

Agenda 2.3



Mississauga Public Library Board

Regular Meeting

Minutes of the meeting held on Wednesday, April 16, 2025 at 5:30 p.m. at Hazel McCallion Central Library.

Present

Brad Bass
Reyen Jones
Suman Kathuria
Councillor Matt Mahoney
Paul Lee
Mai Lu
Priscilla Mak
Chucks Uwandulu

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

Minutes

1.0 Call to Order

The Chair called the meeting to order at 5:35pm.

1.1 Excused Absences

08:25 Resolved that Councillor John Kovac be excused from the meeting.

Moved by B. Bass
Seconded by P. Lee
Carried

2.1 Approval of Agenda

09:25 Resolved that the agenda be approved as presented.

Moved by S. Kathuria
Seconded by M. Lu
Carried

2.2 Declaration of Conflict of Interest

There were no conflicts of interest declared.

2.3 Approval of Minutes

10:25 Resolved that the Minutes from the February 19, 2025 Board meeting be approved.

Moved by S. Kathuria
Seconded by C. Uwandulu
Carried

The CEO provided an update to the Board on recent developments relative to the resident delegation at the February Board meeting.

2.4 In Camera Agenda

There were no in-camera items to discuss.

3.0 Delegation/Guest Speaker

3.1 Open Window Hub (OWH) Update

Vee Clarke, Coordinator for Community Development, spoke to the work of the Open Window Hub, its mission, the community it serves and the services it offers.

Highlights of the discussion include:

- The breadth of services offered by OWH is made possible by through its partnerships with the province, government agencies and other community groups.
- Most OWH clients need help with housing, mental health and addiction.
- Currently looking at offering evening hours for those that need OWH services but are at work from 9am-5pm.

- Patrons find out about OWH mostly through word of mouth, referrals, website information and Peel police.
- Number of partner agencies fluctuate depending on funding.
- A good number of libraries have social workers/outreach workers but the OWH offers many services not typical for most.

The Board thanked V. Clarke for her presentation and praised the OWH team for their great work.

11:25 Resolved that the Open Window Hub Update presentation be received for information.

Moved by B. Bass

Seconded by R. Jones

Carried

4.0 Business Arising from Minutes

4.1 2025 Customer Survey High Level Results Presentation

F. Raja spoke to the results of the 2025 Customer Survey which ran the whole month of February. Key points of the discussion are as follows:

- The survey consisted of 7 questions, with one open question on “how the library has made a difference in your life”.
- A total of 415 surveys were completed by customers, either online or in person.
- HMCL had the most foot traffic.
- Borrowing of physical materials topped the library service that customers avail of.
- Some conflicting results for preferred days/times for library hours.
- Customers are very satisfied with the following services/resources offered by the library: books, ebooks, comfortable spaces, library staff support and website.
- Based on comments from the open ended questions, customers are concerned about other customers’ behaviour, not enough quiet study spaces and personal conversations between staff.
- COVID helped customers discover the libraries digital collection.
- Spotify ads have been recently added as part of the library’s marketing campaign for its digital products.
- Survey results along with the Impact Report will inform the ongoing Service Delivery review.

12:25 Resolved that the 2025 Customer Survey High Level Results Presentation be received for information.

Moved by P. Lee

Seconded by S. Kathuria

Carried

5.0 Consent Agenda: Staff Information Reports

Discussion highlights are as follows:

- This year's pick for One eRead Canada is [Valid / Valide](#). Canadian library customers can stream or download the eBook or eAudiobook without waits and interact with other Canadian readers through local and national events.
- To celebrated Black History month in February, the library hosted powerful and engaging programs focusing on inclusivity, collaboration, and meaningful content that brought the community together.
- March Break at the library was huge success. Over 5,000 attendees came to attend children's shows and participate in the many programs that included visual arts workshops, animal and drumming shows, fire truck visits, magic acts, princess and superhero performances, puppet plays, science demonstrations, an interactive wildlife education program, Family Drop-In, Board Games, LEGO, STEAM activities, storytime, and many more.
- Facility upgrades are on-going at Lorne Park, Clarkson, Malton, Sheridan and Port Credit Libraries.
- 2025 Library Staff Conference (April 2-4th) has successfully wrapped up. With 83 speakers across 29 sessions, staff in attendance benefited from a wide variety of learning opportunities.
- 2025 first quarter should a slight increase in foot traffic while year-over-year while circulation saw a very minor overall decrease in comparison to 2024 driven by a 3.20 per cent decrease in physical circulation. This is primarily related to the closure of South Common Library (currently operating out of a pop-up location).

13: 25 Resolved that item 5.1 to 5.5 on the consent agenda be received.

Moved by C. Uwandulu

Seconded by P. Lee

Carried

6.1 New Business

6.1 Impact of Tariffs on Collection Purchasing

Currently, the US has not imposed tariffs on Canadian books entering the United States nor has Canada introduced the proposed counter tariffs. Should they be introduced based on a 25% tariff rate, the collections budget could be impacted by approximately \$450,000, reducing our targeted spending by approximately 19,000 items. The situation with tariffs is fluid and remains difficult to predict. The City has a team working on an over-all strategy to deal with the effects of tariffs and will provide support as needed.

14:25 Resolved that the report *Impact of Tariffs on Collection Purchasing* dated April 16, 2023 (Item 6.1) be received for information.

Moved by R. Jones

Seconded by M. Lu

Carried

7.0 Adjournment

15:25 Resolved that the meeting adjourn at 7:33pm.

Moved by M. Lu
Seconded by S. Kathuria
Carried

Next Meeting

The next Library Board meeting will be on May 21,2025 at Streetsville Library.

Secretary/Treasurer

Chair