



**Regular Meeting of the Milton Public Library Board**  
**May 21, 2025 at 7:00 PM**  
**Main Boardroom**

**Mission Statement**

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

**Agenda**

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

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

**Guests:** none

**1. Land Acknowledgement**

All

Milton Public Library operates on treaty lands and the traditional territory of the Mississaugas of the Credit First Nation, Neutral, Huron-Wendat and Haudenosaunee people.

As we centre the truth and support reconciliation across Milton, our commitment to provide the highest quality service for all is inspired by First Peoples traditional knowledge, laws, and philosophies

**2. Convene and Confirm Agenda**

All

**3. Declaration of Interest**

All

**4. Consent Agenda**

Chair/SDM

4.1. Approval of the Minutes of March 19, 2025

4.2. Month End Operating and Capital Report to April 30, 2025

4.3. Policy Review and Updates

4.4. Departmental Quarterly Report – Q1

4.5. Economic Uncertainty and Tariffs -Milton Public Library Considerations

4.6. CEO & Chief Librarian Report

4.7. 2025 MPL Work Plan – Update

**5. Discussion Items**

5.1. Purchasing Report – Mini Sorter at Main Branch KK/SDM

**6. Confidential Session**

6.1. Board Self Evaluation SDM/HR  
Committee

6.2. Recruitment – Supervisor, Finance and Administration – Verbal  
Update SDM

**7. Reports and Updates**

7.1. Committee Updates

7.2. Council Updates

**8. Other Business**

**9. Future Meeting and Events**

Next Board Meeting: Wednesday June 18, 2025

Summer Reading Club Launch Event – Saturday June 14, 2025

**10. Adjournment**



Consent Agenda Item 4.1

**Regular Meeting of the Milton Public Library Board**  
**March 19, 2025 at 7:00 PM**  
**Main Boardroom**

**Purpose Statement**

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

**Minutes**

**Members:** Sana Malik, Councillor Colin Best, Councillor Rick Malboeuf, Ragy Sharkawy, Sibyl Shen (Chair), Karen Wolnik

**Staff:** Sarah Douglas-Murray, Chris Dorscht, Kanta Kapoor, Fajar Parvez

**Regrets:** Councillor Sarah Marshall

Meeting Commenced at: 7:01pm

**1. Approval of Agenda**

**Motion #25-1973**

**That the Milton Public Library Board approve the Agenda of the March 19, 2025 Meeting**

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

**2. Declaration of Interest:** none

**3. Consent Agenda**

3.1. Approval of the Minutes of January 15, 2025

3.2. Preliminary 2024 Year End Operating and Capital Report

3.3. Monthly Year End Operating and Capital Report to February 28, 2025

3.4. Contract Award: Supply of Physical Library Materials and All Related Services

3.5. 2025 Fees and Fines

3.6. Integrated Library System (ILS) – Post Launch Report

**Motion #25-1974**

**That the Milton Public Library Board approve the Consent Agenda of the March 19, 2025 Meeting**

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

**4. Discussion Items**

**4.1. 2025 Marketing and Communications Plan**

**Motion #25-1975**

**That Milton Public Library receive the attached Marketing and Communications Strategy & Plan 2025 as information.**

**Moved by** *Councillor Colin Best*, **Seconded by** *Councillor Rick Malboeuf* **Carried**

**4.2. Policy Review and Updates**

**Motion #25-1976**

**That the Milton Public Library Board approve the updates to FN-01 Mission Statement – Updated to FN-01 Vision, Purpose, and Values included as Attachment 1 to this report; and**

**That the Milton Public Library Board approve the updates to FN -04 Intellectual Freedom included as Attachment 2 to this report; and**

**That the Milton Public Library Board approve the updates to FN-05 Children's Rights in the library & FN-06 Teens Rights in the Library updated to FN-05 Children's Rights in the Library and Teens Rights in the Library included as Attachment 3 to this report; and**

**That the Milton Public Library Board approve the updates to OP-07 Public Internet Access included as Attachment 4 to this report; and**

**That the Milton Public Library Board approve the updates to OP-11 Circulation included as Attachment 5 to this report; and**

**That the Milton Public Library Board approve the updates to HR-08 Health and Safety included as Attachment 6 to this report**

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

#### 4.3. CEO & Chief Librarian Report

**Motion #25-1977**

**That the Milton Public Library Board receive the CEO & Chief Librarian Report for March 2025**

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

#### 4.4. OLA Super Conference Board Member Bootcamp Update

**Motion #25-1978**

**That the Milton Public Library Board receive the OLA Super Conference Board Member Bootcamp Update**

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

### 5. Confidential Session

None

### 6. Reports and Updates

#### 6.1. Committee Updates

Karen Wolnik updated the Board that the committee meet and reviewed the 2025 Work Plan with the CEO.

#### 6.2. Council Updates

Councillor Best updated the Board on two Town updates. 1) Number system established for accessory dwellings and 2) a new 911 system is being implemented.

### 7. Other Business

Councillor Best asked a question of staff regarding the tariffs and their effect on Library purchases. CEO provided an update that they have received word from industry partners that physical books could be affected by tariffs and the situation is being monitored.

### 8. Future Meeting and Events

Next Board Meeting: Wednesday May 21, 2025, 7:00 p.m.

Job Fair – April 1  
Tea Fest – May 3  
Garden Opening – May 10

Meeting Adjourned: 7:58pm

Next Board Meeting: Wednesday May 21, 2025, 7:00 p.m.

**Signed:** \_\_\_\_\_  
*Sana Malik, Chair*  
Milton Public Library Board

**Signed:** \_\_\_\_\_  
*Sarah Douglas Murray, CEO*  
Milton Public Library Board

## **Consent Agenda Item 4.2**

**Report to:** Milton Public Library Board  
**From:** Sarah Douglas Murray, CEO & Chief Librarian  
**Date:** May 21, 2025  
**Subject:** Month End Operating and Capital Report to April 30, 2025

### **Recommendation:**

That the Milton Public Library Board receives the Month End Operating and Capital Report to April 30, 2025.

### **Background:**

The Milton Public Library Board is accountable to the Town of Milton Council and, through them, the community of Milton for the Library's financial affairs. In accordance with the *Public Libraries Act*, the Milton Public Library's financial affairs will be managed responsibly to ensure that the Board meets its fiduciary responsibilities, with due caution, using ethical and honest practices.

### **Report:**

The Operating and Capital Monthly Financial Year to Date Variance Reports results now reflects revenues and expenses as of April 30, 2025

As such, this fulfils the following 2025 MPL Strategic Pillar & Objective:

Pillar: Creating a Robust & Resilient Organization

Objective: Provide a framework for strong governance.

### **Recommendation:**

That the Milton Public Library Board receives the Month End Operating and Capital Report to April 30, 2025.

**TOWN OF MILTON**  
**MONTHLY FINANCIAL REPORT**  
**April 2025**

**LIBRARIES**

Page No: 1

	MTD ACTUAL	YTD ACTUAL	ANNUAL BUDGET	FORECAST CHANGES	FORECAST BUDGET	VARIANCE	PERCENT of BUDGET
LIBRARY							
LIBRARY							
8025 LIBRARIES							
EXPENDITURES							
3005 Salaries Full Time	72,263	571,544	2,320,145		2,320,145	1,748,601	24.63%
3020 Hourly Part Time	15,742	275,151	1,084,237		1,084,237	809,086	25.38%
3023 Overtime Pay	62	277				-277	#DIV/0!
3025 Employee Benefits	23,822	207,018	843,029		843,029	636,011	24.56%
3120 Memberships	4,587	10,137	15,330		15,330	5,193	66.13%
3125 Mileage/Car Allowance		366	4,801		4,801	4,435	7.62%
3130 Professional Development		2,988	60,451		60,451	57,463	4.94%
3135 Recognition Plan Awards			1,600		1,600	1,600	
3205 Bank Charges		502	6,500		6,500	5,998	7.72%
3292 Transfer to Reserve			753,543		753,543	753,543	
3310 Equip-Data	1,201	37,773	129,881		129,881	92,108	29.08%
3330 Copies	43	13,349	18,907		18,907	5,558	70.60%
3335 Electronic Products	28,351	105,844	273,863		273,863	168,019	38.65%
3375 Office Equipment		31	10,220		10,220	10,189	0.30%
3380 Office Supplies		2,074	12,525		12,525	10,451	16.56%
3400 Materials & Supplies		1,902	11,625		11,625	9,723	16.36%
3410 Program Expenses	799	41,087	111,264		111,264	70,177	36.93%
3474 Region Garbage Tags Expense			3,601		3,601	3,601	
3610 Advertising		5,215	41,860		41,860	36,645	12.46%
3630 Audit			8,599		8,599	8,599	
3635 Automation Equip Maint	2,056	54,249	147,970		147,970	93,721	36.66%
3650 Board Expenses			3,066		3,066	3,066	
3670 Bldg Maintenance	6,629	17,538	14,666		14,666	-2,872	119.58%
3726 Telecommunications	936	13,071	74,478		74,478	61,407	17.55%
3740 Contracts	1,425	12,935	38,224		38,224	25,289	33.84%
3799 Insurance			11,283		11,283	11,283	
3825 Lease-Other		109	531		531	422	20.53%
3868 Facility Rental Expense			5,115		5,115	5,115	
3895 Postage		238	3,373		3,373	3,135	7.06%
3900 Printing/Stationery		4,610	12,164		12,164	7,554	37.90%
3905 Processing	3,070	16,612	76,650		76,650	60,038	21.67%
3910 Professional Fees	250	500	20,440		20,440	19,940	2.45%
3945 Service Agreements			3,694		3,694	3,694	
3950 Shipping & Courier	1,249	4,215	25,656		25,656	21,441	16.43%
4010 Subscriptions		1,804	2,044		2,044	240	88.26%
4050 Utilities-Gas/Oil	1,206	2,721	7,424		7,424	4,703	36.65%
4053 Utilities - Hydro		3,034	20,253		20,253	17,219	14.98%
4057 Utilities - Water	327	590	3,624		3,624	3,034	16.28%
6805 CS Infrast. Reallocated Exp			420,766		420,766	420,766	
<b>Total EXPENDITURES</b>	<b>164,018</b>	<b>1,407,484</b>	<b>6,603,402</b>		<b>6,603,402</b>	<b>5,195,918</b>	<b>21.31%</b>
REVENUE							
5050 Tax Levy		-2,888,105	-6,312,940		-6,312,940	-3,424,835	45.75%
5234 Public Library Operating Grant			-52,429		-52,429	-52,429	
5235 Public Library Pay Equity Gran			-3,275		-3,275	-3,275	
5270 New Horizons for Seniors		-25,000				25,000	#DIV/0!
5300 Recoveries from Others		-2,523				2,523	#DIV/0!
5315 Fundraising and Donations		-11,057	-5,000		-5,000	6,057	221.14%
5400 Fees & Service Charges	-189	-2,230	-43,307		-43,307	-41,077	5.15%



**TOWN OF MILTON**  
**MONTHLY FINANCIAL REPORT**  
**April 2025**

**LIBRARIES**

Page No: 1

	MTD ACTUAL	YTD ACTUAL	ANNUAL BUDGET	FORECAST CHANGES	FORECAST BUDGET	VARIANCE	PERCENT of BUDGET
5407 Administration Fees	-23	-111	-540		-540	-429	20.56%
5493 Region Garbage Tags Revenue	-128	-629	-3,061		-3,061	-2,432	20.55%
5665 Stat-Fines	-4,331	-27,318	-100,000		-100,000	-72,682	27.32%
5666 Stat-Lost Items	-319	-2,146	-4,880		-4,880	-2,734	43.98%
5667 Stat-Book Sales	-54	-189	-1,887		-1,887	-1,698	10.02%
5668 Photocopies	-923	-12,702	-40,000		-40,000	-27,298	31.76%
5686 Ticket Sales		-4,577				4,577	#DIV/0!
5700 Vending Machine Revenue			-13,200		-13,200	-13,200	
5901 Contribution from Capital			-22,884		-22,884	-22,884	
<b>Total REVENUE</b>	-5,967	-2,976,587	-6,603,403		-6,603,403	-3,626,816	45.08%
<b>Total 8025 LIBRARIES</b>	158,051	-1,569,103	-1		-1	1,569,102	

**Milton Public Library**  
**Capital Variance Statement - to April 30, 2025**

Row Labels	LIFE -TO-DATE	APPROVED BUDGET	LIFE-TO-DATE	
	ACTUALS-SPENT		VARIANCE	
C80010023 AUTOMATION REPLACEMENT	227,883.00	228,590.00	707.00	<i>account will be closed</i>
C80010024 AUTOMATION REPLACEMENT	242,890.00	264,916.00	22,026.00	
C80010025 AUTOMATION REPLACEMENT		276,459	276,459.00	
C80010317 COLLECTION - NEW	840,021.00	921,450.00	81,429.00	
C80010318 COLLECTION - NEW	60,540.00	450,219.00	389,679.00	
C80011124 LIBRARY SERVICES MASTER PLAN	74,575.00	65,000.00 -	9,575.00	<i>account will be closed</i>
C80012123 COLLECTION - REPLACEMENT	456,508.00	462,977.00	6,469.00	
C80012124 COLLECTION - REPLACEMENT	312,853.00	520,007.00	207,154.00	
C80012125 COLLECTION - REPLACEMENT	-	543,890.00	543,890.00	
C80012318 NEW BRANCH COMPUTER EQUIPMENT	303,601.00	303,601.00	-	
C80131124 FURNITURE REPLACEMENT	101,755.00	100,000.00 -	1,755.00	<i>account will be closed</i>
C80131125 FURNITURE REPLACEMENT	5,693.00	102,200.00	96,507.00	
C80131221 LIBRARY SERVICE DELIVERY STRATEGY IMPLEMENTATION	259,943.00	815,900.00	555,957.00	
C80131424 INTEGRATED LIBRARY SYSTEM	42,225.00	100,000.00	57,775.00	
C80131525 REMOTE HOLD LOCKERS	-	177,815.00	177,815.00	
<b>Grand Total</b>	<b>2,258,334.58</b>	<b>4,701,155.00</b>	<b>2,404,537.00</b>	

### **Consent Agenda Item 4.3**

**Report to:** Milton Public Library Board  
**From:** Sarah Douglas-Murray, CEO & Chief Librarian  
**Date:** March 21, 2025  
**Subject:** Policy Review and Updates

#### **Recommendation:**

That the Milton Public Library Board approve the updates to OP- 21 – Programming and Partnerships Policy included as Attachment 1 to this report; and

That the Milton Public Library Board approve the updates to OP-13 – Display and Distribution of Public Information Policy included as Attachment 2 to this report; and

That the Milton Public Library Board approve the updates to OP-15 – Volunteers Policy included as Attachment 3 to this report; and

That the Milton Public Library Board approve the updates to HR-7 – Harassment and Discrimination (*formerly Respect in the Workplace*) included as Attachment 4 to this report; and

That the Milton Public Library Board approve new HR-42 (NEW) - Workplace Violence Policy included as Attachment 5 to this report; and

That the Milton Public Library Board directs staff to annually review HR-7 – Harassment and Discrimination Policy and HR-42 - Workplace Violence Policy annually at the first Board Meeting of the year.

#### **Background:**

A Policy Review Schedule for the 2023-2027 Board term was approved by the Board at the March 22, 2023 Board Meeting through Motion #23-1853. In June 2023 the Board Initiated a Service Delivery and Organizational Review Process that included a review of all MPL policies and procedures are part of the scope of work. In January 2024 through resolution 24-1908 the MPL Board approved a pause on non-essential Policy Review until the completion of the Service Delivery and Organizational Review and Subsequent Master Plan Process.

The Strategic Master Plan Process is now complete and includes the recommendation to;

*Add a standing item on the MPL Board Agenda that undertakes a review of selected MPL Policies twice per year, or other interval set by the Board, as a means to ensure effective Governance.*

An Updated Policy Review Timeline was approved by the Board in January 2025 through resolution #25-1965 and included proposed review timelines for all Policies during this Board Term. It identified the following policies to be reviewed in May 2025;

- OP- 21 – Programming Policy
- OP- 13 – Community Notices

OP-15 – Volunteers had been scheduled to be reviewed in March of 2025, however was delayed to May 2025 to allow for consultation.

Additionally, HR has recommended that HR-07 Respect in the Workplace be updated to HR-07 Harassment, Discrimination and that a new HR-42 Workplace Violence Policy be created. This will separate the policy into two stand-alone policy documents.

### **Report:**

A copy of all updated policies has been included as Attachments 1-5 to this report. A summary of updates is included below.

### **OP- 21 – Programming and Partnerships (formerly Programming Policy)**

- The updated policy title has been changed to reflect partnerships, which was a gap in policy.
- Expands the policy to formally include partnerships and co-planned programs, with specific structures and agreements (Collaborative Agreements and MOUs).
- This updated policy provides staff with clearer direction on how to engage with community organizations through both long-term strategic partnerships and one-time co-planned programs
- Introduces a new framework for partnerships, including criteria, benefits, reciprocal responsibilities, and evaluation measures.
- Updates governance and accountability, shifting responsibility from the Manager, Public Service to the Director, Customer Experience, with oversight from the CEO & Chief Librarian.
- Adds detailed approval processes for both formal partnerships and co-planned programs.
- Expands program criteria to include technological innovation, support for marginalized groups, and advancement of Truth and Reconciliation, reflecting broader social and educational goals.
- Adds a new section on evaluation and reporting, emphasizing data collection, community feedback, and measurable outcomes for both programs and partnerships.
- Introduces marketing and recognition guidelines for partners and outlines the need for shared commitments and responsibilities.

### **OP-13 – Display and Distribution of Public Information (formerly *Community Notices*)**

- The updated policy title has been changed to reflect a broader focus beyond community notices to include all public information.
- The scope now includes not only notice boards but also library space for exhibits and displays.
- A new section has been added outlining criteria and conditions for library displays and exhibits, including cultural relevance, suitability for public viewing, and alignment with library values.
- Display requests require an application and a signed waiver releasing the library from liability.
- Greater clarity is provided for both staff and community members on how materials—ranging from posters to artistic exhibits—can be shared in library spaces.
- The section on community boards now includes clearer criteria for rejecting notices based on clarity, space, timeliness, and policy alignment.
- The library’s electronic notice board is no longer described as a revenue generation tool; its stated purposes are now limited to customer engagement and marketing library services.
- The library maintains discretion to approve or reject materials based on compliance with policies and alignment with its mission and values.

### **OP-15 – Volunteers**

- Purpose is now more concise, emphasizing inclusivity, collaboration, and community service rather than supplementing staff duties.
- Aligned with the Town of Milton’s corresponding policy, enhancing consistency and clarity across volunteer programs.
- Accountability is now assigned to specific roles (Director, Branch Managers, Librarians) which was not defined in the previous policy.
- A new values section introduces equity, diversity, and inclusion principles.
- Volunteer recruitment and supervision remain staff-led, but language is more focused on ongoing support and recognition.
- Volunteer record retention now follows the Town’s by-law (6 years onsite, 14 years offsite) rather than the old 10-year fixed timeline.
- Risk-based training is introduced; legislated training remains mandatory.
- Specific task examples (e.g., garden care, teen advisory) are no longer listed, replaced by broader role flexibility aligned with library needs.
- Places stronger focus on inclusiveness, professionalism, and operational clarity, while simplifying administrative language and processes.

### **HR-7 – Harassment and Discrimination (formerly Respect in the Workplace)**

- Definitions section updated for added clarity, reflective of the Town's policy framework and to align with applicable legislation.
- Scope and Responsibilities section updated to add greater clarity around roles and responsibilities of workplace parties. Under the previous version of HR-7, referenced responsibilities of workplace parties were located under the Procedure section.
- Resolving a concern section added to update and replace the previous informal concern or inquiry process.
- Formal complaint procedure added for reporting Harassment and Discrimination at the Library. Updated to outline a new process for reporting formal complaints including specific information and details to align with legislative requirements and best practice.
- Investigation process has been updated with sub-headings to provide greater clarity, guidance, and transparency around the process. Added expanded confidentiality section to align with the Town's requirements.
- The topic of workplace violence has been moved to a newly created policy: HR-42 – Workplace Violence.
- Updated posting requirements added including various housekeeping updates throughout the document to align with applicable legislative requirements.
- Annual review and posting of harassment policies is a mandatory requirement under the Ontario Health and Safety Act, staff recommend annual review at the first Board Meeting annually.

### **HR-42 (NEW) - Workplace Violence**

- HR-42-Workplace Violence has been created as a new policy/program document to align with the Town's policy and promote legislative compliance.
- Annual review and posting of harassment policies is a mandatory requirement under the Ontario Health and Safety Act, staff recommend annual review at the first Board Meeting annually.

As such, this fulfils the following 2025 MPL Strategic Pillar & Objectives:

**Pillar:** Creating a Robust & Resilient Organization

**Objective:** Provide a framework for strong governance.

**Pillar:** Delivering Quality Services

**Objective:** Leverage MPL's community-led approach to service in the creation of inclusive, equitable and responsive programming and facilities for all members of the community.

### **Recommendation:**

That the Milton Public Library Board approve the updates to OP- 21 – Programming and Partnerships Policy included as Attachment I to this report; and



That the Milton Public Library Board approve the updates to OP-13 – Display and Distribution of Public Information Policy included as Attachment 2 to this report; and

That the Milton Public Library Board approve the updates to OP-15 – Volunteers Policy included as Attachment 3 to this report; and

That the Milton Public Library Board approve the updates to HR-7 – Harassment and Discrimination (*formerly Respect in the Workplace*) included as Attachment 4 to this report; and

That the Milton Public Library Board approve new HR-42 (NEW) - Workplace Violence Policy included as Attachment 5 to this report; and

That the Milton Public Library Board directs staff to annually review HR-7 – Harassment and Discrimination Policy and HR-42 - Workplace Violence Policy annually at the first Board Meeting of the year.



Policy Type: **Operational**

Policy Number: **OP - 21**

Policy Title: **Programming  
& Partnership Policy**

Policy Approval Date: **January 2021**

Policy Review Date: **May 2025**

## **PURPOSE**

The purpose of this Program and Partnership Policy is to assist staff, community members and partners with the guidelines, principles and criteria on how Milton Public Library (MPL) will engage with partners and develop programs.

Programs and Partnerships are developed for the purpose of:

1. Reflecting MPL's Purpose statement
2. Supporting local community needs
3. Providing activities that are innovative, community driven, and which seek to promote literacy and lifelong learning.
4. Creating safe, equitable and welcoming spaces

## **SCOPE**

Milton Public Library's programs and partnerships uphold MPL's Purpose to empower the community to read, learn, innovate, and connect. This policy applies to all MPL staff facilitated, co-planned, collaborative and strategic partnerships and programs offered to the public. This policy also applies to library programs offered through outreach opportunities at the location of partners, other community organizations or community events.

This policy does not apply to programs offered by external organizations as outlined in Milton Public Library's Room and Space Usage Policy (OP-23).

### Intellectual Freedom

Intellectual Freedom is a core pillar of public library service provision, whereby all community members:

“...have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly.”



Milton Public Library is committed to upholding, promoting, and advocating for Intellectual Freedom as a fundamental principle in all its programs and services. In alignment with its policy on Intellectual Freedom (FN-04), MPL ensures that all services, including programming and partnerships, adhere to the Canadian Federation of Library Associations' *Statement on Intellectual Freedom and Libraries* and the Ontario Library Association's *Statement on the Intellectual Rights of the Individual*.

### Criteria for Programs at MPL

MPL adheres to a community-led programming approach, in which the library collaborates directly with community members and organizations from a variety of backgrounds to inform the direction of responsive programs.

As such, MPL's criteria for programs include, but is not limited to, topics that:

- Support the freedom of thought, belief, opinion, and expression of all community members
- Introduce new forms of technology to promote innovation and life-long learning
- Enhance literacy, lifelong learning, cultural awareness, and community engagement
- Encourage thoughtful debate and discussion on a variety of topics in a safe public space
- Promote, support, and adhere to illuminating equity, diversity, and inclusion
- Advance the path towards Truth and Reconciliation by consulting and collaborating with Indigenous communities and leaders
- Represent viewpoints and opinions from all sides of controversial issues, including unpopular and non-mainstream beliefs
- Meet public demand as determined by timely patron and community feedback
- Provide public access to authors of significance, or individuals and organizations providing subject authority
- Relate the importance of subject matter to community needs and current events
- Celebrate trends and current events occurring locally and globally
- Encourage and provide support to vulnerable and marginalized members of the Milton community
- Foster collaborative partnerships to strengthen community ties and support shared goals
- Reflect a relationship to existing collections in the library
- Meet budgetary considerations

### Criteria for Partnerships at MPL

Partnerships play a vital role in how MPL achieves its Purpose, especially through its community-led approach to delivering services to the Milton community. MPL actively promotes partnerships and collaborative efforts to broaden and improve the services available to its customers, while also creating opportunities for community members to enhance their well-being with access to resources and services beyond what the library can provide on its own.

Guidelines for partnerships include:

- Align with MPL's Purpose and Values
- Advise on how all parties should be recognized in marketing and communication materials.
- Provide the opportunity to achieve strategic directions and objectives that cannot be accomplished independently
- Provide access to resources, information, expertise and knowledge that the Library does not have
- Increase the ability to cross-promote partners' programs and services
- Demonstrate a relationship that, as much as possible, is reciprocal in that there are mutual needs and a sharing of purposes

#### Responsibility for Programming and Partnerships at MPL

The responsibility for programming and partnerships at MPL falls under the Director, Customer Experience and is at the discretion of the CEO & Chief Librarian. All staff at MPL are provided with ongoing training to ensure they effectively support MPL's patrons with responsive programming and partnerships initiatives, by developing their understanding of the needs of the communities served.

#### Approval and Collaborative Partnerships

Partnerships are established and authorized at the leadership and management level, requiring approval from the CEO & Chief Librarian or Director, Customer Experience. Each partnership must be formalized through a signed Collaborative Agreement between the Library and the partnering organization, ensuring a clear framework for collaboration. These partnerships are intended to be of longer-term, fostering sustained mutual benefit and ongoing community impact. The agreement will outline:

- A description and objectives of the partnership;
- A shared commitment to the proposed goals and resources, including financial responsibilities;
- Insurance requirements;
- Cancellation terms; and
- A clear definition of the partnership's benefits and the extent of resource contributions from participating organization(s).

#### Co-Planned Programs

Co-Planned programs are activities that take place in MPL spaces that are offered by Library partners. They are established at the programming level and are considered a one-time program or partnership that does not indicate an ongoing relationship with MPL. Generally, MPL provides its space for free and the partner offers a learning activity for free. The partner can brand the program, but they work with MPL to co-promote the program and include relevant library resources, when appropriate. While co-planned programs are established using the same criteria for partnerships, they are informal, and may involve shorter terms and/or project based and do

not have broad system-wide implications. Co-planned programs require a signed Memorandum of Understanding (MOU). Co-planned programs require approval at the management or leadership level.

### Evaluation and Reporting

MPL actively seeks and evaluates community input, including feedback and suggestions related to its programs and partnerships. This ongoing process helps ensure that offerings remain responsive to community needs and interests. All partnerships and programs are intentionally designed with defined measurement criteria, allowing the Library to regularly assess their effectiveness. Through these evaluations, MPL works to ensure that programs and partnerships achieve their intended goals, create positive impacts, and deliver meaningful benefits to the community.

### Request for Reconsideration

Milton Public Library believes that a vital society encourages members of the community to actively participate in an open exchange of ideas and opinions in a safe public space. The content or manner of expressing these ideas through programs and events may, on occasion, be considered offensive by other library users. Milton Public Library recognizes the right of an individual or group to object to a program or event at MPL based on personal beliefs, however, such offence does not provide any individual or group with the right to restrict the freedom of others to participate in library programming and MPL will resist every effort to limit the freedom of expression guaranteed to all community members.

Library users who object to programs offered by Milton Public Library are asked to complete a written “Request for Program Reconsideration” form.

### Program Cancellation

The Milton Public Library reserves the right to discontinue a partnership or program under the following circumstances: failure to meet agreed-upon objectives, including lack of participant engagement or community value; misalignment with MPL’s purpose, vision, and values; violations of legal, ethical, or policy standards, such as MPL’s Code of Conduct, Accessibility, Intellectual Freedom, or Privacy policies; potential reputational or financial risk to MPL; or operational constraints, including staffing, funding, or resource limitations that make continuation unsustainable.

### **Related Documents:**

Milton Public Library: **Programming Request for Reconsideration form**

Milton Public Library: **OP-23 Room and Space Usage Policy**

Milton Public Library: **FN-04 Intellectual Freedom Policy**

---

Policy Type: **Operational**

Policy Number: **OP – 13**

Policy Title: **Display and Distribution  
of Public Information**

Policy Approval Date: **December 2013**

Policy Review Date: **May 2025**

---

## **PURPOSE**

The Milton Public Library believes that it has an obligation to facilitate communication between citizens and provide information regarding community services and events. This policy applies to all materials and items displayed and/or distributed on library premises from external individuals, community groups, agencies, institutions and government.

## **SCOPE**

The Library provides an external electronic notice board and three community notice boards to display posters, pamphlets, and other informational materials on behalf of cultural, educational, social service, and volunteer organizations in the community. Additionally, the Library offers Library space for exhibits and displays. By posting information on any notice board or presenting an exhibit or display, the Milton Public Library Board does not endorse the aims or beliefs of the associations or individuals whose materials may appear from time to time.

Materials and items for posting and distribution on any community board, display or exhibit, within the library must be approved by the CEO or designate. Unless pre-approved by the CEO or designate, library employees will not participate in the active distribution or display of any, but library generated materials. The following may be considered a guideline for determining priorities for posting and display. Exceptions may be made for events or information of unusual interest or value, or, in response to a particular request which fills a need, consistent with the aims and objectives of Milton Public Library.

- Information promoting free educational and cultural events or associations open to the entire Milton community;
- Information promoting educational and cultural events or associations open by admission fee to the entire Milton community.

Advertising may be used to invite the community to seminars, events, or discussions on controversial or political topics, but it shall not be used as a means of directly delivering such



content. All advertising must be fully transparent and accurate, ensuring that it does not mislead or misrepresent the nature of the event or topic being promoted.

The Library may display or distribute materials from any individual or group wishing to display and/or distribute information on library property, subject to the restrictions specified in this policy. This includes materials from:

- library partners in programming or marketing;
- Town of Milton;
- agencies, boards, commissions, corporations of the Town of Milton;
- provincial or federal government or a government agency;
- organizations distributing bulk publications that are free of charge;
- any other individuals or community organizations

The Library will not display, exhibit, or distribute any material, from any source, that is:

- Promoting a private or corporate business for commercial profit;
- Promoting unlawful practices, (e.g. Information which violates municipal, provincial, or federal legislation, including The Human Rights Code);
- Without appropriate copyright clearances;
- Petitions;
- Contrary to policies, regulations and procedures of the Milton Public Library;
- That runs counter to the Purpose and Vision of Milton Public Library;
- Partisan, political or sectarian material (exception would be promotion of an all candidates meeting);
- Promotes a specific faith;
- Personal in nature

### **Community Boards:**

Items may be refused for posting on the Library community board if there is insufficient space, if the poster is too large to fit the notice board or excludes space for other postings, if it is poorly produced or difficult to understand, or if the content is not time-sensitive or relevant to an upcoming event. Notices may also be removed if they do not comply with Library policies, or if they contain misleading information.



The notices and posters will remain on display for a time mutually agreed to or until just after the event has been held. Materials will be discarded at the end of the posting period. The Library does not assume any responsibility for returning the material.

All articles on display will be left at the owner's risk. The library does not accept responsibility for the loss or defacement of materials.

The Library reserves the right to judge the relative importance of posters and notices, and from time to time may refuse to post notices or posters.

### **Electronic Notice Board:**

The Library has access to post information on the exterior electronic notice board on the Milton Centre for the Arts pylon sign. It has sole responsibility for content on the sign at the Beaty Branch. The purpose of an exterior electronic notice board is:

- Customer engagement; and
- As a marketing tool for library programs, products, and services

In conjunction with the Manager, Marketing and Communications, staff will post messages that advertise library programs, products, and services on the exterior signs.

Milton Public Library retains the right to reject ads that do not conform to the stated content and submission guidelines. All content is reviewed by Milton Public Library.

### **Displays and Exhibits:**

The Library offers limited space for exhibits and displays, including artwork, which reflect the diverse cultural interests of Milton and area, and which foster community and individual expression.

The Library provides space for display and exhibits:

- that are responsive to the diverse interests of the community;
- that are compatible with MPL's Purpose, Vision and Values;
- that are suitable for public display in the library environment;
- that adhere to MPL's policies and procedures; and
- where space is offered and subject to availability



All individuals or organizations requesting display or exhibit space must complete an application and sign a waiver releasing the Library from any liability for loss, theft, or damage of display items. The Library does not provide insurance coverage for displayed items, and exhibitors are responsible for securing their own insurance, if desired. The Library reserves the right to refuse displayed or exhibited items based on their relevance to MPL's Purpose, Vision and Values, and adherence to all policies, and may require the removal of items that do not comply with these guidelines.



---

Policy Type: **Operational**

Policy Number: OP - 15

Policy Title: Volunteers

Policy Approval Date: October, 2016

Policy Review Date: April 2025

---

## **PURPOSE**

Milton Public Library's volunteer program provides opportunities for volunteers to participate in the operation of the library while performing a valuable service to the community, becoming more familiar with the library, and supplementing the efforts of paid staff. The implementation of the Volunteer Policy is aligned with the Library's Vision, Purpose, and Values, and Intellectual Freedom Policy.

Milton Public Library (MPL) acknowledges the contributions that volunteers make to MPL programming, collections, spaces, and services. MPL is committed to building strengthened connections with residents and communities.

## **SCOPE**

This policy applies to all volunteers in all programs and services, with the exception of the Milton Public Library Board and its committees.

MPL is committed to creating a welcoming, inclusive, and supportive environment for volunteers, grounded in tolerance and mutual respect. By embracing equity, MPL ensures fair treatment and opportunities for volunteers from all backgrounds, regardless of race, ethnic group, nationality, immigration status, socioeconomic status, sex, gender identity, gender expression, sexual orientation, ability, language, religious affiliation, beliefs, age, or any other prohibited grounds.

## **Section I: Volunteer Program**

The volunteer program creates opportunities for the Milton Public Library to accomplish its goals by engaging and involving volunteers. Moreover, it provides volunteers with an opportunity to grow and give back to the community in meaningful ways.



The Library accepts as volunteers:

- Students participating in community service activities as an educational requirement
- Individuals participating in work programs provided by community health and social service agencies
- Students requiring internships or cooperative placements (not paid)
- Individuals referred by other volunteer programs
- Members of the community

With the exception of community members, in each case, an agreement must be in effect with the organization, school or program from which the volunteers originate and must identify responsibility for management and care of the volunteers.

## **Section 2: Definition of a Volunteer**

A volunteer is defined as any individual who chooses to perform services on behalf of the Milton Public Library, under the supervision of Library staff, without compensation or expectation of compensation, (beyond reimbursement for pre-approved expenses), and who performs a task at the direction of, or on behalf of, Library staff.

## **Section 3: Eligibility for Volunteering**

Opportunities for volunteer positions are considered by the Management team. The library accepts the service of any volunteer with the understanding that such service does not constitute an obstruction to or conflict with the provision of library services to users. Volunteers will not be used to displace staff or to undertake the work of members of the bargaining unit. Family members of paid staff are allowed to volunteer with the library but will not be placed under the direct supervision of their family members who are employees.

The minimum age requirement for volunteers is 14, except for students participating in community service activities as an educational requirement, in which case they must have completed Grade 8. Otherwise, volunteers will be recruited based on their suitability to perform a task on behalf of the Library. All volunteers under the age of 18 must provide signed parental acknowledgement on the application form.

## **Section 4: Requests for Volunteers**

Opportunities for volunteers are proposed by staff to the Management team. Written requests include a description of the volunteer assignment, duration of assignment, and a proposed start date. All staff should understand that successful recruitment of volunteers is enhanced by creative and interesting jobs. Upon agreement in principle by the Leadership team to implement a new volunteer supported program, the details of the new program will be reviewed and discussed with representatives of CUPE Local 4366, prior to implementation.

## **Section 5: Volunteer Position Descriptions**

Position descriptions are developed in consultation with staff before proceeding with recruitment. Volunteers are given clear, complete, and current descriptions of the duties and responsibilities of their assignment. The volunteer position descriptions are reviewed with the volunteer prior to beginning the assignment. They are reviewed and updated at least every three years or whenever a position substantially changes.

## **Section : Tasks that may be performed by Volunteers**

Volunteer tasks may include but are not limited to:

- delivery of materials to homebound patrons
- volunteer supported special projects and events
- care of library plants and gardens
- specialized reading programs
- Teen Advisory Group

The library strives to meet volunteer expectations and offer a satisfactory volunteer experience for both parties. However, it may be deemed necessary to explore options such as renegotiating the terms of the assignment, reassignment, referral to another organization or to local volunteer centres, or placement termination.

Volunteers who are at any time reassigned to a new position will be interviewed for that assignment and receive all appropriate training for success before they begin.

Volunteers will not perform any task or duty for which a license or certification is required if the volunteer doesn't possess such license or certification nor will volunteers be used to displace staff or to undertake the work of members of the bargaining unit.

## **Section 7: Application**

All volunteers must complete a volunteer application form. Application forms are available online at [www.beinspired.ca](http://www.beinspired.ca).

## **Section 8: Risk Management**

The Milton Public Library recognizes there are risks involved within each area of service provision. For the protection of staff and volunteers, the Library endeavours to carefully manage these risks in the following ways. All volunteers are supervised and report to a designated staff supervisor. A clear and accurate position description is developed and risk level for each position is assessed. Screening and training requirements are based on the risk level of the position.

## **Section 9: Screening**

The screening process at Milton Public Library follows the guidelines specified by the “Volunteer Screening” process recommended by *Volunteer Canada* and by following the Screening Check List (Appendix A). These steps include risk management, clear job descriptions, application forms, formal interviews, reference checks, orientation and training, supervision and follow-up, and Vulnerable Sector Screening Police Records Checks for adults, or a Police Information Check for anyone under the age of 18 (paid for by the Library). Individuals who refuse to comply will not be accepted as a volunteer.

Volunteers are interviewed to ascertain their suitability for, and interest in, an assignment prior to being assigned. The interview determines the qualifications of the volunteer and their commitment to fulfill the requirements of the assignment. The interview should also answer any questions that the volunteer has about the library and the assignment. Volunteers perform their duties in the presence of at least one paid staff member. Each volunteer will have a specific staff member to whom they report and who will be responsible for day-to-day support and direction.

## **Section 10: Orientation and Ongoing Training**

Volunteers receive training to provide them with information on the knowledge and skills necessary to perform their volunteer assignment; the operation of the program to which they are assigned; the purpose and requirements of the assignment; and hazards that may be encountered (Appendix B).

All volunteers shall receive training from their designated staff supervisor. The supervisor shall provide the volunteer with information on:

- Knowledge and skills necessary to perform their volunteer assignment
- The operation of the program encompassing their volunteer activity; and
- The purpose and requirements of the assignment
- Any risks associated with their task
- Other mandatory training programs such as Accessibility and Occupational Health and Safety (if applicable)

## **Section 11: Responsibilities of Volunteers**

Volunteers should actively perform their duties and remain loyal to the purpose, policies and procedures of the library. While on Milton Public Library property and/or while performing volunteer activities on behalf of the library, volunteers are expected to maintain a professional level of behaviour. Volunteers must obtain approval from appropriate staff prior to taking any action or making any statement which might affect or obligate the library. These actions may include, but are not limited to, public statements to the media, lobbying efforts with other organizations, or any agreements involving contractual or financial obligations. Volunteers do not have access to any privileged information.

**Section 12: Insurance**

Volunteers are responsible for their own health insurance and are provided with additional information to discuss with their insurance provider to protect themselves while serving as a volunteer. Volunteers are not covered by Milton Public Library's insurance for any damage or injury sustained during the provision of their volunteer service. Volunteers are not entitled to any of the benefits or WSIB normally provided by the Library to its employees. For this purpose all MPL volunteers are required to sign a Volunteer Waiver (Appendix C).

Volunteers must be covered by their own vehicle insurance where their assignment involves the use of a vehicle. Volunteers are responsible for their own parking tickets and fines incurred during volunteer assignments.

**Section 13: Absenteeism**

Regular attendance during all scheduled shifts is expected of every volunteer. This includes reporting on time, and continuing to volunteer to the end of the established time period. Volunteers, who, for any reason, cannot report to their assignment on time, must follow the procedures outlined and agreed to with their designated staff supervisor during orientation. Volunteers are encouraged to advise their immediate supervisor of any absence, whether anticipated or unforeseen, as soon as possible so that service standards can be maintained for all programs and events.

**Section 14: Dress**

Volunteers are responsible for presenting a good public image, and must dress appropriately for the conditions and performance of their duties. Volunteers must wear their identification badge while performing their assignments. In the event of an employer or union initiated work stoppage/ legal strike, volunteers will not cross the picket line in their capacity as a volunteer.

**Section 15: Maintenance of Records**

A system of records is maintained on each volunteer. Volunteer records shall be accorded the same confidentiality as paid staff personnel records. All volunteer records scheduled for destruction shall be placed in confidential waste for destruction.

Volunteer records shall be accorded the same confidentiality as staff personnel records. All records will be kept on site for 6 years and 14 years off site after the individual has ceased to volunteer with the municipality in accordance with the Town's Records Retention By-law.

**Section 16: Changes to Personal Information**

All volunteers are responsible for keeping their personnel records current regarding their personal information. Volunteers must notify the MPL as soon as possible, in writing, whenever they experience a change in legal name, address, telephone number; and training taken, emergency contacts, or any other changes / updates to their information.

**Section 17: Resignation**

Volunteers may, at any time, decide to discontinue their service with the Library. Notice of such a decision should be communicated, in writing, as soon as possible to their designated staff supervisor.

**Section 18: Unsatisfactory Performance and Dismissal**

Designated staff supervisors are responsible for addressing performance issues with volunteers. Every effort will be made to work with volunteers to improve performance and additional training will be given whenever possible. Volunteers may be asked to leave a position, if their performance is considered unsatisfactory. The Milton Public reserves the right to revoke volunteer permissions in cases where Library policies or procedures have been breached.

**Section 19: Evaluation**

Volunteers may be evaluated upon the completion of their volunteer duties. Volunteer evaluations will provide the volunteer with an opportunity to comment on their position, personal experience and the activities they are involved with; staff will comment on the volunteer's performance in the assigned position. Evaluation methods will vary depending on the volunteer position.

**Section 20: Volunteer Recognition**

All staff responsible for supervising volunteers are encouraged to undertake ongoing methods of recognition on a regular basis. Methods of informal recognition range from a simple "Thank you" to a concerted effort to include volunteers, as appropriate, in program and process planning, and implementation. Supervisors of volunteers are encouraged to find new and different ways of recognizing their volunteers on a regular basis. Recognition should be given as soon after the activity as possible.

**Section 21: Accountability**

The Director, Customer Experience has overall accountability for Volunteers.

Branch Managers and Public Service Librarians are responsible for delivering programs and services that engage volunteers and are accountable for ensuring compliance with the Volunteer Services Policy in their respective areas.

**Related Information**

Appendix A Screening Checklist  
Appendix B Orientation Checklist  
Appendix C Waiver

---

Policy Type: **Human Resources**

Policy Number: **HR - 7**

Policy Title: Harassment and  
Discrimination

Policy Approval Date: February 2019

Policy Review Date: May 2025

---

### **Policy Statement**

Milton Public Library ("Library") is committed to ensuring that every employee is treated with dignity and respect in the workplace. Each individual has the right to work in an environment free of harassment and discrimination. Harassment, discrimination or the creation of a poisoned work environment for any employee while performing their duties, during any function sanctioned by the Library, or of any person doing business with the Library is strictly prohibited.

The Library will not tolerate any form of Harassment or Discrimination as defined in this Policy, the Ontario Human Rights Code (OHRC) or the Occupational Health and Safety Act (OHSA). For clarity, any Complaint or Incident related to a Human Rights Code ground will hereafter be referred to as "Human Rights Code Based Harassment or Discrimination". Any Harassment Complaint or Incident related to the Occupational Health and Safety Act will hereafter be referred to as "Workplace Harassment".

For the purposes of the Occupational Health and Safety Act, this document is the policy and the program.

### **Purpose**

The purpose of this policy is to ensure that employees are aware that harassment and discrimination are unacceptable practices and are incompatible with the standards of this organization as well as being a violation of the law. This policy outlines the types of behaviour that may be considered offensive and are prohibited and reinforces legal obligations under such legislation as the Ontario Human Rights Code (OHRC) and the Occupational Health and Safety Act (OHSA).

### **Scope**

This policy applies to all Employees (including but not limited to full-time, part-time, probationary, temporary, and student employees), Library board members, service providers, contractors, consultants, volunteers, students involved in work experience programs, and applicants for employment.

Nothing in this policy is intended to detract from the rights and duties of Managers/Supervisors to manage and direct the workforce and, if necessary, to discipline Employees in accordance with applicable legislation, collective agreements, or other Library policies.

For reference to Code of Conduct requirements associated with the general public, review the Library's Public Code of Conduct policy.

## **Definitions**

Balance of Probabilities: The standard of proof used in employment and human rights law to establish whether Workplace Harassment and/or discrimination has occurred. It is the determination of whether it is more likely than not that the allegations occurred.

Complainant: The Employee who makes a Complaint to the Library, pursuant to this Policy.

Complaint: A written allegation of behaviour, or of a systemic barrier, that is believed by the Complainant to contravene the *Harassment and Discrimination Policy*.

Frivolous: without importance or lacking in substance, factual basis, or proper seriousness.

Human Rights Code Based Harassment or Discrimination: Any form of unequal treatment based on the protected grounds in the Ontario Human Rights Code, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but disadvantage certain groups of people. Discrimination may take obvious forms, or it may happen in very subtle ways. Even if there are many factors affecting a decision or action, if discrimination is one factor, that is a violation of this Policy.

Incident: Behaviour or a situation of potential Harassment or Discrimination of which the Library or a Manager/Supervisor becomes aware in any way other than a direct, written Complaint.

Investigation: The steps taken that are appropriate in the circumstance to determine whether the Complaint or Incident reported has, on the Balance of Probabilities, occurred.

Manager/Supervisor: A person(s) who has charge of a Workplace or authority over a worker.

Parties to a Complaint: The Complainant and Respondent identified in the written complaint.

Poisoned Work Environment: When one or a series of vexatious comments or behaviours are of a significant nature or degree, create an offensive or intimidating work climate for individuals or groups. This includes comments or conduct that are condoned or allowed to continue when brought to the attention of management. To constitute a Poisoned Work Environment, the comments or conduct need not be directed at a specific person and may be from any person, regardless of position or status. An individual does not have to be directly involved to be adversely affected by a Poisoned Work Environment. A single comment or action, if sufficiently serious, may create a Poisoned Work Environment.

Preliminary Assessment: The process whereby it is determined whether a Complaint falls within the scope of this *Policy*. This may include, but is not limited to, reviewing documentation, and informal interviews with the Parties to a Complaint.

Prohibited Grounds defined under the Ontario Human Rights Code (the Code):

- Age
- Ancestry, colour, race
- Citizenship
- Ethnic origin
- Place of origin
- Creed (religion)
- Disability
- Family status
- Marital status (including single status)
- Gender identity, gender expression
- Sex (including pregnancy and breastfeeding)
- Sexual orientation
- Record of offenses (except where there is a bona fide requirement due to the nature of the employment)

Reasonable Action: Any justifiable action taken by a Manager/Supervisor relating to the management and/or direction of a worker or the place of employment. Reasonable Action taken by a Manager/Supervisor is not Harassment or Discrimination.

Reprisal: Any act of retaliation or threat of retaliation for making a good faith report of Harassment or Discrimination or participating in the Complaint resolution process (including being a witness) under this *Policy*.

Respondent: The person(s) against whom a Complaint has been made, pursuant to this *Policy*.

Sexual and Gender-based Harassment: Engaging in a course of vexatious comment or conduct against a worker in a workplace, including virtually through the use of information and communications technology, because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or



ought reasonably to be known to be unwelcome, or making a sexual solicitation or advance where the person making it is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome. Some examples of sexual or gender-based harassment include, but are not limited to:

- Gender-related comments about a person's physical characteristics or mannerisms;
- Unwelcome physical contact;
- Suggestive or offensive remarks or innuendoes about members of a specific gender;
- Propositions of physical intimacy;
- Gender-related verbal or written abuse, threats or taunting;
- Leering or inappropriate staring;
- Bragging, asking questions or holding discussions about sexual activities;
- Offensive jokes or comments of a sexual nature (including rough/vulgar language related to gender);
- Display of sexually offensive pictures or other materials

Support Person: In relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care or medical needs, or with access to goods and services.

Vexatious: Without reasonable or probable cause or excuse.

Workplace: Any location where the Library is represented; offices and buildings, online and virtual spaces, telephone communications, hallways, lounges, washrooms, worksites, work related travel, staff functions, and non-sanctioned events. Harassment which occurs outside the workplace, but which has repercussions in the work environment adversely affecting employee relationships may also be defined as workplace harassment for the purpose of this policy. Library-sanctioned events are also considered the workplace.

Workplace Harassment: Engaging in a course of vexatious comment or conduct against a worker in a workplace, including virtually through the use of information and communications technology, that is known or ought reasonably to be known to be unwelcome, including sexual harassment. Harassment is not defined by intent, but rather by the perception of the behaviour.

Some examples of behaviour which may be interpreted as harassment include, but are not limited to:

- Remarks, jokes or innuendos related to a person's race, gender identity, gender expression, sex, disability, sexual orientation, creed age or any other ground under the Code;

- Patronizing or condescending behaviour or language which reinforces stereotypes;
- Singling out a person for humiliating or demeaning “teasing” or jokes because they are a member of a *Code*-protected group;
- Posting or circulating offensive pictures, graffiti or materials, whether in print form or via email or other electronic means;
- Sexual solicitation;
- Comments ridiculing a person because of characteristics that are related to a ground of discrimination (e.g. comments about a person’s attire, speech or diet that may be related to their sex, race gender identity or creed);
- Abuse of authority (e.g. intimidation, sabotage or threat toward someone’s career) when in an position of authority over that individual

## **Responsibilities**

### Employer

- As the employer, the Library is responsible for providing a workplace free from all forms of harassment and compliance with the requirements of the Ontario Human Rights Code (OHRC) and the Occupational Health & Safety Act (OHSA).
- Foster a workplace environment that encourages the reporting of alleged incidents and ensure that harassment complaints are handled and investigated in a fair and equitable manner.

### Managers / Supervisors

- All managers or persons in a position of authority (i.e., those directing work of others) are responsible for maintaining a workplace free from harassment and/or discrimination.
- Where harassment is alleged or has occurred, managers must not tolerate, ignore or condone such conduct, and must act in a timely and appropriate manner in accordance with this policy.
- Consult with Human Resources on guidance and direction relating to this policy.

### Employees

- All employees have the right to work in an environment free from harassment and or discrimination. It is the responsibility of every employee to refrain from any form of harassment in the workplace.
- Employees are encouraged to report incidents of any form of harassment/discrimination and cooperate fully in any investigation into an incident. All employees are expected to abide by this policy’s terms and conditions.
- All employees’ rights to pursue harassment complaints will be preserved under the Ontario Human Rights Code (OHRC) and or the Occupational Health and Safety Act (OHSA).

## **Other Avenues of Recourse**

Nothing in this *Policy* is intended to prevent a Complainant from pursuing the processes of a collective agreement, the Ontario Human Rights Code (OHRC), the OHSA, or criminal prosecution under the Criminal Code.

## **Not Harassment/Discrimination**

This policy is not intended to interfere with acceptable social interaction among employees, including a difference of opinion.

Any justifiable, reasonable action taken by a Manager/Supervisor relating to the management and/or direction of a worker or the place of employment, including performance management and disciplinary action, does not constitute a violation of this Policy.

## **Resolving a Concern**

Any employee who feels that they have observed or experienced a violation of this policy is encouraged to first address the issue informally by communicating directly with the individual responsible for such action, where appropriate. The employee should advise the individual(s) that the behaviour is unwelcome and ask that the offensive behaviour stop.

If it is not appropriate to bring the matter to the attention of the other person, or if the unwelcome behaviour continues after the person is asked to stop, the employee should immediately report the Incident(s) to the reporting Manager/Supervisor, or Director, or CEO/Chief Librarian, or Human Resources with details of the complaint.

If the employee's Manager/Supervisor or reporting contact is the person engaging in the workplace harassment, the employee should immediately report the incident to the Director, CEO/Chief Librarian or Human Resources with details of the complaint.

## **Complaint Procedure**

The following internal procedure is intended to provide employees with a confidential, effective and timely means of reporting alleged violations of this policy without threat of reprisal.

The Library must take action when it is made aware of Incidents of Harassment or Discrimination, or is otherwise required by law.

Complainants are to report their Complaint to their Supervisor/Manager, Director, or CEO/Chief Librarian, as applicable. Complaints may be reported directly to Human Resources.

Where an employee, Supervisor/Manager, Director, or CEO/Chief Librarian has reasonable grounds to believe or knowledge that an employee has been subject to behaviour or conduct inconsistent with this Policy, but no formal complaint has been filed within a reasonable time following the events in question, the individual aware of the alleged discrimination/harassment is to promptly report the incident(s) or Complaint to Human Resources.

Where the alleged harasser is the person whom the Complainant would report a Complaint to, the Complainant may report their Complaint directly to Human Resources.

The written complaint must include:

- A description of the incident(s)
- Indication of how this policy has been violated
- Copies of emails/material relevant in the claim
- Names of any witnesses, if any
- Details of any steps already taken to resolve the matter if applicable
- Desired remedy

Every reported alleged violation of this policy will be subject to a preliminary assessment, and if applicable, a prompt and thorough investigation by Human Resources, or designate, without threat of Reprisal to the Complainant.

The timely resolution of Complaints is important; therefore, Complaints should be filed as soon as possible. It is recommended that a Complaint should be filed within one (1) year of the date of the last occurrence of Harassment or Discrimination.

## **Personal Support**

An employee may have a person for support with them to any meetings related to the Harassment and Discrimination Policy. This does not include legal representation or any other agent who would speak on behalf of the Employee.

## **Support Person and Accommodations**

Employees with disabilities may be accompanied by a support person in order to help with communication, mobility, personal care or medical needs, etc. at any meeting related to the Harassment and Discrimination Policy.

If at any stage an Employee requires Accommodation in order to participate in the process, the Employee should contact HR as soon as possible to make this request.

## **Preliminary Assessment**

Once the Incident has been received, Human Resources or a designate will conduct a Preliminary Assessment to determine if, at face value, the Complaint is a matter of

Harassment, Discrimination and/or demonstrates a Poisoned Environment whether under the Human Rights Code, the Occupational Health and Safety Act or this Policy.

If the Preliminary Assessment determines that the Complaint is not a matter of Harassment, Discrimination, and/or does not demonstrate the existence of a Poisoned Environment, the Complainant and Respondent, (where appropriate), will be informed of the decision.

If the Preliminary Assessment determines that the Complaint is, at face value, a matter of Harassment, Discrimination and/or demonstrates the existence of a Poisoned Environment, where possible and appropriate informal resolution or an Investigation that is appropriate in the circumstance will be conducted.

### **Interim Measures**

Throughout the investigation the Library will respect the confidences and sensitivities of all persons involved in the reported Incident, where possible. In some circumstances, interim measures may be implemented on the advice of Human Resources, pending the outcome of informal resolution or investigation. In some cases this may include changing work locations, reporting structures or instituting a paid leave of absence for affected individuals, for the investigation period.

Human Resources will inform the applicable Director or designate of the affected workplace of the necessary interim measures. Human Resources will work with the management to facilitate the implementation of the interim measures.

### **Informal Resolution**

Wherever possible and appropriate, and with the consent of the Complainant, Human Resources will attempt to facilitate informal resolution of Complaints and Incidents under this Policy.

Complaints and Incidents of Human Rights Code Based Harassment and Discrimination may be investigated, but the conflict may be resolved, where appropriate, at any time during the investigation, through informal resolution.

Informal Resolution requires that all parties voluntarily engage in the process. It may be determined that Informal resolution is inappropriate depending on the circumstance.

Note: In accordance with the Occupational Health and Safety Act, the Library is required to conduct an investigation (appropriate in the circumstances) into all Incidents and Complaints of Workplace Harassment.

## **Investigation**

An Investigation appropriate in the circumstances will be conducted into all Complaints and Incidents of Workplace Harassment.

An Investigation appropriate in the circumstances will be conducted into all Complaints and Incidents of Human Rights Code Based Harassment, Discrimination and/or Poisoned Environment that have not been resolved through informal resolution or in instances where informal resolution was not possible or inappropriate.

A Complainant may choose to withdraw a formal Complaint of Workplace Harassment, Human Rights Code Based Harassment or Discrimination at any time. However, the Library may continue to act on the issues identified in the Complaint in order to comply with its obligations under this *Policy*, Library policies, or as otherwise required by law.

All Library employees are required to cooperate with any Investigation and/or resolution process initiated under this *Policy*.

Where an individual fails to fully participate in the Investigation process, the investigator may continue the Investigation without the benefit of the individual's participation and make a finding of fact with the available information.

## **Investigator**

Investigations will be conducted by Human Resources, or where appropriate, Human Resources will arrange for a knowledgeable external investigator, depending on the circumstances of the Complaint or Incident.

The Investigator will not be an individual about whom the allegations have been made.

The Investigator will not be under the direct authority of the individual about whom the allegations have been made, or a person who is otherwise in a conflict of interest.

## **Witnesses**

Interviews will be arranged and completed with witnesses and any other individuals who may have information pertinent to the Investigation.

## **Evidence**

The Investigator will consider all information gathered and decide whether or not there has been a violation of this *Policy*.

The Investigator has the authority to access documents relevant to the Complaint, including but not limited to:

- Documents and Records
- All telephone and computer systems (including hardware, software for which the Library is the licensee or owner, and storage space)
- Photographs
- Audio and video recordings (such as phone messages, or security camera video, for example)

### **Investigation Process**

- Notification to the parties that interviews will take place;
- Providing information of the Complaint to the Respondent including the name of the Complainant(s);
- Providing the written complaint to the Respondent in advance of the interview and inviting written response;
- Providing copies of this *Policy* to all interviewed parties;
- Interviewing separately: the Complainant, Respondent, and any witnesses (Parties to the Complaint may bring a Personal Support individual to the meeting(s));
- Reviewing records and documentation provided in the course of the investigation;
- Reviewing records available to the Library (e.g. emails, workstation contents, social media);
- Re-interviewing parties, as needed

### **Investigation Timelines**

The Investigator may set timelines for individuals to respond to requests for interviews, or for the production of relevant documents in an effort to ensure that the Investigation is completed in a timely manner.

### **Notification of findings**

Once the Investigation is complete, the Investigator will make a finding of fact using the standard of a Balance of Probabilities. The Investigator will provide Human Resources with a report of the findings, which may include recommendations.

The Director, Human Resources or their designate will inform the CEO/Chief Librarian and the Leadership Team Director of the affected area(s) of the findings.

The Leadership Team Director and Manager/Supervisor will work with Human Resources to implement any recommendations and manage the circumstances resulting from the Investigation.

The Investigator will meet separately with the Complainant and the Respondent to provide them with a written summary of the findings. Thereafter, any corrective action taken to address the Complaint or Incident shall also be communicated to the Complainant and Respondent, verbally or in writing, as appropriate.

## **Resolution**

Where a claim under this policy is substantiated, resolutions may include but are not limited to mediated discussions, dispute resolution, training and restructuring.

## **Informal Resolution and Alternative Dispute Resolution (ADR)**

Complaints and Incidents of Workplace Harassment will be investigated, and a summary of findings will be made available to the Complainant and Respondent, but mediation and other Alternative Dispute Resolution (ADR) options will remain available, where appropriate, should the parties voluntarily request such resolution after the Investigation is complete.

## **Discipline**

Any Employee who is found to have violated this *Policy*, including failing to participate in an Investigation, may be disciplined up to and including dismissal. Disciplinary action shall be determined in consultation with Human Resources, and in accordance with applicable collective agreements.

## **Human Rights Tribunal of Ontario**

The Corporation respects every person's right to lodge a complaint with the Human Rights Tribunal of Ontario within the one (1) year limitation period established by the Tribunal. This may occur at any point before, during or after the internal investigation. When this right is exercised the procedures of the Ontario Human Rights Commission shall be recognized as part of the formal written complaint procedure established by this *Policy*.

## **Right to Withdraw a Complaint**

A Complainant has the right to withdraw a Complaint at any stage of the process. However, the Library may continue to act on the issue identified in the Complaint as required by this *Policy*, other Library policies, or as otherwise required by law.

## **Unsubstantiated, Frivolous, or Bad-Faith Complaints**

If an Employee, in good faith, discloses or files a Complaint that is not supported by evidence gathered during the Complaint resolution process, that Complaint will be unsubstantiated and therefore dismissed.



Complaints that are found following the Investigation to be frivolous, may result in disciplinary action, up to and including termination of employment, subject to any relevant collective agreements.

Any Employee found to have made a false, malicious or bad-faith Complaint, or for any other vexatious purpose, will be subject to disciplinary action up to and including termination of employment, subject to any relevant collective agreements.

### **Good Faith Disclosure and Prohibition of Reprisal or Threat of Reprisal**

Employees are encouraged to report in good faith the reasonable belief of the existence of a Poisoned Work Environment, and/or an incident or complaint of Workplace Harassment or Discrimination. The Library will not tolerate Reprisal against any Employee who, in good faith and on the basis of reasonable belief, makes a report or files a Complaint under this *Policy*.

Employees who engage in Reprisal or threats of Reprisal may be disciplined up to and including termination of employment, subject to any relevant collective agreements.

### **Management/Supervisor Responsibility for Prevention**

A person who has the authority to prevent or discourage behaviour that contravenes this policy but fails to act may be considered responsible for failing to exercise such authority and be subject to disciplinary action up to and including dismissal. This is separate from any penalties levied by the Human Rights Tribunal of Ontario, if applicable.

### **Confidentiality**

The Library respects and maintains the confidentiality of all persons, including the Complainant, Respondent, and Witnesses. Information provided by any party to a Complaint is treated as confidential, but may be shared as reasonably necessary to investigate the Complaint and/or as may be required by Library *Policy* and/or applicable law.

All information obtained about Complaints, Incidents, Poisoned Environments and Investigations under this *Policy*, including identifying information about any individuals involved is confidential. Employees who are involved in any way in the resolution of Complaints or Incidents of Workplace Harassment and Discrimination must not disclose the details of the Complaint or Incident, or any information regarding the Investigation process unless:

- disclosure is necessary for the purposes of investigation; or
- disclosure is for the purposes of taking corrective action with respect to the Complaint or Incident; or,
- disclosure is necessary to protect the safety of one or more of the involved parties; or,

- disclosure is necessary to protect the safety of any employee of the Library; or,
- disclosure is otherwise required by law.

Confidentiality extends to all records relating to Complaints or Incidents, including but not limited to, records of meetings, interviews, and Investigation results.

Breaches of confidentiality may be subject to appropriate disciplinary action up to and including dismissal.

Human Resources will retain documentation related to Complaints in a secure file for three (3) years from the date that the file is closed.

### **Training**

The Library will provide regular training, as deemed necessary, to remind employees of their rights and obligations under this *Policy*.

### **Annual Review**

The Library will review this policy at least annually, and as required, and consult with participating stakeholders as required such as the Joint Health and Safety Committee (JHSC).

### **Posting Requirements**

On behalf of Management, Joint Health and Safety Committee Co-chairs and Health and Safety Representatives are responsible to ensure that an updated copy of the policy is posted on the Health and Safety Bulletin Boards.

### **Policy Approved by:**

### **Revision History**

<b>Date (DD/MM/YY)</b>	<b>Revision Details</b>	<b>Section Heading</b>

---

Policy Type: **Human Resources**

Policy Number: **HR - 42**

Policy Title: Workplace Violence

Policy Approval Date: February 2019

Policy Review Date: May 2025

---

### **Purpose**

- Create and foster a work environment that is free from workplace violence;
- Alert all employees that Milton Public Library (“Library”) will not tolerate workplace violence;
- Reduce the potential for workplace violence before an incident occurs; and
- Establish and detail the responsibilities of all employees and outline a mechanism for receiving such complaints, as well as a process for dealing with them.

### **Scope**

This policy applies to all Library employees (including, but not limited to, full-time, part-time, probationary, temporary and student employees), Library board members, volunteers, contractors, service providers, and consultants. This policy applies to all employees and agents/representatives of the Library while in the workplace, during Library travel, or during any work-related and/or social functions.

The workplace includes all on-site locations, buildings and facilities, including parking areas, all Library property, and off-site locations where employees engage in Library related activities rising out of the course of employment, in addition to work-related social gatherings or any other location that may have a subsequent impact on the workplace. For the purposes of the Occupational Health and Safety Act, this document is the policy and the program.

### **Definitions**

The *Occupational Health and Safety Act* (OHSA) defines workplace violence as:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
- A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

*Forms of Workplace Violence may include:*

- 1) Violence by Strangers
  - Usually enters the place of work on the pretense of being a customer.
  - Commits robbery or other violent act
- 2) Violence by Customers/Clients/Members of the Public
  - May be an expected or unexpected situation.
- 3) Violence by Co-workers
  - Could include current employee and manager, former employee and manager, a prospective employee, and may occur inside or outside the workplace.
- 4) Domestic Violence
  - This could include a spouse, partner, relative, or friend and usually occurs when a personal dispute occurs with the worker and the individual enters the workplace to harass, threaten, injure, or physically harm the employee.
  - Any employee experiencing violence outside of the workplace (i.e. domestic violence) that may create a risk of danger to themselves or others in the workplace is encouraged to report, per the process for making violence related complaints, to ensure the Library can take reasonable preventive steps.
  - All reasonable precautions will be taken to protect any worker when the Library is aware or ought reasonably to be aware that a domestic violence situation is likely to expose a worker to physical injury in the workplace.

## **Behaviours Constituting Workplace Violence**

For workplace violence to occur, a person must apply, attempt to apply, or threaten to apply physical force against a worker.

Such threats or acts within a Library workplace or work location and engaged in Library related business rising out of the course of employment may include (but are not limited to):

- Verbally threatening to attack an employee;
- Throwing an object at an employee;
- Hitting or trying to hit an employee;
- Leaving threatening notes at or sending threatening e-mails to a workplace;
- Sexual violence against an employee
- Wielding a weapon in the workplace

## **Responsibilities of Managers, Supervisors, and Directors**

- Assess risks of workplace violence at the Library and advise the Joint Health and Safety Committees (JHSCs) of the results in writing;
- Provide employees with information and instruction regarding the workplace policy and program with respect to workplace violence including appropriate steps and procedures, means of summoning immediate assistance, and investigation procedures;
- Take every reasonable precaution for the protection of the worker;
- Inform employees of potential risk situations;
- Ensure employees understand who to contact regarding concerns about the policy or when to report an incident;
- Model behaviour, which helps support a positive work environment;
- Promote an environment free from workplace violence;
- Respond appropriately to complaints brought to their attention;
- Respect the confidentiality and sensitivity of such issues;
- Document all information and investigation results;
- In partnership with HR, provide education and training to employees on what may constitute workplace violence including prevention and identification of violence in the workplace;
- Request that HR conduct an investigation into allegations of workplace violence; and
- If witnessing elements of workplace violence , take appropriate action.

## **Responsibilities of Employees**

- Compliance with this policy is the responsibility of all employees;
- Employees must avoid any behaviour or conduct that could reasonably be interpreted as a violation of this policy;
- Employees must maintain a work environment free from violence, and/or intimidation;
- Call 911 if the situation warrants it and you find a peer or yourself in immediate danger.

## **Investigator**

Investigations will be conducted by Human Resources, or where appropriate, Human Resources will arrange for a knowledgeable external investigator, depending on the circumstances of the reported workplace violence incident.

The Investigator will not be an individual about whom the allegations have been made. The Investigator will not be under the direct authority of the individual about whom the allegations have been made, or a person who is otherwise in a conflict of interest.

## **Process for Making Violence-Related Complaints**

If employees have witnessed or experienced conduct which they believe to be inconsistent with this policy, they have a responsibility to:

- In the event of an emergency, call 911 from a safe location if the situation warrants it and you find a peer or yourself in immediate danger. Inform the immediate Manager/Supervisor of the situation, or if a Manager/Supervisor is not available, the designated in-charge person.
- Make the behaviour/actions known to your Manager/Supervisor and/or Human Resources immediately.
- Complete a written *Workplace Violence Incident Report* and submit a copy to Human Resources for review including the dates, times, nature of the action/behaviour, and witnesses (if any).

Nothing in this policy prevents an individual's right to file a complaint with the Ministry of Labour should they feel the situation warrants such action. For reference to Code of Conduct requirements associated with the general public, review the Library's Public Code of Conduct policy.

## **Removal of a Person from the Workplace**

Any person who makes substantial threats, exhibits threatening behaviour, or engages in violent acts against employees, visitors, guests, or other individuals while on Library property shall be removed from the premises as quickly as safety permits, and shall remain off the premises pending the outcome of an investigation. Other necessary control measures will be determined on a case-by-case basis, as circumstances require. Any control measure enacted will be communicated to the complainant, respondent, and other employees effected by such measures.

Should a person be requested to leave a facility and the person refuses to leave, assistance must be requested from the Police or security.

## **Investigation Process**

- All reported threats or incidents will be considered serious and reviewed through the Library investigation process with appropriate action by the appropriate Manager/Supervisor and Human Resources.
- A *Workplace Violence Incident Report* should be filled out and submitted to Human Resources for review.
- All those directly involved and witnesses may be interviewed.
- Notes/statements will be prepared during each interview and may be reviewed by the person(s) being interviewed.
- Records or other documents relevant to the incident being investigated (this may include safety reports, incident reports, work schedules, injury reports,

complaints and observation notes and may involve taking pictures of the scene) will be reviewed and kept in Human Resources.

- A review of relevant collective agreement, employment contract language or organizational policies/procedures will be completed by Human Resources.
- Upon completion of the investigation, results will be communicated accordingly in writing to stakeholders and where applicable, any recommended corrective actions.
- A final summary/report of the investigation will be kept in Human Resources.

### **Corrective Action**

Any employee found to have engaged in conduct that violates this policy will be subject to discipline, up to and including termination of employment. Because allegations of acts of violence are very serious, frivolous complaints found to have been made for improper purposes will result in disciplinary action being taken against the complainant. Disciplinary action shall be determined in consultation with Human Resources and in accordance with applicable collective agreements.

### **Confidentiality**

The Library respects and maintains the confidentiality of all persons, including the complainant, respondent, and witnesses. Information provided by any party to a complaint is treated as confidential, but maybe shared as reasonably necessary to investigate the complaint and/or as may be required by Library policy and/or applicable law.

All information obtained about workplace violence and investigations under this Policy, including identifying information about any individuals involved is confidential. Employees who are involved in any way in the resolution of complaints must not disclose the details of the complaint or incident, or any information regarding the investigation process unless:

- disclosure is necessary for the purposes of investigation; or
- disclosure is for the purposes of taking corrective action with respect to the Complaint or Incident; or,
- disclosure is necessary to protect the safety of one or more of the involved parties; or,
- disclosure is necessary to protect the safety of any employee of the Library; or,
- disclosure is otherwise required by law.

Confidentiality extends to all records relating to complaints or incidents, including but not limited to, records of meetings, interviews, and investigation results.

Breaches of confidentiality may be subject to appropriate disciplinary action up to and including dismissal.

The Human Resources Division will retain documentation related to Complaints in a secure file for three (3) years from the date that the file is closed.

## **Right to Refuse Unsafe Work**

Employees have the right to refuse work in accordance with the OHSA, if they have reason to believe that workplace violence is likely to endanger them. Upon refusing to work, the employee must report the circumstance of the work refusal to their reporting Supervisor/Manager, or to Human Resources.

## **Reprisals**

This policy strictly prohibits reprisals against an employee because they have brought forward a concern or has provided information regarding a concern under this policy. Any employee who commits or threatens reprisal against another employee for following this, or any Library policy in good faith, may be subject to discipline, up to and including dismissal for cause.

## **Violence Risk Assessment**

The Library will conduct a risk assessment of the work environment to identify potential risks that could affect the organization and the health and safety of employees and will institute reasonable measures to eliminate or control any identified workplace violence risks.

The following factors will be considered during the assessment:

- Past incidents of violence;
- Violence that is known to occur in similar workplaces;
- The circumstances in which work takes place, including the type of work and conditions of work;
- The interactions that occur in the course of performing work; and
- The physical location and layout of the workplace.

The risk assessment may include reviews of records, employee incident reports, joint health and safety committee reports, or other related records. The results of risk assessments will be shared, in writing, with the Joint Health and Safety Committees (JHSCs).

The Library will review the workplace violence risk assessment as often as necessary.

The Library will disclose information to employees who are likely to encounter a known person with a history of violence in the performance of their job duties, or if there is a potential risk of workplace violence as a result of interactions with the person with a history of violence. However, the Library will determine and only disclose personal information that is deemed reasonably necessary to protect the employee from physical harm.



**Training**

The Library will provide regular training, as deemed necessary, to remind employees of their rights and obligations under this policy.

**Annual Review**

The Library will review this policy at least annually and as required consult with participating stakeholders such as the Joint Health & Safety Committee (JHSC).

**Posting Requirements**

On behalf of Management, Joint Health and Safety Committee Co-chairs and Health and Safety Representatives are responsible to ensure that an updated copy of the policy is posted on Health and Safety Bulletin Boards.

**Policy Approved By:**

**Revision History**

Date (DD/MM/YY)	Revision Details	Section Heading

## Consent Agenda Item 4.4

**Report to:** Milton Public Library Board

**From:** Kanta Kapoor, Director, Support Services  
Chris Dorscht, Director, Customer Experience  
Chris Benitez, Manager, Main Library  
Furrukh Inayat, Manager, Beaty Branch  
Natalie Haid, Manager, Sherwood Branch  
Fajar Parvez, Manager, Marketing & Communications

**Date:** May 21, 2025

**Subject:** Departmental Quarterly Report – Q1

**Recommendation:**

That Milton Public Library Board receive the report entitled "Q1 Departmental Quarterly Report,".

**Background:**

The two departments within MPL (Customer Experience and Support Services) contribute individually and collectively to achieving the goals and objectives as outlined in the Milton Public Library's Strategic Master Plan (2025-2029). Departmental quarterly reports are provided for the Board's information, offering an overview and summary of activities in each functional area while demonstrating progress towards strategic master plan objectives.

**Report:**

### Customer Experience & Marketing

To ensure MPL remains responsive, staff monitor statistical trends and patron feedback, using insights to adapt services and programming. This approach ensures MPL continues to meet the needs of Milton's growing community.

**Customer Experience Feedback:**

**Happy or Not Kiosks:** In Q1, MPL received an 80% approval rating (Very Happy, Happy) across the system. MPL staff will discontinue the use of Happy or Not kiosks in April 2025 and transition to an annual patron survey. This new approach will provide

more detailed feedback to inform service improvements and help establish meaningful KPIs aligned with strategic goals. The survey will be delivered in Q4.

**Post-Program Feedback:** Patrons are sent post-program emails to provide feedback and to rate their experience between 1-4 (4 being excellent). There were 320 responses in Q1 with 90% rating their experience 4/4. Feedback included:

*"Chris presented each topic thoroughly and in layman's terms. So much was covered which was great however if Chris ever holds these sessions again, I would most certainly re-attend. Many thanks to MPL and Staff for putting this on."* - iPhone and iPad Fundamentals: A Hands-On Beginner's Course

*"Wonderful event, loved her story. The interview style was perfect. Would have liked some audience questions but otherwise a nice event and a great way to spend the evening. I bought her book and got it signed."* - An Evening with Perdita Felicien

*"Very well executed. Great story, crafts, outdoor play. Such a great event to take our kids too where they can understand the importance of this festival."* – Holi Event

*"Program was interactive and content was fun and educational. Greatly appreciate this opportunity for cultural exposure within Milton and hope this program continues to run in the future."* – Mandarin Storytime.

*"It was a really great experience at the library today and I learned a lot of information about Black History Month. Also, all of the staff were so kind and friendly and we had all of the supplies that we need to do the posters and they looked so nice."* – Black Brilliance Making posters for Black History Month

#### **Social Media Feedback:**

*"Congratulations on this amazing milestone. What an accomplishment. What a history. What an amazing community asset."* – Michelle on MPL 170<sup>th</sup> Anniversary celebration

*"Big thanks to @MiltonPublicLibrary for hosting, and to everyone who stopped by our booth!"* - The Women's Centre of Halton on Women's Fair

*"What an amazing experience to hear one of my favourite childhood authors alongside the next generation of Gordon Korman fans!"* – Robin on Writing Adventures with Gordon Korman

*"My girls love visiting the libraries in town and getting to take out new books each week to enjoy at home, but we especially love all the little extras that MPL has to offer!"* - Mrs. C, Beaty Beehives

## Marketing & Communications:

Social and Email Marketing 2025 YTD Stats	
Facebook - Total Followers	15,457
Instagram - Total Followers	13,515
YouTube - Total Subscribers	290
Facebook - Post Clicks / Engagement	18,358
Instagram - Post Clicks / Engagement	5,906
eNewsletter Open Rate	31.35%
eNewsletter Click Rate	4.6%
eNewsletter Subscribers	51,719

## Initiatives:

The following Marketing initiatives were undertaken;

- Developed, and distributed new bookmarks and welcome brochures
- Developed and distributed marketing material for Children's Library at the Halton Healthcare hospital
- Developed and distributed 1,000 new Q1 printed newsletters
- Promoted 170 years anniversary through wraps, branding, social media, email, radio, bookmarks, website, marketing material and launch event
- Promoted Afternoon with Gordon Korman event to schools
- Developed and promoted public and staff communications for the new ILS
- Promoted Black History Month through a dedicated webpage
- Promoted the new Library Strategic Master Plan 2025-2029
- Updated the Accessibilities page with new information
- Promoted programs, services, collections and other initiatives on Radio
- Developed a new Truth and Reconciliation page and updated the Medicine Learning Garden page
- Added Bluesky to our Marketing channels and started posting
- Developed branding for the Intranet on Sharepoint and migrated marketing folders
- Developed new brochures for Newcomers

## Press Highlights:

We had a total of 82 mentions in various media outlets and publications including Hamilton Spectator, Inside Halton, Your City Within, Milton Today, FM 101 Milton, Nation Talk, YourTV Halton, Halton News, Burlington Today and Penticton Herald.

## Technology and Spaces

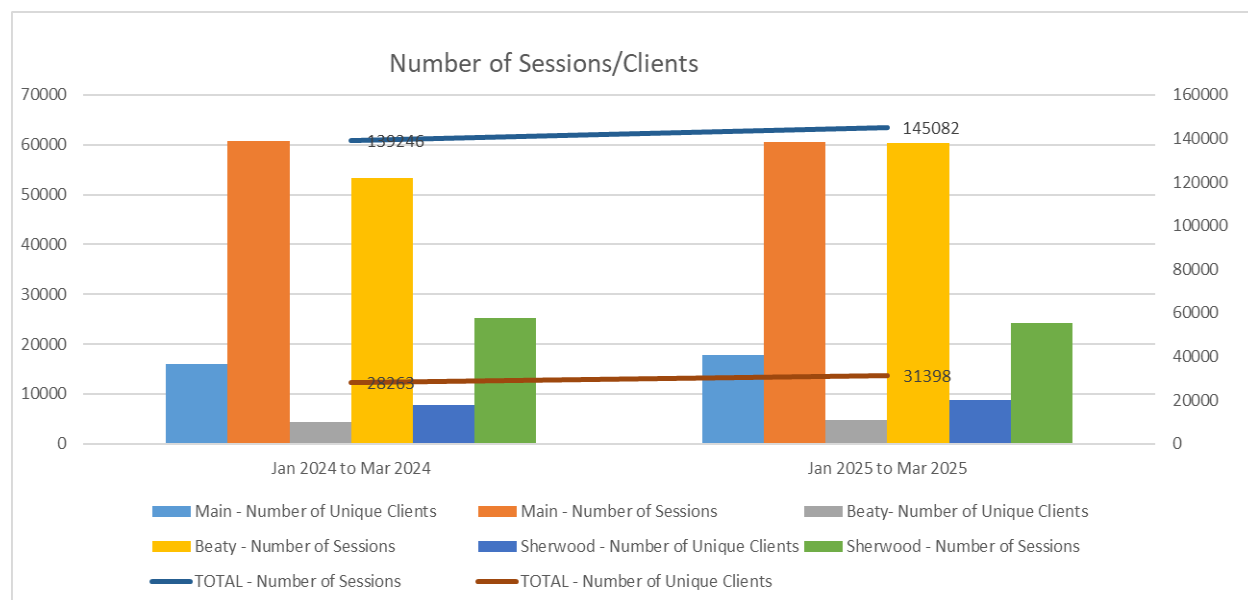
MPL staff are proactively planning for growth by creating inclusive, safe spaces and exploring alternative service delivery models and technology to expand library services.

### Technology:

#### Wifi Usage

In Q1, overall, there is a visible growth in total sessions and total unique clients. The total number of sessions increased from 139,248 to 145,082, while total unique clients rose from 28,263 to 31,398.

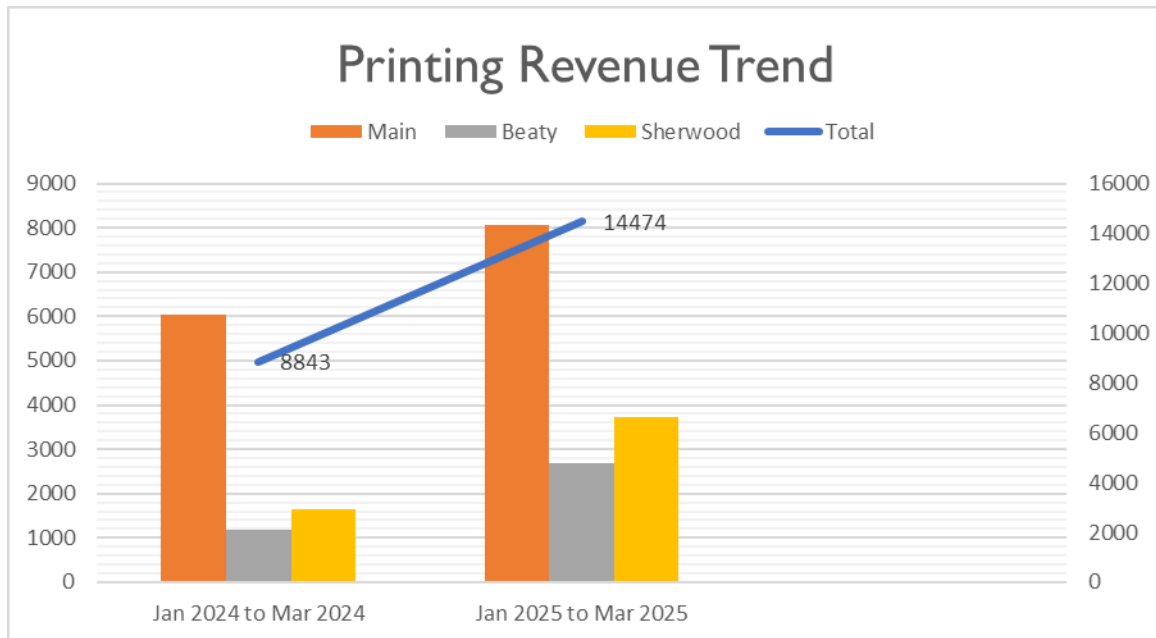
At the Main location, both sessions and unique clients show a slight increase. Beaty remains consistent in session numbers but sees a moderate rise in unique clients. Sherwood, however, demonstrates the most noticeable growth, especially in the number of sessions, which jumped significantly from around 23,000 to nearly 30,000. Its unique client count also increased, reflecting expanding engagement. Overall, the data indicate healthy growth in both participation and reach across all sites, particularly Sherwood.



#### Printing Revenue

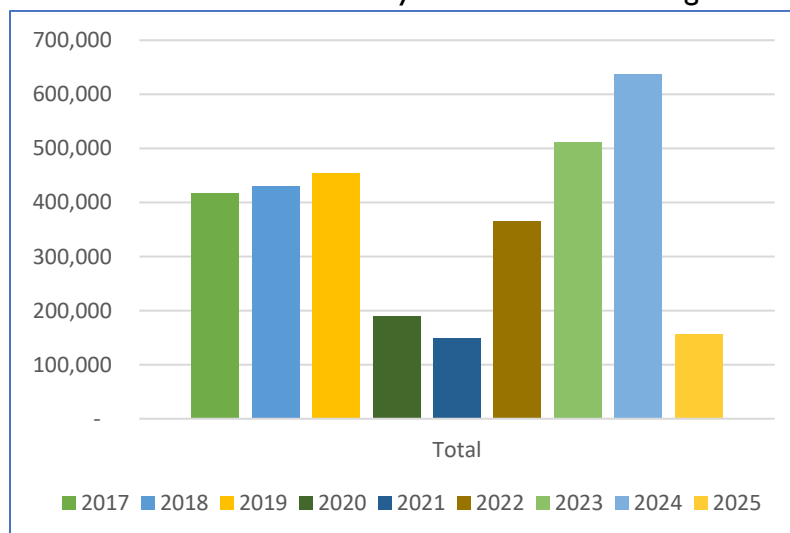
The "Printing Revenue Trend" chart shows a significant increase in revenue across all three locations—Main, Beaty, and Sherwood—when comparing January to March 2024 with the same period in 2025. Total printing revenue rose sharply from \$8,843 to \$14,474, reflecting a growth of nearly 64%. The Main location remained the highest contributor, with revenue increasing from approximately \$6,000 to over \$8,000. Beaty's revenue more than doubled, and Sherwood saw

the most dramatic growth, with revenue climbing from around \$1,500 to nearly \$4,000. This overall upward trend suggests greater usage of printing services, increased patron engagement, or enhancements in offerings, particularly at Sherwood, which played a major role in the total revenue boost.



### Spaces:

The system saw a total of 156,654 visits in Q1 of 2025, which was up 1,361 from the same time last year (155,293) – 0.9% increase. MPL did not experience the same dramatic increase that was in the past couple of years where there was an average of 30,000 visit increase quarter after quarter. Main saw a decrease in visits with Beaty and Sherwood seeing an increase.



*\*2025 numbers are to-date only.*

### **Main Library**

Footfall: 87,056 (down from 90,289 in Q1 2024 / -3.6%)

Public Room Bookings: 776

Branch Updates:

- New lighting was installed in all public and staff areas.
- New Children's area furniture was installed, increased activity by families.
- Teen activity continues to be monitored due to some on-going disruptive behavior. MPL is in regular contact with Bishop Reding administration.
- The Main Library welcomed the addition of two Full-Time Customer Service Associates which has allowed for improved customer service for patrons in the branch, and has allowed staff to be in the community more frequently to provide services off site through outreach.

### **Beaty Branch**

Footfall: 16,715 (up from 15,467 in Q1 2024 / +8.1%)

Public Room Bookings: 178

Branch Updates:

- Library of Things unit was installed at the Branch with items to borrow.

### **Sherwood Branch**

Footfall: 52,883 (up from 49,537 in Q1 2024 / +6.8%)

Public Room Bookings: 280

Branch Updates: No updates to report.

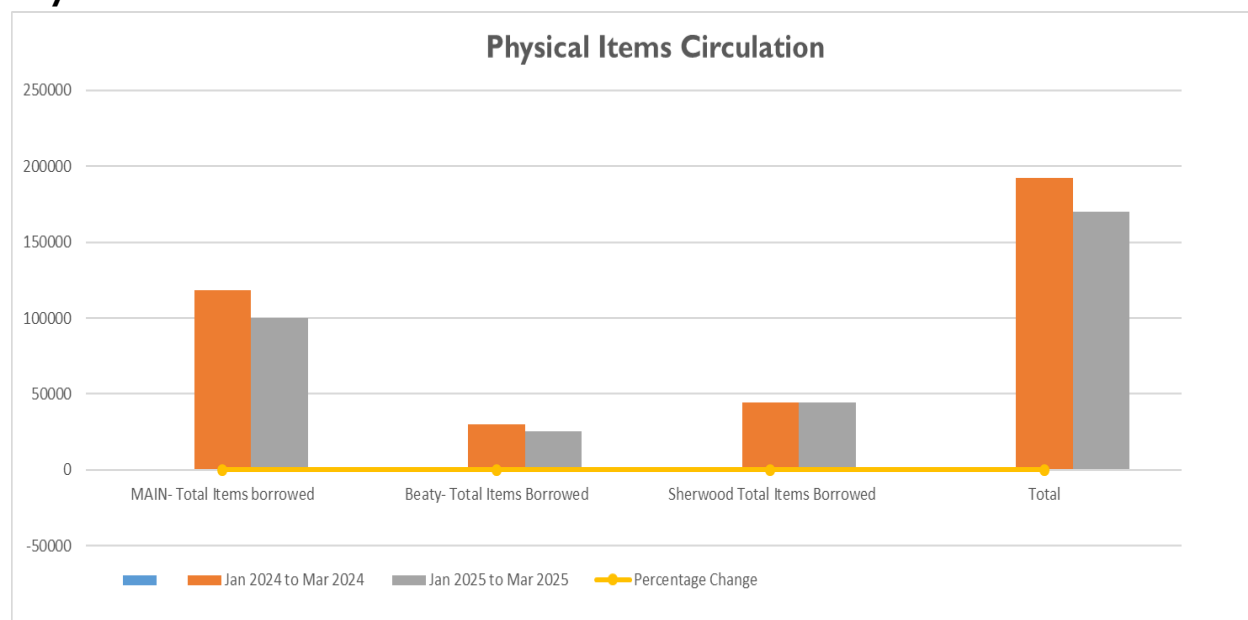
## **Collections & Circulation**

MPL staff continue to use data-driven decisions to shape collections and services, ensuring they remain relevant and accessible to all residents.

### **Physical Collection Maintenance and Merchandising:**

In Q1, the library added over 3,400 items, representing a 17% decrease compared to the same period in 2024. This decline was primarily due to the ILS downtime and the Request for Proposals (RFP) process for collection vendors during the quarter. The reduced number of physical additions also impacted the overall circulation of physical materials.

## Physical Items Circulation



In Q1 2025, the circulation of physical items declined by 12%, indicating a downward trend. The noticeable dip in early 2025 circulation was due to a two-week system downtime in January and a temporary slowdown in new acquisitions caused by a vendor transition following an RFP for collections. Vendors required time to configure with the new system, affecting order processing. Circulation was 163,105 and patrons saved \$4,678,927 by borrowing physical items from the library in Q1 2025.

## Library of Things at Beaty

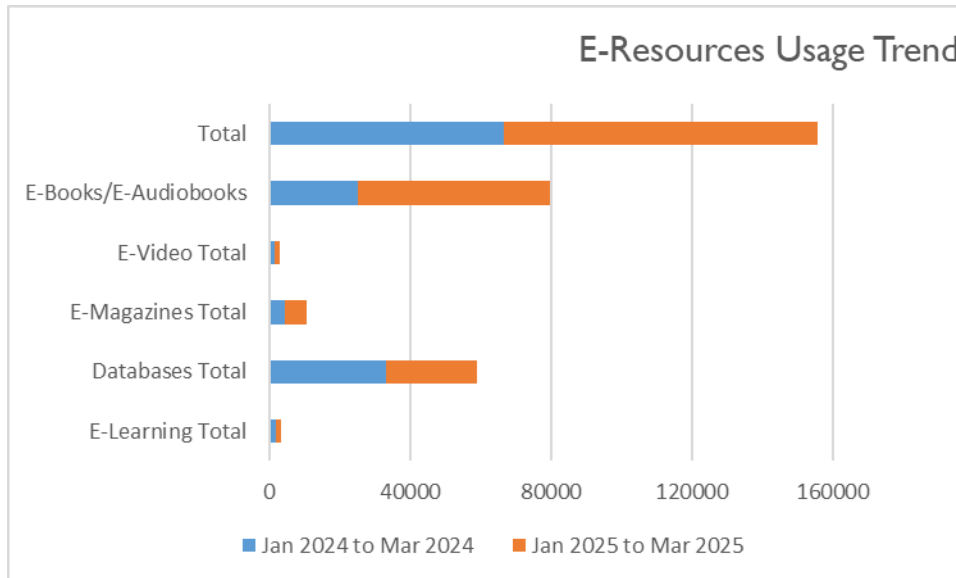
The Library of Things at Beaty was launched in February. The items acquired for the collection so far include more board games, gardening tools, binoculars, a projector, a Bluetooth speaker, and a bike repair kit. Staff will continue to add additional copies of popular Library of Things items, including a karaoke machine and a Seasonal Affective Disorder lamp, and will create birdwatching kits with binoculars, guides to bird watching in Ontario, and notebooks for patrons to share their observations. Staff will also be adding indigenous based crafting kits, including beading and embroidery.

## Early Childhood Literacy Initiative

A partnership was established with Milton District Hospital to promote early childhood literacy, launching an initiative in January 2025 that included setting up a bookshelf in the NICU.



## E-Resources:



Overall e-resources usage saw a significant increase of 34%. The most notable growth was in the usage of E-Books and E-Audiobooks, which surged by 115%, contributing heavily to the overall rise. E-Magazines usage also rose by 32%, while E-Video usage grew modestly by 10%. On the other hand, E-Learning and Databases experienced a decline, with usage dropping by 21% and 23%, respectively. Despite these decreases, the strong performance of digital reading and media platforms drove a substantial overall gain in e-resource engagement.

In February MPL officially joined six other Ontario libraries in a Reciprocal Lending Agreement; by pooling resources participating libraries are able to enhance access for their users. In March, Milton patrons borrowed 321 items from other libraries, while visitors borrowed 3,107 from Milton's OverDrive collection.

## Interlibrary Loan:

Our commitment to providing extensive resources to our patrons is also reflected in the Interlibrary Loan service, which successfully fulfilled 365 requests in Q1. This service ensures that our users have access to a broader array of materials, contributing to the overall satisfaction of our community.

## New Cardholders Registered:

In the first quarter of 2025, the library welcomed 2,430 new patrons. This represents an 8% decrease compared to the same period in 2024. The main reason for this decline was service disruption due to the ILS migration project.

## Programming & Partnerships

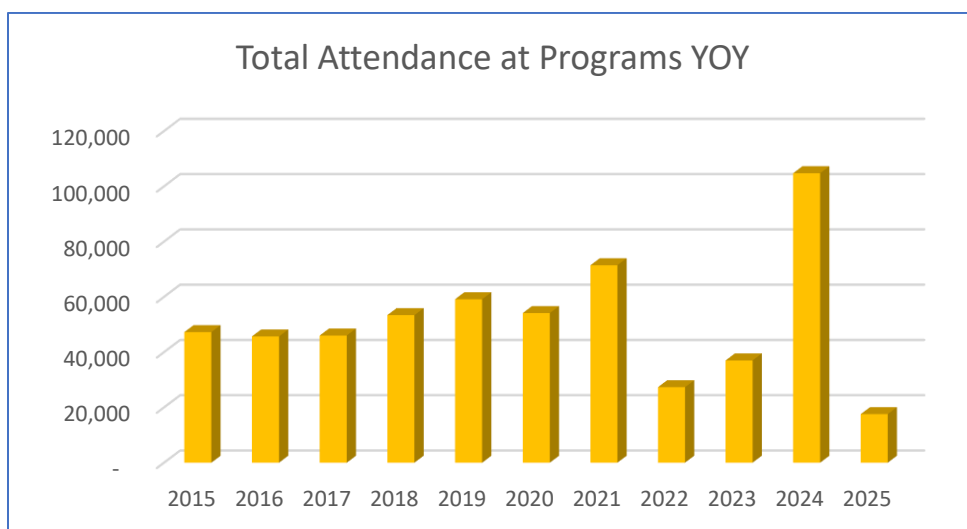
Through a community-led approach and by collaborating with local partners, MPL ensures its programs, and services remain relevant, innovative, and of the highest quality.

### Programming:

In Q1, a total of 796 programs were offered compared to 635 in Q1 of 2024, showing an increase of 161 offerings. Total participation for Q1 was 17,578, compared to 19,239 in 2024. The decrease can be attributed to no longer offering colouring sheets on a regular basis. Colouring sheets made up roughly 36,000 tracked participants in 2024 and is not environmentally friendly. Moving forward, MPL will be taking a more sustainable approach to this passive activity.



*\*2025 numbers are to-date only.*



*\*2025 numbers are to-date only.*

## **Children's Programs**

Offered: 486

Participants: 13,393

The Children's Services Librarian, Main Library Manager, and Marketing department undertook a rebranding exercise to clean up the descriptions, branding and titles of many long-standing programs to make them more relevant to the needs of the Milton Community. This has resulted in increased attendance for many of the registered programs in Q2 so far.

On January 25, MPL celebrated its 170<sup>th</sup> Anniversary. There were approximately 400 people in attendance at Main Library between 1:00 and 3:30, participating in the many activities on hand, including a magic show and disco provided by Rumble and Friends, cake, balloons and family friendly escape room sessions. An I love My Library display was set up using the windows in the children's area, 40 library lovers wrote why they love their local library.

Best selling Canadian children's author Gordon Korman facilitated two presentations on January 30, in the Mattamy Theatre at the First Ontario Arts Centre Milton to a total of 769 students from in Grades 2 through 8 from local elementary schools. The teachers and students were excited to attend and thanked the MPL staff who facilitated the event as they left. As a testament to Gordon Korman appeal, one young fan and his mother registered as a home school and made the 3-hour (one way) trip from upstate New York to attend. The Children's Services Librarian arranged for them to have a quick meet and greet after the second presentation. The young fan shared with Mr Korman that he is an aspiring author and while asking for some writing tips.

In recognition of Pink Shirt/Stand up to Bullying day on February 26, buttons were available at all three locations for patrons to pick up from February 24 to 26. MPL branded Pink Shirt colouring sheets were also made available during the same time period. Staff were encouraged to wear pink.

As part of MPL's recognition of Earth day, registration for the Neighborhood Forest free tree program opened up on February 7 there were 149 patrons signed up to receive a free tree. Registration closed on March 15, 2025.

March Break was busy at MPL, with a week full of activities for school age children. 38 March break programs were offered from March 10-14<sup>th</sup> with 558 attendees.

Some highlights from March break included:

- CS Associate M. Ahmed facilitated Ramadan Reads to at capacity attendance of 3-8 year olds and their caregivers. This program provided participants with an

opportunity to learn about Ramadan through stories exploring the values of kindness, generosity, and unity, accompanied by songs, activities and a craft. One participant shared, *"We had a wonderful time learning more about Ramadan and playing. We made beautiful lanterns for our house. Ms. Maria was excellent and she managed the program very efficiently."* M. Ahmed also ran two Ramadan Escape Rooms for children, both were at capacity.

- CS Associate B. McBurney, planned and facilitated two programs. Eye Catching Optical Illusions, and a participant shared *"My kids came out so excited about this program and wanted to share everything they learned! Such a fun and unique concept! Thanks to the organizers!"* The second was Cool Card Trick Extravaganza. A parent shared, *"My kids were so enthusiastic about this workshop! Something different, yet fun. Thanks to organizers."*
- Children's author Anitha Rao Robinson facilitated three programs highlighting her book Sari Sisters over the March Break, one at each location. She read from the book and participants created a small group collage, and were given fun activity sheets to take home.
- On March 14, CS Associate S. Sandhu facilitated MPL's first ever Holi Storytime. Holi is a Hindu festival of colours that celebrates the end of Winter. The weather cooperated that day the 36 participants happily enjoyed throwing the vibrant coloured powder in the Beaty parking lot. One mother provided this feedback *"Very well executed. Great story, crafts, outdoor play. Such a great event to take our kids too where they can understand the importance of this festival"*

## Teen Programs

Offered: 76

Participants: 806

MPL offered a series of Stop Motion workshops for teens and provided an opportunity to create stop motion videos.

MPL offered Dumpster de-stress program teens – an arts and craft program, to dump all their stressors into the hand made dumpster to help de-stress.

To challenge the teens to solve puzzles, MPL offered multiple escape room programs using 3D printer.

To celebrate the contributions Black people have made to society – to art, science, sports, culture, the law, and more. MPL offered Black Brilliance: Posters for Black History Month. The posters made by the teens were displayed at the Main branch for the whole month.

MPL offer “All together now: an intergenerational games night for teens and seniors” to provide an opportunity for teens to connect with the seniors in the community, play games together and spend some time with the seniors.

### **Adult Programs**

Offered: 234

Participants: 3,379

### **170th Anniversary Celebrations**

In recognition of MPL’s 170<sup>th</sup> Anniversary, the adult portfolio streamlined the Golden Ticket contest, which involved finding hidden tickets in specific books related to the time period of the library’s incorporation. Within this historical vein, MPL teamed with the Historical Society to offer the “Show Must Go On” presentation and to receive advice on our Technology Throughout the Ages Exhibit at Sherwood Branch. The New Horizon’s for Seniors Grant Artist-in-Residence program also worked closely with the Historical Society to secure photos to create our 170<sup>th</sup> Anniversary wrap, displayed at all three branches.

### **Technology-based Programming**

The adult portfolio has significantly increased the offering of technology-based programs in Q1 of 2025. Tech Talks for seniors have been implemented both online and in person, receiving a total of 386 participants who engaged in topics ranging from iPad/Tablet navigation to Cloud Storage. Additionally, programs with a fabrication focus have increased with the implementation of the Sew Inspired program, which involved use of the sewing machines. This program in particular, complements the Intro to Sewing program offered in partnership with Help a Girl Out, and has been adapted to meet the needs of Deaf Seniors.

### **Enhanced Programs for Seniors**

In addition to the Tech Talks program, the adult portfolio has implemented Seeds of Change, a gardening program that is of particular interest among Senior participants. Outreach to senior centres and retirement villages has also increased with the launch of our Valentine’s for Seniors initiative. MPL customers were encouraged to write heart-felt messages to seniors in the form of Valentines, with a total of 477 cards created and delivered to seniors in our community. Moreover, our implementation of Tax Clinics at all three branches has significantly benefited seniors and other adults with lower income brackets in our community.

### **Art and Other Exhibits in the Library**

In addition to the Tech Throughout the Ages exhibit, MPL invited Artist, Abiola Idowu, to showcase his exhibit, “Celebration of Love” in recognition of Black History Month and Valentine’s Day.

### **Meditative Programming**

MPL’s Memory, Mindfulness, and Meditation program continues to be popular among senior participants. Similarly, Mindful Mondays have remained a sought-after evening program for all adult age groups. This quarter, the adult programming team has also implemented the “I am Home: A Healing Session for Black Community Members” during Black History Month.

### **Women’s Fair**

On Friday March 21, MPL hosted our first Women’s Fair, which consisted of 25 vendor booths from various organizations, agencies, and groups in our community devoted to providing pertinent information with the aim to improve women’s health and wellbeing. This booth offering was followed by an Open Mic inviting 36 local authors to speak about topics specific to women. Following this, author and Olympian, [Perdita Felicien](#), spoke to an audience of 52 participants with a focus on her book, “My Mother’s Daughter”. Additionally, 57 participants took part in our Art Hive for this event, and we received 172 items for the Period Drive in partnership with Help a Girl Out.

### **Partnerships:**

In Q1, continues its efforts to be a valuable community hub through its embedded relationships in Milton and Halton Region. Through partnerships, MPL is able to effectively serve its diverse community and broaden its reach and impact.

### **Children’s Initiatives**

In Partnership with the Chinese Canadian Association of Milton, facilitated a storytime to mark the Lunar New Year, “Celebrate the Lunar New Year”, on January 26, at Main. Participants shared this feedback through the follow up survey “*What an excellent event. Thank you to the organizers and volunteer. My son thoroughly enjoyed the experience. Happy New Year!!*” Another commented “*Well organized and great activities for the kids. My daughter especially liked the dragon dance and creating a dragon*”.

The EarlyON programs continued to run on Monday, Wednesday and Thursday at all three locations. On y va continued to run Croques apres midi, at Main on Wednesdays.

Kids and Me at Beaty Neighbourhood Group is now seeing a core group of families attending weekly as well as welcoming new members regularly. The average weekly attendance is approximately 30 people as of the end of March.

Kids and Me at Viola Desmond continues to have strong attendance and has an average of 60 attendees each week.

As part of MPL's Black History Month offerings, the Reading Corner, in partnership with the Canadian Caribbean Association of Halton, returned on February 22 at Main Library. Six authors read from their books and provided activities for the children to do. Several of them also had tables set up near the Information desks with their books and related items for sale. MPL also launched the new children and teen CCAH Reading Corner book kits at this event. The kits, can be identified by a unique label. They highlight the works of Black authors and stories, showcasing diverse voices and perspectives and encourage deeper understanding and appreciation of diverse communities

MPL continued its ongoing partnership with Kerry's Place. MPL agreed to provide Kerry's Place with space in its Main branch for the purposes of Kerry's Place offering its consultation services to the public. Kerry's Place's Consultation services give Autistic individuals, families, and community partners access to in person Autism Consultants to assist with navigating resources and identified goals. There is currently a gap in the services which MPL offers members of the Milton Community with Autism and their families. A partnership with Kerry's Place allows for members of the Milton Community with Autism and their families to access expert services which MPL cannot provide in an accessible location.

MPL formalized a partnership with ROCK which will result in MPL and ROCK offering the Caregiver Café program at the Main Branch of the Milton Public Library on a monthly basis beginning on April 17 and ending December 18 2025. The Caregiver Café program aims to serve children and youth ages 0-18 who have been diagnosed with Autism. It is meant to be an opportunity for the caregiver to be away from the child. It will take place in two rooms. In one room the support worker will speak with parents, in the other the children and youth will work on activities with ROCK staff and MPL staff will present a literacy component.

MPL partnered with Halton Black Voices to MPL will be partnering with HBV to host the Look Like Me, Read Like Me program at Main Library. The program will start on April 26 and run until December 13, 2025. The program is aimed at offering kids the chance to see themselves in the stories they hear in order to foster confidence, imagination, and a love for reading and writing. Facilitated by Halton Black Voices, the sessions will be filled with fun games, tasty snacks, and a welcoming space where new friendships can bloom. This monthly program is for children to feel seen, celebrated and inspired.

As part of Arts Milton's 25th Anniversary celebrations and Black History Month, MPL worked with Arts Milton to bring Jean Assamoa of Akwaba Cultural Exchange to join MPL for an African Drumming Workshop. Open to kids and adults, this immersive experience explored the rich history, vibrant rhythms, and expressive movements of African dance and music, highlighting the cultural significance of traditional instruments.

### **Teen Initiatives**

MPL partnered with a mixed media artist from the community to offer a series of Stop Motion workshops for Teens.

MPL partnered with St. John Ambulance in the month of January during exam time, to provide the Teens an opportunity to de-stress by spending some time with the therapy Dogs.

MPL partnered with Code Ninjas – a leading coding franchise to plan and offer a series of tech programs in the 2<sup>nd</sup> quarter.

MPL partnered with Nadette Brady – professional gardener - to plan and upkeep the Medicine Learning Garden in the spring and all through summer at Beaty Branch.

### **Adult Initiatives**

For this quarter, the adult portfolio strengthened existing partnerships with Let's Get Together (ongoing Tech Collection and sustainable recycling), Sustainable Milton (with the implementation of Seeds of Change), The Milton Historical Society, South Asian Mommies of Milton (SAMM), Third Moon Brewery (with the continuation of Podcasts and Pints), The Alzheimer Society (through a drop in information session), Help a Girl Out, and Halton Community Legal Services.

### **Prime Care Family Health**

In an effort to provide healthcare literacy to the Milton community through accessible and free programming, MPL has teamed up with Prime Care Family Health to implement the “Healthy Heart, Healthy You” session, focused on how to promote heart health. This partnership has also brought forward the Gender Affirming Care Support Group, which is a gathering opportunity for members of the 2SLGBTQA+ community.

## **Training & Professional Development**

MPL continues to investment in staff training and professional development, particularly in technology, to enhance service capabilities.

In Q1, the following training and professional development opportunities were provided:



### QI Staff Town Hall

The QI Staff Town Hall was held on January 20<sup>th</sup> to provide important updates and foster staff engagement across the library system. The session included an overview of the new ILS, an update from the leadership team on 2024 year-end results and a fire safety overview was presented to reinforce emergency preparedness procedures. The Town Hall concluded with an open Q&A segment, allowing staff to ask questions and share feedback.

### OLA Super conference 2025

Quite a few staff members attended the OLA Super Conference 2025 in February in Toronto. The Director, Support Services presented on “Harnessing Data to Bridge Communities” with the project lead at Toronto Public Library,

### ILS Training

Prior to the launch of the new ILS, library staff participated in dedicated training sessions on Polaris Leap to ensure a smooth transition and effective use of the platform. These sessions were tailored to familiarize staff with key features of the system, including circulation, cataloging, and patron account management. Hands-on practice and guided instruction allowed staff to build confidence and competence with the new interface.

### A.I. Training

The Director, Customer Experience took place in a four week course on Artificial Intelligence to gain knowledge on how AI could be utilized in the Library environment.

### Volunteer Management System

MPL has partnered with the Town of Milton using their license for the Better Impact platform that will be used to create efficiencies on how the Library manages volunteers. Training was held with Town staff to better understand the platform.

### Computer in Libraries

The Director, Support Services attended the “Computers in Libraries” conference, which covered topics related to AI uses, cybersecurity, and Innovative Technologies.

### Supervisor Training

Members of the Management and Leadership team completed Supervisor Essentials and Professionalism in the Workplace virtual training sessions.

### Librarian’s guide to Homelessness

Staff completed the following modules from the Librarian’s guide to Homelessness suite of training offered by Ryan Dowd:

- Ornerly Teenagers: Compassionately and effectively managing their problem behaviors
- How to Backup Your Coworkers
- How to handle someone who is intoxicated
- Mental Illness Part 1: High Risk Situations
- Mental Illness Part 2: Low Risk Situations

#### A Plan for Productivity for Library Staff: From Inbox to Completion

The Children's Services Librarian took a 90 minute webinar through the American Library Association called A Plan for Productivity for Library Staff: From Inbox to Completion based on the recognized Getting Things Done (GTD) system.

#### ROCK Neurodiversity Training

On February 20, the Management Team, Librarian Team and Full time Customer Service Associates took part in a two hour neurodiversity program training and idea exchange provided by ROCK. Two ROCK staff members provided insights, shared program ideas, and facilitated an open discussion with the staff in attendance on how MPL can deliver this type programming or modify what we do to meet our community needs.

#### Celebrating Autistic Joy

On February 26, the Children's Services Librarian and 3 Customer Service Associates viewed a live, 90-minute virtual webinar provided by the American Library Association, titled "Celebrating Autistic Joy in Your Library".

### Summary

QI statistics continue to highlight the strong community demand for MPL's programs, services and collections, reinforcing the library's role in delivering high-quality, accessible resources. Staff remain committed to finding innovative ways to connect with the Milton community, enhancing engagement and awareness of MPL's offerings.

As such, this fulfills the following 2025 MPL Pillars and Objectives:

**Pillars:** Telling Our Story, Building Strong Infrastructure, Creating a Robust & Resilient Organization, Delivering Quality Services

**Objectives:**

- Celebrate and amplify MPL's successes while demonstrating the value of libraries to the community.
- Create inclusive, welcoming and safe spaces for all members of the community.
- Explore innovative alternative service delivery models that extend service beyond MPL's existing physical locations.

- Invest in staff training and professional development especially as it relates to technology.
- Leverage MPL's community-led approach to service in the creation of inclusive, equitable and responsive programming and facilities for all members of the community.
- Use data and metrics to build both physical and digital collections that meet community needs and keep pace with Milton's population growth.
- Explore and implement innovative models and ensure Milton residents have access to exceptional library service.

**Recommendation:**

That Milton Public Library Board receive the report entitled "QI Departmental Quarterly Report".

## **Consent Agenda Item 4.5**

**Report to:** Milton Public Library Board

**From:** Sarah Douglas-Murray, CEO and Chief Librarian  
Kanta Kapoor, Director- Support Services

**Date:** May 21, 2025

**Subject:** Economic Uncertainty and Tariffs: Milton Public Library Considerations

**Recommendation:**

That the Milton Public Library receive the report titled “Economic Uncertainty and Tariffs: Milton Public Library Considerations” as information.

**Background:**

Since the beginning of 2025, there has been growing speculation about potential US tariffs on imports from Canada and other countries. This concern escalated in February when the US government took more tangible steps toward implementing such measures. In response, both the Canadian federal and provincial governments affirmed their readiness to introduce reciprocal tariffs and countermeasures if needed.

As of May 2025, the United States and Canada have implemented a 25% tariff on select products, injecting uncertainty into the economic landscape. The resulting volatility has weakened the Canadian dollar and heightened investor caution.

While the tariffs do not directly target public institutions like libraries, they are beginning to feel secondary effects. Rising costs—especially for technology, equipment, and infrastructure that rely on affected materials or global supply chains—create new budgetary pressures. Combined with the broader economic anxiety, this environment could constrain services, delay upgrades, or shift community priorities for libraries and other public services.

There is also increasing concern about rising costs and potential disruptions to supply chains. These issues are particularly relevant in Ontario and the Greater Toronto Area, where economic and trade ties with the US are especially strong. This climate of uncertainty is adding to broader economic anxiety—something that could impact public institutions, including libraries.

**Report:**

Reducing Milton Public Library’s (MPL) reliance on U.S.-based vendors would be challenging and could significantly affect both service delivery and business continuity. Many of the key resources MPL depends on—such as digital collection platforms, integrated library systems, and other core IT tools—are only available through American providers.



While some vendors, particularly those supplying collection materials, have indicated that their products are exempt from tariffs, there are still potential ripple effects. For example, the cost of processing materials—like RFID tags, which are often sourced from the U.S.—could increase. Most vendors remain cautious and closely monitor shifting trade policies and economic conditions.

Adding to these challenges is the continued decline of the Canadian dollar, which reduces MPL's purchasing power when acquiring materials and services from U.S. sources. This currency devaluation puts pressure on the library's ability to expand collections and services.

### **Print Collection and Library of Things**

While a significant portion of MPL's print collection includes works by American authors, these materials are primarily obtained through Canadian wholesalers and local vendors. Similarly, items in the Library of Things—which includes non-traditional lending materials such as tools, technology kits, games, and household devices—are largely sourced through Canadian vendors and suppliers. This approach not only ensures better cost stability but also simplifies logistics and procurement timelines.

Although these areas are currently less vulnerable to direct impacts from U.S. trade policy shifts, any broader economic instability or changes in vendor pricing strategies could still have secondary effects. As such, MPL continues to monitor supply chains closely to maintain affordability, reliability, and continued access to these valued community resources.

### **E-Resources / Digital Assets**

Milton Public Library relies heavily on digital platforms and electronic resources, many of which are provided by U.S.-based companies. These include essential services such as eBook and audiobook platforms, streaming content, research databases, and integrated library systems. Given the dominance of U.S. vendors in the digital library marketplace, MPL's ability to diversify its digital suppliers is limited.

These services are governed in part by international trade frameworks, including the Canada-United States-Mexico Agreement (CUSMA), which replaced NAFTA in 2020. While the CUSMA currently provides some stability in cross-border digital trade, it does not shield MPL from broader economic factors such as currency fluctuations or future amendments to the agreement.

Many licensing agreements for digital content are priced in U.S. dollars, which exposes MPL to financial risk—especially with the ongoing depreciation of the Canadian dollar. As the exchange rate becomes less favorable, the cost of maintaining or expanding digital offerings increases, potentially reducing access for patrons and placing added strain on the library's budget.



In response to these pressures, public libraries across Canada are actively advocating for vendors to offer pricing in Canadian dollars. This shift could lead to greater financial predictability and help stabilize budgeting for digital services across the sector. If successful, this advocacy could play a key role in helping libraries like MPL continue delivering high-quality digital resources in a more sustainable and cost-effective way.

MPL continues to monitor these developments while also exploring collaborative procurement opportunities and cost-containment strategies to ensure long-term digital access for the community.

### **Technology**

Ongoing economic uncertainty, supply chain disruptions, and the potential imposition of U.S. tariffs are expected to place additional pressure on Milton Public Library's capital budgets—particularly in the area of technology procurement. These factors may lead to increased costs and longer timelines for acquiring and implementing new technology infrastructure.

For two major technology-related capital projects—Hold Lockers and the Mini-Sorter system—MPL has proactively secured suppliers based in Europe, thereby avoiding reliance on U.S. vendors and minimizing exposure to potential tariff impacts.

At this time, MPL does not anticipate undertaking any additional major technology-related capital projects in 2025. This measured approach allows the library to maintain financial stability while continuing to deliver key services through recently acquired innovations.

### **MPL's Initiatives to support the community**

Milton Public Library (MPL) is committed to helping the Milton community navigate the impacts of today's economic challenges. As financial pressures grow—from rising living costs to global trade uncertainty—MPL is taking a proactive approach to meet the evolving needs of its residents by expanding access to essential resources that foster resilience, learning, and opportunity.

In 2025, MPL has increased its focus on programs and services that support affordability, financial literacy, digital equity, job readiness, and skills development. These efforts are designed to reduce barriers and make sure that every Miltonian, regardless of circumstance, can access the tools they need to thrive.

**New and Expanded MPL Initiatives Include:** Drop-in legal services, financial literacy programs (culture specific), Halton Information Providers (regional database) and Adult Learning Centre skills support, and Halton Small Business Centre support.



**Job Fairs and Employment Supports:** MPL recently hosted a job fair and continues to offer resources that support career exploration and development. These efforts help residents connect with local employers and build skills needed for today's evolving workforce.

**Youth Employment through YCW / Canada Summer Jobs Funding:** Leveraging funding from the Government of Canada, MPL is in process of hiring youth interns. These internships provide mentorship and hands-on experience, helping young professionals build valuable skills for future career success.

**Bridging the Digital Divide:** To ensure equitable access to technology, MPL offers affordable express and wireless printing through Princh, along with a growing Tech Hub at the Sherwood Branch. This space provides residents with access to digital tools, training, and tech support. Lendable technology, such as Hot Spots, laptops, and chargers, is a few initiatives MPL has taken to support the community in times of economic uncertainty.

**Entertainment and Recreation:** MPL plans to expand its offering in terms of Sports equipment, Library of Things items, Park and Museum passes to support families during the challenging economic situations.

In 2025, Milton Public Library will place a strong focus on communication and awareness strategies to ensure residents are informed about the full range of services and resources available to them. Programming will be centred around timely and relevant themes, such as financial wellness, digital safety, employment readiness, and civic engagement, empowering the community with the knowledge and skills needed to navigate an increasingly complex and fast-changing world.

By investing in access, equity, and opportunity, MPL continues to evolve beyond a traditional library—serving as a vital community partner that supports Milton residents in adapting, growing, and thriving during uncertain times.

As such, this fulfils the following 2025 MPL Strategic Pillar & Objective:

**Pillar: Telling Our Story**

**Objectives:**

- Deepen MPL's engagement with the community and develop a stronger understanding of the unique needs of each library branch's role within the Town.
- Celebrate and amplify MPL's successes while demonstrating the value of libraries to the community.

**Pillar: Delivering Quality Services**

**Objectives:**



**Milton  
Public  
Library**  
Be Inspired

• Leverage MPL's community-led approach to service in the creation of inclusive, equitable and responsive programming and facilities for all members of the community.

**Recommendation:**

That the Milton Public Library receive the report titled "Economic Uncertainty and Tariffs: Milton Public Library Considerations" as information.



## **Consent Agenda Item 4.6**

**Report to:** Milton Public Library Board  
**From:** Sarah Douglas-Murray, CEO & Chief Librarian  
**Date:** May 21, 2025  
**Subject:** CEO & Chief Librarian Monthly Report

### **Recommendation:**

That Milton Public Library Board receives the CEO & Chief Librarian Monthly Report for May 2025.

### **Background:**

The CEO and Chief Librarian produces a monthly report to provide the Board with a summary of current and upcoming projects and initiatives. More detailed quarterly reports are also be provided to the Board in May, September, October and January. The reports are organized into sections that align with the Service Areas as outlined in Milton Public Library Strategic Master Plan.

### **Report:**

#### **Advocacy, Governance and Funding**

##### **TD Friends of the Environment Foundation Grant**

MPL has been awarded a TD Friends of the Environment Foundation grant in the amount of \$7,000. The TD Friends of the Environment supports a wide range of environmental initiatives, with a primary focus on environmental education and green space programs.

MPL received funds to create a collection of Citizen Science pollinator kits which will be used for programming and circulation. We will be creating 25 in total with 15 for staff use in programming and 10 for use as loanable items. Part of the funds will go to running a weekly environmental education series in the Beaty Garden where the pollinator kits can be used.

##### **Young Canada Works**

MPL has been approved for \$18,520.52 for the following two positions.

- **Outreach Literacy Coordinator – Multilingual**

The position is a 26 week contract at 24 hours per week beginning in June 2025. YCW will support 85% of the salary for this position in the amount of **\$9,260.26**

The primary objective of this position is to address literacy challenges within our multicultural community by establishing a dedicated Outreach Literacy Programming



**Milton  
Public  
Library**  
Be Inspired

Coordinator position. The Coordinator will work to enhance literacy programs, focusing on reaching multilingual audiences and engaging young learners. The project components include the development and implementation of multilingual literacy programs to ensure inclusivity, conducting community engagement initiatives to promote literacy programs in diverse settings, organizing culturally sensitive multilingual storytelling sessions, creating a collection of multilingual reading materials for community access, and collaborating with local language experts and community leaders to ensure the authenticity and cultural relevance of the literacy programs. Through these initiatives, the project aims to foster literacy in a way that embraces cultural diversity and meets the community's unique needs.

- **Diversity Audit Assistant – Physical Collection**

The position is a 26 week contract at 24 hours per week beginning in June 2025. YCW will support 85% of the salary for this position in the amount of **\$9,260.26**. The primary objective of this position is to conduct a comprehensive diversity audit of the library's physical collection to evaluate its representation of diverse voices, perspectives, and experiences. By analyzing the collection through diversity, equity, inclusion, and accessibility (EDIA) metrics, the project aims to identify gaps in representation and recommend targeted acquisitions to address these gaps. The project seeks to enhance the inclusivity of the collection by prioritizing works by underrepresented authors and creators while also developing sustainable practices for ongoing evaluation. Additionally, the project will collaborate with staff and community stakeholders to align collection development with community priorities and promote awareness of diverse resources through displays and programming. This initiative will ensure the collection evolves to meet the changing needs of the community and reflects its rich diversity.

### **Canada Summer Jobs**

MPL has received approval for funding of two positions under the Canada Summer Jobs Program in the amount of \$4816. The jobs were posted in late April with hiring planned in May. The positions will be eight week contracts beginning in July.

### **Annual Survey of Public Libraries (ASPL)**

Each year, public libraries and First Nation public libraries must complete the Annual Survey of Public Libraries (ASPL). The ASPL requires libraries to report on several key metrics including the use of technology and digital services, and the types of activities and programs they offer. The government publishes reports on the survey results through the Ontario Public Library statistics program. MPL has completed our submission for 2024.

### **New Horizons 2024/25**

The New Horizons for Seniors 2024-25 Grant program wrapped up with a Seniors Visual Arts Exhibition on Wednesday April 16, 2024, at Milton Public Library, Sherwood Branch. The event marked the culmination of a year-long initiative that engaged older adults in Milton to explore and create visual art, fostering lifelong learning and creativity. The event will also include hearing reflections from our Artists in Residence and experiencing a guided tour of the



exhibition. This project was made possible through the New Horizons for Seniors Grant Program through Employment and Social Development Canada. Grant reporting is now in progress.

### **New Horizons for Seniors 2025/26**

MPL has been awarded another \$25,000 grant through the Government of Canada's New Horizons for Seniors Program. The grant will provide funding for the "Preserving Voices, Empowering Communities" initiative, a multilingual oral history project that aims to document and celebrate the diverse cultural heritage of our community. By capturing oral histories in the native languages of our seniors, this project will not only preserve their unique stories but also enhance cultural understanding across generations. The initiative includes training sessions on interviewing techniques, the creation of a series of podcasts with English captions, and educational sessions on financial fraud prevention. Seniors will be empowered to serve as cultural ambassadors, sharing their stories and safeguarding their communities. The grant funding covers the period of April 1, 2025 – March 31, 2026.

### **Annual Audit**

MPL Staff have been working with Town of Milton Finance Staff to provide information for the Annual Audit process. Audited Financial statements will be presented to Town Council in late May and will be brought to the MPL Board at the June meeting with the Annual Report.

### **FOPL Board**

In May Sarah Douglas-Murray joined the Board of the Federation of Public Libraries (FOPL) as one of three Large Urban Caucus CEO Members. Board Meetings are held four times per year and are a mix of in person and virtual.

### **Spring Meetings**

As CEO I attended the following organizational Spring Meetings on behalf of MPL;

- Town of Milton Council Budget Workshop March 31, 2025
- Chief Executives Large Urban Public Libraries (CELUPL) Annual General Meeting on Friday March 28, 2025
- Federation of Public Libraries (FOPL) AGM on Tuesday April 8, 2025
- Canadian Urban Libraries Council (CULC) Spring Meeting Sunday April 27 – Tuesday April 29, 2025
- Ontario Library Service CEO Networking Meeting 75,000+ , Tuesday May 7, 2025

### **Communications & Marketing**

#### **Media Coverage Highlight and Tracking Document**

A new media tracking document has been developed and will be shared with the Board as part of the Monthly CEO & Chief Librarian Report. The Year to Date media coverage tracking document through April 30 is attached.



## Summer 2025 Newsletter

The printed newsletters for Summer 2025 are in production and will be available in branches by mid-June.

### **Staffing & Training**

#### **Canadian Caribbean Association of Halton (CCAH 4 Pillars Award**

Eileen Gallagher, Children's Services Librarian has been selected as the well-deserved recipient of the CCAH 4 Pillars Award in the Education category for her contribution to Black Afro Caribbean educational programming in the Halton community. The selection committee was impressed by her dedication to enriching the learning experiences of young readers from all backgrounds and her commitment to championing diversity in literature. The CCAH 4 Pillars Award is an annual celebration that honours individuals who make outstanding contribution to the Halton community in four distinct categories: Community, Culture, Harmony and Education.

#### **Supervisor, Finance & Administration Position**

The Supervisor, Finance & Administration Position hiring is in progress. The job was reposted in mid-April and staff are reviewing resumes as they come in. We hope to have staff in place late early June.

#### **IT Technician**

The IT Technician role was posted in April and the interview process is underway. Staff hope to have someone in the role by early June.

#### **Staff Training and Development Day**

The second Staff Training and Development day of 2025 was held on Monday May, 2025. The half-day session included Respectful Workplace and Code of Conduct Training Led by HR, Autism Training provided by Reach Out Centre for Kids (ROCK), ILS Training and a Quarterly Update.

#### **Integrated Library System (ILS) Refresher Training**

Now that all staff have been utilizing the new ILS system refresher training workshops are being held to answer staff questions and review all functionality in the system.

#### **HEDR Diverse Abilities Symposium**

All Branch Managers and Programming librarians attended the Halton Equity and Diversity Diverse Abilities Symposium on April 30, 2025. This event will brought together professionals, advocates, and community members to foster inclusion, understanding, and empowerment for folks with diverse abilities.

### **Technology**

#### **Digital Strategy and Technology Roadmap**

To align with our strategic priorities, we've initiated the development of an updated Digital Strategy and Technology Road Map to ensure our digital capabilities meet the evolving needs of staff, stakeholders, and the community. Early-stage planning is underway, with a staff survey



launching on April 24th and a community survey on April 25th—both open through mid-May—to gather insights on current tools and future needs. These responses will inform a SWOT analysis workshop, which will shape the refreshed strategy and road map, set to be presented to the Board in November.

### **Online Public Access Catalogue (OPAC)**

The existing OPAC stations in all our branches reached the end of their lifecycle, utilizing outdated technology that does not support our new ILS. We have replaced them with high-quality state-of-the-art kiosks equipped with kiosk software and 13-inch iPads. The new units improve accessibility as they are touch screen and can zoom in for easier reading.



### **Printing at Main**

With the addition of Princh printing service application in spring of 2024 MPL has seen exponential growth in the utilization of printing services, especially at Main Branch. To accommodate demand we will be adding a second printer at Main. A quick printing station has also been added to the second floor at Main Branch. This new terminal will provide increased access and better customer experience for patrons printing from terminals.

## **Customer Experience**

### **Recent and Upcoming Program Highlights**

- Job Fair was held on April 1 at Main Branch and First Ontario Arts Centre, 18 vendors participated and 672 members of the public attended.
- Tea Fest was held on Saturday May 3 at Sherwood, 27 vendors participate and over 1,700 attended the event.
- Medicine Learning Garden at Beaty Branch opened on Saturday May 10.
- Summer Reading Club will be launched at Main Branch with an event on Saturday June 14 with activities beginning at 11:30 a.m. and remarks at 11:45 a.m.

### **Battle of the Books 2025**

Battle of the Books returned in 2025, and this year all Halton Libraries are once again coordinating an in person Regional Grand Battle. In Milton the battles for the Junior Category occurred on April 7th with 6 local schools participating. The battles for the Senior Category happened on April 14th with 6 schools participating as well. In total 208 students, teachers and parents participated over the two days. Milton's Grand Battle happened on April 28th and saw returning Senior Category champions St. Benedict's face off against last year's finalist Guardian Angels, this year Guardian Angels is the winner for the Senior Category. For the Junior Category Guardian Angels faced off against St. Anthony of Padua, this year Guardian Angels is the winner for the Junior Category. In total there were 128 participants in the final. Guardian Angels will move on to participate in the Regional Grand Battle on May 15th in both the Senior and Junior categories.

### **Centre for Equitable Library Access (CELA) – CD Service**

The Centre for Equitable Library Access (CELA) is discontinuing their CD Service and effective July 31, 2025, CELA will no longer be sending out CDs to users or libraries. MPL has 48 patrons who have accessed this service. Collections Librarians are working on an outreach plan to transition these users to other formats such as Audiobooks.

### **Collection Management Strategy**

In alignment with our strategic priorities, the development of the Collection Strategy has been initiated. A cross-functional working group has been established and recently held its kick-off meeting, which included a SWOT analysis exercise. A high-level framework has been developed, and the group is scheduled to hold eight meetings between now and November. The current plan is to present the draft strategy to the broader management team in September, with the final strategy to be presented to the Board at its November meeting.

As such, this fulfils the following 2025 MPL Strategic Pillar & Objective:

Pillar: Telling Our Story

Objective: Celebrate and amplify MPL's successes while demonstrating the value of libraries to the community.

Pillar: Creating a Robust & Resilient Organization

Objective: Provide a framework for strong governance.

### **Recommendation:**

That Milton Public Library Board receives the CEO & Chief Librarian Monthly Report for May 2025.

Press/ Media Hits			
Media/Org/Partner Outlet	Date it appeared/ran	edia (online, TV,	Link
Hamilton Spectator	2025-01-05	Online	<a href="https://www.thespec.com/news/canada/milton-public-library-to-launch-upgraded-system-in-february/article_1b6d66bc-3b26-5010-8785-4aaf434dc730.html">https://www.thespec.com/news/canada/milton-public-library-to-launch-upgraded-system-in-february/article_1b6d66bc-3b26-5010-8785-4aaf434dc730.html</a>
Inside Halton	2025-01-07	Online	<a href="https://www.insidehalton.com/news/4-things-to-know-about-milton-public-library-s-170th-anniversary-kickoff-event-jan-25/article_8ff8a4d5-1e34-5cbc-84e2-301340fc0278.html">https://www.insidehalton.com/news/4-things-to-know-about-milton-public-library-s-170th-anniversary-kickoff-event-jan-25/article_8ff8a4d5-1e34-5cbc-84e2-301340fc0278.html</a>
Your City Within	2025-01-10	Online	<a href="https://www.yourcitywithin.com/things-to-do-this-weekend-in-burlington-milton-and-oakville-jan-10-to-jan-12/">https://www.yourcitywithin.com/things-to-do-this-weekend-in-burlington-milton-and-oakville-jan-10-to-jan-12/</a>
Milton Today	2025-01-10	Online	<a href="https://www.miltontoday.ca/local-news/new-to-canada-learn-financing-basics-at-milton-library-sessions-10058254">https://www.miltontoday.ca/local-news/new-to-canada-learn-financing-basics-at-milton-library-sessions-10058254</a>
Milton Today	2025-01-11	Online	<a href="https://www.miltontoday.ca/local-news/milton-library-invites-you-to-write-a-valentine-letter-to-a-local-senior-10041127">https://www.miltontoday.ca/local-news/milton-library-invites-you-to-write-a-valentine-letter-to-a-local-senior-10041127</a>
FM 101 Milton	2025-01-10	Online	<a href="https://www.miltonnow.ca/2025/01/10/the-history-behind-miltons-burdock-court-and-strawberry-landing/">https://www.miltonnow.ca/2025/01/10/the-history-behind-miltons-burdock-court-and-strawberry-landing/</a>
FM 101 Milton	2025-01-13	Online	<a href="https://www.miltonnow.ca/2025/01/13/126324/">https://www.miltonnow.ca/2025/01/13/126324/</a>
Milton Today	2025-01-13	Online	<a href="https://www.miltontoday.ca/local-news/stressed-about-exams-milton-students-can-chill-out-with-therapy-dogs-this-week-10067283">https://www.miltontoday.ca/local-news/stressed-about-exams-milton-students-can-chill-out-with-therapy-dogs-this-week-10067283</a>
Milton Today	2025-01-14	Online	<a href="https://www.miltontoday.ca/local-news/explore-miltons-history-through-arts-and-culture-lens-10046248">https://www.miltontoday.ca/local-news/explore-miltons-history-through-arts-and-culture-lens-10046248</a>
Milton Today	2025-01-15	Online	<a href="https://www.miltontoday.ca/local-news/find-milton-libraries-golden-tickets-and-win-a-prize-at-170th-anniversary-celebration-10073222">https://www.miltontoday.ca/local-news/find-milton-libraries-golden-tickets-and-win-a-prize-at-170th-anniversary-celebration-10073222</a>
FM 101 Milton	2025-01-16	Online	<a href="https://www.miltonnow.ca/2025/01/16/126440/">https://www.miltonnow.ca/2025/01/16/126440/</a>
FM 101 Milton	2025-01-15	Online	<a href="https://www.miltonnow.ca/2025/01/15/126408/">https://www.miltonnow.ca/2025/01/15/126408/</a>
Milton Today	2025-01-16	Online	<a href="https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10065266">https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10065266</a>
Hamilton Spectator	2025-01-16	Online	<a href="https://www.thespec.com/news/canada/milton-public-library-celebrates-170-years-of-service-to-community/article_343f2e2f-b7d5-5281-8252-cc2ee0dc8f5b.html">https://www.thespec.com/news/canada/milton-public-library-celebrates-170-years-of-service-to-community/article_343f2e2f-b7d5-5281-8252-cc2ee0dc8f5b.html</a>
Milton Today	2025-01-16	Online	<a href="https://www.miltontoday.ca/local-news/major-milestone-milton-library-celebrating-170th-anniversary-10070165">https://www.miltontoday.ca/local-news/major-milestone-milton-library-celebrating-170th-anniversary-10070165</a>
Milton Today	2025-01-17	Online	<a href="https://www.miltontoday.ca/local-news/milton-library-hosting-evening-of-indigenous-music-and-storytelling-10090936">https://www.miltontoday.ca/local-news/milton-library-hosting-evening-of-indigenous-music-and-storytelling-10090936</a>
Nation Talk	2025-01-17	Online	<a href="https://nationtalk.ca/story/milton-library-hosting-evening-of-indigenous-music-and-storytelling-miltontoday-ca">https://nationtalk.ca/story/milton-library-hosting-evening-of-indigenous-music-and-storytelling-miltontoday-ca</a>
Your City Within	2025-01-17	Online	<a href="https://www.yourcitywithin.com/things-to-do-this-weekend-in-burlington-milton-and-oakville-jan-17-to-jan-19/">https://www.yourcitywithin.com/things-to-do-this-weekend-in-burlington-milton-and-oakville-jan-17-to-jan-19/</a>
Milton Today	2025-01-17	Online	<a href="https://www.miltontoday.ca/local-news/milton-library-aiding-side-hustles-and-creativity-with-new-tech-hub-10076265">https://www.miltontoday.ca/local-news/milton-library-aiding-side-hustles-and-creativity-with-new-tech-hub-10076265</a>
Milton Today	2025-01-17	Online	<a href="https://www.miltonnow.ca/2025/01/17/126475/">https://www.miltonnow.ca/2025/01/17/126475/</a>
Milton Today	2025-01-20	Online	<a href="https://www.miltontoday.ca/local-news/bollywood-fans-invited-to-milton-library-trivia-night-10078215">https://www.miltontoday.ca/local-news/bollywood-fans-invited-to-milton-library-trivia-night-10078215</a>
FM 101 Milton	2025-01-22	Online	<a href="https://www.miltonnow.ca/2025/01/22/125794/">https://www.miltonnow.ca/2025/01/22/125794/</a>
YourTV Halton	2025-01-22	Online/TV	<a href="https://www.youtube.com/watch?v=AMy3sLflg5w">https://www.youtube.com/watch?v=AMy3sLflg5w</a>
Milton Today	2025-01-23	Online	<a href="https://www.miltontoday.ca/local-news/grand-celebration-awaits-as-milton-library-marks-170th-anniversary-10112648">https://www.miltontoday.ca/local-news/grand-celebration-awaits-as-milton-library-marks-170th-anniversary-10112648</a>
Milton Today	2025-01-23	Online	<a href="https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10098596">https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10098596</a>
FM 101 Milton	2025-01-24	Online	<a href="https://www.miltonnow.ca/2025/01/24/124257/">https://www.miltonnow.ca/2025/01/24/124257/</a>
Burlington Today	2025-01-24	Online	<a href="https://www.burlingtontoday.com/local-news/woefully-inadequate-halton-calls-for-more-help-on-homelessness-10120626">https://www.burlingtontoday.com/local-news/woefully-inadequate-halton-calls-for-more-help-on-homelessness-10120626</a>
Milton Today	2025-01-25	Online	<a href="https://www.miltontoday.ca/local-news/milton-library-adding-new-features-to-enhance-its-patron-experience-10026674">https://www.miltontoday.ca/local-news/milton-library-adding-new-features-to-enhance-its-patron-experience-10026674</a>
Milton Today	2025-01-26	Online	<a href="https://www.miltontoday.ca/local-news/in-photos-milton-public-library-celebrates-its-170th-anniversary-10132982">https://www.miltontoday.ca/local-news/in-photos-milton-public-library-celebrates-its-170th-anniversary-10132982</a>
FM 101 Milton	2025-01-27	Online	<a href="https://www.miltonnow.ca/2025/01/27/126709/">https://www.miltonnow.ca/2025/01/27/126709/</a>
Inside Halton	2025-01-28	Online	<a href="https://www.insidehalton.com/things-to-do/heres-10-black-history-month-events-organized-by-the-canadian-caribbean-association-of-halton/article_4f942323-843b-54fe-aa7f-fb9d340d6ab3.html">https://www.insidehalton.com/things-to-do/heres-10-black-history-month-events-organized-by-the-canadian-caribbean-association-of-halton/article_4f942323-843b-54fe-aa7f-fb9d340d6ab3.html</a>
FM 101 Milton	2025-01-29	Online	<a href="https://www.miltonnow.ca/2025/01/29/126761/">https://www.miltonnow.ca/2025/01/29/126761/</a>
Milton Today	2025-01-30	Online	<a href="https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10124593">https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10124593</a>



Press/ Media Hits			
Media/Org/Partner Outlet	Date it appeared/ran	Type of media	Link
Milton Today	2025-02-04	Online	<a href="https://www.milontoday.ca/local-news/explore-black-history-through-milton-library-events-10176285">https://www.milontoday.ca/local-news/explore-black-history-through-milton-library-events-10176285</a>
YourTV/ Halton News	2025-02-05	Online/TV	<a href="https://www.youtube.com/watch?v=yM4xq2JxAo0">https://www.youtube.com/watch?v=yM4xq2JxAo0</a>
Milton Today	2025-02-06	Online	<a href="https://www.milontoday.ca/local-news/whats-happening-in-milton-this-weekend-10167622">https://www.milontoday.ca/local-news/whats-happening-in-milton-this-weekend-10167622</a>
FM 101 Milton	2025-02-06	Online	<a href="https://www.miltonnow.ca/2025/02/06/127025/">https://www.miltonnow.ca/2025/02/06/127025/</a>
Your City Within	2025-02-07	Online	<a href="https://www.yourcitywithin.com/things-to-do-this-weekend-in-burlington-milton-and-oakville-feb-7-to-feb-9/">https://www.yourcitywithin.com/things-to-do-this-weekend-in-burlington-milton-and-oakville-feb-7-to-feb-9/</a>
Milton Today	2025-02-07	Online	<a href="https://www.milontoday.ca/local-news/explore-award-winning-artists-work-at-milton-library-10148606">https://www.milontoday.ca/local-news/explore-award-winning-artists-work-at-milton-library-10148606</a>
Milton Today	2025-02-10	Online	<a href="https://www.milontoday.ca/local-news/hey-kids-get-a-free-tree-to-plant-through-milton-library-project-10210793">https://www.milontoday.ca/local-news/hey-kids-get-a-free-tree-to-plant-through-milton-library-project-10210793</a>
YourTV/ Halton News	2025-02-12	Online/TV	<a href="https://youtu.be/QzecSiy1IKQ?si=4IP6Oc-PXPsRgjfC">https://youtu.be/QzecSiy1IKQ?si=4IP6Oc-PXPsRgjfC</a>
FM 101 Milton	2025-02-13	Online	<a href="https://www.miltonnow.ca/2025/02/13/127209/">https://www.miltonnow.ca/2025/02/13/127209/</a>
Milton Today	2025-02-13	Online	<a href="https://www.milontoday.ca/local-news/whats-happening-in-milton-this-weekend-10207308">https://www.milontoday.ca/local-news/whats-happening-in-milton-this-weekend-10207308</a>
FM 101 Milton	2025-02-14	Online	<a href="https://www.miltonnow.ca/2025/02/14/127235/">https://www.miltonnow.ca/2025/02/14/127235/</a>
FM 101 Milton	2025-02-14	Online	<a href="https://www.miltonnow.ca/2025/02/14/127249/">https://www.miltonnow.ca/2025/02/14/127249/</a>
Milton Today	2025-02-16	Online	<a href="https://www.milontoday.ca/good-morning/good-morning-milton-heres-todays-weather-10223226">https://www.milontoday.ca/good-morning/good-morning-milton-heres-todays-weather-10223226</a>
FM 101 Milton	2025-02-17	Online	<a href="https://www.miltonnow.ca/2025/02/17/127294/">https://www.miltonnow.ca/2025/02/17/127294/</a>
Milton Today	2025-02-17	Online	<a href="https://www.milontoday.ca/local-news/learn-about-masquerade-masks-and-make-your-own-at-milton-library-10216573">https://www.milontoday.ca/local-news/learn-about-masquerade-masks-and-make-your-own-at-milton-library-10216573</a>
Milton Today	2025-02-18	Online	<a href="https://www.milontoday.ca/local-news/is-free-speech-really-free-explore-that-complex-question-at-milton-library-discussion-10186395">https://www.milontoday.ca/local-news/is-free-speech-really-free-explore-that-complex-question-at-milton-library-discussion-10186395</a>
Milton Today	2025-02-18	Online	<a href="https://www.milontoday.ca/2025-provincial-election-news/milton-advance-polls-open-thursday-for-provincial-election-10245573">https://www.milontoday.ca/2025-provincial-election-news/milton-advance-polls-open-thursday-for-provincial-election-10245573</a>
Milton Today	2025-02-19	Online	<a href="https://www.milontoday.ca/local-news/heres-5-fun-events-going-on-at-milton-library-this-march-break-10251142">https://www.milontoday.ca/local-news/heres-5-fun-events-going-on-at-milton-library-this-march-break-10251142</a>
Milton Village	2025-02-20	Online/ Magazine	<a href="https://www.miltonvillager.com/canadian-childrens-author-gordon-korman-visits-milton/">https://www.miltonvillager.com/canadian-childrens-author-gordon-korman-visits-milton/</a>
Milton Today	2025-02-20	Online	<a href="https://www.milontoday.ca/local-news/whats-happening-in-milton-this-weekend-10241600">https://www.milontoday.ca/local-news/whats-happening-in-milton-this-weekend-10241600</a>
FM 101 Milton	2025-02-21	Online	<a href="https://www.miltonnow.ca/2025/02/21/127424/">https://www.miltonnow.ca/2025/02/21/127424/</a>
FM 101 Milton	2025-02-21	Online	<a href="https://www.miltonnow.ca/2025/02/21/127436/">https://www.miltonnow.ca/2025/02/21/127436/</a>
Milton Today	2025-02-26	Online	<a href="https://www.milontoday.ca/good-morning/good-morning-milton-heres-todays-weather-10277661">https://www.milontoday.ca/good-morning/good-morning-milton-heres-todays-weather-10277661</a>
Milton Today	2025-02-27	Online	<a href="https://www.milontoday.ca/local-news/whats-happening-in-milton-this-weekend-10274369">https://www.milontoday.ca/local-news/whats-happening-in-milton-this-weekend-10274369</a>
FM 101 Milton	2025-02-27	Online	<a href="https://www.miltonnow.ca/2025/02/27/127585/">https://www.miltonnow.ca/2025/02/27/127585/</a>
Penticton Herald	2025-02-28	Online	<a href="https://www.pentictonherald.ca/spare_news/article_1a0bb563-b7ce-5e9d-bc8a-5d29b449b149.html">https://www.pentictonherald.ca/spare_news/article_1a0bb563-b7ce-5e9d-bc8a-5d29b449b149.html</a>



Press/ Media Hits			
Media/Org/Partner Outlet	Date it appeared/ran	Type of media	Link
FM 101 Milton	2025-03-06	Online	<a href="https://www.miltonnow.ca/2025/03/06/127768/">https://www.miltonnow.ca/2025/03/06/127768/</a>
FM 101 Milton	2025-03-07	Online	<a href="https://www.miltonnow.ca/2025/03/07/127797/">https://www.miltonnow.ca/2025/03/07/127797/</a>
FM 101 Milton	2025-03-07	Online	<a href="https://www.miltonnow.ca/2025/03/07/127801/">https://www.miltonnow.ca/2025/03/07/127801/</a>
Penticton Herald	2025-03-08	Online	<a href="https://www.pentictonherald.ca/spare_news/article_29ae4954-747e-5952-91c8-c7641bc27fee.html">https://www.pentictonherald.ca/spare_news/article_29ae4954-747e-5952-91c8-c7641bc27fee.html</a>
Milton Today	2025-03-10	Online	<a href="https://www.miltontoday.ca/local-business/employers-sought-for-milton-spring-job-fair-10282613">https://www.miltontoday.ca/local-business/employers-sought-for-milton-spring-job-fair-10282613</a>
Inside Halton	2025-03-10	Online	<a href="https://www.insidehalton.com/news/skating-skiing-minecraft-and-more-4-fun-things-to-do-in-milton-this-march-break/article_726bd147-f035-5e32-95f1-f20686ec13e8.html">https://www.insidehalton.com/news/skating-skiing-minecraft-and-more-4-fun-things-to-do-in-milton-this-march-break/article_726bd147-f035-5e32-95f1-f20686ec13e8.html</a>
Hamilton Spectator	2025-03-10	Online	<a href="https://www.thespec.com/news/canada/march-break-2025-family-fun-in-milton-and-halton-region/article_23f566f0-579c-5137-854c-d38c6f69c141.html">https://www.thespec.com/news/canada/march-break-2025-family-fun-in-milton-and-halton-region/article_23f566f0-579c-5137-854c-d38c6f69c141.html</a>
FM 101 Milton	2025-03-11	Online	<a href="https://www.miltonnow.ca/2025/03/11/127876/">https://www.miltonnow.ca/2025/03/11/127876/</a>
FM 101 Milton	2025-03-12	Online	<a href="https://www.miltonnow.ca/2025/03/12/127901/">https://www.miltonnow.ca/2025/03/12/127901/</a>
Milton Today	2025-03-12	Online	<a href="https://www.miltontoday.ca/local-news/cfuw-milton-set-to-host-50th-annual-used-book-sale-10357184">https://www.miltontoday.ca/local-news/cfuw-milton-set-to-host-50th-annual-used-book-sale-10357184</a>
Milton Today	2025-03-12	Online	<a href="https://www.miltontoday.ca/good-morning/good-morning-milton-heres-todays-weather-10359180">https://www.miltontoday.ca/good-morning/good-morning-milton-heres-todays-weather-10359180</a>
Milton Today	2025-03-13	Online	<a href="https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10348777">https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10348777</a>
FM 101 Milton	2025-03-14	Online	<a href="https://www.miltonnow.ca/2025/03/14/heres-what-happened-in-and-around-milton-this-week-mar-7-mar-14/">https://www.miltonnow.ca/2025/03/14/heres-what-happened-in-and-around-milton-this-week-mar-7-mar-14/</a>
Milton Today	2025-03-17	Online	<a href="https://www.miltontoday.ca/local-news/olympians-talk-and-open-mic-part-of-librarys-womens-fair-celebration-10384474">https://www.miltontoday.ca/local-news/olympians-talk-and-open-mic-part-of-librarys-womens-fair-celebration-10384474</a>
FM 101 Milton	2025-03-19	Online	<a href="https://www.miltonnow.ca/2025/03/19/an-evening-with-perdita-felicien-a-conversation-on-resilience-and-triumph/">https://www.miltonnow.ca/2025/03/19/an-evening-with-perdita-felicien-a-conversation-on-resilience-and-triumph/</a>
Milton Today	2025-03-20	Online	<a href="https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10373232">https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10373232</a>
Milton Today	2025-03-21	Online	<a href="https://www.miltontoday.ca/local-news/childrens-author-to-share-stories-of-hardship-heroism-at-milton-library-10396091">https://www.miltontoday.ca/local-news/childrens-author-to-share-stories-of-hardship-heroism-at-milton-library-10396091</a>
FM 101 Milton	2025-03-21	Online	<a href="https://www.miltonnow.ca/2025/03/21/128135/">https://www.miltonnow.ca/2025/03/21/128135/</a>
Milton Today	2025-03-21	Online	<a href="https://www.miltontoday.ca/local-news/in-photos-women-led-businesses-organizations-and-resource-services-showcased-at-milton-library-fair-10413460">https://www.miltontoday.ca/local-news/in-photos-women-led-businesses-organizations-and-resource-services-showcased-at-milton-library-fair-10413460</a>
FM 101 Milton	2025-03-25	Online	<a href="https://www.miltonnow.ca/2025/03/25/128219/">https://www.miltonnow.ca/2025/03/25/128219/</a>
Milton Today	2025-03-26	Online	<a href="https://www.miltontoday.ca/local-news/now-read-this-library-announces-2025-one-book-one-milton-selection-10425466">https://www.miltontoday.ca/local-news/now-read-this-library-announces-2025-one-book-one-milton-selection-10425466</a>
FM 101 Milton	2025-03-28	Online	<a href="https://www.miltonnow.ca/2025/03/28/128311/">https://www.miltonnow.ca/2025/03/28/128311/</a>
Milton Today	2025-03-31	Online	<a href="https://www.miltontoday.ca/local-news/older-adults-invited-to-health-drop-in-sessions-at-milton-public-library-10448221">https://www.miltontoday.ca/local-news/older-adults-invited-to-health-drop-in-sessions-at-milton-public-library-10448221</a>

Press/ Media Hits			
Media/Org/Partner Outlet	Date it appeared/ran	Type of media (	Link
FM 101 Milton	2025-04-01	Online	<a href="https://www.miltonnow.ca/2025/04/01/128372/">https://www.miltonnow.ca/2025/04/01/128372/</a>
Milton Today	2025-04-03	Online	<a href="https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10452044">https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10452044</a>
FM 101 Milton	2025-04-04	Online	<a href="https://www.miltonnow.ca/2025/04/04/128448/">https://www.miltonnow.ca/2025/04/04/128448/</a>
FM 101 Milton	2025-04-09	Online	<a href="https://www.miltonnow.ca/2025/04/09/128539/">https://www.miltonnow.ca/2025/04/09/128539/</a>
Milton Today	2025-04-10	Online	<a href="https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10484209">https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10484209</a>
Milton Today	2025-04-10	Online	<a href="https://www.miltontoday.ca/local-news/milton-teens-invited-to-help-care-for-librarys-medicine-learning-garden-10466687">https://www.miltontoday.ca/local-news/milton-teens-invited-to-help-care-for-librarys-medicine-learning-garden-10466687</a>
FM 101 Milton	2025-04-10	Online	<a href="https://www.miltonnow.ca/2025/04/10/128580/">https://www.miltonnow.ca/2025/04/10/128580/</a>
FM 101 Milton	2025-04-10	Online	<a href="https://www.miltonnow.ca/2025/04/11/128585/">https://www.miltonnow.ca/2025/04/11/128585/</a>
Milton Today	2025-04-13	Online	<a href="https://www.miltontoday.ca/local-news/milton-library-to-celebrate-seniors-artistic-expression-with-exhibition-10510964">https://www.miltontoday.ca/local-news/milton-library-to-celebrate-seniors-artistic-expression-with-exhibition-10510964</a>
FM 101 Milton	2025-04-16	Online	<a href="https://www.miltonnow.ca/2025/04/16/128708/">https://www.miltonnow.ca/2025/04/16/128708/</a>
Milton Today	2025-04-17	Online	<a href="https://www.miltontoday.ca/local-news/seniors-explore-their-artistic-side-through-milton-library-initiative-10532899">https://www.miltontoday.ca/local-news/seniors-explore-their-artistic-side-through-milton-library-initiative-10532899</a>
Inside Halton	2025-04-17	Online	<a href="https://www.insidehalton.com/news/here-s-what-s-open-and-closed-for-the-easter-long-weekend-in-milton/article_b456c938-9ffd-535f-8195-443469c5ad18.html">https://www.insidehalton.com/news/here-s-what-s-open-and-closed-for-the-easter-long-weekend-in-milton/article_b456c938-9ffd-535f-8195-443469c5ad18.html</a>
Milton Today	2025-04-19	Online	<a href="https://www.miltontoday.ca/local-news/childrens-author-to-teach-the-art-of-storytelling-during-milton-library-visit-10488215">https://www.miltontoday.ca/local-news/childrens-author-to-teach-the-art-of-storytelling-during-milton-library-visit-10488215</a>
Milton Today	2025-04-24	Online	<a href="https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10544939">https://www.miltontoday.ca/local-news/whats-happening-in-milton-this-weekend-10544939</a>
Milton Today	2025-04-26	Online	<a href="https://www.miltontoday.ca/local-news/milton-ready-to-celebrate-canadian-childrens-book-week-10570253">https://www.miltontoday.ca/local-news/milton-ready-to-celebrate-canadian-childrens-book-week-10570253</a>
Milton Today	2025-04-26	Online	<a href="https://www.miltontoday.ca/good-morning/good-morning-milton-heres-todays-weather-10561345">https://www.miltontoday.ca/good-morning/good-morning-milton-heres-todays-weather-10561345</a>
Milton Today	2025-04-28	Online	<a href="https://www.miltontoday.ca/local-news/milton-tea-fest-to-celebrate-the-drinks-history-culture-and-overall-appeal-10572538">https://www.miltontoday.ca/local-news/milton-tea-fest-to-celebrate-the-drinks-history-culture-and-overall-appeal-10572538</a>

**Report to:** Milton Public Library Board

**From:** Sarah Douglas-Murray, CEO & Chief Librarian

**Date:** May 21, 2025

**Subject:** 2025 Work Plan Update

**Recommendation:**

That the Milton Public Library Board receive the 2025 Work Plan Update report.

**Background**

Annually staff provide the Milton Public Library Board with an Annual Work Plan outlining key initiatives and projects for the upcoming year. In January 2025 the Board approved the 2025 Work Plan through resolution # 25-1971.

**Report**

The Milton Public Library Strategic Master Plan was approved by the Board in January 2025 and served as the foundation for the development of the 2025 Work Plan. Additionally, a number of Key Operational projects were included. The attached Work Plan Update provides the Board with a status update.

The Work Plan includes 94 actions, of the actions outlined in the plan 36 (38%) have been completed, 35 (37%) are underway and 23 (25%) have not yet been undertaken. Of the items not yet undertaken many relate to the budget process or to reports that are planned to be brought to the Board in Q4 of 2025.

As such, this fulfills the following 2025 MPL Goal and Objective:

**Goal:** Organizational Effectiveness

**Objective:** Provide the information and resources necessary for informed decision making by the Board

**Recommendation:**

That the Milton Public Library Board receive the 2025 Work Plan Update report.

MPL Master Plan Recommendation	Implementation	Master Plan Recommendation	2025 Actions	Staff Lead	Current status	January	February	March	April	May	June	July	August	September	October	November	Decem'
1	Ongoing	Add a quarterly standing item on the MPL Board agenda that undertakes a biannual review of selected MPL policies as a means to ensure effective governance.	Biannual Policy Review Updates to Board	CEO		Policy review has been added to MPL Board Standing Items schedule.	X							X			
			Board Approval of Policy Review Schedule	CEO		Policy review schedule was approved at January 2025 Board Meeting.											
			Policy Updates to Board	CEO		8 Policy Updates were approved in March. 3 Policy Updates on May agenda. Additional Updates are scheduled for the November Board Meeting.		X		X					X		
2	2029	Update this Library Master Plan in 2029 to reflect progress and continue to align with Town of Milton’s planning initiatives.	Update Capital Budget Forecast to include sufficient funding for 2029 Master Plan Development	CEO							X						
3	2025	Establish a Marketing and Communications vehicle for the public and Town Council to explain the MPL Board’s roadmap, advocate for library funding, and to demonstrate accountability and transparency.	Undertake development of messaging and a communications tool to tell MPL’s story.	DCX		Marketing Manager has provided an overview of a new 'Telling Our Story' page on the MPL website. This will also include annual report information, plus quarterly updates. Project is on track for mid-summer launch.			X	X	X	X	X				
			Develop and undertake an Annual MPL User survey building on the information gathered as part of the SDOR	DCX		DCX has developed a framework for annual survey that is under reviewed by library leadership.				X	X	X	X	X	X		
			Development of set of KPI’s for Board approval to track and measure success over time.	CEO		Development is in progress and will be informed by Annual Survey.					X						
			Meet with Key Stakeholders to Share MPL Story	CEO		CEO met with MP, Mayor, Town CAO and Councillors regarding new Master Plan. Meetings will be set with MP's post election.						X	X	X	X	X	X
4	2026	Create a Community Engagement Librarian position to deepen the Library’s engagement within the community as well as ensure outreach to underserviced areas and new residents	Development of Community Engagement Librarian Job Description	DCX		Draft JD has been developed and is currently with HR for review.	X										
			Job Evaluation for Community Engagement Librarian Position	DCX		HR has Job Description and will be running it through Job Evaluation.		X	X								
			Develop Business case for position to be included in 2026 Budget Request.	CEO							X						
5	Ongoing	Continue to reimagine the current organizational structure to accommodate new library facilities and a new facility/service delivery model that defines roles, structures and service levels for existing and future library locations.	Update Manager Job Descriptions to align with SDOR recommendations.	CEO		Updated JD's have been created. On hold pending Strategic Workforce review.									X		
6	2025	Leverage MPL’s participation in the Town of Milton’s Strategic Workforce Planning and Competency Framework.	Participate in Town of Milton’s Strategic Workforce Planning and Competency Framework.	CEO		Project has launched. Background information has been provided. Senior staff have been interviewed by consultant. 8 Comparator municipalities have been identified and consultant is currently interviewing comparator CEO's.	X	X	X	X	X	X	X				
			Bring final Town of Milton’s Strategic Workforce Planning and Competency Framework Plan to Board for approval	CEO										X			

MPL Master Plan Recommendation	Implementation	Master Plan Recommendation	2025 Actions	Staff Lead	Current status	January	February	March	April	May	June	July	August	September	October	November	Decem'
7	Ongoing	Continue to invest in staff training and professional development by ensuring that MPL budgets continue to meet ARUPLO Guidelines of a 1% staffing budget.	Develop and implement staff training and development plan for 2025.	CEO		January & May staff Training and Development Days complete. 5 New Ryan Dowd Training Modules have been completed all staff. 11 New Citation training modules (Leadership) have been completed by all Management staff. Onboarding training has been reviewed with HR and modified to meet Town and Current best practices.	X	X	X	X	X	X	X	X	X	X	X
			Ensure 2026 Budget includes sufficient funds for staff training and development	CEO								X					
8	2025	Increase staffing for most critical gaps in 2025, with an initial focus placed on Information Technology and front-line positions.	Development and implementation of new staff CORE schedule.	DCX		Complete. Has been rolled out to all staff.		X									
			Conduct Hiring and on-boarding process for FT Customer Service Associates.	DCX		Complete.	X										
			Development of staffing model and options for Board consideration in advance of 2026 Budget.	CEO		In progress. Working with DCX on expanded operations for Beaty Branch as well as possible implementation of Community Engagement Librarian.				X							
			Development of IT Technician JD	DSS		Complete.	X										
			Evaluation of IT Technician Position	DSS		Complete.	X										
9	2025	Develop a work force plan to incrementally increase staff in anticipation of ongoing population growth, the need to build capacity and to bring MPL closer to staffing levels of its public library comparators.	Development of a long-term staffing plan for Board consideration	CEO		In development.										X	
10	2025	Implement the immediate addition of 1.0 FTE to provide technology assistance to the Director, Support Services		CEO		Secured in 2025 Budget. Hiring is underway.											
			Conduct Hiring and on-boarding process for IT Technician.	DSS		In progress.			X	X							
11	2026	Continue to investigate shared services with the Town of Milton's Information Technology Department and develop a written agreement for accountabilities and potential shared services.	Consult with Town IT staff when developing a Technology Plan (2025), longer term develop written agreement (2026).	DSS		In progress. DSS has put together Terms of Reference and working group.				X	X	X	X	X	X	X	
12	2025	Prioritize staff technology training for allocation of training budget resources immediately.	Conduct Staff Survey	All		Survey was developed and sent to all staff.				X							
			Develop Plan to address needs	All							X						
			Provide three training opportunities for staff	All		Training has been completed for all staff on the new ILS system. Re-fresh ILS training completed early May. Children's program training for Associates planned for end of May. Ryan Dowd library training continues. Managers and Leadership completing management training modules. Complete.				X	X	X	X	X	X	X	
13	2025	Contract the drafting of a Technology Plan to a consulting service provider in order to give existing Library staff a roadmap to follow and update	Draft Technology Plan for Board Approval	DSS		In Progress. Expected to be complete for November Board Meeting.				X	X	X	X	X	X	X	
14	Ongoing	Adopt a Library Facility Classification System that aligns with the ARUPLO Guidelines for Rural/Urban Public Library Systems and organizes Milton Public Library branches based on catchment area, population served and the unique functions of each library branch. The Classification System should inform facility design, geographic distribution, service delivery and operational decisions.	Development of a Library Classification System	CEO		In progress. Expected to be complete for October Board Meeting.				X	X	X	X	X			
			Consultation with Town of Milton	CEO									X				

MPL Master Plan Recommendation	Implementation	Master Plan Recommendation	2025 Actions	Staff Lead		Current status	January	February	March	April	May	June	July	August	September	October	November	December
			Board approval	CEO												X		
15	Ongoing	Continue to engage area First Nations and Indigenous communities in discussions about how new and existing Milton Public Library branches can be more welcoming of Indigenous Peoples. The role of the Library in addressing applicable Calls to Action of the Truth and Reconciliation Commission should be examined with Indigenous communities and should include, but not be limited to, raising awareness of Indigenous history and culture through the design and programming of library space	Continued work with an Indigenous Advisor about MPL's collections, programs and services	DCX		Planning meetings were conducted in January. Indigenous Advisor will be continuing in 2025. Expanded partnerships with Indigenous organizations are in progress.	X	X	X	X	X	X	X	X	X	X	X	X
			Development and Delivery of programs related to Truth and Reconciliation	DCX		Garden opening ceremony on May 10. Programs confirmed include: Creative Storytelling with Christy Jordan-Fenton (Children's), Toronto Metis Jigging (Children's), “The Animal People Chose a leader” Story walk (Children's), Drumming and Meditation Workshop (Adult). Programs related to Truth and Reconciliation are being developed for Q3. Partnership meeting with Woodland Cultural Centre completed, Indigenous graphic designer hired to create Indigenous version of MPL Bee logo.	X	X	X	X	X	X	X	X	X	X	X	X
16	Ongoing	Work to incrementally build Milton Public Library’s total gross floor area to reach the Library Board’s space provision target of 0.45 square feet per capita.	none	All														
17	2029	Pursue a minimum 25,000 square foot library branch as part of a future multi-use community centre in Boyne at the earliest possible opportunity. A space needs study and service delivery plan should inform the design of this future branch.	none	CEO														
18	2026	Prepare an architectural feasibility study that explores how to position the Main Branch to respond to the high degree of pressure it is currently facing as well as supporting objectives of the Town of Milton Official Plan (Draft) and Strategic Plan. The feasibility study should assess opportunities for a physical expansion, reconfiguration of existing floor area, as well as contemplate how to bolster services geared to innovation, economic development and community gathering. The feasibility study should also be informed by an audit of the existing floor space.	Work with Town of Milton staff to identify scope of work and timing for this project.	CEO						X	X	X						
			Obtain Board Approval for propose scope of work and timing for the project.	CEO							X							
			Request Capital funding for this project.	CEO									X					
19	2027	In consultation with local Indigenous communities, carry out a revitalization of the Beaty Branch outdoor gardens that considers opportunities to integrate a greater degree of library programming as well as increase outdoor seating.	Monitor Grant opportunities for funding.	All		Canada Summer Jobs and Young Canada Works applications were submitted and 4 positions were secured. \$25,000 New Horizons for Seniors (Preserving Voices, Empowering Communities) confirmed. Application for \$5,000 has been submitted to the Canada Post Foundation for Sensory Kits, Training and Program Enhancement. TD Friends of the Environment secured (\$7000).	X	X	X	X	X	X	X	X	X	X	X	X

MPL Master Plan Recommendation	Implementation	Master Plan Recommendation	2025 Actions	Staff Lead	Current status	January	February	March	April	May	June	July	August	September	October	November	Decem'
20	2025	Initiate a pilot project to test public support and usage of alternative library service points such as, but not limited to, vending machines, kiosks and/or holds lockers. Potential locations for the pilot project should target southwest Milton such as the Milton Sports Centre or the Milton Velodrome as well as areas of intensification and major transit stations where there may be opportunities to partner with the private sector. The pilot project should assess the requisite human, financial and physical resources needed to provide these alternative services.	Procurement of Hold Lockers	DSS	Hold lockers have been ordered. Location has been confirmed with Town. Delivery is planned for late July with operations to begin in August.		X										
			Installation and Implementation of Hold Lockers	DSS	Delivery is planned for late July with operations to begin in August.							X	X	X			
			Finalize the workflow	DSS	Draft workflow is in process.				x								
			Updates to related Job Descriptions for Operationalization	DSS	Support Service Job description has been finalized. Job evaluation has been scheduled.				X								
21	2026	Explore options, costs and staffing requirements associated with purchasing and operating a bookmobile vehicle that combines mobile library outreach services with more frequent couriers between branches.	Develop Plan and Business case including updated operational and Capital Costs.	CEO	In progress. Have reached out to Town Staff for Fleet information.			X	X	X	X	X					
			Obtain Board Approval for propose scope of work and timing for the project.	CEO								X					
			Reallocation of Capital Funding for this project.	CEO								X					
22	2026	Extend the hours of the Beaty Branch to include Sundays in the short term.	Develop staffing implications and Business Case for consideration of the Board as part of the 2026 Operating Budget	DCX	DCX has worked with Town HR and Finance to provide a business plan to extend Beaty operational hours for Sunday and Monday opening. Will be included on June Agenda for Board Discussion.		X	X	X	X							
			Obtain Board Direction.	CEO													
			If applicable update 2026 Operating Budget Submission	CEO													
23	2028	Revisit the hours of service for all libraries in the medium term as the system grows, in conjunction with the role definition of each level of facility type and reviewed alongside ARUPLO Guidelines.	ongoing	All													
24	2025	Exploratory meetings should be initiated to discuss areas of collaboration and partnership at the Milton campuses of both Conestoga College and Wilfrid Laurier.	Conduct meetings with Conestoga College and Wilfrid Laurier.	CEO	Meetings have taken place with Conestoga. Currently working on joint programming - Hackathon.			X	X	X	X	X	X	X	X	X	X
			Continued outreach to Conestoga students (each Term).	DCX	Outreach is undertaken to Conestoga students on Campus at the beginning of each term.	X				X			X				
			Continued contact with Town of Milton lead for the Education Village developments.	CEO		X	X	X	X	X	X	X	X	X	X	X	X



MPL Master Plan Recommendation	Implementation	Master Plan Recommendation	2025 Actions	Staff Lead	Current status	January	February	March	April	May	June	July	August	September	October	November	Decem'
25	2025	Continue to supplement Milton Public Library’s community-led approach to programming by exploring opportunities to expand adult and teen programs when library staffing levels increase.	Continue to develop new programs and partnerships with a minimum of 5 new adult and 5 new teen programs or partnerships in 2025.	DCX	Seven New Adult programs: Tech Coaches Partnership (Partnership) - Seniors, Sew Inspired, Seeds of Change, Prime Care Family Health Team (Partnership), Autism Festival - Adults with Disabilities, Fabrication Frenzy, Tech Introduction Sessions. Five new Youth programs; Stop Motion Workshop - Series, Youth Mental Health Fair, Illustrating Graphic Novels Workshop for Teens, Stuck in a Jam: 3D Printer Escape Room, GAME program with Reimagine Ontario (youth development). Complete, though program development will continue.	X	X	X	X	X	X	X	X	X	X	X	X
26		Increase the focus placed on programming for newcomer families.	Continue to develop new programs and partnerships with a minimum of 3 new programs or partnerships in 2025.	DCX	Three new partnerships - Community Living, Conestoga, Primary Care Health.	X	X	X	X	X	X	X	X	X	X	X	X
		Increase the focus placed on programming for newcomer families.	Continue to grow multilingual - programs.	DCX	Five new programs, New Routes, New Recipes, Urdu Social, Financial Tips and Secrets Smart Canadians Know, Newcomer Stories Project. More programs planned for Q3 & 4.	X	X	X	X	X	X	X	X	X	X	X	X
27	Ongoing	Continue to identify opportunities to proactively engage the community on timely topics such as climate change, freedom of speech, and other world issues through regular programming.	Continue to develop new programs and partnerships with a minimum of 3 new programs or partnerships in 2025.	DCX	Three new programs; Earth Day 2025! Free Trees for Kids (Children's), The Science of Bees @ Main (Children's), Is Free Speech Really Free (Adult)	X	X	X	X	X	X	X	X	X	X	X	X
28	Ongoing	Continue to adapt the Library’s community-led approach to programming to cultivate and assess other collaboration and partnership opportunities.	Continue to develop new programs and partnerships with a minimum of 3 new programs or partnerships in 2025.	DCX	CCAH - Black History Book Kits, Trillium School, Diabetes Fair	X	X	X	X	X	X	X	X	X	X	X	X
29	Ongoing	Repurpose existing library space to accommodate expansion of MPL’s “Library of Things” collection.	Install Library of Things shelving at Main Branch and Beaty Branch	DSS	Complete				X								
			Assess and monitor use and feedback and evaluate if expansion to other branches is warranted.	DSS	Complete	X	X	X	X	X	X	X	X	X	X	X	X
30	2025	Formalize current practices into a Collection Strategy that defines core collections and addresses the deselection of legacy formats, ratio of print versus nonprint material, targets for digital and streaming collections, acquisition targets for multilingual collections for newcomers, and footprint plans for the physical collections of new and existing library branches.	Development of a staff working group to Collection Strategy.	DSS	Terms of Reference for project and working group has been created. Work is underway.			X									
			Development of a Collections Strategy for Board approval.	DSS	In Progress. Expected to be complete for November Board Meeting.									X			
31	2025	Continue to utilize library software products such as Collections HQ to understand and analyze circulation of formats according to location, as well as create linkages that inform selection and deselection decision making.	Ensure integration and training once new ILS is implemented.	DSS	Complete Support Services staff are implementing with new ILS.			X	X								
			Reporting to the Board as part of the Quarterly Reports	DSS	Ongoing				X				X			X	
32	Ongoing	Continue to leverage mechanisms such as consortium purchasing and reciprocal borrowing to help the Library’s collection budget stretch farther and to relieve some physical space pressures in the short term, especially as it relates to the Main Library’s footprint for collections.	RFP for new collections supplier	DSS	Complete. The award approval report was presented at the March Board Meeting.	X	X	X	X								
			Continued participation in Consortium Purchasing	DSS	MPL has joined the OverDrive Consortium with 6 other Public Library systems to expand access to digital collections.	X	X	X	X	X	X	X	X	X	X	X	X



MPL Master Plan Recommendation		Implementation	Master Plan Recommendation	2025 Actions	Staff Lead	Current status	January	February	March	April	May	June	July	August	September	October	November	Decem'
				Continue to advocate for Ontario Digital Public Library which would provide a suite of e-resources to all Public Libraries.	CEO		X	X	X	X	X	X	X	X	X	X	X	
33	2025	Monitor data and performance metrics used to track e-books and e-audio books in order to support annual expenditure increases and expand the number of titles for each format.		Continued monitoring and reporting as part of the Quarterly and Annual Reports.	DSS	Ongoing				X				X			X	
				Recommendations for 2026 Budget will be made to Finance Committee during Budget Development	CEO							X	X	X				
34	Ongoing	Increase the acquisition of multilingual titles by 0.5% annually to the year 2029.		RFP for new collections will be issued in early 2025 and will include a section on multilingual Collections.	DSS	Complete. Award approval report will be presented at March Board Meeting.		X	X	X	X							
				Use OLS Valuing Adding tool Kit to analyze community impact; a board report to be presented	DSS	Collections librarian is beginning this work.			x	x	x	x	x	x				
				Plan and execute the Diversity Audit of the collection	DSS	One Canada Summer Jobs position has been secured to conduct the diversity audit under the guidance of the Collections Librarians.			x	x	x	x	x	x				
				Continued monitoring and reporting as part of the Quarterly and Annual Reports. Expand the multilingual collection at Beaty/Sherwood Branches.	DSS	In progress				X				X			X	
35	Ongoing	Introduce incremental annual expenditure increases for streaming services to expand access to this resource for the community, based on usage and demand.		Recommendations for 2026 Budget will be made to Finance Committee during Budget Development	CEO							X	X	X				
				Continued monitoring and reporting as part of the Quarterly and Annual Reports.	CEO				X					X			X	
n/a	2025	Ongoing Operational		Development of Annual Report	CEO	Draft is complete, will be finalized and presented to Board at June meeting.				X	X	X						
n/a	2025	Ongoing Operational		Annual Year end and Audit	CEO	Audited Year end will be presented to Council In May and will be presented to MPL Board in June.			X	X	X							
n/a	2025	Ongoing Operational		Annual Budget Development	CEO						X	X	X	X	X	X		
n/a	2025	Ongoing Operational		Board Self Evaluation	Board	Board Self evaluation is complete and report is on May MPL Board Agenda.			X	X	X							
n/a	2025	Ongoing Operational		Annual Marketing and Communication Plan	DCX	Complete Report was approved at March Board Meeting.			X									
n/a	2025	Ongoing Operational		Quarterly Reports	All	Underway. To be presented at the May, September, October and January Board Meetings.	X											
n/a	2025	Ongoing Operational		Staff Training and Development Days	All	January & May complete. Remainder have been scheduled. September 8 is next meeting.	X			X				X		X		
n/a	2025	Ongoing Operational		ILS Implementation	DSS	Complete	X	X	X									
n/a	2025	Ongoing Operational		Reduce the printing services time at Main by implementing additional printer (budget permits)	DSS	Complete. Has been ordered will arrive late May.				x	x	x	x					
n/a	2025	Ongoing Operational		Implementing Accessible Technology and Tools	All	New ILS is live, new accessible OPAC stations at all branches. Self check out accessibility improvements underway.				x	x	x	x	x	x			
n/a	2025	Ongoing Operational		Upgrade and refresh WIFI Access Points	DSS					x	x	x	x					

MPL Master Plan Recommendation	Implementation	Master Plan Recommendation	2025 Actions	Staff Lead		Current status	January	February	March	April	May	June	July	August	September	October	November	December
n/a	2025	Ongoing Operational	SharePoint Project	DSS		In progress, first phase will go live in June.	X	X	X	X	X	X	X	X	X	X		
n/a	2025	Ongoing Operational	Apply for and Report on Annual Employment Grants including Canada Summer Jobs and Young Canada Works	CEO		Grant Applications have been submitted and 4 positions were approved.									X	X	X	
n/a	2025	Ongoing Operational	Complete Annual Survey of Public Libraries submission.	CEO		Complete. Award approval report will be presented at March Board Meeting.		X	X									
n/a	2025	Ongoing Operational	Count Week, Public Libraries Operating Grant and Pay Equity Grant	CEO		Submission is complete for 2024.										X		
n/a	2025	Ongoing Operational	Planning for Beaty Branch Improvements for 2026	DSS		Met with town Faculties staff. RFP for design work has been issued.	X	X	X	X	X	X	X	X	X	X	X	
n/a	Ongoing	Ongoing Operational	Update Observances in Annual Activities for next calendar year	DCX		Complete									X			
n/a	Ongoing	Ongoing Operational	Update Community Asset Map	DCX		Review will begin in late spring.				X	X							

**Report to:** Milton Public Library Board

**From:** Sarah Douglas-Murray, CEO and Chief Librarian  
Kanta Kapoor, Director – Support Services

**Date:** May 21, 2025

**Re:** Purchasing Report - Mini Sorter at Main Branch

**Recommendation:**

That the Milton Public Library Board receive the report entitled "Purchase and Installation of Mini Sorter at Main Branch"; and

That the Milton Public Library Board approve the single source award to Convergent Library Technologies for \$140,969 (excluding HST) for the purchase and installation of a Lyngsoe Systems Mini Sorter;

THAT authorization be given to the CEO/Chief Librarian to increase the contract award by up to 15% if required for any contingency or value addition to the project; and

THAT in accordance with Town of Milton Policy 113 (Budget Management), that Town Council be requested to approve the contract award to Convergent Library Technologies due to the additional warranty and lifecycle costs of \$25,295 (excluding HST) that will begin in 2027;

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

**Background**

The Main Library currently operates an external book drop that is accessible 24/7 and patrons can drive right up to the drop without having to park and come in the building. This book drop processes over 1,000 returned items daily, including materials from each of the MPL's branches. These volumes continue to increase with growth, in particular with the addition of the Sherwood branch and related collection material growth. Often on weekend overnight and holidays times the bins fill and overflow resulting in damage to library collections and a working conditions that cause health and safety issues for staff as materials are all over the floor. Further staff then have to manually check in and sort all of the materials, taking up significant time of our page staff.

Implementing an exterior induction Automated Materials Handling (AMH) system will alleviate these issues by enhancing return efficiency, reducing staff workload, and protecting library resources. The system will automatically check in the materials as they are fed into the book

drop moving along a conveyor belt that will then sort the material into 4 bins (Beaty, Sherwood, Main and Other). As there are 4 bins, this will quadruple the capacity of the system. As the sorter checks the materials in staff will not have to manually process this step. The automatic sorting will allow staff to quickly pack the Beaty and Sherwood materials for the courier, prepare the Main materials for shelving and deal with the “Other” materials efficiently. “Other” materials are typically items that have holds for other patrons. As our existing page staff compliment cannot currently keep up with the volume of returns and re-shelving there are often delays in returning items back into circulation once returned, sometimes for several days time. Installing the Mini-sorter would allow for efficiencies in page staff time that would allow for more efficient use of library materials, enhanced circulation of materials, and quicker circulation of in demand materials.

Library staff have met with Town Facilities staff regarding this project including the modifications that will need to be made to the existing Book Drop location. Town staff have provided the costs estimates for minor construction work included in this report.

### **Suppliers**

The proposed Automated Material Handling (AMH) system is manufactured by Lyngsoe Systems, a global leader in library automation solutions. The system will be supplied and installed by Convergent Library Technologies, a Canada-based reseller specializing in automated return and sorting systems for libraries. Convergent has provided a comprehensive quote detailing the sorter configuration, available sort bin options, and additional features. Convergent is the exclusive reseller of Lyngsoe in Ontario.

Lyngsoe Systems' AMH solution includes proprietary components and software, engineered to perform reliably under extreme weather conditions. One of its key features is an RFID-sensor-equipped door that opens exclusively for RFID-tagged library items, ensuring secure and efficient returns. The Lyngsoe Systems' AMH is the only external AMH system that is compatible with Ontario's extreme winter temperatures. Notably, large library systems such as those in Oakville, Toronto, and Mississauga have implemented Lyngsoe solutions across multiple branches, citing the reliability of its RFID-sensor technology and its resilience in harsh climates as deciding factors.

### **Budget:**

#### **Capital Budget Requirement**

The table below outlines the estimated initial cost to purchase and install the Mini Sorter at Main Branch.

Item	Quantity	Estimated Cost*
------	----------	-----------------

Sortation system that supports one exterior induction and four (4) sort destinations	I	\$143,450
Minor construction work		\$2,544
Contingency		\$21,899
Total		\$167,893

\* Includes non-recoverable HST

As the need for this investment relates to the continued growth in collections, the funding for this project will be provided from the New Collections capital project (C80010318), which has available budget of \$397,971 at the time of this report.

### **Operating Budget Requirement \$16,900 from 2027 onwards**

The first year of warranty is included. To ensure annual maintenance of the devices and extend the warranty, an additional \$16,900 plus HST will be required in the operating budget for 2027 and each subsequent year. In addition, an annual lifecycle provision of \$8,395 will be required in order to provide for the future renewal costs for this asset. As this represents an increase in the gross operating budget with a future tax levy impact, Town Council approval is required (as per Town Policy 113). Following MPL Board approval of the recommendations within this report, MPL staff will work with Town staff to coordinate a similar request for approval from Town Council in order for the project to proceed.

As such, this fulfils the following 2025 MPL Strategic Pillar & Objective:

#### **Pillar: Building Strong Infrastructure**

**Objective:** Proactively plan for future population growth by ensuring appropriate physical and technological infrastructure

#### **Pillar: Delivering Quality Services**

**Objective:** Explore and implement innovative models and ensure Milton residents have access to exceptional library service.

Use data and metrics to build both physical and digital collections that meet community needs and keep pace with Milton's population growth.

#### **Recommendation:**

That the Milton Public Library Board receive the report entitled "Purchase and Installation of Mini Sorter at Main Branch"; and

That the Milton Public Library Board approve the single source award to Convergent Library Technologies for \$140,969 (excluding HST) for the purchase and installation of a Lyngsoe Systems Mini Sorter;

THAT authorization be given to the CEO/Chief Librarian to increase the contract award by up to 15% if required for any contingency or value addition to the project; and

THAT in accordance with Town of Milton Policy 113 (Budget Management), that Town Council be requested to approve the contract award to Convergent Library Technologies due to the additional warranty and lifecycle costs of \$25,295 (excluding HST) that will begin in 2027;

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