



Regular Meeting of the Milton Public Library Board  
Wednesday, 17<sup>th</sup> January 2024, at 7:30 pm  
Main Library Boardroom

### **Mission Statement**

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

### **Minutes**

**Members:** Sana Malik (Chair), Councillor Colin Best, Karen Wolnik, Councillor Sarah Marshall, Sibyl Shen,

**Regrets:** Councillor Rick Malboeuf, Ragy Sharkawy,

**Staff:** Sarah Douglas-Murray, Chris Dorscht, Kanta Kapoor (Recorder)

Sana Malik called the meeting to order at 7:30 pm.

#### **1. Approval of Agenda**

##### **Motion #24-1903**

**That the Milton Public Library Board approve the Agenda of 17<sup>th</sup> January as amended**

**Moved by** *Councillor Sarah Marshall*, **Seconded by** *Councillor Colin Best*, **Carried**

#### **2. Declaration of Interest: none declared**

##### **Motion #24-1904**

**It was Moved by** *Councillor Sarah Marshall*, **Seconded by** *Councillor Colin Best*, **to move into the Confidential Session at 7:32pm. Carried**

**Moved by** *Councillor Sarah Marshall*, **Seconded by** *Councillor Colin Best*, **to move out of the Confidential Session at 7:47 pm. Carried**

#### **3. Consent Agenda**

**3.1.** Approval of the Minutes of the November 15<sup>th</sup> meeting

**3.2.** Business Arising from Minutes

**Motion #24-1905**

**That the Milton Public Library Board approve the Consent Agenda of Jan 15th, 2024**

**Moved by Councillor Sarah Marshall, Seconded by Councillor Colin Best, Carried**

**4. Information Items:**

**4.1. 2024 Approved Operating and Capital Budget**

Douglas-Marshall presented to the Board the Town of Milton Council approved 2024 Budget.

**4.2. 2023 December YTD Financial Report – Operating and Capital**

Douglas-Murray updated the Board that the December 2023 Budgets were preliminary results and finals will be presented on the next regular Board Meeting in March 2024

**4.3. Service Delivery and Organizational Review Update – January 2024**

Douglas-Murray updated the Board on the Service Delivery and Organizational Review progress. She is working with the SDR consultants, Site Visit is complete. Focus group meetings are ongoing. Malik inquired whether delivery will be on-time, Douglas-Murray responded that some preliminary results will be available on the next scheduled (special) Board Meeting in February and that the SDR is on schedule.

**4.4. Patron Card Renewal Update**

Douglas-Murray updated the Board that there was an incident with the September 2023 Launch. Renewal on the Website and AP has issues however they are all fixed and a communication plan is being rolled out to increase Renewals.

Councillor Marshall asked for clarification regarding the downward trends for renewal, Kapoor clarified that the downward trend occurred in the last quarter October to December but overall 2023 renewals went up.

**4.5. Departmental Quarterly Report**

Dorscht updated the Board that is now combined to the ones previously reported. On reporting that Programming has increased, Attendance is up. Traffic with Teens was a record year at Main. Beaty branch traffic is down by 50%.

Councillor added that a major growth is expected in that area. Douglas-Murray added that Beaty can be used as quiet zone. Malik inquired about Beaty programming comparative, Dorscht responded that efforts are made to spread out programs to align



with other branches. He also suggested an opportunity exists opening Beaty branch on a Monday as it's currently closed.

Wolnik inquired on the teen issues, Douglas-Murray responded on the current status and that the Library and the Town of Milton are currently working on dealing with issues. Councillor Marshall suggested engaging teens in a volunteer capacity.

Councillor Best shared that new high school is expected to be opened in September 2024.

#### **4.6. OLA Super Conference Board Attendance**

Douglas-Murray reminded the Board that OLA Super Conference is happening next week and invited Board members that they can attend if available. Councillor Marshall asked that if materials available to please circulate. Malik requested that she would like to register for OLA Super Conference Boot Camp, Douglas-Murray confirmed that registration is still open and will book a spot.

### **5. Decision Items:**

#### **5.1. 2024 Cost of Living Increase**

Douglas-Murray presented that the 2024 COLA rate for the Town of Milton was approved at 2.1% and comes in to effect April 1<sup>st</sup> 2024. She also updated that the Board ratified the Collective Agreement at 2.0% for unionized staff however the Collective Agreement also contains a "me too" clause comes into effect to align with the Town of Milton non-union staff Cola of 2.1%.

#### **Motion #24-1906**

**That the Milton Public Library Board approve the 2.1% Cost of Living Allowance for Non-Unionized staff.**

**Moved by Councillor Colin Best, Seconded by Karen Wolnik, Carried**

#### **5.2. ILS Database Patron Account Management Update**

Douglas-Murray updated the Board of the number of Active Cardholders of 84,149 which includes 16,516 accounts that have not been active in the last 3 years. Also, that there is no policy in place that defines an active card holder nor one that defines the writing off of Fine and Fees. On further review some active cardholders should not be counted, some require cleaning up of inactive accounts. However, in order to proceed a Fine and Fee write off policy is needed. Once done this Policy will be presented to the Board for approval. Councillor Marshall asked for an active cardholder count clarification. Kapoor responded that due the current ILS system, there may be some complications with old records and years overdue fines and fees.



Councillor Best commented that having fine free for some patrons becomes unfair to paying patrons.

Malik inquired that if a blocked patron for non-payment of fine can get another card by re-registering. Kapoor responded that there is a duplicate record report that uncovers those type and duplicates are then eliminated.

**Motion #24-1907**

**That the Milton Public Library Board approve the preparation of a Fine and Fee Policy which would include what defines an active cardholder.**

**Moved by** *Councillor Sarah Marshall*, **Seconded by** *Karen Wolnik*, **Carried**

**5.3. 2024 Policy Review Schedule**

Douglas-Murray requested that the 2024 Policy Review Schedule be put on hold until the Service Delivery Review is completed, and recommended that some policies require grouping together.

**Motion #24-1908**

**That the Milton Public Library Board approve the hold on the 2024 Policy Review Schedule pending Service Delivery Recommendation.**

**Moved by** *Councillor Sarah Marshall*, **Seconded by** *Councillor Colin Best*, **Carried**

**5.4. 2024 Fees and Fines**

Kapoor presented that the 2024 Fines and Fees structure be put on hold until the Service Delivery Review is complete and any recommendations taken into consideration. Kapoor also reiterated that most libraries have gone fine free. However, she recommends not changing cost of Printing. Also, the cost of 3D printing fee will remain and updated to cost associated with filament use.

**Motion #24-1909**

**That the Milton Public Library Board approve the hold on the 2024 Fine and Fee Structure pending Service Delivery Recommendation.**

**Moved by** *Councillor Colin Best*, **Seconded by** *Councillor Sarah Marshall*, **Carried**

**6. Reports and Updates:**

**6.1. CAO & Chief Librarian's Monthly Report**



Douglas-Murray updated the Board that the format of the Chief Librarian Monthly Report has changed for conciseness. Douglas-Murray gave kudos to Dorscht, Kapoor and staff. Staff are working the Young Canada Works grant to facilitate the hiring of 2 staff that was asked for in the budget but not approved, a Multi-Lingual and IT Personnel on a temporary basis as the grant covers. The National Day for Truth and Reconciliation Grant focuses on Indigenous programming to work with Sherry Seville in the spring. The Winter Literacy program is in full swing. The Baby Bee launch received great feedback from the public. Staff Training and Development was done this week. Halton Community Housing presented resources to library staff at the January Training day. Cyber Security alertness response to the significant rise in ransomware activities is being put into effect by working with Town on Cyber Security Insurance. Douglas-Murray presented to the Board methods being used to mitigate risk. Malik shared that the Toronto Public Library has not yet recovered from their Cyber Security attack. Kapoor and Douglas-Murray assured the Board that the Library is working with the Town of Milton on the Library's internal IT system.

## **6.2. Council Update**

Councillor Marshall updated the 2024 Budget was passed in Council. Councillor Best updated that 2024 focus is on Planning and Service and there will be lots of challenges ahead.

## **6.3. Board HR Committee**

Wolnik presented that the HR Committee reviewed the draft goals and that the HR Committee is responsible for the Board self-assessment.

## **6.4. Board Advocacy Committee**

Wolnik updated that the Advocacy Committee is meeting on Jan 18<sup>th</sup> to clarify support needed. Douglas-Murray added that the Official By-Law includes both the HR and Advocacy Committee. This will be looked at the January 20<sup>th</sup> Board Training. Councillor Marshall recollected that the last update was in 2016. Malik suggested after interview with the SDR Consultants, suggests imbedding the Advocacy with the HR Committee. Councillor Marshall recommends that key stakeholders must be engaged with other key stakeholders to review what was the intention when established.

## **6.5. Board Finance Committee**

Malik updated the Board that no meeting was held since the last board meeting. Douglas-Murray updated that the next meeting will be held after the year end Variance review when information is posted in Town's accounting system.

## **7. Other Business:**

### **7.1. Member Announcements:**



Councillor Marshall updated that a meeting was held with the Muslim Association of Milton and they are looking for a partnership with the Library. Kapoor responded that they have already reached out to the Library. Councillor Marshall recommends a communication sent out to residents that the Baby Bee program includes children other than those born at the Milton hospital

**7.2. Next Meeting Date: Wednesday March 20<sup>th</sup> at 7 PM**

**7.3. Adjournment:**

Sana Malik moved to adjourn the meeting at 9:09pm - carried