



MISSISSAUGA PUBLIC LIBRARY BOARD
Regular Meeting
Minutes of the meeting held on Wednesday, November 16, 2022 at 5:30 p.m.,
Virtual via Webex

Present: Margot Almond
Councillor Matt Mahoney
Priscilla Mak
Wahab Mirjan – Meeting Chair
Laura Naismith
Val Otori
Carol Williams

Absent: Councillor John Kovac

Staff Present: Rona O'Banion, Director, Library
Jennifer Stirling, Manager, Library Digital Services & Collections
Laura Reed, Manager, Central Library & Community Development
Sue Coles, Manager, Facilities & Operations
Fawzia Raja, Manager, Library Operations, Planning & Analysis

Minutes Recorded: Anne Marie Solleza

1.0 Call to Order

W. Mirjan called the meeting to order at 5:30pm and read the Land Acknowledgment statement.

1.1 Excused Absences

59:22 Resolved that councillor J. Kovac be excused from the meeting.

Moved by M. Almond
Seconded by P. Mak
Carried

2.1 Approval of Agenda

60:22 Resolved that the agenda be approved as presented.

Moved by V. Otori
Seconded by L. Naismith
Carried

2.2 Declaration of Conflict of Interest

There were no conflicts of interest declared.

2.3 Approval of Minutes

61:22 Resolved that the minutes from the Library Board meeting on September 14, 2022 be approved.

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

3.0 Delegation/Guest Speakers

3.1 Future Directions Consultation Session

Mila Dechef-Tweddle and Lianne McRadu from NGL (Nordcity Group Limited) attended the meeting to gather feedback from the Board for the Future Directions Library Plan, a strategic initiative that sets goals for the longer term (10 year horizon) with shorter term (5 year) action recommendations.

Highlights from the discussion are as follows:

a) Pandemic and Post Pandemic Changes

- Successfully transitioned from in-person to curbside pick-up for books, DVDs, hotspots, Chromebooks
- Quickly and effectively switched to virtual programming
- Accelerated the move towards electronic offerings
- Showed courage and creativity in continuing to offer services at the Open Window Hub
- Continues to offer both in-person and virtual programming to accommodate the needs of library customers post pandemic

b) Role of Library in the Community

- Continue to anticipate the changing demographics (technology programs for seniors, language skills for new immigrants)
- Consider integrating transit route and libraries to make it easier for patrons who don't drive to visit libraries
- Continue to provide a calm quiet space while also offering a variety of programs that would benefit library patrons
- Strengthen marketing efforts to let Mississauga residents know of the many services/resources/programs that the library offers. Bring in non-users and inactive library cardholders and get them to use library services
- Collaborate with schools to help students who are struggling academically

c) Strengths, Opportunities and Areas of Focus

- Programming that allows library patrons to showcase their own talents e.g. MCX
- Makerspaces; define limits for its use
- Non-traditional library program offerings e.g. the Seed Library, classical concerts in collaboration with Mississauga Symphony

- Ensure that the library continues to be a safe, comfortable, welcoming space
- Consider the very specific needs of teenagers and design a space that would accommodate those needs
- Look into trends and what other comparator libraries are doing. Some libraries in the US have closed down libraries and have gone purely digital
- Monitor threats to safety and security of both customers and staff
- Explore broadening Homebound service for seniors to include cognitive kits for Alzheimer's patients
- Leverage the reopening of Central Library in 2023 to increase community awareness of library programs and services

d) What does success look like

- Increased borrowing for both print and digital material
- Increased foot traffic and attendance at programs
- Maximized use of facilities
- Library staff that are satisfied and engaged

W. Mirjan thanked Mila Dechef-Tweddle and Lianne McRadu for attending the meeting and guiding the Future Directions discussion.

4.0 Business Arising from Minutes - Ø

5.0 Consent Agenda: Staff Information Reports

62:22 That the Consent Agenda comprising of Agenda 5.1 to 5.5 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.

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

6.0 New Business

6.1 Review Legacy Document

The CEO presented the revised Legacy Document. Based on the Board's feedback from the June Board meeting and subsequent discussions with the Chair and Vice Chair in August, the document has been streamlined and a section labelled "Parting Thoughts" has been reserved for the Board members' personal input/advice that they wish to contribute.

The Chair offered to collate comments from the Board members for inclusion in a more fulsome discussion to be tabled at the February 2023 Board meeting as suggested by the CEO.

6.2 Approve Privacy Policy

W. Mirjan reminded the members of the change they requested when the Privacy Policy was first brought before the Board for review at the June meeting. To comply with the Board's request, the following paragraph has been added to Section 2:

"The CEO ensures that the policy with respect to collection, use and disclosure of information is adhered to and shall keep the Board informed of its compliance to the Act."

Additionally, the Chair requested that the policy specifically identify the CEO as the Head of Privacy for the Library.

63:22 Resolved that the revised Privacy Policy (Item 6.2) originally brought before the Board at the June 20, 2022 meeting be approved with amendments.

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

6.3 Review and Approve Internet Terms of Use Policy

J. Stirling walked the Board through the revised policy which hasn't been updated since 2016. The updated terms of use establish expectations for customers who are using in-library or loaned equipment to protect the network, to comply with legal use restrictions, and to reflect the public nature of the services. The terms of use are required to be accepted when customers borrow or sign in to devices. Customers who read the document will clearly understand the expectations around their responsibilities guiding their use of the technology in simplified terms.

The Board had questions about replacement costs for lost or damaged materials e.g. Chromebooks and hotspots which J. Stirling explained is covered separately in the borrowing requirements that customers agree to when they check out an item.

64:22 Resolved that the report Terms of Use for Public Internet Services dated October 25, 2022 by the Director, Library be approved.

**Moved by L. Naismith
Seconded by C. Williams
Carried**

7.0 Standing Item

7.1 Review Schedule of Reports & Activities

To accommodate the Board's request for an end-of-term Celebratory dinner, the CEO suggested that timing-wise, it would be best to have this in January 2023. The February 2023 Board meeting would likely be the last meeting for this Board term. W. Mirjan volunteered to chair the February 2023 meeting. Appointments will be sent out for the January and February Board meetings.

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8.0 Adjournment

W. Mirjan wished everyone a happy holiday season and congratulated Councillors John Kovac and Matt Mahoney on their re-election to City Council. He also congratulated the Vice Chair, L. Naismith on the election of her husband Joe Horneck to City Council.

65:22 Resolved that the meeting adjourn at 7:28pm.

**Moved by V. Otori
Seconded by P. Mak
Carried**

NEXT MEETING

The next Library Board meeting will be on January 18, 2023.

Secretary/Treasurer

Chair