



Regular Meeting of the Milton Public Library Board
Wednesday, April 17, 2024, at 7:00 pm
Main Library Boardroom

Mission Statement

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

Minutes

Members: Sana Malik (Chair), Sibyl Shen (Vice-Chair) Karen Wolnik, Councillor Rick Malboeuf, Councillor Colin Best (arrived 7:30 p.m.)

Regrets: Councillor Sarah Marshall, Ragy Sharkawy.

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

Sana Malik (Chair) called the meeting to order at 7:00 pm

Guests:

Service Delivery and Organizational Review 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).

Sarah Douglas-Murray recapped that the Service Delivery Consulting Term, after attending three prior board meeting that gave a progress report to the board, they are now here to present the Final Report. The consulting team provided a presentation outlining the sixteen recommendations in the Report.

1. Approval of Agenda:

That the Milton Public Library Board approve the Agenda of 17th April, as amended

Moved by Karen Wolnik, Seconded by Sibyl Shen, Carried

2. Declaration of Interest: none



3. Closed Session for Confidential Items

3.1 Confidential Report – Personal matters about an identifiable individual

3.2 Confidential Report – Personal matters about an identifiable individual

It was Moved by Sibyl Shen, Seconded by Karen Wolnik, to move into the Confidential Session at 7:50 pm. Carried

It was Moved by Karen Wolnik, Seconded by Councillor Best, to move out of the Confidential Session at 7:59 pm. Carried

4. Consent Agenda:

4.1 Approval of the Minutes of the March 20th 2024 meeting

4.2 Business Arising from Minutes

Motion #24-1922

That the Milton Public Library Board approve the Consent Agenda of April 17th, 2024

It was Moved by Councillor Colin Best, Seconded by Karen Wolnik, Carried

5. Information Items:

5.1 QI Variance Report

Sarah Douglas-Murray gave a summary of variance report expense items identified to be reclassified with reference to some capital items.

5.2 QI Departmental Quarterly Report

Chris Dorscht gave a summary overview of the quarterly report on QI footfall, it's up 31% from 2023. Program offered up from QI 2023-289 to QI 2024-605. Portfolio programming includes those for children, teens and adults. Program attendance up from QI 2023-5800 to QI 2024-14,000.

Karen Wolnik asked if the footfall at Main included teens, *Dorscht* responded yes.

5.3 2024 Marketing and Communications Plan Update

Chris Dorscht reported on the marketing and communications function with *Fajar Parvez* in temporary role that he is performing fantastic and kudos to him especially on the FM 101 Advertising and getting the CEO *Sarah Douglas-Murray* to participate on radio monthly interviews.

Fajar is pushing the library's presence on Social Media.

6. Decision Item:

6.1 Service Delivery and Organizational Review Consultants



Sarah Douglas-Murray asked that the Board Receive the Service Delivery and Organizational Review from the Consultants earlier presentation with the 16 recommendations presented.

Motion #24-1923

That the Milton Public Library Board receive the Service Delivery and Organizational Review

It was Moved by Councillor Colin Best, Seconded by Councillor Rick Malboeuf, Carried

6.2 2024 One Book One Milton

Sarah Douglas-Murray presented that the book selected for 2024 OBOM is Moon of the Turning Leaves by Waubgeshig Rice, who is an Ontario based Indigenous author to be held on Wednesday November 30th at the Mattamy Theatre, First Ontario Arts Centre Milton. An announcement to staff will be made on Monday Apr 22nd Town Hall. The OBOM committee will come up with a plan to implement this event.

Motion #24-1924

That the Milton Public Library Board receive the report entitled “2024 One Book, One Milton”; and

That the Milton Public Library Board endorse that the MPL Board Meeting previously scheduled for Wednesday November 20, 2024 be rescheduled to Wednesday November 27, 2024.

It was Moved by Karen Wolnik, Seconded by Sibyl Shen, Carried

6.3 Expunge Fees and Fines

Sarah Douglas-Murray reported that the Board approved the ILS Database Patron Management policy (OP-09) at the March 2024 Board Meeting. The next step is to implement the policy including expunging fines for long-time inactive accounts. A total of **\$381,222** will be expunged as a one-time bulk clean up of accounts. Starting May, 2024 the ILS system will be configured to send notices as per our new policy. Additionally starting 2025 and onwards fines and fees will be expunged annually. Of note there are no financial impact on revenue since the standard practice within public libraries revenues are recorded only upon receipt.

Motion #24-1925

That the Milton Public Library Board receive the report entitles “Expunge Fines and Fees”; and,



That the Milton Public Library Board approves the expunging of \$381,222.44 to retroactively clean up accounts dating back to the inception of the current Integrated Library System (ILS). The amounts includes \$9,528.23 from 11 patrons with outstanding balances over \$500.

It was Moved by Councillor Best, Seconded by Karen Wolnik, Carried

6.4 Purchase of Cisco Switches

Kanta Kapoor gave a summary of the report presented that the Cisco Mirachi switches are at the end of its life and that staff recommend that \$87,179 be used from the Capital Budget Automation Equipment and that Lanworks Inc be engaged as the purchasing vendor.

Motion #24-1926

That Milton Public Library Board receive the report entitled “Purchase of Cisco Switches” for its information.

That the Milton Public Library Board approve a commitment to spend up to \$ 87,179.00 excluding Harmonized Sales Tax (HST) from the following capital budget line C80010023 AUTOMATION REPLACEMENT

That Milton Public Library approve engaging Lanworks Inc for procurement and configuration of Meraki Switches.

That authorization be given to the CEO/Chief Librarian to increase this budget up to a limit of 15% of the budgeted amount, i.e. \$100,255.85 excluding HST if required for any contingency or value addition to the project.

That the CEO/Chief Librarian be authorized to execute the resulting purchase order as per the current MPL's purchasing policy.

It was Moved by Councillor Colin Best, Seconded by Karen Wolnik, Carried

6.5 Ontario Library Service Board Assemblies – MPL Representation

Sarah Douglas-Murray presented that the Ontario Library Association has a Board Assembly program for Library Board members and that each library system is requested to designate a representative. They meet twice yearly and virtually and the next meeting is scheduled for Wednesday May 8th from 5:30-7:00pm. No selection was made, however *Sana Malik* volunteered



to attend the upcoming meeting. *Sarah Douglas-Murray* responded that she would register *Sana Malik* for the upcoming meeting. No motion and no decision were taken until next board meeting.

Motion – none, decision - none

7. Reports and Updates:

7.1 CAO & Chief Librarian's Monthly Report

Sarah Douglas-Murray gave a update on the report presented that the Library got two YCW Grant funded positions, an IT Assistant Position and an Outreach Programming Coordinator - Multilingual staff and the job posting is going out this week. Upcoming spring programming is the Tea Fest at Sherwood branch and she will send out an invite for the Beaty Garden opening as well.

7.2 Council Update Councillors:

Councillor Best updated that the Province has announced May 2nd as the Provincial by-election. *Chris Dorscht* added that Beaty and Main is carded as a voting station.

Councillor Best also updated of the upcoming Big City Mayor's Conference.

7.3 Board HR Committee

Karen Wolnik updated that the committee is sending out a survey, and would bring in the results in May's Board Meeting.

Sarah Douglas-Murray added that she has a work plan. *Sana Malik* added that the Service Delivery Review Implementation Plan will come in June.

7.4 Board Advocacy Committee

Karen Wolnik has no updates. *Sana Malik*, Board Members to have support to advocate for MPL and Advocacy Committee to be a support to staff.

7.5 Board Finance Committee

Sana Malik has no updates. *Sarah Douglas Murray* updated that Committee will be meeting in June to review Audited FS, and that the 2025 Budget process also starts in June.

8. Other Business:

Service Delivery and Org Review Implementation

Sana Malik ask that a Service Delivery and Organization Review 2024 Implementation Report be brought to the June board meeting. *Malik* commented that she would like to ask what the Board can get accomplished from the Consultant's recommendation and that its findings should not get shelved.

Motion #24-1927



That the Milton Public Library Board made a request that the CEO to present a Service Delivery and Organization Review Implementation Report at June 2024 meeting.

It was Moved by Councillor Colin Best, Seconded by Karen Wolnik, Carried

8.1 Members Announcements: none

8.2 Next Meeting Date: Wednesday May 15th at 7:00pm

8.3 Adjournment:

Sana Malik adjourned meeting at 8:48pm

Signed:

Sana Malik
Sana Malik, Chair

Milton Public Library Board

Signed:

Sarah Douglas Murray
Sarah Douglas Murray, CEO
Milton Public Library Board