tabled for Council's consideration at the end of February. Following Council's approval of the 2021 budget, work will immediately begin on the 2022 budget. Staff will be seeking the Board's input to ensure the 2022 budget incorporates funds to support their goals and objectives.

In an effort to keep the Board well informed, a timetable based on Council's prescribed budget process timeline has been created. For example, Staff provided a refresher presentation on the 2021 budget at the February Board Meeting. At the April meeting, Staff will report back on the whether or not Council adopted the Library's budget as tabled and begin seeking input for the draft 2022 budget.

The Board suggested that future reports should include a pie chart for operating budget similar to the chart for capital budget. The Board also thanked M. Menary, his team and all library staff for working with the City in what has been a very hard budget year.

11:21 Resolved that the report entitled "*Library Board Budget Process*" dated February 12, 2021 from the Director, Library be received.

**Moved by P. Mak
Seconded by L. Naismith
Carried**

5.2 2020 Utilization Review

The Utilization report is one of eight KPI reports provided to the Board annually. Library usage showed significant shifts in 2020 as a result of the pandemic and the subsequent impacts to service. The report shows continued use of physical resources in spite of the COVID-19 pandemic, and a strong increasing trend in the use of electronic resources / databases year over year. Website visits and social media impressions also show significant growth as more investment is put into high demand services through the virtual library initiative.

Some suggestions from the Board to include in future reporting:

- a) If possible, include a breakdown of the kinds of services being accessed by users
- b) Do a comparison over a broader number of years
- c) Analyze relationship between users and social media

The Board wanted to examine the definition of “active use” as they understood that currently only customers who interact with the Library’s physical database are captured in this metric. Other uses like printing, program attendance, facility use, PC use and database are not counted. R. O’Banion explained that the term “active user” is an administrative label used by the Ministry of Heritage, Sport, Tourism and Culture Industries and that the other metrics referenced above are being captured by the province separately. J. Stirling commented that funds to support a “single sign-on” authentication method are currently included in the 2021 Budget. This process, coupled with the move towards online room reservation, program registration and other tools will allow the library to track card user activity and support a more accurate, integrated analysis regarding the various modes of service delivery.

12:21 Resolved that the report entitled “2020 Full Year Utilization Trends and Analysis” dated February 12, 2021 from the Director, Library be received.

Moved by C. Williams

Seconded by W. Mirjan

Carried

5.3 2020 Count Week Review

M. Menary reviewed the results of the 2020 Count Week.

Each Fall the Library participates in Count Week to comply with the legislative requirements of the Ministry to provide data for inclusion into the Ontario public library database. This year, data was collected both manually and electronically from November 16 until November 22, 2020. Overall, the results of Count Week show a significant decrease in the majority of indicators from 2019 as a result of operational constraints and temporary changes to customer use patterns resulting from the COVID-19 Pandemic.

Count Week data will be validated for some activities where annual statistics are available such as in-person visits, circulation and public workstation use to ensure accuracy. Many other activities are counted and reported regularly over the year including programs, program attendance and school visits that are not included in the data reported to the Ministry. Quarterly utilization reports and regular Key Performance Indicator (KPI) reports are provided to the Board to provide a more in depth view of the Library’s usage trends.

In response to the Board's comment on the possibility of lobbying the ministry to update the survey questions/data, the Director asked the Board to keep in mind that the survey is designed for all public libraries in Ontario including those in the north whose customers may not have access to internet. She also pointed out that the Count Week results are a snapshot in time and are more of an administrative tool for staff.

13:21 Resolved that the report dated February 10, 2021 entitled “Count Week 2020” from the Director, Library be received for information

Moved by M. Almond
Seconded by L. Naismith
Carried

6.0 Ends

6.1 2021 Proposed Annual Key Objectives

J. Stirling reviewed the proposed annual key objectives for 2021. These objectives represent an intentional alignment between the Board Ends and the Future Directions Master Plan Strategic Priorities to ensure all the work that is done in the Library is addressing both the Ends and the priorities.

There are 19 proposed annual key objectives for the Library to deliver on in 2021. With the Board's approval, staff will initiate work on the objectives and provide updates in June and December on progress.

The Board requested the following revisions:

- a) Under Engaging the Community, update wording to include “post covid” specific engagement
- b) Clarify multi-year milestones;

The report will be brought back to the Board for approval in April after the suggested revisions are completed.

7.0 Governance

7.1 Review of Workplan

No changes were made to the workplan.

7.2 Upcoming Events & Meetings

While the Board is not scheduled to meet in March, it was agreed that for expediency, appointments should be sent out for a meeting on March 17, 2021 for the sole purpose of ratifying a new Collective Agreement should a settlement is reached with the Union in early March.

14:21 Resolved that appointments be sent out for a possible meeting on March 17, 2021 subject to confirmation by the CEO.

Moved by M. Almond
Seconded by S. MacKinnon
Carried

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

An item on “active users” was added to the action log.

15:21 Resolved that updates to the Action Log be approved.

Moved by C. Williams

Seconded by L. Naismith

Carried

11.2 Looking Back at 2020

Board members and staff shared their thoughts and experiences over the past year. The Board thanked staff for all their hard work through all the different phases of the pandemic showing creativity, innovation, teamwork and the ability to “learn on the fly”. The Board was especially appreciative with how fast staff was able to successfully move services to an online platform enabling the library to keep services going. Everyone agreed it has been a learning experience, an extremely stressful year that tested every person’s resilience.

Board members and staff also remembered Kevin Berry and how very proud he would be of the wonderful work that the Open Window Hub has done and continues to do for the homeless population of Mississauga.

Board members and staff look forward to building back better, learning from the lessons of 2020 to improve services in 2021 while continuing to provide a safe working environment for all its employees, fully realizing that the pandemic is far from over. Everyone is excited about the Central Library project finally getting underway with construction starting in April.

12.0 In Camera Agenda

There were no in-camera items for discussion.

13.0 Board Self-Evaluation

S. Mackinnon led the self-evaluation. She noted that everyone came prepared for the meeting with members actively participating in the discussion. There was ample time spent on Ends as the Board reviewed its annual key objectives for 2021. Everyone adhered to the rules of order and courteous to both members and staff.

*Mississauga Public Library Board Meeting
Wednesday, February 17, 2021*

14.0 Adjournment

16:21 Resolved that the meeting adjourn at 7:41pm

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

NEXT MEETING

The next Library Board meeting will be on March 15, 2021 virtually via Webex.

Secretary/Treasurer

Chair



Briefing Note

To:	The Mississauga Public Library Board
From:	Rona O'Banion, Director, Library
Date:	April 12, 2021
Subject:	CEO Report – April 2021

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 HIGHLIGHTS

Provincial Orders Related to COVID-19

Since the last Board meeting in mid February, there have been a number of provincial orders related to the Pandemic as variant strains of the virus impacted the health care system.

- Effective Monday, March 8th at 12:01 a.m., Peel Public Health transitioned back to the COVID-19 Response Framework at the Grey-Lockdown level.
- Effective Saturday April 3rd at 12:01 am, the provincial government implemented the “emergency brake” for the entire province. The entire province moved into shutdown for a period of at least four weeks.
- Effective Thursday, April 8, 2021 at 12:01AM, a province wide declaration of emergency and a stay-at-home order went into effect for a period of at least four weeks. The Colour-coded framework is on pause during this time.

For the most part, library service has remained unchanged with contactless pickup and social services (Open Window Hub) continuing uninterrupted. Public access to computers has fluctuated during the period, and we have currently discontinued this service to comply with the spirit of the order and in alignment with other GTA library systems.

Ontario Library Service Update

The official amalgamation of the Southern Ontario Library Services (SOLS) and Ontario Library Services North (OLS-N) took place on April 1, 2021 creating a newly integrated organization called the Ontario Library Service (OLS). This included a new governance structure, creating a new Board Assembly model that replaces the SOLS Trustee Council approach. Margot Almond, who was the Mississauga Library's representative on the SOLS Trustee Council will continue in that role as it transitions to the new Board Assembly mode.

After 33 years of service to SOLS, Barbara Franchetto retired on March 31, 2021. Appointed CEO of SOLS in January 2015, she served the agency in a variety of capacities prior to that including Director of Services and Director of Resource Sharing. Melissa D'Onofrio-Jones, formerly CEO of OLS-N, will assume the CEO position for the newly amalgamated OLS agency.

2021 Provincial Budget

On March 24, 2021 the Honourable Peter Bethlenfalvy, Minister of Finance delivered the 2021 Ontario Budget entitled "Ontario's Action Plan – Protecting People's Health and Our Economy." As expected, the Budget focusses primarily on the COVID-19 response, specifically protecting people's health, and supporting people and job creators who are continuing to struggle during the pandemic.

There was no material impact to services for the Mississauga Library in the provincial budget; however, the broader library sector in Ontario will benefit from a new investment of \$2.8 billion in broadband infrastructure to ensure that every region in the province has access to reliable broadband services by 2025. This is consistent with the announcement made at the Ontario Library Association virtual Super Conference in February, by Lisa MacLeod, Minister of Heritage, Sport, Tourism and Culture Industries and Laurie Scott, Minister of Infrastructure when they committed \$4.8 million to upgrade broadband in up to 50 public libraries in unserved and underserved communities. With this investment, the Ontario Government has shown that they recognize the essential role of public libraries as community digital hubs.

LIBRARY GOVERNANCE HIGHLIGHTS

Material Isolation (quarantine) Period

The Library reduced its quarantine period from 72 hours to 24 hours on March 15. The shortened isolation time streamlines services and positively impacts customers ensuring that items are checked in and on the shelves sooner, reduces hold wait times and updates user accounts more quickly by removing material off their records.

Some jurisdictions have completely eliminated the material isolation period (e.g. British Columbia, San Francisco). Currently the Provincial guidelines mandate the need for an isolation period for material (or a wipe-down protocol). Spearheaded by the Vaughan Public

Library CEO, a large number of Ontario Library CEOs petitioned the government, requesting they eliminate the requirement completely. While the Government softened the language surrounding the requirement, the length of time is not specified, they did not remove it.

Advocacy for Library Workers

In an effort to support frontline library staff, a large number of Ontario Library CEOs, led by the Toronto Public Library, appealed to the Government of Ontario to advocate for their inclusion in Phase 2 of its vaccination roll-out plan. Although they have not been included in current plans since Mississauga is an identified hotspot, many Mississauga residents (including library staff) are now eligible to register for a vaccine sooner than originally anticipated.

The City has also announced its approach to supporting COVID-19 vaccinations for employees. While not mandatory, the City is strongly encouraging all employees to get vaccinated, and is requesting that all business areas provide scheduling flexibility to facilitate staff registering for and attending vaccine appointments. While staff are being encouraged to schedule their vaccine appointment outside of work hours, a one hour paid leave of absence is permitted to allow employees to attend COVID-19 vaccination appointments during the work day if necessary and operational needs can accommodate it.

Dr. Seuss Titles

Dr. Seuss Enterprises recently advised of titles that are going out of print: “To cease publication and licensing of the following titles: *And to Think That I Saw It on Mulberry Street*, *If I Ran the Zoo*, *McElligot’s Pool*, *On Beyond Zebra!*, *Scrambled Eggs Super!* and *The Cat’s Quizzer*. These books portray people in ways that are hurtful and wrong.” The titles listed are not being removed or cancelled, but will no longer be produced. As per standard practice, a committee of Mississauga Library staff conducted a review of the materials, guided by the Library’s Collection Policy. The review included a survey of practices of other Canadian library systems, which showed that only one municipality – Thunder Bay - has removed the titles from their collection. The review committee concluded that these titles will not be removed from the City’s collection. Few copies remain except for “On the Zebra” and all are generally in poor condition. There are four ebook titles available, but the licensing agreements for these titles could change due to the recent decision to discontinue the titles.

Going forward, we will not replace the existing copies if lost, damaged or discarded due to their condition, and the Library will not display these titles, use them in programs, or promote them any way. The decision to retain these titles in the collection is in keeping with our Collections Policy, and is aligned with the practices of other library systems and with the intellectual freedom policies of the Canadian Federation of Library Associations (CFLA) and the Ontario Library Association (OLA).

The Committee also recommended that the Collection Policy be reviewed and updated. Staff are in the process of revising the Policy and it will be brought forward for the Board’s review at a future meeting.

There were a number of media inquiries related to this matter. Supported by Library Social Engagement Staff and corporate Strategic Communications, thoughtful, transparent responses were provided and the resulting coverage in the *Mississauga News* and *insauga* was, for the most part, balanced and fair.

SYSTEM HIGHLIGHTS

Laptop Lending and Expansion of eBook & eAudioBook Lending

City Council considered two reports from the Library since the last Board meeting, both of which were received and approved. One was related to the Laptop Lending program, which is a pilot program of 100 Chromebook laptops that will be available for loan at the Library's 18 locations by the end of June 2021. The second report approved us entering into an agreement with the London Public Library to share access to eBooks and eAudiobooks through Libby by Overdrive. The Library already has an existing agreement with Hamilton and Burlington Public Libraries, and we saw an increase of 48 percent in eBook and eAudiobook use in 2020. This new agreement will allow us to build on this very successful partnership and provide even more access to eResources for our customers.

Programming

Mississauga Library will be hosting several fun programs for children, tweens and teens during this year's **Spring Break**. Some of the highlights include live storytimes, puppet and music shows by special performers, and a wide range of teen activities (such as an Escape Room, Gaming and other socially-interactive sessions).

A new addition to Mississauga Library's program offerings this year are free "**Take and Make**" craft kits. Customers are encouraged to arrange for curbside pick-up of a bag of craft materials, and then to join Library staff virtually for craft programs. This will help to make the programs more accessible and equitable. A full rotation of all of the Mississauga Library's programs is available [here](#).

The Library has released a new series of virtual author talks on Friday nights to provide an interactive discussion between its participants and a wide variety of authors. Participants can learn about the writing process from the authors themselves, and interact with others to talk about the books they love in community. The sessions require registration but are open to everyone. The sessions are recommended for participants aged 13 and up.

Central Library

The last day of Contactless Pickup out of Hazel McCallion Central Library was Friday March 19. Contactless Pickup resumed in the downtown core on Monday, March 29 at the temporary Pop Up location, housed at LAC. The remainder of Central Library staff have been relocated to King's Masting or reassigned to one of the other 17 locations.

Central Library is now officially closed and was turned over to the General Contractor on April 5th. Below is a rendering of the Construction Fencing that will surround the worksite for the next two years.



In accordance with the frequently changing provincial orders, public service has continued as prescribed. In March over 15,000 customers picked up almost 41,000 holds. With the closure of Hazel McCallion Central Library, customer holds were rerouted to Mississauga Valley Library, and the service level increased from approximately 100 pickups per week to an average of just under 360 pickups per week. March also saw the expansion of contactless pickup hours at the larger branches, adding Tuesday and Thursday mornings and Wednesday evenings.

[illegible]

Lakeview Library

City of Mississauga Library Board Report



Date: April 12th, 2021

To: Mississauga Public Library Board

From: Rona O'Banion, Director Library

Agenda 5.1

April 21st 2021

Subject

Adoption of the 2021 Budget and Update on 2022 Budget Process

Recommendation

1. That the 2021 Budget be adopted by the Library Board, and
2. That the 2022 Budget update be received by the Board.

Background

At the February Board Meeting, staff provided a list of key milestones for the adoption of the 2021 Budget and the approval process for the 2022 budget and associated business plan. This report will provide a status update on budget approval processes.

The Library Business Plan outlines the major areas of focus for service delivery over the next four years. The plan includes an overview of the library service and its vision, service delivery model, trends, key initiatives and performance indicators. Within the four year horizon, more specific financial requirements are identified for 2022.

The Library's business plan is aligned with and guided by the Library Board's Ends, the Library's Future Directions Master Plan and City's Strategic Plan.

City Council reviews and approves business plans and the associated operating and capital budgets, allocating funds for the Library to use to meet the identified service levels and major initiatives included in the Library's business plan.

Comments

On February 24, 2021 City Council approved the City of Mississauga's 2021-2024 Business Plan and 2021 Budget. Mississauga Library's operating budget increased 2.5% or \$0.7 million to \$29.6 million in 2021 and the capital budget increased \$3.3M over the 2020-2029 10 – year approved Capital Program. Council adopted the Budget as submitted by the Library and reviewed by the Board at its February meeting.

The 2022-2025 Business Plan and 2022 Budget process is currently underway. The focus is on planning for Central Library re-opening as well as continued focus on the Future Directions

recommendation to Invest in Technology to Bridge the Digital Divide.

The Library has developed the 2022 operating and capital budgets in alignment with the City's direction. The City of Mississauga is forecasting significant revenue pressure for the next few years, starting in 2022 due to the loss of \$22 million in payment in lieu of taxes (PILT) transfers from the Greater Toronto Airport Authority (GTAA). The loss of this revenue stream is directly related to the COVID-19 Pandemic, which is contributing to additional budgetary pressures across all business areas of the Corporation.

As a result all city departments including the Library were asked to find efficiencies to ease the 2022 budget pressure in light of the financial challenges the City continues to experience. Although the efficiency targets are a normal part of the budget process, there is additional emphasis on the requirement for all divisions to meet them given the external pressures. The Library's proposed budget is aligned with this direction, with an overall budget reduction of \$194,000. Key recommendations include:

- \$270,000 in efficiencies designed to reflect operational changes without impacting service levels. Efficiencies are anchored in Build Back Better initiatives. Specific examples include: decreased funding of paper-based marketing materials, eliminating three long-term vacant positions, decreasing mileage costs as we anticipate post-COVID use of virtual platforms for meetings and reduce external program performers and a focus on staff led programs as part of the proposed hybrid programming model.
- The request for \$76,000 in limited new funding to reflect increases in makerspace material costs, increased lease costs for Sheridan/Cooksville and an actualization of hotspot charges.
- In 2023, the business plan includes additional operating charges in alignment with the service level changes at the renovated Hazel McCallion Central Library.
- Capital project requests for virtual online chat and marketing software were submitted for consideration.

Upcoming Key Dates

- The City's leadership team is reviewing the Budget and Business Plan
- Budget Committee will meet April 28, 2021

The library budget will be submitted for approval at the end of April and regular updates will be provided to the Board through the approval process.

Conclusion

The Library's 2021 Budget has been approved. The Library's 2022-2025 Business Plan and 2022 Budget is under development giving consideration to the Library Board's Ends, Library Future Directions Master Plan and the current financial challenges.

Attachments

Rona O'Banion
Director, Library

Prepared by Jennifer Lau, MBA | Library Business Consultant

City of Mississauga
Library Board Report



Date: April 12, 2021

To: Mississauga Public Library Board

From: Rona O'Banion, Director, Library

Agenda 5.2

Meeting date:
April 21, 2021

Subject

2021 Q1 Utilization Report

Recommendations

1. That the report entitled "*2021 Q1 Utilization Trends and Analysis*" dated April 12, 2021 from the Director, Library be received for information.

REPORT HIGHLIGHTS:	<ul style="list-style-type: none">• The COVID-19 pandemic has significantly impacted Library use• Physical circulation decreased by 56.0% (from 981,223 in first quarter of 2020 vs 431,595 in 2021)• Electronic circulation increased 35.2% in the first three months of 2021 driven by OverDrive, Hoopla and Flipster• Youtube channel launched in January 2021 to host library online programs, technology and library service tutorials
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Background

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

Key Utilization Metric	2020 (Jan - Mar)	2021 (Jan - Mar)	2019 - 2020 % Change
Collection Size	1,091,229	954,379	-12.54%
Physical Circulation	981,223	431,595	-56.01%
Registered Card Holders	556,423	562,897	1.16%
In-branch Services (Total)	2,628,875	1,948,871	-25.87%
Electronic Circulation	410,529	554,965	35.18%
Database Searches	136,105	156,255	14.80%
Website Visits	373,825	455,822	21.93%
Social Media	605,316	796,787	31.63%
Virtual Services (Total)	1,525,775	1,963,829	28.71%
TOTAL USAGE	4,154,650	3,912,700	-5.82%

Comments

Circulation

Physical circulation is down 25.87% year over year as a result of decreased physical access to the collection with the pandemic restrictions. In comparison, electronic circulation continues to be strong. OverDrive usage increased 51.3% in first quarter of the year with record usage in January. This trend also extends to Hoopla with an increase of 80.4% and both Flipster and RB Digital at 19.1% and 13.4% respectively. The library introduced a second film streaming service, Kanopy, in January to provide educational video productions from the arts, humanities, health, business, and education sectors. This service has seen significant usage, supported by targeted social media and website campaigns to help promote its availability.

Physical Circulation	2020 (Jan - Mar)	2021 (Jan - Mar)	2020 - 2021 % Change
Branch	958,018	424,680	-55.7%
Homebound Services	1,200	381	-68.3%
Telephone Renewals	22,005	6,534	-70.3%
Total	981,223	431,595	-56.0%

eResource	2020 (Jan - Mar)	2021 (Jan - Mar)	2020 - 2021 % Change
OverDrive	213,433	322,900	51.3%
RB Digital	42,101	47,746	13.4%
Freegal	76,897	70,602	-8.2%
Hoopla	16,700	30,127	80.4%
Flipster	1,730	2,060	19.1%
Press Reader	59,668	61,115	2.4%
Kanopy*	0	20,415	N/A
Total	410,529	554,965	35.2%

*Note: Kanopy launched Jan 2021

Programs

The transformation of programs to the online channel has changed the way customers interact with and consume available library programs. It is difficult to provide clear comparisons between the first quarter of 2020, when programs were in person and 2021 which are online.

While physical programs are always live and restricted to one location, the availability of a catalogue of online programs on platforms like Facebook and YouTube allow customers the ability to access programs at their convenience. Through the pandemic we have seen a shift; a decrease in live attendance at programs but a significant increase in views of the recorded version of posted programs. See the chart below for a summary of the data. Note that the WebEx programs referenced in the chart are similar to in-person programs as they require attendance at a specific time, although without the restrictions of place. Some types of programs, like author talks, require interactivity and are best suited to live programming. The programming and the social engagement team will continue to analyze user statistics and feedback to continue to adjust live programming and to grow our catalogue of online programs through YouTube and Facebook.

Year	Programs	Attendees
In-Branch (Jan - Mar) 2020	1,306	21,685
Virtual (Jan - Mar) 2021		
- Webex Programs	117	1,913
- Facebook (Total Views)		2,609
- Youtube (Total Views)		75,463

Library Cardholders

The total number of Library cardholders has increased by 2.25%, with a significant increase in the number of virtual cardholders (659.91%). With the limited access to physical branches there has been a reliance on the creation of virtual accounts. Of the 8,886 virtual card registrations over the pandemic period, 400 were converted to full cardholders. As service levels return to normal, it will be interesting to monitor the number of conversions of digital cardholders to full cardholders once in branch visits are possible.

	2020 (Jan - Mar)	2021 (Jan - Mar)	2020 - 2021 % Change
Customers	556,423	562,897	1.16%
First Step	2,542	2,549	0.28%
Non-Resident	17,065	17,061	-0.02%
Virtual Card	988	7498	659.91%
Total Customers	577,018	590,005	2.25%

Note: The 400 converted customers from virtual card to full card were removed from the virtual card totals to ensure that they were not double counted.

Virtual Services

Virtual services includes electronic circulation, database searches and website visits. The Library also has a presence on Facebook, Twitter, Instagram and Youtube where customers access services, programs, marketing material and interact with library staff. In the first quarter, the library added the YouTube channel to its social media offerings.

In the first quarter there was an increase of 14.8% in electronic database usage. The library subscribes to 23 databases offering access to online journals, eBooks, virtual library access and electronic resources for children. With the increased reliance on electronic resources as a result of online schooling and lack of access to school libraries, the use of these services has grown congruently. Web visits are up significantly as is Facebook, where the library hosts a variety of story times and live programming. There are some channels trending down, but overall use is up approximately 28%.

Electronic Database	2020 (Jan - Mar)	2021 (Jan - Mar)	2020 - 2021 % Change
Sessions	23,046	19,490	-15.43%
Searches	26,392	61,514	133.08%
Retrievals	86,667	75,251	-13.17%
Total	136,105	156,255	14.80%

Website and Social Media	2020 (Jan - Mar)	2021 (Jan - Mar)	2020 - 2021 % Change
Website Visits	373,825	455,822	21.9%
Social Media			
- Facebook	192,164	529,543	175.6%
- Twitter	335,609	238,983	-28.8%
- Instagram	77,543	28,261	-63.6%
Total	979,141	1,252,609	27.9%

Conclusion

Usage of the library is off to a good start in the first quarter despite the limitations imposed by COVID-19 operating restrictions. A decrease in physical items borrowed is expected due to the limitations of curbside pickup service. The inability to offer browsing services negatively impacts usage of the physical collection. Online virtual services continue to grow to off-set the decrease in physical usage. The library continues to develop tutorials and other online tools to help customers engage with and utilize these resources. In the first quarter, the launch of new online

services including YouTube videos and Kanopy continue to expand the library's ability to provide new ways for customer interaction even with current access restrictions.

Rona O'Banion
Director, Library

Prepared by: Raheel Javed, Data Analyst

City of Mississauga
Library Board Report



Date: April 15, 2021

To: The Mississauga Public Library Board

From: Rona O'Banion, Director, Library

Agenda 6.1

Meeting date:
April 21, 2021

Subject

Annual Key Objectives

Recommendation

That the revised proposed annual key objectives provided as Appendix 1 of the report dated April 15, 2021 entitled "*Annual Key Objectives*" from the Director, Library, be approved.

Background

The Director is responsible for proposing annual objectives with input from the Commissioner, Community Services as established in the Board's Roles and Responsibilities Policy (B10). The Mississauga Library Board (Board) is responsible for setting annual objectives and evaluating performance against those objectives to ensure effective, efficient and responsive library service is delivered to the community.

The 2021 revised proposed annual key objectives for the Library attached in Appendix 1 includes information on the Board Ends, Future Directions Master Plan Strategic Priorities, Proposed Annual Key Objectives, a definition of Board Role for each objective and a proposed timeline for the completion of each of the objectives.

The Library Board deferred approving the Annual Key Objectives at the February 17, 2021 meeting, requesting some minor revisions to the plan. In the period since that meeting, there have been some operational developments which have further impacted other identified objectives and the expected delivery dates.

Comments

The objectives listed focus primarily on significant deliverables for 2021. Some multi-year projects are included and have been identified in the chart to try and provide clarity to the Board.

As a result of the COVID-19 pandemic, a number of key objectives and/or the planned completion dates needed to be revised or deferred. In some cases, 2020 initiatives were carried over to 2021 to ensure completion. Other changes are based on operational needs or developments, strategic direction from the Commissioner of Community Services, or City-wide budgetary and resource pressures.

The chart does not include regular operational procedures including such items as business planning and budget development, City-wide initiatives or in camera items to be reviewed by the Board. The Annual Key Objectives Appendix is a living document and progress updates will be provided in June and December of 2021.

Financial Impact

There is no financial impact as a result of this report. Requests for annual objectives that require funding in 2021 have been previously approved through the Business Planning and Budget process.

Conclusion

The revised proposed annual key objectives for 2021 represent an intentional alignment between the Board Ends and the Future Directions Master Plan Strategic Priorities in order to ensure all the work that is done in the Library is meeting the needs of the community. Following the Board's approval of the proposed annual key objectives, staff initiate work on the objectives and provide updates in June and December on progress.

Rona O'Banion
Director, Library

Appendices

Appendix 1: 2021 Proposed Annual Key Objectives for the Mississauga Library

2021 Annual Key Objectives

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	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	June 2021
2. Hold Board Governance workshop to clarify roles and responsibilities	Active participation in workshop	May 2021
3. Renew the Board's Commitment to Diversity and Inclusion	Review and provide input on diversity and inclusion recommendations put forward by the City and related library sector organizations	December 2021
4. Review fines structure in consideration of modern day customer expectations and trends as well as financial expectations	Receive updates on progress and approve direction	June 2021
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	Expected Completion Date
5. Implement first phase of laptop lending through the external lending of 100 Chromebooks across the system	Receive updates on program and promote to key stakeholders through social media	September 2021
6. Expand Assistive Workstations throughout the system	Receive updates on the program	Deferred due to City Corporate Constraints

2021 Annual Key Objectives

7. Implement business plan for Makerspaces that includes objectives, resource needs, training and delivery methods to support STEAM learning	Receive updates on progress of business plan	December 2021
Board End: We provide inspiring, welcoming and creative spaces Key Objectives: 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 Future Directions Master Plan Strategic Priority <ul style="list-style-type: none"> Enhance the Customer Experience Develop 21st Century Facilities 		
Annual Key Objective	Board Role	Expected Completion Date
8. Implement Central Library closure, open LAC pop up library to provide service downtown and localized program. Complete move to Kings Masting. - Central construction scheduled to begin in April 2021.	Provide input, direction and approval, as appropriate, in the plan and receive updates on progress	April 2021 Multi-year project – Spring 2023
9. Initiate 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	To be rescheduled to 2024 in alignment with Community Services strategic planning for all divisional Future Direction Plan updates
10. Complete the joint use study for T.L. Kennedy high school and develop recommendations (Cookeville Library)	Provide input and receive updates on progress of the study	June 2021
11. Construct the Malton Makerspace	Receive updates on progress of the construction	November 2021
12. Develop and implement distributed service model for Open Window Hub during Central closure – work with community partners to continue services and programming in alignment with the Odette agreement.	Receive updates on the service changes and operations of the Open Window Hub.	December 2021
13. Build back better – implement service recovery plan in alignment with public health recommendations.	Receive regular updates on the Service Recovery Plan	December 2021
14. Conduct RFEI and RFP for Central Library Food Services	Receive regular updates on the RFEI and RFP	December 2021

2021 Annual Key Objectives

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	Expected Completion Date
15. 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	December 2021
16. Operationalize refreshed performance appraisal process for unionized staff	Receive updates on progress of PDP and appraisal review process	December 2021
17. Design & Implement Library Settlement Partnership Program (LSP) to provide enhanced newcomer services in Mississauga.	Received regular updates on the Newcomer services program.	December 2021
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	Expected Completion Date
18. Implement technology initiatives to enhance service delivery including: <ul style="list-style-type: none"> Library catalogue upgrade & Mobile app replacement Renewing library cards Update Print Management System Pilot Laptop Lending Kiosks Room & Material Booking System 	Receive updates on progress of implementation	September 2021 September 2021 October 2021 June 2021 2022
19. Advance technology procurement and acquisition for the Central library project including sortation, makerspace, audio-visual, workstations and gaming	Receive regular updates on progress of procurement	December 2021

City of Mississauga Library Board Report



Date: April 11, 2021

To: The Mississauga Public Library Board

From: Rona O'Banion, Director, Library

Agenda 6.2

Meeting date:
April 21, 2021

Subject

CELA Funding Advocacy

Recommendation

That the Library Board engage in advocacy to ensure sustainable long-term funding to CELA and NNELS by:

- 1) Sending the attached letters to our local Members of Parliament (MPs), to Ministers Qualtrough and Freeland and the key opposition Members of Parliament.
- 2) Phoning local Mississauga MPs to discuss your concerns about the issue.
- 3) Participate in an advocacy campaign for sustained funding through personal social media accounts.

Background

The Library provides access to materials in a variety of accessible formats through the Centre for Equitable Library Access (CELA). Currently it is estimated that 1 in 10 people have print disabilities, including low vision, blindness, learning or other disabilities which do not allow them to access materials in the formats traditionally made available. Mississauga Library has 331 customers who are active CELA users. This service is growing in popularity, with 65 new customers registered in the past two years.

Under the Information & Communications guidelines in the Accessibility for Ontarians with Disabilities Act (AODA) libraries have a duty to accommodate and provide the requested materials in formats (whenever possible) either directly or through a partnership with CELA or NNELS (National Network for Equitable Library Service). Libraries are required to publicize their partnerships and their own accessible format titles to ensure customers are aware of the resources available to them.

Fewer than 1 in 10 books in Canada are published in accessible formats. The Government has funded two organizations, CELA and NNELS, to translate materials into accessible formats and make them available through the country's public libraries. The centralization of this service

provides a comprehensive, cost effective option to increase the availability of accessible resources to our customers. CELA and NNELs work with publishers and other organizations to continue to increase the amount of content available.

In its Fall 2020 Economic Statement (FES) the Federal government announced a 25% decrease in funding per year to CELA and NNELs with the planned elimination of funding in 2024-2025. The library community is rallying around these organizations to advocate for the restoration of their funding, and continued support for accessible access to library materials.

As a result of early advocacy efforts from the public library sector, on March 16 Minister Qualtrough announced restored \$1 million in funding for accessible reading materials for the upcoming 2021-2022 budget year, but did not provide any information on funding certainty for future years. While this is a good first step, continuous feedback needs to be provided to ensure that the Government reverse planned funding cuts in future years.

Comments

The Library will work through its channels, including the City's Accessibility Committee and library associations, to advocate for sustained funding. It also will leverage its social media platforms to support the advocacy campaigns and to widely disseminate information to the public on this important service.

The advocacy role in the Community is an important part of the Library Board's mandate. The Board can support the efforts to restore CELA and NNELs funding by:

- 1) Endorsing the delivery of letters to our local Members of Parliament, to Ministers Qualtrough and Freeland and the key opposition Members of Parliament as recommended in the sample letters included in the Appendices of this report.
- 2) Phoning our local MPs to discuss your concerns about the issue. A list of local Members of Parliament (MPs) and key speaking points to use in these telephone calls is attached in Appendix 3.
- 3) Participating in an advocacy campaign against the cuts through personal social media accounts. The Library will send some sample tweets and posts to board members who are interested in participating.

Financial Impact

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

Conclusion

CELA and NNELs provide important services to ensure equitable access to library materials that could not otherwise be provided to customers with accessibility needs. The centralization of this service provides a comprehensive, cost effective option for the creation and availability of accessible formats for our customers. Although the government has reinstated funding for this fiscal year, it has been silent on the longer range planned cuts. It is recommended the Board

join the broader library community to ensure that this service remains available in the years to come. The Board can participate in advocacy by signing and sending letters, contacting local Members of Parliament and educating the public on the issue by communicating through social media. With a sustained advocacy effort, the Board can help ensure continued availability of materials for customers with accessibility needs that would not otherwise be possible.

Jennifer Stirling
Manager, Digital Library Services & Collections

Appendices

Appendix 1: Proposed Letter to Local MPPs and Key Members of the Opposition

Appendix 2: Proposed Letter to Decision Makers

Appendix 3: Speaking Notes for Phone Calls with Local Members of Parliament

Appendix 1

[Date]

[Name of Member of Parliament], M.P.
House of Commons
Ottawa, Ontario
K1A 0A6
Firstname.lastname@parl.gc.ca

Dear [name of Member of Parliament],

As you know, the federal government recently decided to reverse its proposed cuts to funding for accessible book production and distribution. This decision recognizes how important accessible books are for the 1 in 10 people with print disabilities. I am writing to thank you for the reprieve and to ask that you ensure that long term sustained funding is provided to the Centre for Equitable Library Access (CELA). CELA provides necessary reading materials for people with print disabilities including those with vision loss, learning disabilities and physical disabilities.

Unfortunately, the federal government's recent announcement offers no assurances for longer term funding which is still set to be fully withdrawn by the 2024-2025 fiscal year. Without a funding guarantee, CELA may face a 50% reduction to its production and distribution budget next year which will have a devastating impact on their ability to produce and distribute accessible reading materials. Libraries across the country rely on CELA to provide accessible reading materials and support to our patrons in ways that are cost effective and equitable.

The federal government has promoted its commitment to equity and inclusion for those with disabilities. We know that access to reading materials directly impacts academic and economic success and social inclusion, particularly for the estimated 3 million people across Canada with print disabilities. And yet the proposed cuts in 2022 and beyond will reduce access to reading materials, widening the gap for services and resources and increasing regional and income disparity.

We cannot let this happen. On behalf of our patrons, we request that you ask the Minister of Employment, Workforce Development and Disability Inclusion, the Hon. Carla Qualtrough, and the Deputy Prime Minister and Minister of Finance, the Hon. Chrystia Freeland, to commit to ongoing, stable funding so those with reading disabilities across Canada are not left further behind.

Thank you. I look forward to your personal response.

Yours sincerely,

Name
Address

Appendix 2

[Date]

Honorable Minister Carla Qualtrough
Honorable Minister Chrystia Freeland
House of Commons
Ottawa, Ontario
K1A 0A6
Firstname.lastname@parl.gc.ca

Dear [name of Member of Parliament],

Thank you for your decision announced on March 16 to reverse proposed cuts to funding for accessible book production and distribution for the 2021-2022 budget period. This decision recognizes how important accessible books are for the 1 in 10 people with print disabilities. I am writing to thank you for the reprieve and to ask that you ensure that long term sustained funding is provided to the Centre for Equitable Library Access (CELA). CELA provides necessary reading materials for people with print disabilities including those with vision loss, learning disabilities and physical disabilities.

Although we are encouraged by the decision, the recent announcement offers no assurances for longer term funding which is still set to be fully withdrawn by the 2024-2025 fiscal year. Without a funding guarantee, CELA may face a 50% reduction to its production and distribution budget next year which will have a devastating impact on their ability to produce and distribute accessible reading materials. Libraries across the country rely on CELA to provide accessible reading materials and support to our patrons in ways that are cost effective and equitable.

The federal government has promoted its commitment to equity and inclusion for those with disabilities. We know that access to reading materials directly impacts academic and economic success and social inclusion, particularly for the estimated 3 million people across Canada with print disabilities. And yet the proposed cuts in 2022 and beyond will reduce access to reading materials, widening the gap for services and resources and increasing regional and income disparity.

We cannot let this happen. On behalf of our patrons, we request that you commit to ongoing, stable funding so those with reading disabilities across Canada are not left further behind by decreasing the planned cuts for future years.

Thank you. I look forward to your personal response.

Yours sincerely,

Name
Address

Appendix 3

Key Speaking Notes for Local Members of Parliament

Local Members of Parliament

Honorable Omar Alghabra

Omar.alghabra@parl.gc.ca

Constituency Office: 10 Kingsbridge Garden Circle, Suite 506
Mississauga On L5R 3K6

Honorable Navdeep Bains

Navdeep.bains@parl.gc.ca

Constituency Office: 660 Kennedy Road, Unit 210
Mississauga On L5T 2M9

Peter Fonseca

Peter.fonseca@parl.gc.ca

Constituency Office: 980 Bunrhamthorpe Road, Suite 3
Mississauga, On L4Y 2X6

Irqa Khalid

Iqra.khalid@parl.gc.ca

Constituency Office: 3184 Ridgeway Drive, Unit 41
Mississauga On L5L 5S7

Gagan Sikand

Gagan.sikand@parl.gc.ca

Constituency Office: 6990 Financial Drive, Unit 8G
Mississauga On L5N 8J4

Sven Spengemann

Sven.spengemann@parl.gc.ca

Constituency Office: 1077 North Service Road, Suite 30
Mississauga On L4Y 1A6

Key Speaking Notes

- The Library provides access to reading materials in alternative formats through its shared service in the Centre for Equitable Library Access (CELA)
- 1 in 10 people have print disabilities. That means there are at least 3 million Canadian residents who need our services. CELA services are used by 331 customers in Mississauga and this has grown by 65 in the past two years.
- Print disabilities include low vision or blindness, learning disabilities like dyslexia or physical disabilities like Parkinson's, Cerebral Palsy and others which prevent them from using traditional print.

- People with disabilities are already underserved, facing barriers to accessing education, employment and services, and they are disproportionately affected by COVID-19.
- Each year in Canada, people with print disabilities read more than 1 million accessible titles and the majority are in physical formats. These would otherwise not be available to customers as CELA collects and creates accessible formats that do not otherwise exist. Fewer than 1 in 10 titles exists in an accessible format through commercial purchasing platforms.
- Access to reading materials is crucial to economic and academic success, and social inclusion which supports mental health and wellness.
- Studies have shown that choice in reading materials is essential for engaging students with print disabilities in academic and recreational reading – both crucial to future success. A reduction in funding for accessible books means a reduction in the choice of reading materials.
- Because CELA supports libraries across the country, we are able to provide a service that is comprehensive, efficient, cost-effective and offers more value than libraries could achieve individually.

Agenda 7.2

Upcoming Events/Meetings with proposed locations & Chair		
Date	Event/Location	Meeting Chair
2021		
April 21, 2021	Board Meeting Via Webex	Laura
May 19, 2021	Board Meeting – Facilitated Session on Board Governance Model Via Webex	Carol
June 16, 2021	Board Meeting Via Webex	Priscilla
October 20, 2021	Board Meeting Via Webex	Sam
November 17, 2021	Board Meeting Via Webex	Margot

Action Items – from February 17, 2021 Library Board Meeting

Agenda Item and Related Follow Up Actions	Status	Updates	Originator	PMR	Resolution
<div>1) Expand definition of “Active Users” to include other uses like printing, program attendance, facility use, PC and database use to get a more accurate measure of library services and help guide Board strategic decisions</div> <div>A “single sign-on” authentication method is currently included in the 2021 Budget. This coupled with the move towards online room reservation, program registration and other tools will allow the library to track card user activity and get a more accurate count for all new modes of service delivery.</div>	<div>For review and discussion at next iteration of Utilization Report (April)</div> <div>Advice Board of project timelines</div>	<div>CEO to provide clarification in her next report to the Board.</div> <div>While funded, due to pressures on the IT Division, including prioritization of the Central Library project, implementation will likely be delayed until 2023.</div>	<div>W. Mirjan</div>	<div>M. Menary/ R. O’Banion</div> <div>J. Stirling</div>	