



Special Meeting of the Milton Public Library Board
Wednesday, 21th February 2024, at 7:00 pm
Main Library Boardroom

Mission Statement

The Milton Public Library empowers the community to Read. Learn. Create. Connect.

Minutes

Members: Councillor Colin Best, Karen Wolnik (virtual), Ragy Sharkawy. Councillor Rick Malboeuf, Sana Malik, Councillor Sarah Marshall, Sibyl Shen

Staff: Sarah Douglas-Murray, Kanta Kapoor (virtual), Chris Dorscht, Indra Ramnath (Recorder)

Sana Malik called the meeting to order at 7:05 pm.

1. Approval of Agenda:

Motion #24-1910

That the Milton Public Library Board approve the Agenda of 21th February as amended

Moved by *Councillor Sarah Marshall*, **Seconded by** *Ragy Sharkawy*, **Carried**

2. Declaration of Interest: none

3. Agenda

3.1 Service Delivery & Organizational Review Update – February 2024

Consulting Team: Dr. Lorne Bozinoff, President Forum, Sarah Lam, Research Director, Forum, Greg Young, Director, TCI Consulting, Jon Linton, Director, TCI Consulting, Beth Ross, Principal, Beth Ross & Associates (virtual), Katherine Slimman, Principal, Bibliotechs (virtual)

I. Purpose of the Service Review

Sarah Lam kicked off the meeting and introduced the Agenda to be covered.

2. Preliminary Findings

Young presented to the Board the work undertaken to date.

3. Benchmarking

Ross reported on the Benchmarking results and the comparable libraries reviewed.

4. Community Surveys

Lam reported on the community survey done which was the Telephone survey and the Online survey. *Lam* presented on key findings.

5. Staff Survey

Jon Linton reported on the Staff survey with an overview on findings and presented on key issues

6. Focus Groups

Greg Young reported on the Focus Groups for both Teens and Community.

7. Stakeholder Interviews

Greg Young presented a summary of the Stakeholders Interview.

8. Technology Assessment

Katherine Slimman reported on the findings on technology assessment and pointed out the weakness in this area.

9. Top 20 Conclusions

Linton presented the Top 10 positive attributes. *Douglas-Murray* gave some context on the preliminary findings.

10. Discussion Questions

Young presented 3 questions to the Board for their input.

Qu 1. Of everything you've heard in the presentation today, what resonates as the most significant challenges or opportunities that you would like to see addressed in the service review?

Qu 2. For these challenges or opportunities, what would you like to see done about them? i.e. how should the service review respond to these issues?

Qu 3. Realistically how quickly should/can these initiatives be undertaken?

Board Members response to questions asked:

Sharkawy comments

- Data from municipalities was telling. Growth is happening and we are not there with limited resources we have.
- Spending that we currently have – is there enough?
- Data really struck him – how much we have to do.
- With a Conestoga partnership Library can share space with them.
- Why is the Town's mentality to spend less / less spending: it has been the mentality over the past 20 years, but it is changing as stated by *Councillor Marshall* and *Councillor Malboeuf*
- Ongoing expectations
- Talked about banning food – *Councillor Malboeuf* asked if we could. *Douglas-Murray* explained the issues if we did.

Malik comments

- Well laid report. Thank you.
- There is a transit issue. Sherwood in particular.
- Teens at Main
- Staffing numbers
- Technology – more efficient technology may help with staffing work
- Personnel – working through challenges / Sarah brought up the limitations of staff hours to trainings.
- Special Needs – *Douglas-Murray* mentioned we are working to improve this.
- Fines – what are other libraries doing? (*Young* commented many have gone away over pandemic). *Douglas-Murray* responded budget and actuals don't align.
- Schools – are there opportunities for partnering?

Wolnik comments

- Space needs. Get further along with future buildings.
- *Douglas-Murray* responds how do we repurpose space, what are the options available? Need to discuss. Will work with Board with the Town's Strategic Plan and future physical building space
- Per capital usage, is there a right balance of physical items?
- Are services balanced?

Councillor Best comments

- Conestoga campus tour was done recently. Will have 2,000 students eventually. Impact of Library services. Need to work on shared space.
- Look at other Town spaces and identify what opportunities are available to use.

Shen comment

- More focus on high schools and partners

General Comments

- Takes a long time to get hold items.
- Non-traditional items - where do we put it? Partnership with Library (*Linton's* comment) are there partners who would do this, not just the Library? *Douglas-Murray* – we are continuing to grow. *Malik* asked to look at historical numbers of our collection growth.
- Initiatives to do:
 - Identify what has been done or in process to help with some of the issues/weaknesses.
 - Better understanding of what can be done.
- Service Delivery Team will be coming back with presentation with recommendations and what can be done at March board meeting. Draft final report to be presented at April Board Meeting to approve or not.

4. Other Business:

Douglas-Murray shared that the Spring Brochure is ready and she will be sharing it with all Board Members together with the Winter Brochure. *Dorscht* share the results of the LibWizard Survey, and programs executed were given a rating of 4/4.

5. Members Announcements:

Councillor Best shared that he will be attending a financial workshop being held on March 26th, *Douglas-Murray* shared that she will be attending also. *Councillor Marshall* invited all present to attend a walk for donation to be held on Feb 24th at 4:00pm at the Leisure Centre

6. Next Meeting Date: Wednesday March 20th 2024

7. Adjournment:

Sana Malik adjourn meeting at 8:48pm