Agenda 2.3

Mississauga Public Library Board

Regular Meeting

Minutes of the meeting held on Wednesday, June 17,2026 at 5:30 p.m. at Hazel McCallion Central Library.

Present

In Person
Brad Bass
Reyen Jones
Suman Kathuria
Paul Lee

Virtually via Webex
Mai Lu
Councillor Matt Mahoney
Priscilla Mak

Absent
Councillor John Kovac
Chucks Uwandulu

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 5:38 pm.

1.1 Excused Absences

25:26 Resolved that Councillor J. Kovac and C. Uwandulu be excused from the meeting.

Moved by S. Kathuria
Seconded P. Lee
Carried

2.1 Approval of Agenda

26:26 Resolved that the agenda be approved with amendments to re-sequence the order of delegations to accommodate timing considerations.

.

Moved by R. Jones
Seconded by P. Lee
Carried

2.2 Declaration of Conflict of Interest

There were no conflicts of interest declared.

2.3 Approval of Minutes

27:26 Resolved that the Minutes from the May 20,2026 Board meeting be approved with amendments.

Moved by S. Kathuria
Seconded by M. Lu
Carried

3.0 Delegation/Guest Speaker

3.1 Collection & Material Handling Overview & Path of the Book Tour

Diana Krawczyk, Manager Collections & Material Handling provided a detailed overview on how library collections are developed and managed. For the Path of the Book tour, D. Krawczyk was joined by the following: Mithyran Rajendran, Supervisor, Material Handling, Katharin Pryma, Supervisor, Collection Development & Jessica Philyaw, Supervisor, Cataloguing. They described the end-to-end process including selection, procurement, cataloguing, processing, and distribution across branches.

The library's collection was noted as a significant asset, with approximately one million items and an estimated replacement value of $25 million for print materials alone. Approximately 100,000 new physical items are added annually, supported by a collections budget of approximately $4 million, divided between physical and digital resources. Staff also highlighted behind-the-scenes operational functions including vendor management, contract compliance, shipping logistics, and inter-branch distribution supported by dedicated delivery services.

The Board thanked staff for the guided "path of the book" tour allowing them to observe materials handling operations in practice.

3.2 Operations Planning & Analysis Dashboard

F. Raja introduced Claire Li, Data Analyst, who presented a Power BI dashboard developed to support data-driven decision-making across the library system. The tool consolidates key operational data into an interactive format.

Core Reporting Areas
The dashboard includes eight key reporting areas:

- Foot traffic
- Circulation (physical and digital)
- Accounts
- Collections
- Programming
- Technology usage
- Room bookings
- Printing

The tool allows filtering by year, month, and branch location, enabling both system-system-wide and branch-level analysis. Staff use it to monitor performance, identify trends, and support operational decisions.

Staff noted increased adoption of the dashboard, improved access to data, and the ability to identify and respond to operational issues more efficiently. Board members discussed staff uptake and training efforts, including the use of a train-the-trainer model and ongoing support from the data analytics team.

28:26 Resolved that the presentation be received.

Moved by S. Kathuria
Seconded by M. Lu
Carried

4.0 Business Arising from Minutes – Ø

5.0 Consent Agenda: Staff Information Reports
To allocate sufficient time for key agenda items, the Board agreed to receive all Library Leadership Team reports without detailed discussion. Board members were encouraged to follow up separately with any questions.

29:26 Resolved that item 5.1 to 5.4 on the consent agenda be received.

Moved by S. Kathuria
Seconded by P. Lee
Carried

6.0 New Business
6.1 Employee Engagement Survey Results & Action Plan
The CEO presented the results of the Employee Engagement Survey conducted across the division. The survey achieved a 72 percent response rate, representing over 300 staff participants.

Results showed strong overall performance, with more than 80 percent of responses across all factors falling within favourable or neutral categories. Team engagement and direct supervisor relationships were identified as key strengths.

Staff demonstrated high awareness of safety procedures, strong commitment to quality work, and clarity regarding job expectations.

Areas identified for improvement included internal communications, recognition practices, and the management of workplace conflict.

Additional themes from open-ended feedback included workload and staffing concerns, training and onboarding opportunities, workplace safety, equity, diversity and inclusion, and awareness of collective agreement provisions.

The Board was advised of a multi-level action plan, including system-wide portfolio-specific, and team-level plans. Key actions include enhancements to internal communications, expanded staff engagement opportunities, and initiatives supporting conflict management, workplace safety, and inclusive practices.

Ongoing work related to customer behaviour management and security approaches was also highlighted, including the need to balance staff safety with welcoming and inclusive public spaces.

30:26 Resolved that the presentation be received

Moved by B. Bass
Seconded by R. Jones
Carried

6.2 Review of Privacy Policy

The Privacy Policy was presented for review. No substantive changes were proposed. The Board approved the policy as presented.

31:26 Resolved that the presentation be received

Moved by B. Bass
Seconded by R. Jones
Carried

6.3 Review Internet Terms of Use Policy

Proposed updates to the Internet Terms of Use Policy were discussed, including potential revisions to scope, naming, and language clarity. Board members suggested strengthening wording and ensuring the policy reflects broader technology use beyond internet access. The policy was deferred to the September meeting to incorporate the Board's recommendations.

7.0 Other Business

An update was provided on the South Common Community Centre & Library Redevelopment project. A drone video highlighting progress on the facility was shared with the Board. The new space was described as modern, open, and welcoming, with design features aimed at enhancing customer experience.

8.0 Adjournment

32:26 Resolved that the meeting adjourn at 7:37pm.

Moved by Councillor M. Mahoney
Seconded by B. Bass
Carried

Next Meeting

The next Library Board meeting will be on September 16,2026 at Hazel McCallion Central Library.

____

Secretary/Treasurer

____

Chair