

Agenda 2.3



Mississauga Public Library Board

Regular Meeting

Minutes of the meeting held on Wednesday, April 15, 2026 at 5:30 p.m.

Present

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

Absent

Councillor John Kovac
Mai Lu

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 6:05 pm.

1.1 Excused Absences

09:26 Resolved that Councillor J. Kovac and M. Lu be excused from the meeting.

Moved by B. Bass
Seconded by R. Jones
Carried

2.1 Approval of Agenda

10:26 Resolved that the agenda be approved as presented.

Moved by Councillor M. Mahoney
Seconded by P. Lee
Carried

2.2 Declaration of Conflict of Interest

There were no conflicts of interest declared.

2.3 Approval of Minutes

11:26 Resolved that the Minutes from the February 18, 2026 Board meeting be approved.

Moved by S. Kathuria
Seconded by P. Lee
Carried

2.4 In Camera Agenda

There were no in-camera items to discuss.

3.0 Delegation/Guest Speaker

3.1 Program Development & Training Overview

Suzanne Main, Manager, Program Development and Training presented an overview of the Program Development and Training team and its system-wide role in library programming, staff training, partnerships, and large-scale events.

Key points included:

- The team consists of five staff supporting programming across all age groups and communities.
- Responsibilities include:
 - coordinating system-wide programming
 - supporting and training staff
 - organizing large-scale and signature events
 - developing partnerships
 - securing and managing funding
 - using data and feedback to guide programming decisions
- Demand for library programming continues to grow, especially for children and family programs.
- Training is provided through in-person instruction, online resources, and shadowing.
- Major system-wide and signature programs highlighted included:
 - Grade 4 Read to Succeed
 - TD Summer Reading Club
 - Open Air Story Time at Celebration Square
 - Mississauga Literary Festival

- Mississauga Comic Expo
 - Science Rendezvous
 - Mississauga Youth Week
 - Midday Melodies
 - Human Library
 - Seed Library
 - Tax Clinics and Workshops
- 2026 highlights included:
 - launch of kitchen-based children's programming
 - strong March Break attendance
 - author events
 - Lecture Me series
 - continued development of Story Walks in parks
 - S. Main also outlined future priorities:
 - expanding standardized training
 - strengthening partnerships
 - enhancing signature programs
 - using data more strategically
 - continuing collaborative team development
 - 12:26 Resolved that the presentation by S. Main be received.

Moved by B. Bass

Seconded by S. Kathuria

Carried

4.0 Business Arising from Minutes

4.1 Presentation: Emotions Matter Study

Laura presented results from the Emotions Matter study, a national research project examining emotional labour and resilience among frontline library staff.

Key points included:

- The study explored emotional labour in library work, focusing on public-facing roles.
- Mississauga Library was represented in the steering committee by Laura Reed and had the highest response rate among participating libraries.
- Findings showed that frontline staff are often expected to:
 - express positive emotions
 - suppress negative reactions
 - remain calm during difficult customer interactions
- Staff generally rated their physical health higher than their mental health.
- Despite the emotional demands of the work, overall job satisfaction remained high.

- The study recommended:
 - shared training on emotional labour and resilience
 - formal debriefing and peer support
 - embedding emotional labour into policy and HR systems
- L. Reed noted Mississauga Library has already begun related work through:
 - crisis prevention and verbal intervention training
 - structured debriefing tools
 - continued review of staff support practices

Board members expressed interest in receiving the study materials.

12:26 Resolved that the presentation by L. Reed be received.

Moved by R. Jones

Seconded by P. Lee

Carried

5.0 Consent Agenda: Staff Information Reports

Discussion highlights are as follows:

- The CEO highlighted several items from the written report, including: developments in Alberta related to Bill 28, a provincial governance update related to regional government and strong chair powers, release and promotion of the library impact report. She also confirmed that amendments to federal legislation protecting the library book rate has received royal assent.
- L. Reed noted that programming highlights had already been covered in S. Main's presentation. She also noted that support from Friends of the Library continues, including funding for free programs
- J. Stirling confirmed that the Mississauga Library will once again be joining libraries across Canada for One eRead Canada. The 2026 selection is [What I Know About You](#) by Éric Chacour. She also highlighted accessibility enhancements such as the implementation of Dragon NaturallySpeaking (text-to-speech software) for accessibility computers in all branches. In addition, Makerspace services continue to expand, including the growth of embroidery programming.
- S. Coles mentioned that customer feedback continues to highlight strong community value, with the Library being described as the "best deal in town." In addition, progress is ongoing on key capital projects, including developments related to Cooksville, Mississauga Valley and South Common Libraries.
- F. Raja confirmed that financial performance remains close to budget. As far as utilization, both physical circulation and digital usage continue to be strong. In addition, staff are actively engaged in completing the provincial survey.

13:26 Resolved that item 5.1 to 5.4 on the consent agenda be received.

Moved by Councillor M. Mahoney
Seconded by S. Kathuria
Carried

6.0 New Business

6.1 FOPL Advocacy Campaign

The Board discussed a proposed advocacy approach aligned with sector-wide concerns around housing, mental health, addictions, and the impact of these issues on public libraries and frontline staff.

Discussion included:

- the role of public libraries as inclusive civic spaces
- challenges faced by staff in responding to complex social issues
- the need for continued government support and cross-sector solutions
- the importance of balancing openness, safety, and staff support

The proposed approach was for the CEO, selected board representation, and councillor members to engage local MPPs.

14:26 Resolved that the That the Library Board:

- 1) Receive the Federation of Ontario Public Libraries' (FOPL) 2026 Advocacy Plan Report
- 2) Support the FOPL advocacy efforts by engaging with local MPPs as outlined in the Federation of Ontario Public Libraries' (FOPL) 2026 Advocacy Plan Report

Moved by R. Jones
Seconded by P. Lee
Carried

6.2 Review of Privacy Policy

This item was deferred to the May 20, 2026 meeting.

8.0 Adjournment

15:26 Resolved that the meeting adjourn at 7:45pm.

Moved by S. Kathuria
Seconded by Councillor M. Mahoney
Carried

Next Meeting

The next Library Board meeting will be on May 20,2026 at Hazel McCallion Central Library.

Secretary/Treasurer

Chair