



**Regular Meeting of the Milton Public Library Board
May 20, 2026 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, Sonia Li (Recorder)

Guests: Janine Gallagher, Director, Human Resources, Town of Milton
Monica Nowak, Manager, Human Resources, Town of Milton

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. Confidential Session

Confidential Session to discuss:

- sensitive personal matters about an identifiable individual, including Board members;
- labour relations or employee negotiations

Confidential Reports Circulated under Separate Cover

4.1. Collective Bargaining Update JG/MN

4.2. Strategic Workforce Plan & Competency Framework JG

5. Consent Agenda

- 5.1. Approval of the Minutes of March 25, 2026
- 5.2. 2026 April YTD Operating and Capital Variance Report
- 5.3. Departmental Quarterly Report – Q1 2026
- 5.4. Policy Updates
- 5.5. CEO & Chief Librarian Report
- 5.6. 2026 MPL Annual Strategic Goals & Work Plan Update

6. Discussion Items

- 6.1. Board Governance Policies Update SDM
- 6.2. Board Update – Alberta Bill 28 SDM
- 6.3. Beaty Business and Operational Plan CD

7. Confidential Session

Confidential Session to discuss:

- sensitive personal matters about an identifiable individual, including Board members;
- labour relations or employee negotiations

Confidential Reports Circulated under Separate Cover

- 7.1. Beaty Branch 2027 Budget Direction SDM/CD

8. Reports and Updates

- 8.1. Committee Updates
- 8.2. Council Updates

9. Other Business

10. Future Meeting and Events

- Next Board Meeting: Wednesday June 17, 2026
- Summer Reading Club Launch: June 13, 2026
- Milton Transit Read and Ride: June 13, 2026

11. Adjournment



Consent Agenda Item 5.1

**Regular Meeting of the Milton Public Library Board
March 25, 2026 at 7:00 PM
Main Boardroom**

Mission 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, Karen Wolnik

Staff: Sarah Douglas-Murray, Chris Dorscht, Kanta Kapoor, Sonia Li (Recorder), Fajar Parvez

Guest: Janine Gallagher, Director, Human Resources, Town of Milton
Monica Nowak, Manager, Human Resources, Town of Milton
Carrie Sharpin, Practice Manager, Ward & Uptigrove Human Resources Solutions

Regrets: Councillor Sarah Marshall

Meeting Commenced at 7:00pm

1. Approval of Agenda

Motion #26-2030

That the Milton Public Library Board approve the Agenda of the March 25, 2026 Meeting.

Moved by Sibyl Shen, Seconded by Sana Malik Carried

2. Declaration of Interest: none

3. Confidential Session

The motion was passed to move into Confidential Session.

Motion #26-2031

It was Moved by Sana Malik, Seconded by Sibyl Shen to move into the Confidential Session at 7:01pm. Carried

It was Moved by Sana Malik, Seconded by Sibyl Shen to move out of the Confidential Session at 7: 22pm. Carried

Confidential Session to discuss:

- sensitive personal matters about an identifiable individual, including Board members;
- labour relations or employee negotiations

Confidential Reports Circulated under Separate Cover

3.1. Union Pay Equity

Motion #26-2032

That the Milton Public Library (MPL) Board receive the Union Pay Equity Review report; and

That the Milton Public Library (MPL) Board receive the Pay Equity Maintenance 2025 – CUPE 4366 prepared by Ward & Uptigrove Human Resources Solutions (W & U) (Attachment I); and

That the Milton Public Library (MPL) Board directs the CEO to undertake the recommendations outlined in the report to achieve and maintain pay equity.

Moved by Sana Malik, Seconded by Sibyl Shen Carried

3.2. Collective Agreement Updates

Motion #26-2033

That the Milton Public Library (MPL) Board Receive the HR Update – Collective Bargaining report;

Moved by Councillor Rick Malboeuf, Seconded by Sibyl Shen Carried

4. Consent Agenda

- 4.1. Approval of the Minutes of January 21, 2026
- 4.2. 2025 Year-end Operating and Capital Draft Report
- 4.3. 2026 February YTD Operating and Capital Variance Report
- 4.4. CEO & Chief Librarian Report
- 4.5. Policy Updates

Motion #26-2034

That the Milton Public Library Board approve the Consent Agenda of the March 25, 2026 Meeting.

Moved by Sana Malik, Seconded by Sibyl Shen Carried

5. Discussion Items

5.1. Marketing and Communication Plan

Motion #26-2035

That Milton Public Library Board receive the report entitled “2026 Marketing and Communications Plan” for its information.

Moved by Councillor Colin Best, Seconded by Karen Wolnik Carried

5.2. Halton Information Providers Update – Strategic Plan

Motion #26-2036

That the Milton Public Library Board receive the Halton Information Providers (HIP) Update report for information.

Moved by Councillor Colin Best, Seconded by Karen Wolnik Carried

5.3. CULC – Social Impacts Study

Motion #26-2037

That the Milton Public Library (MPL) Board receive the Canadian Urban Libraries Council (CULC) Social Impacts Study for information.

Moved by Councillor Colin Best, Seconded by Sibyl Shen Carried

5.4. Scope of Work – Main Space Use Study

Motion #26-2038

That the Milton Public Library Board receives the Main Space Use Study Update report for information.

Moved by Sana Malik, Seconded by Karen Wolnik Carried

5.5. AI Policy

Motion #26-2039

That the Milton Public Library Board approve the attached Artificial Intelligence (AI) Policy.

Moved by Councillor Colin Best, Seconded by Sana Malik Carried

5.6. Upgrading Laptop Kiosk at Sherwood and Beaty

Motion #26-2040

That the Milton Public Library Board receive the report entitled “Replacement of Apple Devices and Upgrade of Laptop Kiosk Systems at Sherwood and Beaty.”

That the Milton Public Library Board approve the purchase of replacement Apple devices and the upgrade of existing Laptop Kiosk systems for Sherwood and Beaty Libraries.

That the Milton Public Library Board approve a commitment to spend up to \$87,000 plus Harmonized Sales Tax (HST) from the following capital budget lines

C80010025 Automation Replacement (\$36,000 plus HST)

C80012125 Collection Replacement (\$50,868 plus HST, rounded to \$51,000)

That the CEO be authorized to execute the resulting purchase order as per MPL’s purchasing policy.

That authorization be given to the CEO to increase this budget up to a limit of 15% of the budgeted amount, i.e. \$100,050 plus HST if required for any contingency or value addition to the project.

That the CEO be authorized to execute the resulting purchase order as per the current MPL’s purchasing policy.

Moved by Sana Malik, Seconded by Councillor Colin Best Carried

6. Reports and Updates

6.1 Committee Updates:

HR Committee Update - Q1 CEO performance review has been completed and the Board survey was completed under the Board Governance Review and Succession Planning Workshop in February 2026.

6.2 Council Updates:

- Regional Council meeting was held on March 25, 2026 and the provincial budget is to be released on March 26, 2026.
- At local Council, the Official Plan Open House is scheduled for March 31, 2026 and Public Meeting is scheduled for April 13th. Official Plan includes budgeting for additional community facilities, including future library locations.

7. Other Business:

The Federation of Ontario Public Libraries will launch an advocacy campaign in April, targeting to provincial government about challenges that libraries are experiencing. CEO will share with Board the official advocacy report once released.

8. Future Meeting and Events

Board Meeting: Wednesday May 20, 2026

Battle of the Books - Monday March 30th, 2026

Tea Fest - Saturday May 2nd, 2026

9. Adjournment

Meeting Adjourned: 8:11pm

Motion #26-2041

That Milton Public Library Board approve the adjournment of the March 25, 2026 meeting.

Moved by *Councillor Colin Best*, **Seconded by** *Sana Malik* **Carried**

Signed: _____
Sana Malik, Chair
Milton Public Library Board

Signed: _____
Sarah Douglas Murray, CEO
Milton Public Library Board

Report to: Milton Public Library Board
From: Sarah Douglas Murray, CEO
Sonia Li, Supervisor, Finance & Administration
Date: May 20, 2026
Subject: 2026 April YTD Operating and Capital Variance Report

Recommendation:

That the Milton Public Library Board receives the 2026 April YTD Operating and Capital Variance Report.

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:

As of April 30th 2026, total Library Financial Balance stands at net (\$1,420,432) with a budget variance of \$5,073,643 to be used for the remaining of 2026. The year-to-date position is \$149,208 below the prorated year-to-date budget, mainly driven by higher revenue attributed to the deferral of 2025 grants and lower electronic products spend due to timing.

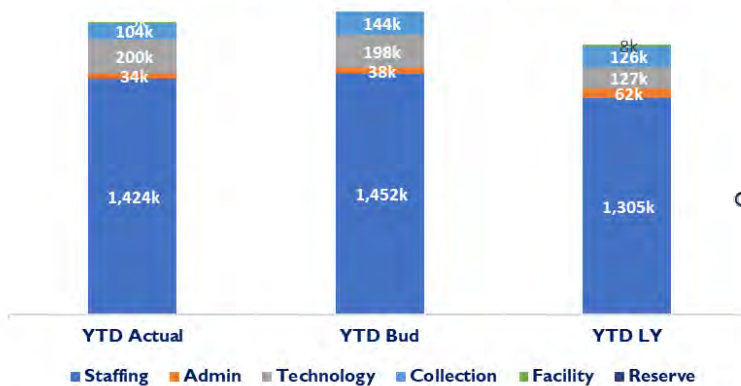
Total Library Operating Expenses to date amount to \$1,819,016 or 26.6% of the 2026 Approved Budget. This is \$82,834 lower compared to prorated budget, primarily driven by \$38,261 lower electronic resources spending related to delays in expanding Hoopla usage and new purchase of E-Learning platform, \$27,721 lower staffing costs and \$16,852 lower spend in other expense lines due to timing.

Total Library Revenues to date is \$3,239,448, which is \$66,374 above the prorated budget, mainly attributed to unbudgeted grants and donations.

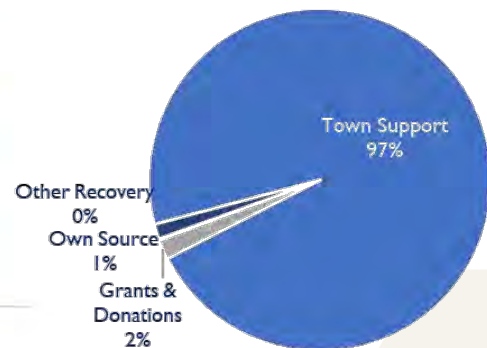
Expense	MTD Actual	YTD Actual	MTD Bud	YTD Bud	MTD LY	YTD LY
Staffing	375k	1,424k	359k	1,452k	363k	1,305k
Admin	8k	34k	16k	38k	21k	62k
Technology	5k	200k	36k	198k	26k	127k
Operation	18k	52k	14k	71k	15k	91k
Collection	23k	104k	44k	144k	35k	126k
Facility	1k	5k	-	-	3k	8k
Reserve	-	-	-	-	-	-
Total Expense	429k	1,819k	470k	1,902k	464k	1,719k
Var/Growth \$			(41k)	(83k)	(34k)	100k
Var/Growth %			-9%	-4%	-7%	6%

Revenue	MTD Actual	YTD Actual	MTD Bud	YTD Bud	MTD LY	YTD LY
Town Support	-	3,130k	-	3,130k	-	2,888k
Grants & Donations	4k	59k	-	4k	-	36k
Other Recovery	.8k	5k	-	-	2k	5k
Own Source	12k	46k	10k	39k	12k	56k
Total Revenue	17k	3,239k	10k	3,173k	14k	2,985k
Var/Growth \$			7k	66k	2k	254k
Var/Growth %			67%	2%	17%	9%
Total Library	(412k)	1,420k	(460k)	1,271k	(449k)	1,266k

YTD Actual Spend vs Prorated Budget by Category



2026 YTD Revenue Pie Chart





The Library Capital projects are currently progressing under budget, with life-to-date spend of \$973,286 and a remaining budget of \$1,819,315. 2026 year-to-date Capital spend totals \$292,718 and projected remaining spend is \$785,890 based on estimated duration of each project.

Project Code	Project Name	Life-To-Date	Approved	Life-To-Date	2026 YTD	2026 Full Year
		Actual	Budget	Variance	Actual	Estimate
C80010025	AUTOMATION REPLACEMENT	\$186,843	\$284,753	\$97,910	\$37,085	\$172,080
C80010026	AUTOMATION REPLACEMENT	\$0	\$291,445	\$291,445	\$0	\$137,846
C80010318	COLLECTION - NEW	\$362,610	\$450,219	\$87,609	\$75,968	\$163,578
C80012125	COLLECTION - REPLACEMENT	\$358,982	\$560,207	\$201,225	\$177,344	\$324,509
C80012126	COLLECTION - REPLACEMENT	\$0	\$540,491	\$540,491	\$0	\$188,902
C80131125	FURNITURE REPLACEMENT	\$64,851	\$105,266	\$40,415	\$2,320	\$31,877
C80131126	FURNITURE REPLACEMENT	\$0	\$107,740	\$107,740	\$0	\$37,655
C80131626	Library Outreach Vehicle	\$0	\$297,980	\$297,980	\$0	\$217,926
C80131726	Beaty Branch - Renovations	\$0	\$154,500	\$154,500	\$0	\$88,856
Total		\$973,286	\$2,792,601	\$1,819,315	\$292,718	\$1,363,228

As such, this fulfils the following 2026 MPL Strategic Pillar & Objective:

Pillar: Creating a Robust & Resilient Organization

Objective: Provide a framework for strong governance.

Report to: Milton Public Library Board

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

Date: May 20, 2026

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 outlined in the Library's Strategic Master Plan (2025–2029). Departmental quarterly reports are provided for the Board's information and focus on key performance indicators, offering a quarterly comparison of statistics and measurable outcomes that demonstrate progress toward the Strategic Master Plan objectives.

Report:

Customer Experience & Marketing

New Cardholders Registered:

In Q1 of 2026, the library welcomed 2,048 new patrons. This represents about a 15% decrease in the number of patrons registered in Q1 of 2025.

Customer Experience Program Feedback:

Patrons are sent post-program emails to provide feedback and to rate their experience between 1-4 (4 being excellent). There were 351 responses in Q1 with 91% rating their experience 4/4 (up 1% from Q1 2025). A small percentage of respondents (2.7%) provided

feedback in the 2 and 1 rating, which highlighted some confusion around waitlists and communication. Library staff have worked to reduce this issue in the future.

Marketing & Communications:

Social and Email Marketing Q1 Stats	
Facebook - Total Followers	6,361
Instagram - Total Followers	5,991
BlueSky – Total Followers	162
YouTube - Total Subscribers	310
Facebook - Post Clicks / Engagement	23,423
Instagram - Post Clicks / Engagement	10,481
eNewsletter Open Rate	34.9%
eNewsletter Click Rate	3.55%
eNewsletter Subscribers	54,971

- Expanded Baby Bee’s First Reads program through new community partnerships, multilingual resources, updated promotional materials, and broader outreach to support early literacy access for Milton families.
- Advanced strategic communications initiatives, including development of the 2026 Marketing & Communications Plan, Crisis Communications Plan framework, app engagement strategy, and multilingual collections awareness campaign.
- Led planning for the Main Library Children’s Area Redesign project, including creative direction, signage concepts, and collaboration with internal teams and external partners.
- Supported major campaigns and public engagement initiatives including Freedom to Read Week, TD FEF Pollinator Kits launch, Tea Fest promotion, PressReader campaigns, and preparation for upcoming summer initiatives.

Footfall & Spaces:

The system saw a total of 161,141 visits in Q1 of 2026, an increase of 5,056 visits from the same quarter last year (156,085). Footfall was up across all branch locations compared to Q1 2025.

Main Library

Footfall: 87,586 compared to 86,285 in Q1 2025 – 1% increase

Public Room Bookings:

- 801 bookings (compared to 798 last quarter)
- 73% of available time booked

Beaty Branch

Footfall: 17,287 compared to 16,917 in Q1 2025 – 2% increase

Public Room Bookings:

- 171 bookings (compared to 221 last quarter)
- 53% of available time booked

Sherwood Branch

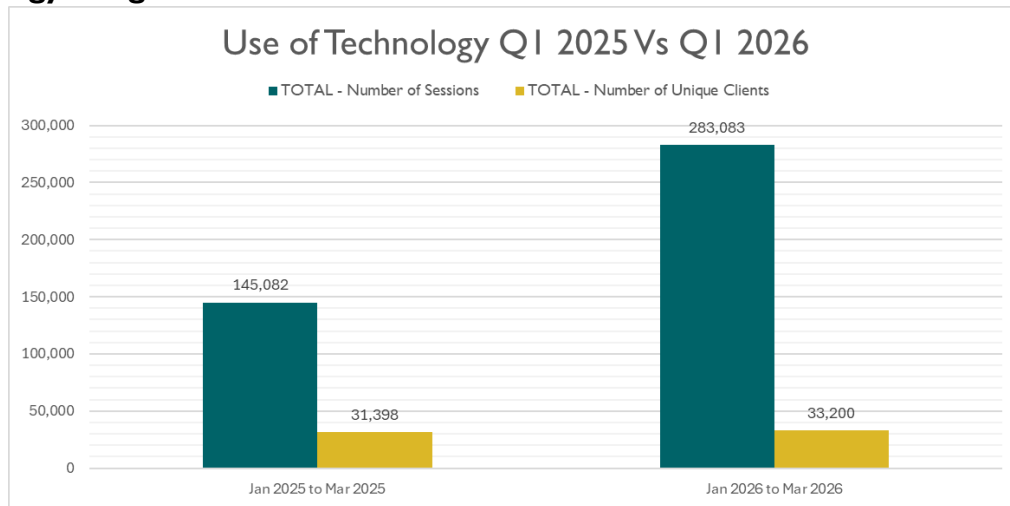
Footfall: 56,268 compared to 52,883 in Q1 2025 – 6% increase

Public Room Bookings:

- 356 bookings (compared to 330 last quarter)
- 70% of available time booked

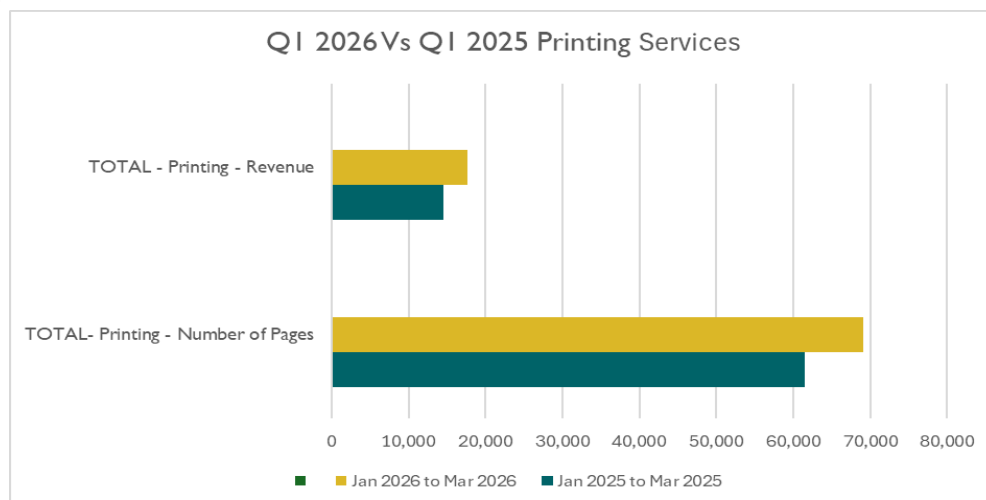
Technology and Online Activity

Technology Usage:



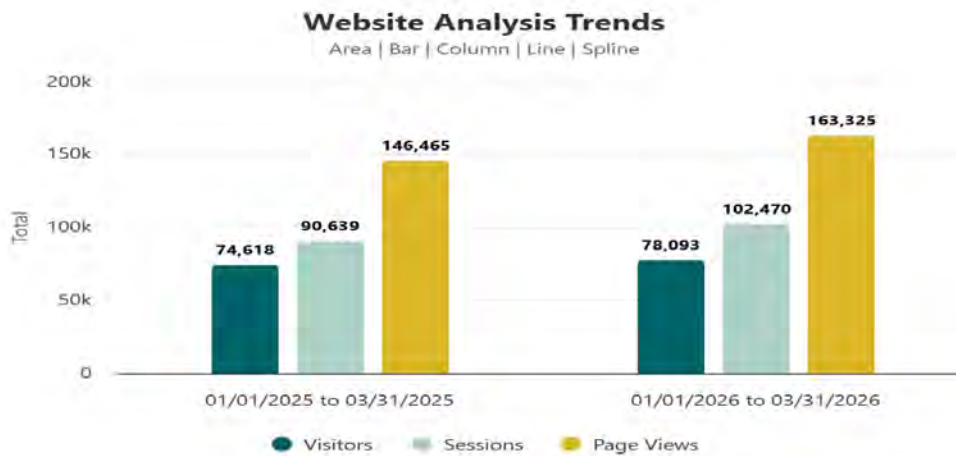
Technology usage surged in Q1 2026 compared to Q1 2025, with total sessions nearly doubling from 145,082 to 283,083 (~95% growth), while unique clients increased only slightly from 31,398 to 33,200 (~6%). This indicates that the growth is driven primarily by existing users engaging more frequently rather than a significant expansion in the user base, highlighting stronger adoption and reliance among current clients but a relatively limited increase in new users.

Printing Revenue



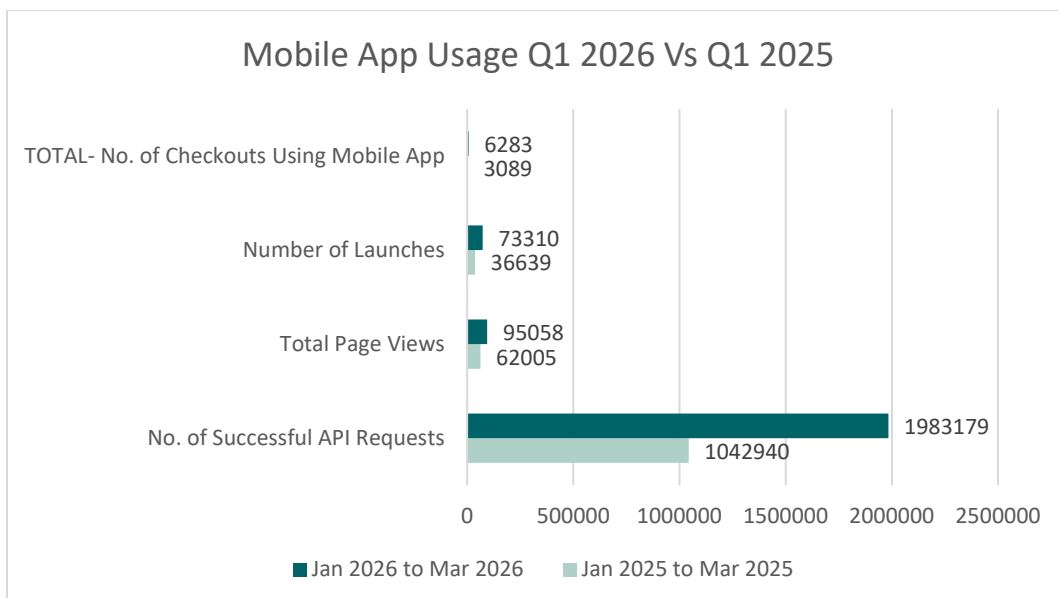
Printing services show moderate growth in Q1 2026 compared to Q1 2025, with total pages increasing from around 62,000 to nearly 69,000 (roughly +10–12%), and revenue also rising from about 15,000 to 18,000 (around +20%).

Library Website



The chart shows steady growth from Q1 2025 to Q1 2026, with visitors increasing by about 4.7%. Sessions rose more strongly by 13.1%, and page views grew by 11.5%, indicating improved user engagement. Overall, users are not only visiting slightly more but are also interacting more deeply with the site.

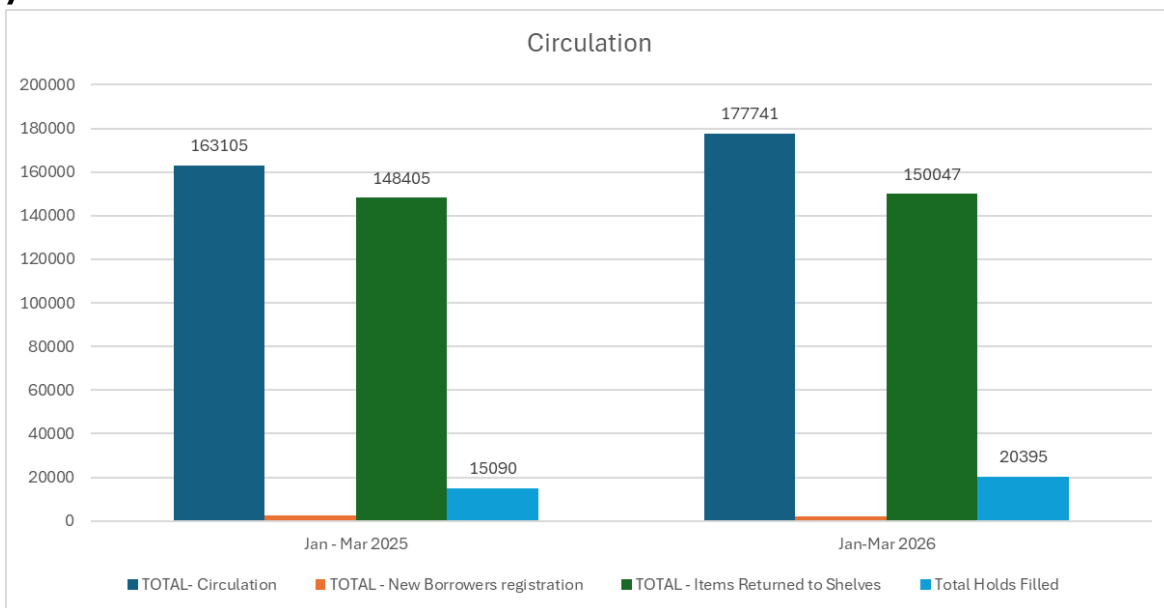
Mobile App



Mobile app performance in Q1 2026 shows strong growth compared to Q1 2025 across all key metrics, with notable increases in user engagement and conversions. API requests nearly doubled, indicating significantly higher backend activity, while app launches and checkouts also more than doubled, reflecting improved user adoption and conversion rates. Additionally, page views rose substantially, suggesting deeper in-app interaction. Overall, the data points to consistent, well-rounded growth across the entire user journey, from activity to successful transactions.

Collections & Circulation

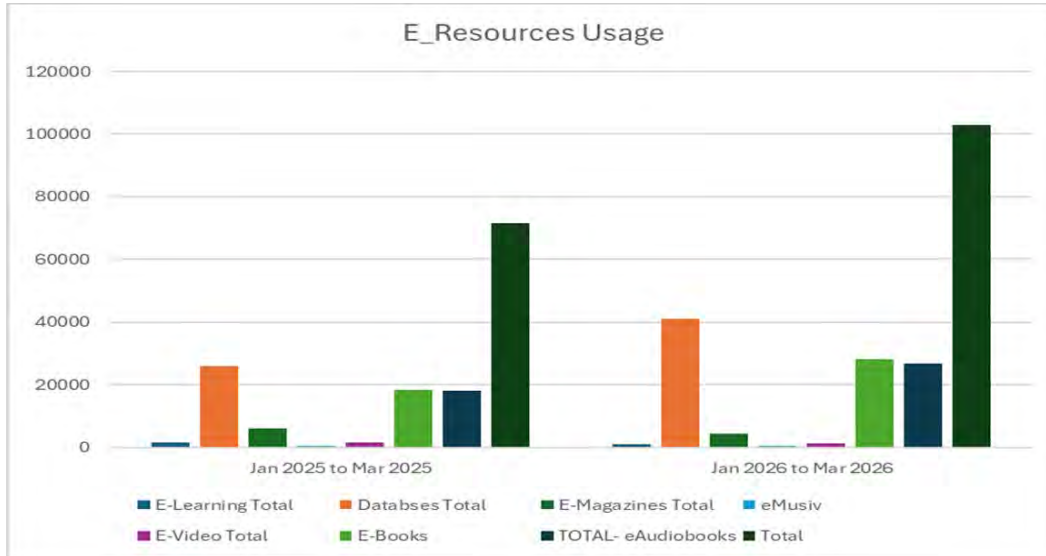
Physical Items Circulation



Circulation metrics show steady growth from Jan–Mar 2025 to Jan–Mar 2026, with total circulation increasing from 163,105 to 177,741 (about 9% growth), indicating higher overall usage. Items returned to shelves also rose slightly from 148,405 to 150,047, suggesting consistent circulation flow. The most notable jump is in holds filled, which grew from 15,090 to 20,395 (around 35% increase), reflecting stronger demand and fulfillment. New borrower registrations appear relatively minimal in comparison and show little visible impact. Overall, the data suggests moderate growth in usage with a significant uptick in user demand for reserved items.

Our patrons saved \$6,773,858 by borrowing these items in Q1 of 2026.

E-Resources:



E-resources usage shows strong overall growth from Jan–Mar 2025 to Jan–Mar 2026, driven primarily by a sharp rise in total usage, which increases from around 71K to over 100K. Databases see a significant jump (about 25K to 41K), indicating higher research or information access demand. E-books and audiobooks also grow notably, reflecting increased digital reading and listening habits. Meanwhile, e-magazines and e-learning show slight declines, and e-video/eMusic remain relatively flat. Overall, the trend highlights a clear shift toward heavier use of core digital resources, especially databases and long-form content.

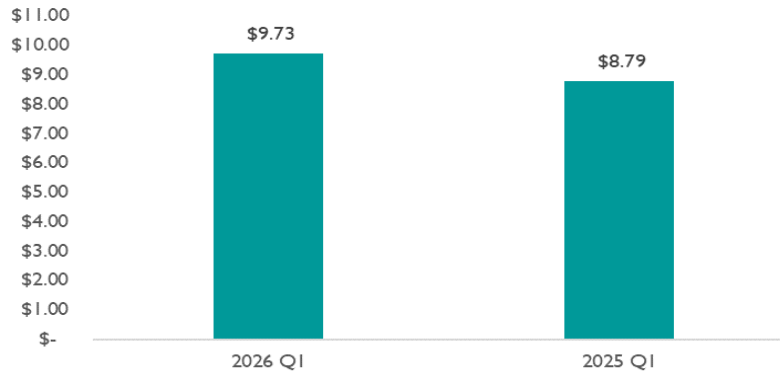
Interlibrary Loan:

Our commitment to providing extensive resources to our patrons is also reflected in the Interlibrary Loan service, which successfully fulfilled 590 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.

Cost per Capita:

The population estimate continues to rely on 2024 actual figures, as 2025 data is not yet available. Cost per Capita of 2026 Q1 is \$9.73, representing a 10.7% increase compared to 2025 Q1, largely driven by higher staffing and technology expenditures.

Cost per Capita

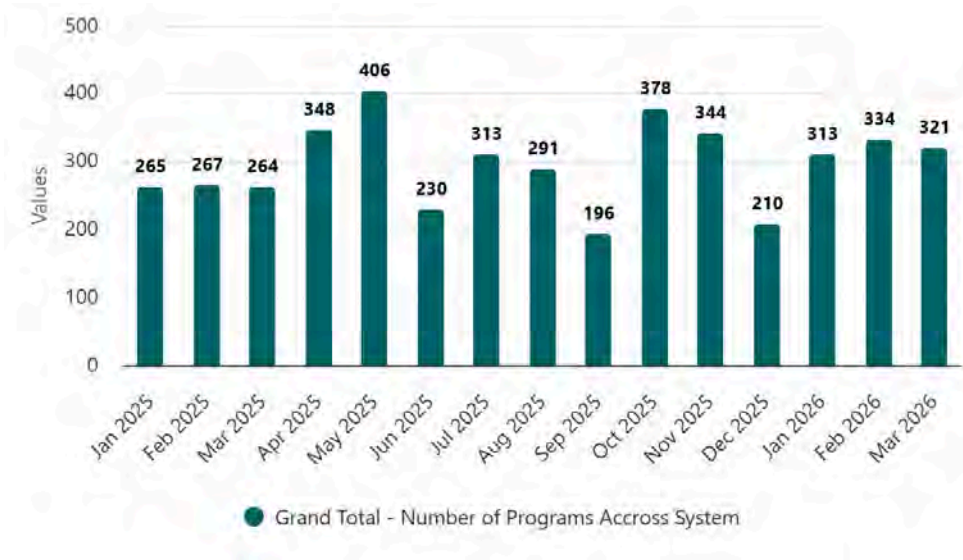


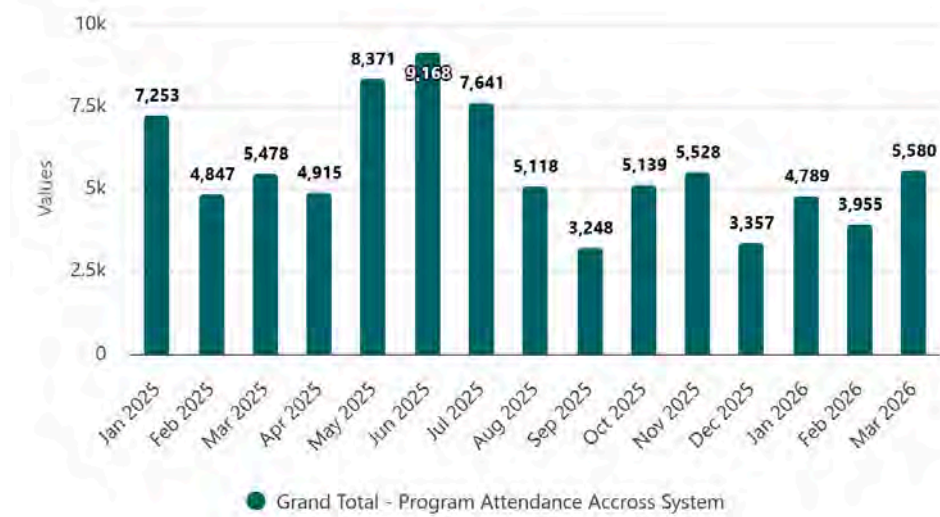
Programming & Partnerships

Programming:

In Q1, a total of 968 programs were offered, compared to 796 last year during the same period with a total participation of 14,324, compared to 17,978. The difference in participation numbers is due to Q1 of 2025 being the final quarter when colouring sheets were offered on a regular basis. Stats moving forward will be reflective of this passive program no longer being offered.

Q1 COMPARISON 2025 & 2026





Children’s Programs in Q1

Offered: 459

Participants: 7642

Teen Programs in Q1

Offered: 90

Participants: 1457

Adult Programs in Q4

Offered: 419

Participants: 5225

Partnerships:

Children’s Portfolio:

- Milton Public Library continued its partnership with the Canadian Caribbean Association of Halton to bring Black and Caribbean authors to Milton on a quarterly basis to the library.
- Partnered with South Asian Mommies of Milton to launch the Milton Kids’ Art Celebration art contest.
- Partnered with the Milton Chinese Association to continue with Mandarin Language Storytimes.
- Continued partnership with Kerry’s place to have onsite Autism consultation services in Milton.
- Continued partnership with Arthouse to bring art programming to children with financial need.
- Partnered with Halton Women’s Place to bring consent based programming to Children over the March Break.

Teen Portfolio:

- MPL continue its partnership with Creative Community Hive for Sewing programs.
- Partnered with NextWis for Tech programs.
- Partnered with BridgesEDU Scholarships for research and writing scholarship.

Adult Portfolio:

- Strengthened partnership with Special Friends Network, opening a second offering of daytime programming for Adults with Disabilities on Thursdays.
- Expanded partnership with Prime Care Family Health to include Mandarin and Spanish-speaking Prime Fit sessions for Seniors.
- Enhanced partnership with Halton Deaf Seniors to include biweekly programming.
- Created a new program with South Asian Mommies of Milton, “Career Hour”, where Newcomers seek career support.
- Established ongoing, full-year programming with Milton Historical Society

Summary

QI results continue to demonstrate strong community interest in MPL’s programs, services, and collections, underscoring the library’s vital role in providing high-quality, accessible resources. Staff are actively exploring new and creative ways to connect with the Milton community, strengthening engagement and broadening awareness of MPL’s offerings.

As such, this fulfills the following 2026 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.

Report to: Milton Public Library Board
From: Sarah Douglas-Murray, CEO & Chief Librarian
Date: May 20, 2025
Subject: Policy Review and Updates

Recommendation:

That the Milton Public Library Board approve the updates to OP-07 Public Internet Access Policy included as Attachment 1 to this report; and

That the Milton Public Library Board approve the updates to OP-10 Social Media updated to Online, Social Media & Digital Communications Policy included as Attachment 2 to this report; and

That the Milton Public Library Board approve the updates to OP-17 Media Communication included as Attachment 3 to this report.

Background:

The Strategic Master Plan recommended 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.

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. 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 2026:

- OP-07 Public Internet Access Policy
- OP-10 Social Media
- OP-17 Media Communication

Report:

A copy of all updated policies has been included as Attachments 1-3 to this report. A summary of updates is included below.

OP-07 Public Internet Access Policy

The Public Internet Access Policy (OP-07) has been revised to reflect current technology practices, evolving legal requirements, and contemporary expectations regarding public internet use in libraries. The revisions clarify the scope of the policy, strengthen provisions related to privacy, cybersecurity, and user responsibility, and update language concerning equitable access, children’s use of the internet, prohibited activities, and liability.

OP-10 Social Media updated to Online, Social Media & Digital Communications Policy

The former Social Media Policy has been updated and retitled Online, Social Media & Digital Communications policy to reflect the significantly expanded role of digital communication in Library service delivery. The revised policy modernizes language, broadens scope beyond social media to include websites, email, live chat, reviews, and future digital platforms, and clearly establishes expectations for respectful use, moderation, and compliance for staff, volunteers, and the public. It clarifies governance and approval authority for official Library channels, strengthens Terms of Use and content moderation standards, and reinforces professional conduct and accountability.

OP-17 Media Communication

The Media Communications Policy has undergone minor administrative updates, primarily limited to clarifying language and improving consistency and readability. The purpose, scope, roles, authorities, and procedures for proactive and reactive media relations remain unchanged.

As such, this fulfils the following 2026 MPL Strategic Pillar & Objectives:

Pillar: Creating a Robust & Resilient Organization

Objective: Provide a framework for strong governance.

Pillar: Delivering Quality Services

Objective: Collaborate with academic, municipal and community stakeholders for the fulfillment of MPL’s vision, mission and values.



Policy Type: **Operational**

Policy Number: **OP - 07**

Policy Title: **Public Internet Access Policy**

Policy Approval Date: December 1998

Policy Review Date: May 2026

I. Purpose

Milton Public Library (MPL) provides public access to computers and the Internet in keeping with its mission to "empower the community to: Read. Learn. Innovate. Connect." This policy governs the use of MPL's computing resources and internet services to ensure a safe, equitable, and legally compliant digital environment. The purpose of this Policy is to set out the terms and conditions for public computing at the Library, and to ensure that internet use conforms with all applicable laws and the Library is maintained as a welcoming and supportive environment free from discrimination and harassment.

For the purposes of this policy, "Internet Services" refers to access via MPL's public computers and publicly available wireless connections.

2. Scope

For the purpose of this Policy, public computing is defined as the in-branch hardware, applications, software, and peripherals such as keyboards, mice, and USB devices used by customers to effectively make use of the Library's public computers and/or wired or wireless networks. Internet services are defined as the Library's wired and wireless networks.

The Policy applies to all library users with or without a library card using technology resources and internet services at all Library locations, online, or at an external outreach location.

Internet access provided through the Library's lendable technology equipment (e.g., Wi-Fi Hotspots) is out of scope of this Policy and is covered by the corresponding loan policy and agreement form.

3. General

- 3.1 Computer hardware, software and internet access enables the Library to connect customers to ideas, information, and commentary from around the globe and to offer access to many valuable local, national, and international resources.

- 3.2 Specific software, hardware, and technology resources may vary from branch to branch.
- 3.3 MPL provides equitable access to computing resources, which are available on a first-come, first-served basis and may be subject to time limits.
- 3.4 MPL reserves the right to manage internet use to ensure fair access, including limiting session duration or network bandwidth and terminating an internet and/or computer session at any time.
- 3.5 The Library does not guarantee consistent quality and speed of hardware, software, and internet services across locations.
- 3.6 While every effort is made to have technology resources available for customer use, the Library may, at times, reserve technology resources for specific programs, services, or upgrades and repairs.

4. Internet Content & User Responsibility

- 4.1 The internet is an unregulated environment. It contains information and opinions that range in scope from reliable and authoritative to controversial or extremely offensive.
- 4.2 Some information found on the internet may not be accurate, complete, or current. Users must assess the validity of the information found.
- 4.3 Users should be aware that others might be able to view the information displayed on computer monitors, and that the internet is not secure and third parties may be able to obtain information about users' activities.
- 4.4 Users are responsible for their own information security and should avoid entering sensitive data on public computers. The Library is not responsible for the privacy or security of confidential or sensitive information transmitted over the Internet.

5. Internet Security Controls

- 5.1 While the library employs software tools to reduce exposure to malicious or illegal material, these tools may not always be effective.
- 5.2 The Library assumes no responsibility for loss of data, damage to personal devices, or security and privacy breaches resulting from the use of Library internet services.

6. Children's Access to the Internet

- 6.1 As with other library materials, children's access to the internet is the responsibility of parents or guardians.
- 6.2 The Library does not filter internet access but supports parental supervision and guidance regarding children's online activities.

6.3 Parents and guardians are encouraged to discuss safe internet use with their children.

7. Use & Prohibited Activities

7.1 Use of the Library's computer hardware, software, or internet services for a purpose or action that is, or the Library reasonably believes to be, contrary to the law or any of the Library's Code of Conduct or policies is prohibited.

7.2 Use of MPL's public computing and internet services must comply with all applicable laws and MPL policies, including the Code of Conduct Policy.

7.3 The following activities are prohibited:

7.3.1 **Illegal Activities:** Any use that violates local, provincial, or federal laws, including the Criminal Code of Canada.

7.3.2 **Copyright Infringement:** Downloading, copying, or sharing copyrighted material without permission.

7.3.3 **Unauthorized Access:** Attempting to gain unauthorized access to networks, databases, or accounts.

7.3.4 **Disruptive or Harmful Activities:** Engaging in hacking, spreading malware, or interfering with other users' access to MPL services.

7.3.5 **Inappropriate Use in a Public Space:** Viewing or displaying offensive or disruptive material that may be considered harassment under the Ontario Human Rights Code.

7.4 MPL reserves the right to terminate an internet or computer session if a patron engages in any prohibited activity. Repeated violations may result in suspension of library privileges.

8. Privacy & Security

8.1 MPL does not monitor users' internet activities; however, the Library may be required to cooperate with law enforcement agencies if illegal activities are suspected.

8.2 Public computers are configured to clear browsing history and temporary files after each session.

8.3 Personal devices cannot be physically connected to MPL's network, ensuring the integrity and security of library infrastructure.

8.4 MPL does not provide technical support for personal devices using its wireless network.

9. Legal Compliance

- 9.1 The Library's users are subject to federal, provincial and municipal legislation regulating computer and internet use, including the provisions of the Criminal Code.
- 9.2 Users must comply with copyright laws, privacy laws, licensing agreements, and other intellectual property rights. The Library is not responsible for infringements of these laws.

10. Liability Disclaimer

- 10.1 Users are responsible for any direct or indirect damages resulting from using MPL's public computing or internet services.
- 10.2 MPL is not responsible for financial transactions or personal data breaches while using the Library's internet services.

11. Policy Enforcement & Compliance

- 11.1 Failure to comply with this policy may result in the suspension of internet privileges, banning from library premises, or legal action where applicable.

This policy is subject to review and may be updated as necessary to reflect technological changes, legal requirements, or community needs.

Related Documents:

Milton Public Library. **OP – 01 Confidentiality and the Protection of Privacy Policy**
Milton Public Library. **FN – 04 Intellectual Freedom Policy**

Policy Type: **Operational**

Policy Number: **OP – 10**

Policy Title: **Online, Social Media
& Digital Communications**

Policy Approval Date: November 2011

Policy Review Date: May, 2026

PURPOSE

Online, social media, and digital communication are essential tools that support Milton Public Library’s purpose of connecting people, ideas, and information in a welcoming, inclusive, and respectful environment.

This Policy establishes expectations, standards, and Terms of Use for how the Library communicates and interacts with the public through online platforms and digital communication channels. It governs participation by Library staff, volunteers, and members of the public.

Milton Public Library recognizes and respects differences in opinion and encourages constructive dialogue that reflects the Library’s values, legal obligations, and commitment to professional and responsive customer service.

SCOPE

This Policy applies to all Milton Public Library-managed or Library-affiliated online and digital communication channels, including but not limited to:

- Social media platforms (such as Facebook, Instagram, X, YouTube, LinkedIn, and similar services)
- Library websites and online communities
- Email communications with the Library
- Live chat and virtual reference services
- Online forms, surveys, and feedback tools
- Third-party public platforms where the Library maintains an official presence or receives feedback, including review sites such as Google Reviews
- Mobile applications and future digital platforms used for Library communication or service delivery

Only members of the Leadership or Management team may establish, manage, or provide official responses on behalf of the Library through online or social media channels with prior approval

from the Chief Executive Officer or designate. Proposals to introduce new digital or social platforms for Library use must be reviewed by the appropriate Manager and approved by the Chief Executive Officer prior to implementation.

Online and digital channels are considered equivalent to all other Library communication and service delivery channels. Existing Library policies, procedures, and applicable legislation apply equally in the online environment.

The Library does not act in place of a parent, guardian, or caregiver and is not responsible for enforcing any restrictions they may place on a minor's use of online resources or platforms.

In addition to the general rules respecting use of the Library, the Milton Public Library Board prohibits the use of its social software applications for any purpose which would contravene any statute or government regulation, or which might create civil liability by the user or the Library Board to any person. For example, the Ontario Human Rights Code prohibits certain forms of discrimination and harassment of other individuals or groups, and the Criminal Code includes prohibitions against child pornography, obscenity, hate literature, and literature for illicit drug use. An example of civil liability is the law of libel and slander. No effort has been made to be exhaustive in giving the above examples. Users are reminded that ignorance of the law is not an excuse. Use of Library social software, online and digital communication applications is conditional on the user's agreement to observe this policy. By continuing to use the application, the user indicates agreement to all requirements of this policy.

By posting content, the user agrees to indemnify the Milton Public Library and its officers and employees from and against all liabilities, judgments, damages and costs (including attorney's fees) incurred by any of them which arise out of or are related to the posted content. Forums and messaging may not be used for commercial purposes or for organized political activity.

If any user does not agree to these terms, they are not to use the service, as violation of the terms can lead to legal liability

TERMS OF USE

Milton Public Library welcomes comments, questions, feedback, and other contributions from members of the public that support meaningful engagement and respectful dialogue.

The Library reserves the right to monitor, moderate, remove, hide, restrict, or block content or users, at its sole discretion, where content does not comply with this Policy or applicable laws.

Content that may be removed includes, but is not limited to:

- Obscene, vulgar or sexually explicit content
- Racist, sexist, homophobic, discriminatory, hateful, or harassing content
- Personal attacks, insults, bullying or threatening language
- Content that incites hatred, violence, discrimination, or harm against individuals or groups protected under the Ontario Human Rights Code
- Defamatory, libelous, knowingly false, misleading, or deceptive statements
- Plagiarized material
- Content that encourages illegal activity or infringes privacy, copyright, or intellectual property rights
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam
- Content that compromises public safety or the security of Library facilities, staff, or users
- Any content deemed inappropriate by Milton Public Library

Users who repeatedly or seriously violate these Terms of Use may be restricted or banned from further participation.

Milton Public Library uses online and digital communication channels to provide information, customer service, and community engagement. The Library endeavours to respond to inquiries and comments received through digital and online channels during regular business hours. Response times may vary depending on volume, complexity, and the nature of the inquiry.

User-generated content, including comments, images, videos, stories, or other creative material submitted to Library-managed platforms, may be used, reproduced, or modified by Milton Public Library for Library-related purposes without compensation, unless otherwise specified.

Contributors are responsible for ensuring they have the legal right to submit the content and that it does not infringe on the rights of others. By submitting content, users grant the Library a non-exclusive right to use that content as it deems appropriate.

STAFF & VOLUNTEERS

This section applies to all Milton Public Library staff and volunteers.

When engaging in online, social media, or digital communication as part of their Library role, staff and volunteers are expected to:

- act professionally, respectfully, and ethically;
- ensure communications are accurate, appropriate, and consistent with Library values and

policies;

- protect confidential and personal information;
- comply with platform-specific terms of use and all applicable legislation.

Social media content created by staff or volunteers as part of their Library responsibilities is the property of Milton Public Library.

Accessing social media sites for personal use during work hours is not permitted. Staff may make reasonable personal use of office technology on their own time, provided it does not adversely affect their work or the work of others and has minimal effect on the library's resources.

When engaging in social media outside of work, staff should make it clear that the views they express about the library or community are their own; they should be respectful of the library, their colleagues and library patron's; they are strictly prohibited from posting sensitive, libelous, incendiary, or personal information regarding the library and any library related contacts.

Failure to comply with this Policy may result in corrective or disciplinary action, up to and including termination of employment or volunteer privileges, and/or legal action.



Policy Type: **Operational** Policy Number: OP - 17
Policy Title: **Media Communications** Policy Approval Date: April 2017
Policy Review Date: May 2026

PURPOSE

Milton Public Library is committed to developing and maintaining professional working relationships with the media to help promote public awareness and understanding of MPL's initiatives, programs and services.

The purpose of this policy is to ensure professionalism and consistency in how MPL works with the media to manage both proactive and reactive media communications. In doing so, the policy outlines who can interact with the media in an official capacity, on behalf of MPL.

SCOPE

This policy applies to all full time and part time staff of Milton Public Library including casual and temporary employees. The policy also applies equally to volunteers in Milton Public Library's programs.

This policy applies equally to the members of the Milton Public Library Board. However, while they also volunteer their time and receive no remuneration, as members of the Board they have roles and responsibilities that are distinct from those of other volunteers.

Definitions

Media:

Refers to all forms of media including traditional news (print, radio, TV) and online channels including websites, blogs and social media that publish news, investigative reports, analysis, events and/or general information.

Spokesperson:

Unless otherwise stated, in all circumstances the spokesperson for MPL shall be either the CEO and/or Director, Customer Experience. Alternatively, either spokesperson may delegate their responsibilities to an appropriately trained, subject matter expert.

In the absence of the CEO or Director, Customer Experience, the MPL Board Chair shall also have the authority to act as a spokesperson in the areas of policy, Council relations, budgets, capital projects, labour relations and Board affairs.

Individual Board members' interaction with the media must recognize the limitation and inability of any Board member or group of Board members to speak for the Board. As and when extraordinary situations arise, it is the Board Chair who speaks on behalf of the Board to the media.

Procedure

Proactive Media Communications:

All MPL initiated proactive media relations activities will be coordinated by the Manager, Marketing and Communications.

Reactive Media Communications:

Requests for interviews will be scheduled with the Manager, Marketing and Communications

Board Members, staff and volunteers who are contacted by the media should state that they are not authorized to speak to the media and forward the enquiry to the Manager, Marketing and Communications. Should the Manager, Marketing and Communications be unavailable, the staff person dealing with the initial enquiry should ask for the following information:

- Name of journalist and publication
- Contact details
- Deadline for response
- Topic/ Request details

Known or potentially contentious issues:

In dealing with known or potentially contentious issues the Manager, Marketing and Communications, CEO or Director, Customer Experience should connect with staff at the Town of Milton.

Emergencies:

In the event of all emergencies, all staff and members of the MPL Board will be informed about major decisions and necessary actions through existing operational processes and various communication channels. Information will also be posted on the MPL website.

Library Emergencies:

In the event of a localized crisis or emergency (i.e. bomb threats, fire, flooding, power failure, inclement weather) MPL will communicate during and after the event. The intent of the communication is to maintain and restore public confidence in the Library. Where necessary the Disaster Plan / IT Disaster Plan will be implemented.

Community Emergencies:

In the case of uncommon emergencies involving the Library and beyond, MPL will be guided by the Emergency Response Plan (By-law No. 136-2006) provided by the Town of Milton. Examples of such emergencies include natural emergencies such as extensive flooding, tornadoes, blizzards, etc. and human-caused emergencies such as transportation accidents involving hazardous materials, aircraft or rail crashes, electrical power blackouts or any other incident accidentally or willfully caused by a person which is likely to endanger property, health, safety, and welfare of the Milton community.

Where necessary, the CEO may defer media communications to the Town of Milton who may act as the primary media contact on behalf of the Town of Milton and Milton Public Library.

Related Documents:

Milton Public Library. ***Governance Policy GOV – 03: Duties and Responsibilities of Individual Board Members***

Report to: Milton Public Library Board
From: Sarah Douglas-Murray, CEO
Date: May 20, 2026
Subject: CEO report – May 2026

Recommendation:

That the Milton Public Library (MPL) Board receives the CEO Report for May 2026.

Background:

The CEO produces a report at each Board Meeting to provide the Board with a summary of current and upcoming projects and initiatives. More detailed quarterly reports are also 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 the Milton Public Library Strategic Master Plan.

Report:

Advocacy Governance and Funding

Ontario Budget – Federation of Ontario Public Libraries (FOPL) Advocacy

The Federation of Ontario Public Libraries (FOPL) has launched an Advocacy Campaign focused on raising government and public awareness about the added pressure facing public libraries across the province.

In early April, FOPL launched a public facing campaign that will include media engagement with key spokespeople from FOPL, in addition to published op-eds and a social media push. Additionally, over the next few months, FOPL will be engaging in government meetings with local MPPs and key ministers to highlight the challenges libraries and library staff are experiencing, particularly due to the mental health, housing, and addictions crisis.

Development Charges (DC) and CBC Community Benefit Charge Update

At the May 11 Council Meeting Council passed both the Development Charges (DC) and CBC Community Benefit Charges By-laws. The passage of the By-laws is the result of the work completed by the project team along with extensive consultation with stakeholders that resulted in revisions to the original DC Background Study released in December 2025. The Library Service Portion of the approved DC Study is \$1544 per Residential Unit.

Full details of the staff recommendations can be found in reports [ES-026-26 DC Study](#) and [ES-027-26 CBC Strategy](#)

Urban Libraries Council – E- book Pricing Advocacy

Urban Libraries Council (ULC) have been working on advocacy and awareness related to e-Book pricing and have prepared the attached two-page information guide to raise awareness regarding the issues and proposed solutions. The paper identifies that demand for e-books is soaring. ULC libraries have seen an average 58% increase in electronic circulation. The report also identifies that consumers pay \$13 in perpetuity for an e-book on average, while libraries typically pay \$55 or more for one 2-year license, limited to checkout by a single user.

New Horizon for Senior Program 2026-27

MPL has received \$25,000 in funding through the New Horizon for Senior Program 2026-27. The funding will support a new program Nourish & Connect – A Senior-Led Culinary Wellness Initiative (NHSP). This initiative will support programming that promotes social connection, healthy living, and skills-sharing among older adults through food-based activities and peer engagement.

Canada Summer Jobs

MPL have been approved for Canada Summer Jobs (CSJ) funding for four Library Assistant positions. The positions will be funded at 50% for eight weeks with total funding of \$9,856. The positions will support the Summer Reading program and are posted with planned start dates in early June.

Young Canada Works

MPL has been approved for Young Canada Works (YCW) funding for a Collections Assistant in the amount of \$9,475.61 for 26 weeks at 24 hours per week. MPL had also applied for a Makerspace Assistant position and have been notified that that position has been waitlisted and will be considered for approval pending the availability of funds in the next few months. The position will be posted later this spring with a planned start date of August 4, 2026.

Communications and Marketing

Spring Newsletter

The printed Newsletter has been refreshed with a new design and copies are available at all Branches. A copy is attached for your reference.

Colouring Books and Wellness Journals

New MPL-branded Colouring Books and Wellness Journals will launch on May 9, offering resources that support wellness, mindfulness, and community engagement for patrons of all ages.

Media Coverage Highlights and Tracking Document

The Year to Date media coverage tracking document through April 30 is attached to this report.

Staffing and Training

New Customer Service Staff

Two new PT staff members were hired at the Sherwood Branch to support increased foot traffic and service demand. A new Associate began in April, with an Assistant starting in early May. These additions strengthen frontline staffing and help to maintain service levels at the branch. The positions were funded within the existing PT staffing allocation.

First Aid Training

In-charge library staff due for re-certification, along with newly hired staff, were provided two full day first-aid training sessions (April 15 & 16) to ensure compliance with safety requirements and to maintain a strong level of emergency preparedness within the library.

Management Training

Members of management and leadership participated in a full-day Supervisor Skills training session on April 11 designed to strengthen their ability to lead teams effectively and consistently. The day-long training focused on core supervisory competencies, including communication, problem-solving, and leadership best practices.

Cross-Branch Training

Cross-branch training sessions were delivered for all Associates and Assistants on April 20, 24, and 27 in preparation for the updated core schedule, which requires staff to work across all branches within the system. These sessions were designed to familiarize staff with the procedures, layouts, and service expectations unique to each location. Managers led the training to ensure employees clearly understand the operational nuances of each branch, supporting consistency in service delivery and a smooth transition to system-wide staffing flexibility.

Paging Procedures

Management has led the development and updating of Paging documentation as part of a broader effort to strengthen training and ensure system-wide consistency. By reviewing and standardizing procedures, management is supporting the upskilling of all Paging staff and establishing clear, consistent expectations across branches.

Children and Youth Program Training

On June 18 Associates from all locations will meet at the Beaty branch for training on Children and Youth programming. The afternoon session will feature demos of programming equipment, overviews of programming trends, and presentations on best practices from staff, followed by a Q&A period.

SharePoint Training

All staff members are being provided the SharePoint refresh training.

Technology

Mini Sorter Launch @ Main

The Mini Sorter has officially been installed at the Main branch. The sorter sorts materials into four bins, one for Main collection items, one for Beaty, one for Sherwood, and one for exceptions. The Mini sorter will reduce the amount of repetitive lifting and will remove the need to match exception slips with items in the morning. Management have trained staff on the new workflow and have updated applicable procedures and manuals. Since implementation, it has increased operational efficiency and enhanced the user experience with faster, more streamlined returns. Within just four weeks, the system processed over 5,500 items, demonstrating strong early adoption and impact.

Cybersecurity

IT operations focused on strengthening cybersecurity through monthly KnowBe4 phishing simulations, refreshing and deploying laptops to maintain performance and compliance, and advancing infrastructure with the Sherwood projector installation. A Beaty kiosk hardware issue was resolved via RFID replacement, while consistent Helpdesk oversight ensured timely issue resolution and minimal disruption.

Programming Technology Expansion

Further technology was procured to expand coding-related programming across all locations, ensuring equitable access to services for all users regardless of branch.

Facilities

Main Branch - Children's Area Early Literacy Re-Fresh

Murals are being installed in the Main Library Children's area to promote the five practices of early literacy—talking, singing, reading, writing, and playing. This will encourage interaction, curiosity, and imaginative exploration. Installation is expected to be completed by the end of May, enhancing the children's area as a vibrant, literacy-focused environment that supports early learning and development.

Sherwood Branch - Programming Space Expansion

New programming tables and chairs have been purchased to allow for a second programming space in the open area of Sherwood Branch. Tables are on castors and can be easily moved in and out of place to allow for an evolving space that may include programming, exhibit or additional study space for patrons.

Customer Experience

Baby Bees Welcome Event

A Baby Bee's Welcome Event was successfully held on April 24, welcoming families with newborns and celebrating early literacy through storytime, activities, giveaways, and community connections.

Tea Fest 2026

On Saturday May 2, MPL hosted our 3rd annual Tea Fest with great success. The event welcomed 2,227 attendees, 47 tea vendors, and 317 attendees participated in programs. We held 10 programs on a variety of topics related to tea. The middle of the vendor floor hosted cultural dance to compliment the diversified tea offerings, welcoming dances from Jacqueline Smith Highland Dancers, School of Indian Folk Arts & Tradition Inc., Milton Chinese Association, and SAMM.

Beaty Branch Garden Opening

Sherry Saevil shared her knowledge of the significance of native plants during opening remarks of the Beaty Garden Opening on Saturday May 9th, captivating the attention of 60 onlookers. Art activities ensued in the garden shortly after with a community project of "beautifying" the newly installed beehive boxes. All programs related to the opening garnered participation by 73 patrons in total. All available pollinator kits were checked out by interested patrons and 120 seed packets were handed out as part of the "Seed Giveaway Project." Nadette Brady will continue in her role of Lead gardener for the up keeping of the Medicine Learning Garden and to provide gardening education to the Teen volunteers.

Backed by Bee's Collaboration

We have officially partnered with Backed by Bees as our provider of everything bees, honey and more! Please note that we have finished our partnership with Humble Bee. Some of you will be familiar with Backed by Bees through our work with them over the past couple of years. If you don't know Backed by Bee's, please visit their website here: <https://backedbybees.com/> or you can drop by their location over on Appleby Line. Backed By Bee's will be providing MPL:

- Bee and pollinator related programming for patrons
- Hive management in the Indigenous Learning Garden at Beaty Branch
- Honey and other products for in-branch sales
- Interactive pollinator digital resource

Youth Mental Health Fair

MPL hosted the second annual Youth Mental Health Fair on May 9, where 10 vendors provided participants with free information about services available to the local community.

Summer Reading Club Launch & Milton Transit Read and Ride

Milton Public Library will be launching its annual Summer Reading Clubs on June 13 for Children, Adults and Teens. Registration will start on June 13 and the program will continue until August 21. All participants will be able to track their reading, complete reading challenges and enter to win fun prizes throughout the summer.

MPL has partnered with Milton Transit again this year to run the Read and Ride program. Youths under the age of 16 will be able to get their stickers starting June 13 at any Milton Public



Library location. Stickers have to be placed on a library card and shown to transit operators throughout the summer for free transit. The program continues until September 6 2026.

MPL staff will be starting their annual Summer Reading Club outreach to Public and Catholic Board schools starting in late May and will run until the end of June. Last year MPL staff successfully reached out to thousands of students.

MCRC She Can 5K

MPL will be partnering with MCRC and have a Presence at the She Can 5K event the morning of June 13. MCRC will also be present on MPL's Summer Reading Club launch on June 13 to kick-start the Summer Giving Campaign.

MCRC - Summer Giving Campaign

MPL has partnered with MCRC for the 3rd year on the Summer Giving Campaign, in support of MCRC's Infant Food Bank. Summer is often one of the hardest times for donations to charitable organization and MPL and MCRC's partnership tries to fill that gap.

One Book One Milton

Acclaimed Canadian author and comedian Mary Walsh has been selected as the One Book Milton author for 2026 for her compelling memoir *Brassy Bit of Aging Crumpet*. Known for her sharp wit, resilience, and storytelling, Walsh's book explores themes of perseverance, identity, and humour through deeply personal reflections. The One Book Milton event featuring Mary Walsh is scheduled to take place on September 23, 2026, and will provide the community with an exciting opportunity to engage in meaningful conversation and celebrate Canadian literature together.

Collections

March Break Book Sale

Ongoing weeding efforts supported a highly successful March Break Book Sale, resulting in strong material turnover. Remaining items were donated to key community partners, including Maplehurst Correctional Complex, Milton District Hospital, and Milton Community Resource Centre. These contributions not only extended the lifecycle of materials but also strengthened existing community partnerships.

Pollinator Kits Now in all Branches

Ten Pollinator Citizen Science kits have arrived at all locations for circulation. Each kit has a pair of binoculars, a stopwatch, several books, a clipboard and writing materials for kids to make their observations, and instructions.

Digital Resources: New Additions

Digital collections were enhanced through the addition of major publications, including The New York Times and The Economist, to PressReader. Early engagement has been strong, with *The New York Times* becoming one of the top-read publications on the platform, generating 598

article opens in the first month. This initiative reflects ongoing efforts to expand the breadth and quality of digital content. A targeted social media campaign ran in early April to further increase awareness and usage.

Local History

Work continued on the inventory and digitization planning of local history materials. In parallel, donations to partner institutions were facilitated to support long-term preservation and improved public access.

Collection Strategy: Focus Groups

In alignment with the Collection Strategy recommendations, the Teen Focus Group is now underway. The first Adult Focus Group session is scheduled for early June. These groups provide valuable community input, helping to identify collection gaps and ensuring user voices inform future collection development.

Collection Additions: Tamil & Punjabi Materials

Responding to community recommendations, Tamil and Punjabi language materials have been added to the Main Library collection. Staff are actively promoting these resources through multiple channels to increase awareness and usage.

Library of Things Expansion

Additional items have been procured to expand the Library of Things collection in anticipation of increased summer demand. High-interest items include gaming and educational devices such as Nintendo Switch consoles and Yoto Players. In addition, Grand River Conservation passes are now available to the community and have already generated significant interest.

As such, this fulfils the following 2026 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: Building Strong Infrastructure

Objectives:

Create inclusive, welcoming and safe spaces for all members of the community.

Pillar: Creating a Robust & Resilient Organization

Objectives:

Provide a framework for strong governance.



Invest in staff training and professional development especially as it relates to technology.

Pillar: Delivering Quality Services

Objectives:

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.

Collaborate with academic, municipal and community stakeholders for the fulfillment of MPL's vision, mission and values.

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

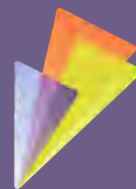
Press/ Media Hits

Media/Org/Partner Outlet	Date it appeared/ran	Type of media (online, TV, radio, etc)	Link
Inside Halton	02-Apr-26	Online	What's open, closed in Milton on the 2026 Easter long weekend - Inside Halton
MiltonToday.ca	07-Apr-26	Online	Teen drop-in connection time underway at Milton Public Library - MiltonToday.ca
FM101 Milton Now	09-Apr-26	Online	Young writers of Milton invited to urban fantasy workshop
MiltonToday.ca	13-Apr-26	Online	Young artists asked to explore what they love about Milton - MiltonToday.ca
FM101 Milton Now	13-Apr-26	Online	The history behind Milton's Swann Crescent and Toletzka Landing
MiltonToday.ca	16-Apr-26	Online	What's happening in Milton this weekend? - MiltonToday.ca
FM101 Milton Now	28-Apr-26	Online	Local youth invited to upcoming Mental Health Fair FM101 Milton Now
FM101 Milton Now	30-Apr-26	Online	TeaFest returns to Milton Public Library this weekend
MiltonToday.ca	30-Apr-26	Online	What's happening in Milton this weekend? - MiltonToday.ca

THE E-BOOK PRICING CRISIS

Solutions That Work For Libraries, Authors, and Publishers

URBAN
LIBRARIES
COUNCIL



THE PROBLEM:

Demand for e-books is soaring. ULC libraries have seen an average 58% increase in electronic circulation since 2019, but the **cost of e-books for libraries is also soaring:**

Consumers pay \$13 in perpetuity for an e-book on average, while libraries typically pay \$55 or more for one 2-year license, limited to checkout by a single user, according to [industry research](#).

- Physical books are owned by the library, while **most digital content is licensed for a limited time**, much like a subscription
- More and more of taxpayer-funded library budgets are eaten up licensing e-books at unreasonably high prices, while libraries get less for their money: **many urban libraries spend 50% or more of their collections budgets** on e-books, audiobooks, and other digital content
- The bottom line: while some publishers have subscriptions that are sustainable for libraries, **the majority of current e-book licensing models are unsustainable for libraries**
- So far, the Big Five publishers have resisted engaging with libraries on alternative models that could be agreeable to libraries and creators – **resulting in legislation at the state and provincial level**

LIBRARIES ARE ESSENTIAL TO THE BUSINESS OF READING

The narrative that libraries operate at the expense of authors or publishers is false. Libraries are **essential to the publishing industry**, by increasing literacy rates, creating lifelong readers, purchasing millions of books annually, and promoting local and national authors.



- Libraries are big business for publishers and authors: a ULC estimate of our nearly 200 member base found that the largest library systems alone each spend over \$4 million on average annually on e-books and e-audiobooks, while their medium-sized peers spend \$2 million on average. **This means that for ULC member libraries alone, the total licensing costs for these materials is at least \$300 million (compared to about [\\$4.5 billion in overall US e-book and e-audiobook sales](#))**

- Library borrowers are also book buyers: access to a library has never meant customers stop buying books – [a study from Canada](#) found over half of library users also bought new books, and another study found [1 in 3 respondents bought a book](#) online or from a bookstore that they first found in a library
- High prices for libraries hurt emerging authors: if libraries cannot afford to build a balanced collection, they prioritize what’s currently popular over exposing customers to new or lesser known writers

SUSTAINABLE SOLUTIONS:

Libraries are eager for dialogue to develop mutually beneficial models with publishers, an open conversation about exploring alternatives acceptable to all parties – ones that use taxpayer funds responsibly while protecting the interests of creators and publishers.

Here are two potential concrete fixes to start a dialogue with the largest publishers:

1 Time-metered e-book licenses (e.g. 1- 2 year licenses) are rarely a responsible use of taxpayer funds – **library licenses should be based on usage.**

- The bottom line: **libraries are using taxpayer funds to pay for items they’re not getting full use out of**
- The current model makes the cost-per-usage higher, while taking a chance on new authors riskier

2 An option of perpetual licenses for mid- and backlist titles would work better for public libraries – and **many libraries are willing to pay a premium for such access.**

- Perpetual licenses are **not about ownership**. They’re about libraries maintaining their ability to **build and sustain a collection** after initial demand has waned
- As demand for popular works subsides, perpetual license options could present an attractive continued revenue stream for publishers and authors
- **Such licenses have a precedent:** all Big Five publishers once offered them, and several continue to provide perpetual access to audiobooks to this day alongside many independent publishers
- Greater flexibility means up-and-coming authors can find new audiences



**OUR
NEWSLETTER
HAS A NEW
LOOK... TAKE
A PEEK!**

See inside for exciting programs, services, and updates including:

- 3rd Annual Milton TeaFest
- Introducing our Artist in Residence
- Baby Bee's First Reads Kit
- Author Visit: An Evening with Adam Shoalts
- NEW!** Citizen Science Pollinator Kits
- ... and more!

Visit beinspired.ca for more details



SUMMER READING CLUB LAUNCH

Saturday June 13 | 1:30 PM | Main Library
We're kicking off Summer Reading Clubs for all ages!

Read & Ride returns this summer, offering free Milton transit for children and youth, plus support the Summer Giving Campaign in aid of the MCRC Infant Food Bank.



Everyone is welcome.
Come celebrate summer, reading, and giving!

A Message from our CEO



At Milton Public Library, our commitment to building a vibrant, inclusive, and forward-thinking community continues to guide everything we do. This season, we are excited to share a number of initiatives and experiences that reflect the many ways the library is evolving to meet the needs of our growing community.

Spring brings with it the return of one of our most anticipated events, TeaFest. This year's event will be held on Saturday, May 2, and will celebrate tea, culture, connection, and community. We are also proud to introduce our new Pollinator Kits, supporting environmental awareness and hands-on learning, made possible through a TD Friends of the Environment Foundation grant.

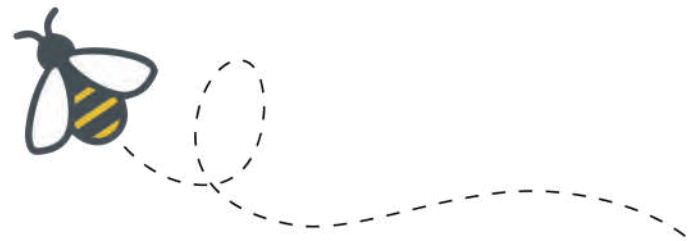
As part of our ongoing efforts to better understand and serve Milton's diverse population, we are encouraging patrons to share the languages spoken at home when registering for or updating their library card. This information plays an important role in shaping collections, programs, and services that reflect and support our community.

We are also delighted to welcome our youngest community members through the Baby Bees Welcome Event on April 24th, supporting early literacy and helping families begin their library journey from the very start.

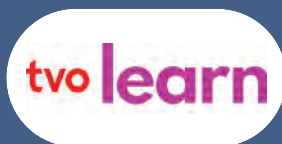
Finally, we look forward to hosting An Evening with Adam Shoalts, author of *Vanished Beyond the Map*. His author talk will offer the community an opportunity to engage with one of Canada's most compelling storytellers and adventurers.

We look forward to seeing you at the library this season!

Warm regards,
Sarah Douglas-Murray
CEO, Milton Public Library



New e-Resources



TVO Learn offers free, curriculum-aligned activities and videos for K-12 students, supporting both classroom and at-home learning.



Looking to build language skills? Mauril, from CBC/Radio-Canada, helps you improve English or French through real Canadian TV, news, and audio content with personalized, interactive lessons.

**Now available on
PressReader:
The New York Times and
The Economist**



Enjoy access to these and 7000+ newspapers, magazines, classic books, and publications, anytime and anywhere with your library card.



Visit beinspired.ca/eresources for more info!



Citizen Science Pollinator Kits Launch

Our new Pollinator Kits funded by the TD Friends of the Environment Foundation offer a hands-on way to explore and support local biodiversity. Borrow a kit or join related programs to get involved.



Artist in Residence: Malachi Watson-Narcisse

We're pleased to continue our Artist in Residence program with Malachi Watson-Narcisse. Join us this spring for a series of inspiring, hands-on creative workshops for the community. See our Adult Programs section for more details!



Baby Bee's First Reads Expansion

Free take-home literacy kits are available for every newborn in Milton, giving families the tools to start reading and learning together from day one. Pick up a kit today. Multilingual books available, including Tamil and Punjabi.



New Wacom Tablets Now Available

Explore digital creativity with our new Wacom tablets, now available at all branches. Perfect for drawing, design, and creative exploration.



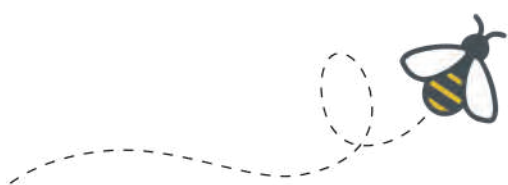
Library of Things

Did you know our Library of Things includes items like the Nintendo Switch, ukulele, loom kits, boombox CD player, tools, and more? Discover something new to borrow and try at home!



Share Your Language, Help Us Serve You Better

We're inviting patrons to share languages spoken at home when registering or updating their library account by visiting their nearest branch or calling us at 905-875-2665. This helps us grow multilingual collections, improve programs, and better reflect our diverse community.



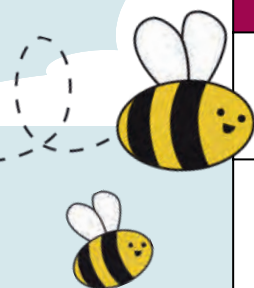
Children's Storytimes

Early Literacy Registered Multi-Session Storytimes

Program	Age	Day & Time	Duration	Location
Babytime	0 - 12 months	Thursdays April 9 - May 28 10:00 - 10:30 AM	8 weeks	Main Library
One is Wonderful	12 - 23 months	Mondays April 13 - May 25 10:00 - 10:30 AM	5 weeks	Sherwood Branch
Kindergarten Here I Come!	3 - 5 years	Tuesdays April 7 - May 26 10:30 - 11:30 AM	8 weeks	Main Library
		Wednesdays April 8 - May 27 10:30 - 11:30 AM	8 weeks	Sherwood Branch
STEAM Storytime	3 - 5 years	Thursdays April 23 - May 28 11:00 - 12:00 PM	6 weeks	Sherwood Branch

Drop-In Storytimes

Program	Age	Day & Time	Location
Baby Play Date	0 - 18 months	Fridays April 10 - May 29 10:30 - 11:30 AM	Beaty Branch
Family Storytime	0 - 6 years	Saturdays April 4 - June 27 9:45 - 10:15 AM 10:15 - 10:45 AM 10:45 AM - 11:15 AM	Sherwood Branch Beaty Branch Main Library
		Tuesdays April 7 - May 26 10:30 - 11:00 AM	Beaty Branch
Play Hive	0 - 6 years	Various days and times, please see our online program calendar for details.	All Branches
Sunday Family Storytime	0 - 6 years	Sundays April 5 - June 28 11:30 - 12:00 PM 10:30 - 11:00 AM	Main Library Sherwood Branch
ABC's and 123's	2 - 5 years	Mondays April 13 - May 25 10:30 - 11:15 AM	Main Library
Jump, Jam and Read	2 - 5 years	Fridays April 10 - May 25 10:00 AM - 10:30 AM	Main Library



Children's Registered Multi-Session Programs



Program	Age	Day & Time	Duration	Description	Location
Sensory Play and Circle	3 - 5 years	Tuesdays April 7 - May 19 1:30 - 2:15 PM	6 weeks	Join us for a visual schedule, sensory toys, and a circle time with stories, songs, and activities!	Sherwood Branch
Reading Buddies	Grades 1 - 4	Tuesdays April 7 - May 26 6:30 - 7:10 PM 7:20 - 8:00 PM	8 weeks	Emerging readers can practice with a Teen Reading Buddy through one-on-one reading and fun activities! *Please register for one time slot only	Beaty Branch
STEAM Explorers	6 - 9 years	Wednesdays April 15 - May 27 5:30 - 6:30 PM	4 weeks	A chance to experience coding, robots, tech gadgets and artistic forms of expression!	Main Library
Hour of Code	7 - 10 years	Thursdays April 9 - May 28 5:45 - 6:30 PM	8 weeks	Come see how fun, creative, and accessible coding can be!	Beaty Branch
Makedo Inventors - Cardboard Creations!	7 - 11 years	Wednesdays April 8 - May 27 5:30 - 6:15 PM	6 weeks	In this hands-on creative series, participants will use Makedo tools and recycled materials to imagine, construct, and problem-solve!	Sherwood Branch
I Survived at the Library	7 - 11 years	Wednesdays June 3 - June 24 4:15 - 5:15 PM	4 weeks	Fans of the "I Survived" series by Lauren Tarshis put their survival skills to the test through activities, trivia and challenges!	Main Library
Marvelous Makers	7 - 12 years	Tuesdays April 7 - May 26 5:45 - 6:30 PM	8 weeks	Bring your imagination to Marvelous Makers! From painting and paper crafts to upcycling and themed creations, there will be something fun for everyone.	Sherwood Branch
Code Club!	8 - 12 years	Tuesdays April 14 - June 23 6:00 - 7:00 PM	6 weeks	Join us to learn fun coding projects with tools such as Scratch and Python, and make games, animations and websites.	Main Library
Roll for Adventure!	9 - 12 years	Wednesdays April 15 - June 10 6:30 - 7:30 PM	5 weeks	These beginner 1-hour Role Play Game sessions include character creation, dice rolling, and gameplay!	Beaty Branch
Hand Sewing Basics for Kids	9 - 12 years	Tuesdays June 2 - June 30 6:30 - 7:30 PM	5 weeks	Get ready to learn the basics of sewing by hand! Skills covered will include; threading a needle, back stitch, slip stitch, blanket stitch and cross stitch.	Beaty Branch

Children's Programs



Baby Sing and Connect with EarlyON Milton

Ages 0-12 months

An interactive circle-time for caregivers and babies featuring songs and rhymes that support early literacy, strengthen bonding, and build parent connections.

Wednesdays April 1 - July 15

10:30 - 11:30 AM | Beaty Branch

Drop-in

Mondays April 13 - July 27

1:30 - 2:30 PM | Main Library

Drop-in

Baby Toddler Sing and Play with EarlyON Milton

Ages 0-24 months

A sing-a-long educational circle-time program with songs, rhymes, and finger plays that promote early literacy, parent-child interaction, and connection!

Wednesdays April 1 - June 24

11:30 - 12:30 PM | Beaty Branch

Drop-in

Thursdays April 2 - July 16

1:30 - 2:30 PM | Sherwood Branch

Drop-in



Croque après-midi avec On y va Milton

Ages 0-6 ans

Un moment de partage autour de la lecture et d'activités ludiques qui éveillent le goût des livres chez les tout-petits et renforcent le lien avec l'adulte.

Wednesdays April 1 - July 15 | 2:30 - 3:30 PM

Main Library

Drop-in

Purr-fect Tales!

Ages 3-6

Enjoy a playful cat-themed storytime with stories, songs, activities, and a simple craft celebrating our feline friends.

Sunday May 31 | 2:30 - 3:15 PM

Main Library

Registered

Let's Do the Bunnyhop! Ages 3-7

Hop into a fun-filled Easter storytime with bunny tales, songs, activities, and a simple craft!

Saturday April 4 | 2:00 - 2:45 PM

Beaty Branch

Registered



Look Like Me, Read Like Me with Halton Black Voices

Ages 4-8

This program helps children see themselves in stories, building confidence and a love of reading, while enjoying games, snacks, and a welcoming space.

Sat April 25, May 23, June 27 | 11:00 - 1:00 PM

Main Library

Registered

Storytime for Moms and Caregivers Ages 4-8

Celebrate moms and the special women in our lives with stories, songs, activities, and a craft to share.

Saturday May 24 | 1:30 - 2:15 PM

Beaty Branch

Registered

Samina Goes to a Wedding with Author/Illustrator Farida Zaman

Ages 4-8

Celebrate Asian Heritage Month with author Farida Zaman as she shares Samina Goes to a Wedding, a story about a young girl's trip to Bangladesh!

Saturday May 30 | 2:00 - 3:00 PM

Sherwood Branch

Registered

Mandarin Storytime

Ages 4-10

Celebrate moms and the special women in our lives with stories, songs, activities, and a craft to share.

Sun April 12, May 3, June 14 | 2:00 - 2:40 PM

Main Library

Registered

Children's Programs



Read, Plant, Grow!

Ages 5-7

Join us for a fun storytime with books, songs, and activities. Decorate a planter, plant a seed, and watch it grow!

Tuesday April 21 | 6:30 - 7:30 PM

Main Library

Registered

Spring into Science: STEAM Adventure

Ages 5-7

Explore the amazing journey of plants and take home your very own seed to grow and nurture!

Saturday May 2 | 2:30 - 3:30 PM

Main Library

Registered

MathMania

Ages 5-12 with an accompanying adult

Spend some quality time engaging with our math toys, activities, and worksheets. Make math fun!

Wednesdays April 1 - June 24 | 4:00 - 5:30 PM

Beaty Branch

Drop-in

Create, Explore with Makedo

Ages 7-12

Makedo is an innovative building system that turns everyday cardboard into imaginative creations.

Friday April 24 | 2:30 - 3:45 PM

Sherwood Branch

Registered

Build a Tower Challenge!

Ages 8-11

Experiment, problem-solve, and get creative as you discover the science behind strong structures.

Saturday April 18 | 2:00 - 3:00 PM

Main Library

Registered

Wildflower Seedball Workshop

Ages 8-12

Get hands-on with nature and create your own wildflower seed bombs using clay!

Saturday April 4 | 2:00 - 2:45 PM

Sherwood Branch

Registered

Character Builders: Drawing

Unique and Expressive Characters!

Ages 8-12

Go behind the scenes with illustrator Nadia Alam, and discover how a picture book comes together, focusing on character development.

Sunday April 26 | 2:00 - 3:00 PM

Main Library

Registered

Pokémon League

Ages 9-12

Join fellow trainers for a fun Pokémon session focused on friendship, communication, and fair play!

Thursday April 16, May 14, June 11 | 5:00 - 5:45 PM

Beaty Branch

Registered

Graphic Novel Book Club

Ages 9-12

Join us to explore graphic novels and enjoy a fun activity, with engaging, fast-paced stories that build vocabulary and support all readers.

Sunday April 19, May 17, June 14

3:00 - 4:00 PM | Main Library

Registered

Around the World in 52 Cards

Ages 9-12

Explore card games played around the world. Learn about cultures, patterns and strategy and then take part in kid friendly games with a deck of cards!

Friday April 24 | 2:00 - 3:00 PM

Thursday May 28 | 6:30 - 7:30 PM

Main Library

Registered

Robopetz Workshop with

RoboThink GTA

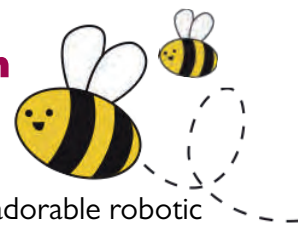
Ages 9-12

Build a charming robo-zoo by creating adorable robotic animals with gears and motors!

Friday April 24 | 10:30 - 12:00 PM

Beaty Branch

Registered



Teen Registered Multi-Session Programs

Program	Age	Day & Time	Duration	Description	Location
Dungeons & Dragons	12 - 17 years	Alternate Wednesdays April 8 - June 17 5:30 - 7:00 PM	6 weeks	Join our Dungeon Master, Calvin, for a beginner-friendly Dungeons & Dragons campaign where you'll create a character and embark on an adventure!	Main Library
Offered by NextWis: Artificial Intelligence and Digital Skills	13 - 15 years	Saturdays April 25, May 30, June 27 1:00 - 4:00 PM	3 weeks	Learn Artificial Intelligence, Python, and problem-solving through hands-on, instructor-led classroom sessions.	Beaty Branch
Hand Sewing Basics for Teens	13 - 16 years	Thursdays April 23 - May 14 5:30 - 6:30 PM	4 weeks	Learn hand-sewing basics, including threading a needle, backstitch, slip stitch, blanket stitch, and cross stitch!	Beaty Branch
True Crime Teens: Current Events Podcast Club	13 - 17 years	Wednesdays April 1 - June 10 7:00 - 8:30 PM (Please see online program calendar for specific dates.)	6 weeks	Learn about global issues, build critical thinking, and take action. Eligible for volunteer hours.	Main Library

Teen Programs

Create & Make

Pride Bracelets Take & Make Ages 11-17

Celebrate Pride by creating a pride flag themed bracelet for yourself or a friend! Materials and instructions can be picked up from any of our three locations.

June | All month

All Branches

Make a Forever Plant Ages 11-17

Do you like to surround yourself with plants, but have trouble keeping them alive? For Earth Day, we're going to make Forever Plants out of beads and wire.

Wednesday April 22 | 6:00 - 8:00 PM

Sherwood Branch

Registered

Make a Mini Library Ages 11-17

In honour of World Book Day on April 23, we're going to create our own mini library crafts!

Thursday April 23 | 5:00 - 7:00 PM

Main Library

Registered

DIY Super Squish! Ages 11-17

Squishy toys have become very popular due to their stress-relieving benefits, and the fact that they're fun and cute! Come and design your own squishy toy made out of memory foam.

Sunday June 7 | 10:00 - 11:30 AM

Sherwood Branch

Registered

Hand-Tied Bouquets for Teens Ages 12-17

Craft a handmade bouquet for a special mother-figure while learning about art, self-expression, and plants!

Sunday May 10 | 10:00 - 11:30 AM

Main Library

Registered

Teen Programs



Crochet a Bee Keychain **Ages 13-17**

Learn how to crochet a cute stuffed bee with artist Zukhruf Hanif!

Saturday April 25 | 1:00 - 3:30 PM
Sherwood Branch

Registered

Crochet a Flower Keychain **Ages 13-17**

Learn how to crochet a cute flower keychain with artist Zukhruf Hanif.

Saturday May 16 | 1:00 - 3:00 PM
Sherwood Branch

Registered

Crochet a Flower Scrunchie **Ages 13-17**

Learn how to crochet a cute flower scrunchie with artist Zukhruf Hanif.

Saturday May 23 | 1:00 - 3:00 PM
Beaty Branch

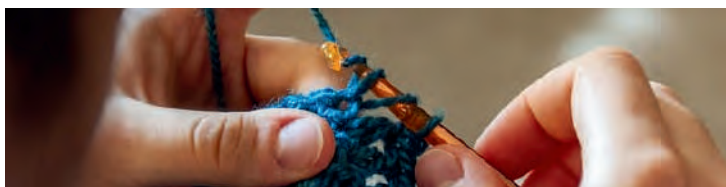
Registered

Paint Afternoon **Ages 13+**

An afternoon of painting fun. Leave with your finished masterpiece. For Teens and Adults.

Saturday June 20 | 2:00 - 4:30 PM
Beaty Branch

Registered



Tech & Tools

Teen Tech: Mug Press **Ages 13-17**

Learn how to use the Cricut mug press by designing and making your own mug.

Thursday April 2 | 6:30 - 8:30 PM
Beaty Branch

Registered

Teen Tech: Sublimation Keychains **Ages 13-17**

Learn about sublimation printing and design and heat press your own keychain.

Thursday May 21 | 7:00 - 8:30 PM
Beaty Branch

Registered



PA Day Hackathon! **High School Students**

Dive into a day of creating, problem-solving, and teamwork with Milton Youth Task Force's full day Hackathon!

Friday April 24 | 10:00 - 4:00 PM
Main Library

Registered

Books, Writing & Ideas

Magic in the Modern World: Urban Fantasy Writing Workshop **Ages 11-17**

Discover the magic of writing! Explore your imagination, create memorable characters, unique settings, and exciting plots while developing creativity and self-expression.

Saturday April 11 | 2:00 - 4:00 PM
Main Library

Registered

Write for Rights **Ages 13-17**

For over 20 years, Amnesty International's annual Write for Rights campaign has transformed the lives of people whose rights have been wronged. You will view a short video synopsis on highlighted cases from Amnesty International and write a letter to help the cause. Participants are eligible to earn volunteer hours.

Monday April 13, May 11 | 7:00 - 8:00 PM
Main Library

Registered

Teen Programs



White Pine Beanstack Challenge Reporting Desk Ages 13-17

Drop-in

Participating in our White Pine Beanstack Challenge? When you finish reading one of the 10 nominated titles, visit a reporting desk to show us your badge and pick up the matching Book Token keytag!

See online program calendar for dates

WHITE PINE AWARD NOMINEES:



Wellness, Social & Community

Youth Mental Health Fair Ages 11-17

Join us at our community fair to connect with local organizations and discover the free resources the library offers year-round. Bring your friends and family for a fun, safe, and positive experience! #YouthMentalHealth.

Saturday May 9 | 2:00 - 4:00 PM

Main Library

Drop-in

Daebak, It's K-Pop! Ages 11-17

Calling all K-pop and K-drama fans! You are invited to a fun hangout with crafts, music, clips, trivia, and sweet treats celebrating your favourite idols and moments.

Saturday June 6 | 2:00 - 3:30 PM

Main Library

Registered



Secrets of the Villa: A Murder Mystery Program for Teens Ages 13-17

Dive into a thrilling, interactive murder mystery inspired by YA author Karen M. McManus. Teens will solve a fictional case, using problem-solving and creativity to uncover clues and unravel the truth.

Saturday May 23 | 2:00 - 3:30 PM

Main Library

Registered

All Together Now: An Intergenerational Games Night for Teens and Seniors Ages 13-17

Join us for an intergenerational games night. Learn new games and connect with local seniors!

Thursdays April 9 - June 11 | 6:30 - 8:00 PM

Main Library

Registered

Thriving in Transition: Beginning High School Grades 7 & 8

A supportive workshop for teens entering high school to build confidence, coping skills, and strategies for new challenges led by Registered Psychotherapist Regina D'Cruz.

Sunday June 7 | 11:00 - 12:00 PM

Main Library

Registered

Thriving in Transition: Finishing High School Grades 11 & 12

A supportive workshop helping teens prepare for post-secondary pathways and life after high school, building confidence, coping skills, and strategies for major transitions led by Registered Psychotherapist Regina D'Cruz.

Sunday June 7 | 1:00 - 2:00 PM

Main Library

Registered

Garden Volunteers

Teens can volunteer in the Medicine Learning Garden, caring for Indigenous plants and pollinator habitats while earning community hours. Outdoor work includes planting, weeding, and harvesting. Come weather-prepared.

Wednesdays and Saturdays May 2 - Jun 27

See online program calendar for timings

Beaty Branch

Registered

Exam Care

We know exam time is stressful, so while you're studying staff might surprise you with a small gift to help you while you work. Good luck, you've got this!

Starting Monday June 15

All Branches, while supplies last

Drop-in

Adult Registered Multi-Session Programs



Program	Age	Day & Time	Duration	Location
Mindful Meetup	Adults & Seniors	Thursdays April 9 - June 4 6:00 - 7:30 PM	3 weeks	Sherwood Branch
Movement, Memory and Mindfulness	Seniors 55+	Wednesdays April 1 - April 29 1:00 - 2:00 PM	5 weeks	Beaty Branch
		Fridays April 10 - April 24 9:45 - 10:45 AM	3 weeks	Sherwood Branch
		Fridays May 1 - May 29 9:45 - 10:45 AM	5 weeks	Sherwood Branch
		Fridays June 5 - June 26 9:45 - 10:45 AM	4 weeks	Sherwood Branch

Adult Programs



Milton Uncovered - Halton County and the Temperance Movement

Step back in time and discover Milton's rich history through talks, walking tours, and local stories. Join historian John McDonald for this (nearly) monthly series, exploring landmarks, community life, and fascinating tales in partnership with the Milton Historical Society.

Sunday April 12 | 2:00 - 3:00 PM

Sherwood Branch

Registered

An Evening with Adam Shoalts

National bestselling author and adventurer Adam Shoalts shares stories from his Canadian wilderness expeditions, including his latest book, *Vanished Beyond the Map*, about lost explorer Hubert Darrell and Shoalts's quest to retrace his mysterious journey.

Wednesday April 15 | 7:00 - 8:00 PM

Aspire Climbing Milton

270 Bronte St N Unit 2, Milton

Registered

Milton Uncovered - The Way We Were: A Look at Milton's Main Street

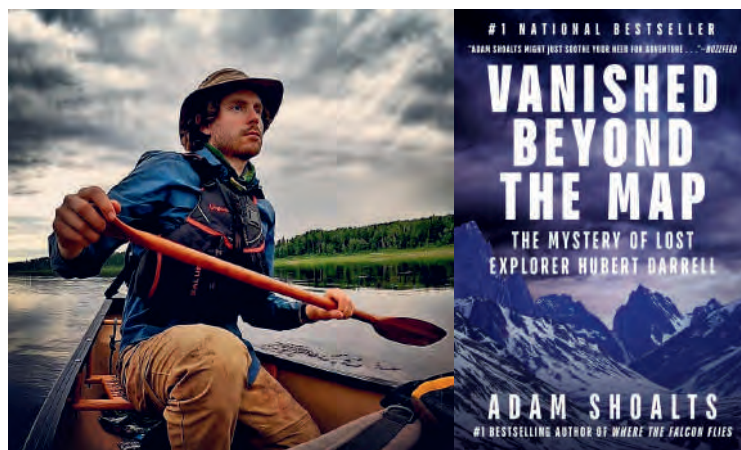
Explore Milton's evolution over the past 200 years, from a small agricultural village to a bustling urban centre. Join historian John McDonald for engaging talks, stories, and a short guided walking tour of downtown Milton. In partnership with the Milton Historical Society.

Sunday June 7 | 2:00 - 3:00 PM

Carriage Room, Waldie Blacksmith Shop

16 James St, Milton, ON

Registered



Adult Programs

TeaFest

Tea lovers of all levels are invited to TeaFest! Taste from vendors, enjoy demos and workshops, explore tea's history and culture, shop for teas and teawares, and connect with fellow enthusiasts. Something for everyone, from beginners to seasoned aficionados.

Saturday May 2 | 10:00 - 5:00 PM

Sherwood Branch

Drop-in

Garden Opening Day

Join us for a vibrant Garden Opening Day featuring activities including Family Storytime, Art Hive, a Garden Activity Booth, a Bee Hive Community Paint Project, and Pollinator Kit Distributions. Enjoy a day of hands-on, creative, and nature-inspired experiences for all ages.

Saturday May 9 | 10:30 - 3:15 PM

Beaty Branch

Registered

Drumming and Meditation

Experience Indigenous culture through music and storytelling in this interactive drumming session. You will be led in traditional songs and group drumming while sharing the history and significance of the hand drum. Program facilitated by Kristin Tyrer, who is Ililiwiskwew, a Cree woman from Moose Cree First Nation.

Saturday May 9 | 2:00 - 3:00 PM

Beaty Branch

Registered

Ready, Set, Hold! New Releases Preview

Learn about and discuss upcoming and new releases, author spotlights, celebrity book club picks, backlist titles, book prizes and more! Leave with new suggestions for your hold list.

Monday June 8 | 7:00 - 8:00 PM

Main Library

Registered

Adult Recurring Programs

Create & Make

Milton Knitting Circle

Join the Milton Knitting Circle, beginners and new participants are always welcome!

Wednesdays April 1 - July 15 | 6:30 - 8:30 PM

Main Library

Drop-in

Creative Connections @ Sherwood Seniors 55+

A supportive, inclusive space to explore crafting and develop skills. Participants enjoy hands-on activities with technologies like Cricut, linocut, and more!

Wednesdays April 1 - July 15 | 2:30 - 4:00 PM

Sherwood Branch

Registered

Creative Connections @ Beaty

A supportive, inclusive space to explore crafting and develop skills. Participants enjoy hands-on activities with technologies like Cricut, linocut, and more!

Tues April 7, May 5, May 19, June 2, June 16
2:00 - 3:30 PM

Beaty Branch

Registered

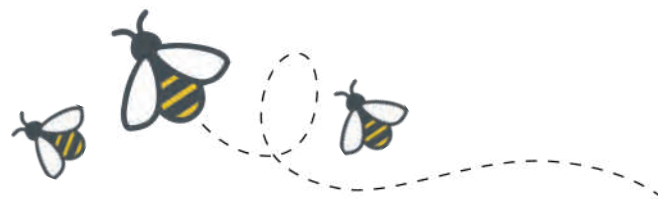
Art Hive

Come in and express yourself in this pop-up art hive! Facilitated by therapists from Art as Therapy.

Sat April 11, May 2, June 6 | 10:00 - 2:00 PM

Sherwood Branch

Registered



Adult Recurring Programs



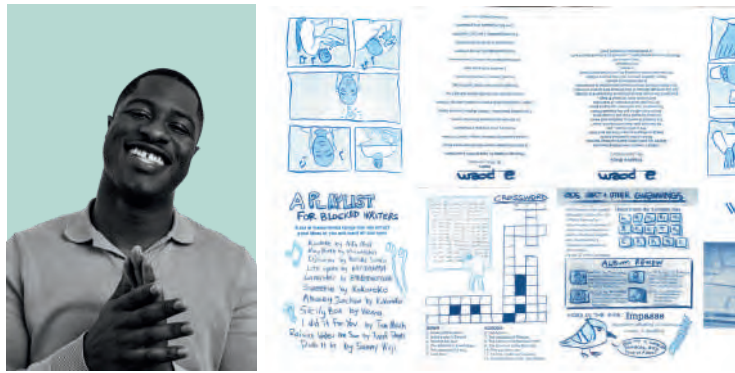
Workshop: Small Pages, Big Ideas: Make Your Own Zine

Build on the fundamentals of zine-making while exploring space for storytelling, visuals, and sequencing as you create a 10-page zine. This workshop offers room to experiment with structure, themes, and creative flow. Run by our Artist in Residence, Malachi Watson-Narcisse.

Sat April 18, May 9 | 2:00 - 4:00 PM

Sherwood Branch

Registered



Tech & Tools

Tech Certification: Sewing Machine

Learn the basics of using a sewing machine in this 1-hour session with local sewist Ann. Participants will practice threading, stitching, and bobbin use, then complete a fabric coaster project. Completion provides certification to use the Tech Hub sewing machines for personal projects.

Wed April 8, April 22, May 6, June 17

6:30 - 8:00 PM | Sherwood Branch

Registered

Tech Certification: Cricut Mug Press

Learn how to use the Cricut mug press by designing and making your own mug. After this workshop, you will be able to come into the TechHub at Sherwood and use the mug press on your own.

Mon April 13, May 11, June 8 | 7:00 - 8:30 PM

Sherwood Branch

Registered



Tech Introduction: 3D Print Design Basics with TinkerCAD

Learn the basics of 3D design using TinkerCAD and create your own printable file. Participants can bring their own device or use one provided.

Thurs April 16, May 14, June 11 | 7:30 - 8:45 PM

Sherwood Branch

Registered

Sewing for Beginners

Learn the basics of sewing in this beginner-friendly workshop led by Help a Girl Out. Participants will practice machine setup, stitching, and bobbin use while creating a reusable menstrual pad. Completion provides certification to use the Tech Hub sewing machines for personal use.

Mon April 20, May 4, May 20, June 3, June 22

6:00 - 8:30 PM | Sherwood Branch

Registered



Fabrication Frenzy

Fabrication Frenzy is a monthly program that introduces participants to a variety of fabrication techniques. Each session offers hands-on learning experiences, allowing you to develop your skills and create unique, custom projects across different mediums. No experience required.

Tues April 21, May 19, June 16 | 7:00 - 8:30 PM

Sherwood Branch

Registered

Adult Recurring Programs

Books, Writing & Ideas

EveryBody Book Club

EveryBody Book Club is a weekly afternoon program for people of all abilities to enjoy books together through excerpts or chapters, group discussion, and related activities such as crosswords or word searches. The program emphasizes accessibility, choice, and connection, creating a relaxed, welcoming space where everyone can participate at their own pace.

Thursdays April 2 - June 25 | 2:00 - 2:45 PM

Sherwood Branch

Registered



Book Arts Circle: Novice

Explore bookmaking in a relaxed, creative environment. With guidance from Stuart Hill, participants can learn new techniques, share ideas, and connect with a community of book arts enthusiasts.

Thurs April 9, May 7, June 4 | 6:30 - 8:30 PM

Main Library

Drop-in

Book Arts Circle: Experienced

Explore bookmaking in a relaxed, creative environment. With guidance from Stuart Hill, participants can learn new techniques, share ideas, and connect with a community of book arts enthusiasts.

Thurs April 16, May 21, June 18

6:30 - 8:30 PM | Main Library

Drop-in

Wellness, Social & Community

Senior's Social

Drop-in and connect with old friends and meet new ones while playing cards and board games, sharing laughter, reminiscing and more. Every Wednesday afternoon at the Main Library.

Wednesdays April 1 - June 24 | 1:30 - 3:00 PM

Main Library

Drop-in

Community Connections - All Abilities

A weekly inclusive day program for adults of all abilities, offering flexible registration for a full day or individual activities. Enjoy art, wellness, tech, music and movement, and book club in a supportive, accessible environment that encourages self-expression, learning, and connection.

Thursdays April 2 - June 25 | 10:30 - 12:15 PM

Sherwood Branch

Registered

Music and Movement for Everybody

Enjoy an inclusive music and movement program designed for every body. Build confidence, coordination, and connection through rhythm and creative expression, no experience needed.

Thursdays April 2 - June 25 | 12:15 - 1:00 PM

Sherwood Branch

Registered

Cultivating Calm: Art Therapy for Self-Care 55+

Find calm and connection through weekly art-based wellness workshops. No experience needed, just a desire to relax, express yourself, and create in a supportive environment. Additional support available in languages including Punjabi and Hindi.

Tuesdays April 7 - June 30 | 1:30 - 3:00 PM

Sherwood Branch

Registered

Adult Recurring Programs



Living Longer, Stronger: Let's Talk Health and Wellness

We will cover a wide array of health topics specifically designed to meet the needs of older adults, offering a supportive, personalized approach to aging. This program focuses on offering assessments, guidance, and resources, without providing prescriptions or diagnoses. Run by a Registered Nurse from the Prime Care Family Health Team.

Tuesdays April 7 - June 30 | 10:00 - 12:00 PM
Sherwood Branch

Registered

Permission to Pause: Artful Stress Relief for Caregivers of Aging Parents, or Children with Special Needs, or Young Children

A weekly art-based workshop for caregivers seeking time to relax and recharge. Explore creative expression to reduce stress, build emotional well-being, and connect with others in a supportive environment. Additional support available in languages including Punjabi and Hindi.

Tuesdays April 7 - June 30 | 11:00 - 1:00 PM
Sherwood Branch

Registered



Bollywood Trivia

Test your knowledge of scenes, plot lines, movie stars, iconic roles, and debut Bollywood films. Bring your family and friends to have some fun with Bollywood Trivia!

Wed April 8, May 6, June 3 | 7:00 - 8:00 PM
Beaty Branch

Registered

Film Club

Watch the selected film and then join us for a lively discussion each month. Instead of books, this is a club for those interested in films to meet new people and share ideas. From the casual viewer to the cinephile, all levels of interest in film are welcome.

Mon April 27, May 25, June 15 | 7:00 - 8:00 PM
Main Library

Registered

MILTON TEAFEST



Scan to learn more!

Saturday May 2 | 10:00 - 5:00 PM
Sherwood Branch

JOIN US FOR OUR BABY BEES

WELCOME EVENT

Friday April 24 | 10:00 - 11:30 AM

Main Library

Families with newborns are invited to celebrate Milton's newest members of the library hive while exploring early literacy resources and programs for growing families.



Register Here!





UPCOMING CLOSURES

- Friday April 3 Good Friday
- Sunday April 5 Easter Sunday
- Monday April 6 Easter Monday
- Monday May 11 Staff Town Hall - Branches open at 12:00 PM
- Monday May 18 Victoria Day

Scan to see our full program calendar:



beinspired.ca

Hours	Main Library	Sherwood Branch	Beaty Branch	Hold Lockers	
	1010 Main St East	6355 Main St West	945 Fourth Line	Milton Sports Centre	Mattamy National Cycling Centre
Mon	9:30 AM - 9:00 PM	9:30 AM - 9:00 PM	Closed	6:00 AM - 8:00 PM	7:30 AM - 8:00 PM
Tues	9:30 AM - 9:00 PM	9:30 AM - 9:00 PM	10:00 AM - 9:00 PM	6:00 AM - 8:00 PM	6:00 AM - 8:30 PM
Wed	9:30 AM - 9:00 PM	9:30 AM - 9:00 PM	10:00 AM - 9:00 PM	6:00 AM - 8:00 PM	7:30 AM - 8:00 PM
Thurs	9:30 AM - 9:00 PM	9:30 AM - 9:00 PM	10:00 AM - 9:00 PM	6:00 AM - 8:00 PM	6:00 AM - 8:30 PM
Fri	9:30 AM - 5:00 PM	9:30 AM - 5:00 PM	10:00 AM - 5:00 PM	6:00 AM - 8:00 PM	7:30 AM - 8:00 PM
Sat	9:30 AM - 5:00 PM	9:30 AM - 5:00 PM	10:00 AM - 5:00 PM	8:00 AM - 8:00 PM	7:30 AM - 4:00 PM
Sun	9:30 AM - 5:00 PM	9:30 AM - 5:00 PM	Closed	8:00 AM - 8:00 PM	7:30 AM - 4:00 PM



Phone: 905-875-2665

Email: mpl@beinspired.ca

Text: 289-778-3621

Live Chat: beinspired.ca 59

Report to: Milton Public Library Board
From: Sarah Douglas-Murray, CEO
Date: May 20, 2026
Subject: 2026 Work Plan Update - Q1

Recommendation:

That the Milton Public Library Board receive the 2026 Work Plan Update – Q1 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 2026 the Board approved the 2026 Work Plan through resolution # 26-2028.

Report:

The Milton Public Library Strategic Master Plan (2025-2029) was approved by the Board in January of 2025 and serves as the foundation for the development of the 2026 Work Plan. Additionally, a number of key operational projects as well as actions outlines in Board approved strategies such as the Collections Strategy and Technology Strategy were included. The attached Work Plan Update provides the Board with a status update.

The Work Plan includes 115 actions, of the actions outlined in the plan 39 (34%) have been completed, 51 (44%) are underway and 25 (22%) have not yet been started or have been deferred.

As such, this fulfils the following 2026 MPL Strategic Pillar & Objectives:

Pillar: Creating a Robust & Resilient Organization

Objectives:

Provide a framework for strong governance.

2026 Library Work Plan

Completed	In Progress	Not Started	Deferred	Overdue
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Advocacy Governance and Funding

Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26
Creating a Robust & Resilient Organization	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.	2026	Biannual Policy Review Updates to Board	CEO	Completed	Policy review has been added to MPL Board Standing Items schedule.	X								X			
Creating a Robust & Resilient Organization	Annual Task	2026	Public Libraries Operating Grant and Pay Equity Submission	CEO	Not Started									X	X			
Creating a Robust & Resilient Organization	Annual Task	2026	Annual Survey of Public Libraries	All	Completed	Has been submitted in advance of the April 30 deadline.			X	X								
Creating a Robust & Resilient Organization	Annual Task	2026	2025 Audit	CEO	Not Started	Audit has been delayed to fall due to the Town of Milton Financial Systems Workday project									X	X	X	
Creating a Robust & Resilient Organization	Annual Task	2026	Young Canada Works Grant Application	DSS	Completed	Application was submitted on January 15. Funding confirmed for one position, second position is waitlisted.									X	X	X	
Creating a Robust & Resilient Organization	Annual Task	2026	Canada Summer Jobs Grant Application	DSS	Completed	Submitted application for four positions in Dec 2025. Finding has been confirmed at 50% for four positions confirmed. Positions to be posted late April.									X	X	X	
Creating a Robust & Resilient Organization	Annual Task	2026	TD Friends of the Environment Grant Application	DCX	In Progress	Project is in development and will be submitted in June.						X	X					
Creating a Robust & Resilient Organization	Annual Task	2026	Canada Post Grant Application	DCX	Completed	Grant application has been submitted for \$15,900 for a Permanent StoryWalk® at Beaty Branch: Elevating Diverse Voices Outdoors		X										
Creating a Robust & Resilient Organization	Annual Task	2026	New Horizons for Seniors Grant Application	DSS	Completed	Submitted application in Fall 2025. Finding has been confirmed for 2026/27. Project launch is planned for May.								X	X			
Creating a Robust & Resilient Organization	Annual Task	2026	New horizons for Seniors Grant Final Report for the Previous Year	DSS	Completed	Grant project is almost complete and wrap up event scheduled for May.				X	X							
Creating a Robust & Resilient Organization	Annual Task	2026	Commemorative Partnership Grant Application	DCX	Not Started											X	X	
Creating a Robust & Resilient Organization	Annual Task	2026	Development of 2027 Work Plan	CEO	Not Started											X	X	X
Creating a Robust & Resilient Organization	Annual Task	2026	Complete Staff Performance Evaluations	All	Not Started												X	
Creating a Robust & Resilient Organization	Annual Task	2026	Development of 2027 Operating Budget and Capital Forecast	CEO	Not Started							X	X	X	X	X	X	
Creating a Robust & Resilient Organization	Annual Task	2026	Annual Partnerships and Stakeholder Report	CEO	Completed	Report was provided to Board at January 2026 Board Meeting	X											
Creating a Robust & Resilient Organization	Annual Task	2026	Annual Partnerships and Stakeholder Appreciation Event	DCX	Completed	Event was held 2/9/2026. 50 partners in attendance and media coverage obtained.		X										
Creating a Robust & Resilient Organization	Governance	2026	Board Review of Term including governance, Board Recruitment	CEO	Completed	February 2026 Board Meeting included Board Survey, Benchmarking and discussion. Updated Governance policy to be brought to future meeting.	X	X	X									

Creating a Robust & Resilient Organization	Governance	2026	Board recruitment for 2027-2030 Term	CEO	Not Started											X	X	X	X
Creating a Robust & Resilient Organization	Governance	2026	Review and Update of Board On-boarding documents and process	CEO	Not Started												X	X	X
Creating a Robust & Resilient Organization	Governance	2026	Annual ILS Account Management Implementation Plan	DSS	Completed	The report was presented to Board in Jan meeting.	X												
Creating a Robust & Resilient Organization	Governance	2026	Written agreement with the Town of Milton	CEO	Not Started		X	X	X	X	X	X	X	X	X	X	X	X	X
Creating a Robust & Resilient Organization	Governance	2026	Inviting MPs and MPPs for events at MPL	CEO	In Progress	Invitations have been sent to MP's, MPP's and events are booked for summer 2026.	X	X	X	X	X	X	X	X	X	X	X	X	X
Creating a Robust & Resilient Organization	Governance	2026	Councilors Orientation	CEO	Not Started														X
Creating a Robust & Resilient Organization	Governance	2026	Purchasing Policy Review	CEO	In Progress	Report will be brought to June Board Meeting. Waiting on updates to the Town policy so MPL can align.	X	X	X	X									
Creating a Robust & Resilient Organization	Governance	2026	Operation Policies Review	CEO	In Progress	11 policies incl. Record Management Policy, Public Internet Access Policy, Social Media, Community Notices, Canada's Anti-Spam Legislation, Media Communications COMPLETED: FR -01 Donations, FR 02 Sponsorship, OP-01Confidentiality and the Protection of Privacy,OP-02 Emergency Response, OP-04 AODA Requirements (now Accessibility), OP-06 Customer Service,	X				X								
Creating a Robust & Resilient Organization	Governance	2026	HR Policies Review	CEO	Not Started	7 policies incl. Employee Benefits, Adverse Weather Conditions, Professional Development, Termination of Employment, Employee Discipline, Working from Home, Social Media												X	
Creating a Robust & Resilient Organization	Governance	Ongoing	Continue to work with HIP Partners on HIP Strategic Plan deliverables	CEO	Completed	Report was brought to March Board Meeting. Halton Region Council approved additional ongoing funding in April 2026.	X	X	X	X	X	X	X	X	X	X	X	X	X
Creating a Robust & Resilient Organization	Governance	Ongoing	Update and finalize HIP Letter of Agreement in partnership with other HIP Partners	CEO	In Progress	Draft agreement is in process. Extension of previous agreement has been signed.	X	X	X	X	X	X							

Communications and Marketing

Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	
Telling Our Story	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.	2026	Undertake development of messaging and a communications tool to tell MPL's story.	DCX	In Progress	Marketing Manager has created a new 'Telling Our Story' page on the MPL website. This will also include annual report information, plus quarterly updates. Project launched in July 2025. To be updated annually.				X	X	X	X	X					
Telling Our Story	Annual Task	2026	Annual Patron Survey	DCX	Not Started	Delivery to public in September.								X	X				
Telling Our Story	Annual Task	2026	Annual Marketing and Communications Plan	DCX	Completed	Board approved plan in March 2026.	X												
Telling Our Story	Annual Task	2026	Annual Report	DCX	In Progress	Draft is circulating to Management for review.		X	X	X	X	X							
Telling Our Story	Annual Task	2026	Telling Our Story Quarterly Update	DCX	In Progress	Quarterly update of webpage with stats and initiatives			X			X			X				X
Telling Our Story	Service Improvements	2026	Branding of Main Children's Area	DCX	In Progress	Concept designs are in circulation and artist procurement is underway.	X	X	X	X	X	X							
Delivering Quality Services	Service Improvements	2026	Operational Plan for Children & Teen's Fines Elimination	DSS	Completed	The work was completed in Jan 2026	X	X	X										

Creating a Robust & Resilient Organization	Governance	2026	Development of Crisis Communication Plan	DCX	In Progress					X	X	X	X	X				
Creating a Robust & Resilient Organization	Governance	2026	Emergency Manual Review and Update on a regular basis	DCX	In Progress						X							
Delivering Quality Services	Service Improvements	2026	Communication plan for Mini Sorter	DSS/DCX	Completed	Completed in March 2026	X	X										
Delivering Quality Services	Service Improvements	2026	Communication framework to promote collection	DSS	In Progress	Will start the work in March 2026			X	X								
Delivering Quality Services	Service Improvements	2026	Communication framework to promote technology	DSS	Not Started	Will start the work in June 2026							X	X				
Telling Our Story	Service Improvements	2026	Patron Point to Vega Promote	DSS/DCX	Deferred	Project was initiated but there will be delays due to technological challenges from the vendor. Project will be deferred to 2027 when upgrades will ensure it is compatible with MPL systems.	X	X	X	X	X	X	X	X				

Staffing and Training

Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26
Creating a Robust & Resilient Organization	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.	2026	Update Manager Job Descriptions to align with SDOR recommendations.	CEO	In Progress	Updated JD's have been created and finalized. Currently with the consultant as part of the Compensation Review. To be rolled out in early 2027 upon the completion of the Strategic Workforce Plan.	X	X	X									
Telling Our Story	Create a Community Engagement Librarian position to deepen the Library's engagement within the community as well as ensure outreach to underserved areas and new residents	2026	Position was not approved as part of the 2026 Budget process. This position will be considered as part of the 2027 Budget process.	CEO	Not Started													
Creating a Robust & Resilient Organization	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.	2026	Develop staffing plan for 2027 including consideration of the Community Engagement Librarian, staffing for extended hours at Beaty and Beaty Makerspace.	CEO	In Progress	Report will be brought to the June Board Meeting for consideration.						X	X	X	X	X	X	
Creating a Robust & Resilient Organization	Leverage MPL's participation in the Town of Milton's Strategic Workforce Planning and Competency Framework.	2026	Bring Strategic Workforce Plan to Board for approval.	CEO	In Progress	Feedback on draft report has been provided to HR. Project has been delayed and will now come to the Board in May.	X	X	X									
Creating a Robust & Resilient Organization	Continue to invest in staff training and professional development by ensuring that MPL budgets continue to meet ARUPLO Guidelines of a 1% staffing budget.	2026	Ensure 2026 Budget has 1% available for staff Development. Develop plan for 2026 training programs.	CEO	Completed							X	X	X	X	X	X	
Creating a Robust & Resilient Organization	Annual Task	2026	Staff Engagement Survey	CEO	Not Started	Complete in September 2026, Bring to Board October 2026								X	X	X		
Creating a Robust & Resilient Organization	Governance	2026	Annual Vacation and Leave Process Review	All	In Progress	Is being reviewed by Management and HR staff.									X	X		
Creating a Robust & Resilient Organization	Continue to invest in staff training and professional development by ensuring that MPL budgets continue to meet ARUPLO Guidelines of a 1% staffing budget.	2026	Staff Development Days	All	In Progress	Q1 is complete and Q2 is scheduled for May 11, 2026. May date will focus on de-escalation training.		X			X				X		X	
Creating a Robust & Resilient Organization	Continue to invest in staff training and professional development by ensuring that MPL budgets continue to meet ARUPLO Guidelines of a 1% staffing budget.	2026	Intellectual Freedom Training	DSS	In Progress	Training material has been finalized. Management Training complete and front line staff training will be in Q2, 2026.	X	X	X									

Creating a Robust & Resilient Organization	Continue to invest in staff training and professional development by ensuring that MPL budgets continue to meet ARUPLO Guidelines of a 1% staffing budget.	2026	Makerspace Technology Training	DSS	Not Started	The work will start in Q2				X	X	X						
Creating a Robust & Resilient Organization	Continue to invest in staff training and professional development by ensuring that MPL budgets continue to meet ARUPLO Guidelines of a 1% staffing budget.	2026	SharePoint Refresh Training	DSS	Completed	All staff training has been completed. Further trainings are scheduled in May.	X	X	X									
Creating a Robust & Resilient Organization	Continue to invest in staff training and professional development by ensuring that MPL budgets continue to meet ARUPLO Guidelines of a 1% staffing budget.	2026	ILS Refresh Training	DSS	Completed	Training completed on February 2nd. Further sessions will be scheduled as needed.	X	X	X									
Creating a Robust & Resilient Organization	Continue to invest in staff training and professional development by ensuring that MPL budgets continue to meet ARUPLO Guidelines of a 1% staffing budget.	2026	Safety and Security Training	DCX	Completed	De-escalation Training is scheduled for the May 11 Staff Training Day.	X	X	X	X	X	X	X	X	X	X		
Creating a Robust & Resilient Organization	Continue to invest in staff training and professional development by ensuring that MPL budgets continue to meet ARUPLO Guidelines of a 1% staffing budget.	2026	Customer Service Training	DCX	In Progress	Roll out Customer Service Framework and training for staff											X	
Creating a Robust & Resilient Organization	Continue to invest in staff training and professional development by ensuring that MPL budgets continue to meet ARUPLO Guidelines of a 1% staffing budget.	2026	Mental Health Workshop	DCX	In Progress	External sources for Grounding Techniques, Stress Release									X	X	X	
Creating a Robust & Resilient Organization	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.	2026	Development of implementation plan for cross-branch training including all Leadership, Management and Librarian staff. Associate training for new schedule release and cross branch work.	DCX	Completed	Completed in April 2026.				X	X							
Creating a Robust & Resilient Organization	E-resources Literacy	Ongoing	Development of implementation plan for cross-branch training including all Librarians and Customer Associates	DSS	Completed	Completed in April 2026.		X	X	X								
Creating a Robust & Resilient Organization	Intellectual Freedom Training	2026	All Staff Training	DSS	In Progress		X	X	X						X	x		
Creating a Robust & Resilient Organization	Collection Awareness Programmed	2026	Development of a framework for the ongoing Collection Awareness Program for the CS staff	DSS	Not Started	The initiative will increase CS staff understanding of collection policies, procedures, and legal/ethical boundaries. It will be rolled out in Q3								X	X			
Creating a Robust & Resilient Organization	Display guidelines	2026	Develop guidelines for physical and digital displays along with framework for staff training	DSS	Not Started	Improve consistency and accuracy of collection-related communication. Will be rolled out in the Fall 2026									X	X		
Creating a Robust & Resilient Organization	Professional Development for SS staff	2026	Refresh training on Collection and ILL tools for the SS staff	DSS	Completed	Collection HQ and ILL training have been provided to SS staff	X	X	X						X	X		
Creating a Robust & Resilient Organization	Professional Development for SS staff	2026	Train staff on CREW method and best practices for weeding	DSS	Completed	Collection Librarian are getting familiar with the tools.	X	X	X									
Creating a Robust & Resilient Organization	Professional Development for SS staff	2026	Research and investigate new staff scheduling software to be implemented in 2027	ALL	In Progress	The team has explored a couple of options. Hoping to make decision mid 2026, develop change management strategies with roll out in 2027.	X	X	X	X	X	X	X	X	X	X	X	X

Creating a Robust & Resilient Organization	Governance	2026	Collective Agreement - Bargaining	All	In Progress	Disclosure has been provided to Union. Management has met to discuss items for consideration. HR working on Mandate report for the Board to be presented in May.				X	X	X	X	X	X			
Creating a Robust & Resilient Organization	Governance	2026	Updated leave and attendance tracking processes for staff and conversion to Workday	All	In Progress	HR is reviewing configurations.	X	X	X	X	X	X	X	X	X	X	X	X

Technology																		
Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26
Delivering Quality Services	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.	Ongoing		DSS	In Progress	Ongoing conversation with Town IT are underway. Currently working with Town IT on Sherwood Internet infrastructure and consulting on SharePoint projects.	X	X	X	X	X	X	X	X	X	X	X	X
Creating a Robust & Resilient Organization	Develop a Technology Plan in order to provide Library staff with a roadmap to follow and update.	Ongoing	Plan approved by Board in 2025. Continue implementation throughout 2026	DSS	Completed	Approved by Board in its Nov. Meeting	X	X	X	X	X	X	X	X	X	X	X	X
Creating a Robust & Resilient Organization	Annual Task	2026	Annual Technology Refresh Plan	DSS	In Progress	IT is rolling out plan. Staff Laptops have been upgraded. Replacement of Kiosks scheduled for Q2.							x			X	X	
Creating a Robust & Resilient Organization	Annual Task	2026	Workday Financial Systems Transition and Integration	FIN	In Progress	Town led project to be rolled out in Q2.	X	X	X	X	X	X						
Creating a Robust & Resilient Organization	Governance	2026	Launch internal IT governance framework and policy review cycles.	DSS	In Progress	The framework will be presented to the Board in its June meeting.		X	X	X	x	X						
Creating a Robust & Resilient Organization	Governance	2026	Develop AI Policy with an approved AI tool for the organization.	DSS	Completed	AI Policy was approved at March Board Meeting.	X	X	X	X	X							
Creating a Robust & Resilient Organization	Governance	2026	Review and update centralized IT asset management system to track and optimize hardware, software, and licenses.	DSS	In Progress	The work is underway and will be completed in Q2					X							
Delivering Quality Services	Service Improvements	2026	Launch new digital programming streams	DSS/DCX	In Progress	Ongoing	X	X	X	X	X	X	X	X	X	X	X	X
Delivering Quality Services	Service Improvements	2026	Enhance accessibility features across digital platforms and in-branch technologies.	DSS	In Progress	The draft plan is ready and will be shared with leadership and managers in its July meeting for their feedback	X	X	X	X	X	x	x					
Building Strong Infrastructure	Efficient workflows and communication	2026	Roll-out SharePoint as a primary collaboration, document storage and communication tool.	DSS	Completed	First phase with refresh training is scheduled to roll out on Feb 2nd. The Leadership site is up and running now.	X	X	X	X	X	x						
Delivering Quality Services	Service Improvements	Ongoing	Regular upgrades on ILS, Discovery, Mobile and other technology in compliance with best practice and security protocols.	DSS	In Progress	Ongoing upgrades	X	X	X	X	X	X	X	X	X	X	X	X

Facilities																		
Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26
Building Strong Infrastructure	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.	2026	none	All	In Progress	Continue to work with Town of Milton on long term planning. Participation in Development Charges (DC) study. DC Study scheduled for May 11 Council meeting.	X	X	X	X	X	X	X	X	X	X	X	X

Creating a Robust & Resilient Organization	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	Ongoing	Board report for adoption of the ARUPLO standards and alignment with DC Study	CEO	In Progress					X	X	X						
Delivering Quality Services	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	Ongoing	Ongoing First Nation Partnerships and Programming with Indigenous Advisor	All	In Progress	Programming for 2026 is being finalized. Garden opening has been scheduled for May 9.												
Building Strong Infrastructure	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	2026	Capital project was approved as part of 2026 Budget.	CEO	In Progress	Project scope is confirmed. Project is being awarded by Town staff. Kickoff meeting is expected in May.												
Telling Our Story	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.	2026	Outreach Vehicle Procurement	CEO	In Progress	Meeting completed with Town staff. Town will put together procurement documents to issue. Vehicle to be ready for Q2 2027.	X	X	X	X	X	X	X	X	X			
Telling Our Story	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.	2027	Outreach Vehicle Refurbishment	DSS	In Progress	Will be done as part of procurement.			X	X	X	X	X	X	X			
Telling Our Story	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.	2026	Outreach Vehicle Technology and Collection purchase	DSS	Not Started	Work will start after the initial purchase. Scope of work to be completed in fall 2026.						X	X	X	X			
Delivering Quality Services	Service Improvements	2026	Mini Sorter Installation and Delivery	DSS	Completed	Complete	X	X	X	X								

Customer Experience

Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26
Delivering Quality Services	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.	2026	ongoing	All	In Progress	In progress. Proposal for 7 day operation at Beaty will be presented in June. Presented in June board meeting. Approved to move forward in budget process. Postponed to 2027.	X	X	X	X	X	X	X	X	X	X	X	X
Delivering Quality Services	Extend the hours of the Beaty Branch to include Sundays in the short term.	2027	This action has been deferred to 2027 to coincide with the Makerspace launch	All	Deferred	Planning to be completed by June 2026 to inform 2027 Budget		X	X	X	X	X	X	X				
Delivering Quality Services	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.	2027	This action has been deferred to 2027 post Makerspace launch	All	Deferred	Planning to be completed by June 2026 to inform 2027 Budget		X	X	X	X	X	X	X				
Delivering Quality Services	Initiate exploratory meetings to discuss areas of collaboration and partnership at the Milton campuses of both Conestoga College and Wilfrid Laurier University.	2026	Continue discussions on a regular basis with Conestoga and Wilfrid Laurier Universities. Look to engage students at information fairs and library visits	DCX	Completed	Outreach has been completed with both schools. Will continue in fall 2026			X			X			X			X

Delivering Quality Services	Increase the focus placed on programming for newcomer families.	2026	Quarterly program planning to incorporate newcomer programs	DCX	In Progress				X			X			X			X
Telling Our Story	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.	2026	Quarterly program planning to incorporate newcomer programs	DCX	In Progress				X			X			X			X
Delivering Quality Services	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.	2026	Quarterly program planning to incorporate newcomer programs	DCX	In Progress				X			X			X			X
Telling Our Story	Continue to adapt the Library's community-led approach to programming to cultivate and assess other collaboration and partnership opportunities.	2026	Continued partnership engagement during quarterly program planning.	DCX	In Progress				X			X			X			X
Delivering Quality Services	Annual Task	2026	2026 One Book One Milton OBOM	DCX	In Progress	Shortlist created. Negotiations with selected artist in progress. Announcement expected in May or June and event in September/October.	X	X	X	X	X	X	X	X	X	X	X	X
Delivering Quality Services	Annual Task	2026	Battle of the Books	DCX	Completed	MPL Hosted Regional Battle on May 7th. Updates to 2026 program were very well received by participants.	X	X	X	X	X							
Delivering Quality Services	Annual Task	2026	Summer Reading Club	DCX	In Progress	Planning is underway. Launch is June 13.	X	X	X	X	X	X	X	X				
Delivering Quality Services	Annual Task	2026	Typical/Count Week	All	Not Started	Scheduled for November 9 - 15, 2026											X	
Telling Our Story	Annual Task	2026	Annual Events Calendar	DCX	Completed										X			
Telling Our Story	Annual Task	2026	Community Asset Map	DCX	Completed				X	X								
Telling Our Story	Annual Task	2026	Evaluating Current Programs	DCX	In Progress	Annual Update												X
Creating a Robust & Resilient Organization	Governance	2026	New method in tracking programming statistics	DCX	Completed	Program Tracking for what we design and offer, partnership programs, hybrid, and ongoing existing programs.					X	X	X	X				
Creating a Robust & Resilient Organization	Annual Task	2026	Annual Programming Audit	DCX	Completed		X											

Collections																		
Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26
Delivering Quality Services	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	2026	Development of a staff working group for Collection Strategy.	DSS	Completed	The collection strategy was approved by the Board in its October 2025 meeting			X									
Delivering Quality Services	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.	Ongoing		DSS	Completed	A data-driven approach is used for making acquisitions and weeding decisions.	x	x	x	x	x	x	x	x	x	x	x	x

Building Strong Infrastructure	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.	Ongoing	Continue to develop partnerships with Ontario recreation facilities to provide passes to the community members	DSS	Completed	ROM passes were added in 2025. Zoo passes have been added; work is underway to include RGB passes in 2026. Plan to have them before summer 2026.	X	X	X	X	X	X	X	X	X	X	X	X
Delivering Quality Services	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.	Ongoing	Data is being monitored including the Turnaway data, to ensure community demands are met.	DSS	In Progress	Ongoing, data is tracked monthly, daily based on the e-resource.	X	X	X	X	X	X	X	X	X	X	X	X
Delivering Quality Services	Increase the acquisition of multilingual titles by 0.5% annually to the year 2029.	Ongoing	In order to meet the community's expectations, increasing the multilingual collection is essential.	DSS	In Progress	Plan to add Punjabi and Tamil collections by the Fall of 2026.	X	X	X	X	X	X	X	X	X	X	X	X
Delivering Quality Services	Plan for sustainable Diversity Audit exercise based on 2025 Diversity Audit Project report.	2026	Develop a diversity audit plan strategy to be conducted on annual basis	DSS	In Progress	2025 plan has been completed and approved by Board.					X	x	x					
Delivering Quality Services	Establish community focus groups segmented by age and interest.	2026	Develop a framework and reach out to community organizations to engage community members	DSS	In Progress	A framework is ready, teen focus group has been created.	X	X	X									
Delivering Quality Services	Service Improvements	2026	Explore costs and feasibility of additional Courier.	DSS	Completed	Additional Courier day was added in February	X	X	X	X	X	X	X	X	X	X	X	X
Delivering Quality Services	Streamline the Book Club Kits catalogue search and registration process.	Ongoing	Explore an option to implement a tool.	DSS	In Progress	Demo of the products have been planned, roll out in July												
Creating a Robust & Resilient Organization	Review the Collection Management Policy	2026	Collection Management Policy review integrating the AI component	DSS	Not Started	Bring to the Board in the Fall					X			X				
Delivering Quality Services	Standardize tagging, metadata, and discovery improvements for diverse collections.	2026	Improved MARC records for multilingual items	DSS	Not Started	The work will start in Q2						X						
Telling Our Story	Work with the marketing team to run the "language spoken at Home" campaign.	2026	Plan and run the campaign annually	DSS/DCX	Completed		X	X	X									
Creating a Robust & Resilient Organization	Annual Task	2026	Collection Display Schedule	DSS	Completed		X	X	X									

Report to: Milton Public Library Board
From: Sarah Douglas-Murray, CEO & Chief Librarian
Date: May 20, 2025
Subject: Board Governance Policies Updates

Recommendation:

That the Milton Public Library Board approve the updates to BL-00 MPL Board Procedural By-Law included as Attachment 1 to this report; and

That the Milton Public Library Board approve the updates to GOV-01 Board Training and GOV-07 Board Orientation updated as GOV-01 Board Orientation and Training included as Attachment 2 to this report; and

That the Milton Public Library Board approve the updates to GOV-02 Board Self-Evaluation included as Attachment 3 to this report; and

That the Milton Public Library Board approve the updates to GOV-03 Duties and Responsibilities of Individual Board Members included as Attachment 4 to this report; and

That the Milton Public Library Board approve the updates to GOV-06 Delegation of Authority to the CEO included as Attachment 5 to this report; and

That the Milton Public Library Board approve the updates to GOV-08 Board Advocacy included as Attachment 6 to this report; and

That the Milton Public Library Board rescind GOV-04 Committees of the Board.

Background:

The Strategic Master Plan recommended 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.

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. 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 2026:

- BL-00 MPL Board Procedural By-Law
- GOV-01 Board Training
- GOV-02 Board Self-Evaluation

- GOV-04 Committees of the Board
- GOV-03 Duties and Responsibilities of Individual Board Members
- GOV-06 Delegation of Authority to the CEO
- GOV-07 Board Orientation
- GOV-08 Board Advocacy

Report:

The *Public Libraries Act* (R.S.O. 1990, Chapter P.44) governs public libraries in Ontario and outlines that Public Library Boards are appointed by Council at the first meeting of each Council term. As Municipal Elections will be held in Ontario on October 26, 2026, a new Board will be appointed at the end of 2026 and begin their term in early 2027.

In February 2026, the Milton Public Library Board held a workshop to review the survey results from other Ontario based CULC Libraries, as well as the Board Succession Planning & Self-Assessment Survey. Based on the key findings from the survey, corresponding recommendations have been incorporated in the updated policies included in the Attachments 1-6 to this report. A summary of updates is outlined below.

BL-00 MPL Board Procedural By-Law

The updated By-law strengthens governance effectiveness with structural improvements. It enhances capacity and efficiency by expanding the Board from seven to nine members, providing broader representation and expertise. Leadership continuity was strengthened by changing the election of the Chair and Vice Chair from an annual process to one held at the first regular meeting of each Board term. The number of regular Board meetings was increased from seven to nine annually to support more consistent oversight and decision making. In addition, standing committees were removed and replaced with ad hoc committees, allowing greater flexibility to address specific issues as needed.

GOV-01 Board Training and GOV-07 Board Orientation updated as GOV-01 Board Orientation and Training

The updated policy combines Gov-01 Board Training and Gov-07 Board Orientation into one policy. It clarifies and strengthens the expectations for Board orientation and ongoing training by streamlining a four-month training schedule, standardizing training content and materials, as well as clearly assigning responsibility of the CEO and Board members. It also reinforces continuous governance education through scheduled training, funded conference participation, and a requirement of full Board Review orientation and governance training topics in the first year of each term.

GOV-03 Duties and Responsibilities of Individual Board Members

The updated policy includes housekeeping updates to align with current position titles, as well as related document references based on current version of policies.

GOV-06 Delegation of Authority to the CEO

The updated policy clarifies and reinforces the delegation framework by affirming the CEO as the Board's sole link to library operations. It also formalizes the CEO's authority to act in emergency situations, with clear requirements for timely reporting to the Chair and the Board.

GOV-08 Board Advocacy

The updated policy removes the Advocacy Committee Terms of Reference to align with the BL-00 MPL Board Procedural By-Law which eliminated standing committees and replaced with Ad-hoc committees. The policy also revised the related document references to reflect the current version of policies.

GOV-04 Committees of the Board

It is recommended that Policy GOV-04 Committees of the Board be rescinded as a formal policy. The updates align with the elimination of standing committees in BL-00 MPL Board Procedural By-Law.

As such, this fulfils the following 2026 MPL Strategic Pillar & Objectives:

Pillar: Creating a Robust & Resilient Organization

Objective: Provide a framework for strong governance.

Pillar: Delivering Quality Services

Objective: Collaborate with academic, municipal and community stakeholders for the fulfillment of MPL's vision, mission and values.



Milton Public Library Board

Procedural By-Law

The Milton Public Library Board (hereinafter called the “Board”) is appointed by Milton Council via By-law #91-86 acting in accordance with the *Public Libraries Act*, R.S.O 1990 Chapter P.44 (“Act”)

I. General

I.1 Purpose

The Board’s purpose is to provide Miltonians with comprehensive, efficient public library services reflecting the diversity of the Milton community.

I.2 Powers & Responsibilities

The powers and responsibilities of the Board are those outlined in the Act, namely to:

1. Establish policies that effectively govern the operations of the library;
2. Appoint a Chief Executive Officer (hereinafter called the “CEO”) who will have general supervision over and direction of the operations of the library and staff;
3. Develop, approve and monitor all short- and long-range plans of the library including strategies for implementation;
4. Monitor the finances of the library and ensure ethical and sound financial operations;
5. Assess relevant information regarding library service for the community;
6. Endorse service priorities and advocate for appropriate funding to achieve service priorities;
7. Advocate to gain support and approval for library services in the community
8. Cultivate positive relationships with Town of Milton and community leaders; and
9. Conduct annual performance appraisals for the CEO.

I.3 Remuneration

Board members will be reimbursed for travel and other expenses incurred whilst conducting Board approved business.

2. Composition

Main Library, 1010 Main Street East, Milton, Ontario, L9T 6H7



The Board shall be composed of the following members:

Up to Nine (9) members consisting of minimum two (2) Councillors, and up to seven (7) members appointed by Municipal Council from the public at large.

As per the Ontario Public Libraries Act, R.S.O.1990, c.P.44, the appointing council shall not appoint more of its own members to a board than the number that is, in the case of a public library board or union board, one less than a majority of the board. **2.1 Selection of Members**

A person is qualified to be appointed as a member of the Board if they are either a member of the appointing Council and/or;

- a) at least eighteen (18) years old,
- b) Is a Canadian citizen or a permanent resident of Canada within the meaning of the Immigration and Refugee Protection Act (Canada)
- c) a resident of Milton, and
- d) not employed by the Town of Milton or Milton Public Library.

2.2 Skills & Experience

In order to be appointed to the Board a member must:

- a) Evidence a commitment to the provision of a wide ranging and efficient public library service that responds to evolving community needs;
- b) Evidence an understanding of the important role of public libraries within the community; is fully committed to the ongoing development of MPL;
- c) Fully understand the role of a Governance Board and how they function; commit to achieving effective governance;
- d) Fully understand the delineation of responsibilities between the Governance Board and the operational responsibilities of the CEO/ staff;
- e) Be fully committed to supporting the CEO in the role and achieving positive working relationships; previous experience of managing senior level staff is essential;
- f) Be fully committed to achieving a strong working relationship between Council and the Board;



- g) Cognisant of the need for maintaining positive relationships between MPL and the Town of Milton; must be supportive of the CEO / Senior MPL staff in building and maintaining strong working relationships with Town Staff;
- h) Have experience with and/ or understanding of the annual municipal budget cycle;
- i) Have an understanding of legislation that impacts public libraries in Ontario; and
- j) Understand the interrelationship between provincial and municipal politics and how this impacts public libraries.

Desirable skills include

- k) Experience in the development of strategic plans;
- l) Recent experience on a public library or other not for profit board an asset.

2.3 Disqualification

If a Board member,

- a) is convicted of an indictable offence;
- b) becomes incapacitated;
- c) is absent from the meetings of the Board for three (3) consecutive months without being authorized, by a Board Resolution;
- d) ceases to be qualified under Section 2.1 or
- e) otherwise forfeits his or her seat

the member's seat becomes vacant and the remaining members shall forthwith declare the seat vacant and notify the appointing Council accordingly.

2.4 Resignations

Resignations must be forwarded, in writing, to the Chair.

If a resignation or a vacancy arises, Council shall promptly appoint a person to fill the vacancy and to hold office for the unexpired term, except where the term is less than forty-five (45) days.

2.5 Term

Board members shall be appointed for a term that runs concurrent with the term of the appointing Council or until a successor is appointed in the result of a resignation/ disqualification.

2.6 Reappointment



Board members may be reappointed for one (1) further term to a maximum of two (2) consecutive terms, or any part thereof. An individual may reapply for service on the Board providing a minimum of two (2) years has elapsed since the expiration of the maximum length of service. (As per Corporate Policy No. 25)

2.7 Council Discretion

Notwithstanding the above, Council, in its sole discretion, may waive the maximum two (2) term service on a Board or Committee. (As per Corporate Policy No. 25)

3. Officers of the Board

3.1 The officers of the Board shall be the Chair, Vice Chair, and the CEO as Secretary /Treasurer,

3.2 The Chair and Vice Chair shall be elected at the first regular Board Meeting of the term from among the Board's membership. Each officer shall serve for the term of the Board. Upon the resignation of the Chair or Vice Chair, elections will be held within 60 days.

The Chair shall:

- a) preside at the meetings of the Board;
- b) conduct Board meetings in accordance with the Act and other relevant legislation within the rules of procedure adopted by the Board;
- c) in the event that a decision must be made without specific authority of the Board, inform the Board of the decision and the reason(s) necessitating it at the next regular Board meeting;
- d) serve as an ex-officio member of all Board committees
- e) act as one of the authorized signing officers of all documents pertaining to Board business;
- f) represent the Board at public or private meetings for the purpose of conducting, promoting or completing the business of the Board;
- g) advise the Vice-Chair if, for any reason, the Chair is temporarily unable to perform these functions.

The Vice-Chair shall:

- a) in the absence of the Chair, be vested with all the powers and perform all the duties of the Chair;
- b) be assigned by the Board other powers and duties from time to time.



The Secretary/Treasurer shall:

- a) conduct the Board's official correspondence;
- b) keep minutes of every meeting of the Board;
- c) receive and account for all the Board's money;
- d) deposit all money received on the Board's behalf to the credit account or accounts;
- e) disburse the money as the Board directs.

4. Board Meeting Structure

4.1 Meetings

All Board meetings are open to the public with the exception of those matters as outlined in section 4.12. At such time, the Board will determine with a majority vote to move into a Confidential Session.

4.2 Regular meetings

The Board will hold regular Board meetings at least nine times per year. The meetings will be held in January, February, March, April, May, June, September, October and November. Board meetings are generally held on the third Wednesday of the month at 7pm though dates and times may be changed with agreement from a majority of the Board.

4.3 Location of Meetings

Board Meetings are typically held in the boardroom of the Main Library at 1010, Main Street East., Board Meetings however may be moved to an alternate location. The location will be published as part of the Meeting Agenda.

4.4 Meeting Notifications

The CEO, in consultation with the Chair, will prepare the meeting agenda. The meeting package containing a meeting agenda, minutes from the previous month's meeting and support documentation for the agenda items will be delivered to Board members and posted on the Milton Public Library website a minimum of four (4) days prior to meetings.

Any member wishing to place an item on the agenda should submit their request to the CEO or the Chair a minimum of ten (10) days prior to the meeting. Requests will be at the discretion of the Chair.

4.5 Attendance



Board member attendance is recorded by the Secretary.

Board Members are encouraged to attend Board Meetings in person however are permitted to attend virtually. Requests for virtual attendance must be provided to the Chair and Secretary no later than 10 a.m. the day of the meeting.

Members should notify the CEO (or designate) if they are unable to attend a meeting.

Per the Act, absence from three (3) consecutive meetings without authorization by Board resolution will result in the member being disqualified and the seat declared vacant at which time the Town Clerk will be notified.

4.6 Quorum

The presence of a minimum of half of the Board members is necessary to achieve quorum and for the transaction of business at a meeting. The Chair can call the meeting to order as soon as quorum is achieved.

If quorum is not present thirty (30) minutes after the appointed time, the Secretary will record the members present and the Chair has the option of declaring the meeting adjourned or calling the meeting in order to satisfy by-law requirements that the meeting was held, declaring no quorum and then adjourning the meeting.

If all members present agree to not adjourn the meeting, the meeting may continue; however, no motion may be made or passed.

When quorum is not present, the agenda cannot be moved to a closed, confidential session.

4.7 Order of Business

The order of business for regular meetings will usually be as follows:

1. Land Acknowledgement
2. Convene and confirm the agenda
3. Declaration of Interest
4. Presentations or Delegations
5. Confidential Sessions (where necessary)
6. Consent Agenda including
 - a. Previous Board and Committee Meeting Minutes
 - b. Correspondence
 - c. Financial Report
 - d. Staff reports
7. Discussion Items



8. Reports and Council Updates
9. Other Business
10. Future Meetings and Events
11. Adjournment

4.8 Use of Consent Agenda

The Milton Public Library Board will make use of a Consent Agenda. Every board member is responsible for ensuring that they have read the supporting documents relating to Consent Agenda items in advance of the meeting to ensure that due diligence is exercised. When the Chair sets the Agenda (in consultation with the CEO and any Board Members making requests), he or she may assign items to the Consent portion of the Agenda. Typical consent agenda items are routine, procedural decisions, and decisions that are likely not to require discussion. Items listed under the consent agenda are adopted in a single motion and the passage of such motion is taken to confirm that all recommendations as proposed in the relevant staff reports are approved. Any board member may request the separation of an item from the consent agenda for discussion purposes prior to the motion to adopt being placed or voted upon. Typical reasons for this request are that the member wishes to ask a question about a report or wishes to have a vote recorded. However, no justification need be given and the issue is not debatable. Once a request is made, the item is dealt with as a separate agenda item (either immediately or at a later point in the agenda, at the discretion of the Chair).

4.9 Voting

Voting is carried out by a show of hands, unless otherwise indicated.

All decisions shall be made at the public meeting.

A simple majority (one more than half the Board) is required to pass a motion.

"The chair or acting chair of a Board may vote with the other members of the Board upon all questions, and any question on which there is an equality of votes shall be deemed to be negative". Public Libraries Act, R.S.O. 1990, chapter P. 44 Section 16 (6)

That is, if the vote is tied, the motion is defeated.

4.10 Conflict Of Interest

A conflict of interest represents a conflict between personal interest and the interest of the Board and the responsibility as a Board member. The conflict can be real or perceived. It is the Board members responsibility to be aware of and declare a conflict of interest in accordance with the



Municipal Conflict of Interest Act, R.S.O. 1990, Chapter M.50, Amendment 2009, c.33, Sched. 21, s.7 :

A member shall declare a conflict of interest in accordance with the Municipal Conflict of Interest Act and shall, prior to any consideration of the matter at a meeting, disclose the interest and the general nature thereof; shall not take part in the discussion of, or vote on any motion in respect of the matter, and shall not attempt in any way whether before, during or after the meeting to influence the voting on any such motion.

If the conflict is with respect to an item on a closed session agenda, in addition to complying with these requirements the member must leave the closed session or that part of the closed session during which the matter is under discussion.

Where the interest of a member has not been disclosed by reason of the member's absence from the meeting, the member shall disclose the conflict of interest and otherwise comply with the conflict of interest requirements at the next Board meeting attended.

4.11 Delegations

Residents and community association representatives may attend and address the Board as a delegation at any Regular meeting. All requests to delegate shall be permitted for business matters on the agenda only.

Delegations must submit a written request to speak as a delegation a minimum of two (2) days prior to the Board meeting including the complete name, address, telephone number and email address of the delegate; the topic / reason(s) for the delegation; and a written copy of the transcript on the topic the delegate will be speaking about.

The delegation will be included on the Board agenda and the designated spokesperson may speak on the matter for a total of ten (10) minutes unless extended by Board motion. After the delegation is completed, the Board reserves the right to ask questions of the delegate for clarification purposes only and without debate.

Board members will not discuss or debate the delegation topic and may request a staff report as a follow-up to the delegation to be presented at a future meeting.

The decision to accept the delegation will be made by the CEO in consultation with the Chair.

Unscheduled delegations require a two-thirds vote of the Board members to proceed.

4.12 Public Conduct

Members of the public will be courteous and will not engage in any action that disturbs the meeting including:



- a) the making of any noise or disturbance that prevents members from being able to participate in a meeting;
- b) addressing the Board without a prior appointment, or without Board permission at a meeting; and
- c) the use of offensive language.

The Chair may expel any person for improper conduct at a meeting. (Act.16.1(3))

4.13 Confidential Session Meetings

As per the Public Libraries Act and the Municipal Act, a meeting may be closed to the public if the subject under discussion meets any of the following criteria:

- a) the security of property of MPL;
- b) sensitive personal matters about an identifiable individual, including Board members;
- c) a proposed or pending acquisition or disposition of property by the Board;
- d) labour relations or employee negotiations;
- e) litigation or potential litigation affecting MPL and/or the Board; and
- f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose.

The Board may invite appropriate persons to attend confidential sessions, on an as-needed basis

A motion to move into confidential session must be moved, seconded and approved by majority vote. No additional items may be added to the confidential session agenda once the session has moved into the confidential session without prior approval of the Chair.

The Board Secretary (or designate) takes the minutes of the confidential session meetings. Minutes are kept brief and do not contain the discussions at the confidential session meeting. Motions passed during confidential sessions are ratified when the Board returns to its regular meeting. Minutes are approved at a subsequent confidential session meeting. Minutes are circulated to the Board and appropriate staff.

Confidential session minutes will be kept in a locked cabinet in the office of the CEO and not made part of the public record. Once approved, the minutes will be returned to the Board secretary by each member for destruction.



All confidential items that involve the CEO including performance evaluations, discipline etc. should be provided to the Director, Human Resources, Town of Milton. Public minutes from the confidential items should indicate the care and control of minutes for each item. For example

“Board approved a confidential report regarding the performance evaluation for the CEO. Minutes are under the care and control of the Director, Human Resources, Town of Milton”

4.14 Special Meetings

As per the Act, the Chair or any two (2) Board members may call a special meeting at any time, with a minimum of forty-eight (48) hours' notice. The purpose of the meeting must be clearly stated in the notice and no other business will be transacted at this meeting. Quorum must be achieved for the meeting to proceed.

Lack of receipt of notice for a special meeting shall not affect the validity of holding the meeting or any action taken provided quorum is obtained.

4.15 Ad-hoc Committees

The purpose of committees is to facilitate the business of the Board. Committees shall operate within the Terms of Reference established and approved by the Board.

The Board may establish ad-hoc committees as required by Board motion to deal with specific matters or concerns brought before the Board. Membership will be sought at regular or special meetings.

A Chair for the ad-hoc committee shall be elected from the committee members at the first meeting. The committee Chair or the Chair's designate shall report to the Board during regular meetings.

The CEO or designate shall be the secretary at all ad-hoc committees and shall conduct the support work required.

The ad-hoc Committee shall be discharged by Board motion upon completion of the assignment.

4.16 Minutes

Minutes are recorded by the appointed recording secretary for all Board and Committee Meetings. Minutes will be included in the meeting package for the subsequent Board Meeting additions or corrections are brought to the following full board meeting for adoption in the minutes.

The CEO or designate shall file a copy of the minutes of each meeting (draft or otherwise) with the Town's Clerks Office no later than 21 days after each meeting.



Once approved a hard copy form of all Agenda packages (excluding confidential Reports) and Minutes are kept in the Main Boardroom. Minutes should include details on the record of all confidential items.

5. Authority

The Board shall use this Procedural By-Law for the dispatch of its business. If any procedural rules and practices conflict with those of the Town of Milton's Procedural By Laws, the Board's Procedural By Laws shall take precedence over the Town's.

6. Code of Conduct

Citizen members shall comply with, and sign off on the Town of Milton Code of Conduct for Local Boards attached as Appendix A.

Updated September 2024 through **Motion #24-1950**

Updated May 2026 through Resolution **#....**



Appendix A

TOWN OF MILTON CODE OF CONDUCT FOR LOCAL BOARDS - NON-ADJUDICATIVE & ADJUDICATIVE

Part 1

General Introduction, Framework and Interpretation Guiding Principles

1: Avoidance of Conflicts of Interest

2: Gifts, Benefits and Hospitality

3: [intentionally left blank]

4: Confidential Information

5: Use of Town Resources

6: Election Campaigns

7: Improper Use of Influence 8: Business Relations

9: Member Conduct

10: Media Communications

11: Respect for the Town By-laws and Policies 12: Respectful Workplace

13: Conduct Respecting Staff

14: [intentionally left blank]

15: Reprisals and Obstructing

16: Acting on Advice of Integrity Commissioner

Part 2

[Adjudicative Boards only]

17: Additional Requirements for Members of Adjudicative Boards

18: Communications with Parties

19: Independent Nature of Adjudicative Tribunals

Part 3



- Complaint Protocol
- Consequences of Failure to Adhere to Code of Conduct

Part I

General Introduction, Framework and Interpretation

This document is a Code of Conduct for members of Local Boards, both adjudicative and non-adjudicative. Local Boards, sometimes referred to as committees or tribunals, are as defined in s.223.1 of the Municipal Act and as identified by the municipality.

Some additional restrictions apply to adjudicative boards and these are specified. The Code of Conduct for Local Boards follows the same organizational structure as the Council Code of Conduct. Definitions and commentary contained in the Council Code of Conduct may apply, where relevant, with necessary modifications and may be referred to for clarification and interpretive assistance in understanding this Code. Provisions of the Council Code of Conduct which are not relevant to members of Local Boards have been eliminated from this document.

Guiding Principles

Members shall act with honesty and integrity, serving in a diligent manner, and performing their duties in a manner which promotes public confidence.

Rule 1: Avoidance of Conflicts of Interest

Members shall avoid situations of real or apparent conflict of interest or bias.

Members shall avoid participating in or influencing a proceeding when the member, or another person with whom the member has a close personal or professional relationship, has a financial or other private interest that may be affected by the proceeding or its outcome.

Members shall not appear before the Local Board or committee on their own behalf or as a representative on behalf of any party.

Commentary: Members of BIAs will frequently have an 'interest in common' as business owners. Care should be taken to recognize an interest, when the Member stands to gain or otherwise benefit, in a manner that can be differentiated from others in the BIA. Where a Member contributes to an event 'at cost', no 'interest' is deemed to arise by reason only that the Member's business is a sponsor of the event

Rule 2: Gifts, Benefits and Hospitality



No Member shall accept any Gift, except for Gifts that are deemed to have zero value in the Council Code of Conduct.

Rule 3: [Intentionally left blank]

Rule 4: Confidential information

Members shall not disclose to any member of the public any confidential information acquired by virtue of their position.

Confidential information includes any discussion that takes place between members of the Local Board or Committee when it is in a closed meeting.

Rule 5: Use of Town Resources, Election Campaigns

No member should use municipal equipment or staff, or other municipal services or resources for their own private purposes, or for election campaign purposes.

Rule 6: Election Campaigns

No member, while identifying themselves as a member of a Local Board, shall undertake any election campaign or election-related activities or work on, fund-raise, endorse or otherwise contribute to the election campaign of any person running in the municipal election for the municipality where the member serves on the Local Board.

Rule 7: Improper Use of Influence, Business Prospects

No member shall use the influence of his or her position for any purpose other than the duties as a member of the Local Board.

Rule 8: Business Relations

No member shall allow the prospect of future employment by a person or entity to affect the performance of his/her duties as a member of the Local Board.

Rule 9: Member Conduct

Members shall conduct themselves with decorum at all times.

Members shall maintain proper control over meetings demonstrating respect for everyone who is involved in the meeting. Members are expected to attend all meetings of the Local Board or Committee. If a member misses more than three (3) meetings during their term, the Chair, after



hearing and considering any explanation provided by the member, may ask the member to resign, or request that Council remove the member.

Rule 10: Media Communications

Members shall accurately communicate recommendations and proceedings of their Local Board.

If a member is contacted directly by the media, the member should refer the media to the Chair, or in the absence of the Chair, to the Vice-Chair.

Rule 11: Respect for the Town By-laws and Policies

Members shall adhere to and encourage public respect for the Local Board, the municipality and its by-laws, policies and procedures.

Rule 12: Respectful Workplace

Members are governed by the relevant workplace harassment policies in place for staff. Rule 13: Conduct Respecting Staff

Members shall be respectful of the role of staff to advise based on political neutrality.

Members shall respect the professionalism of staff, and not exert undue influence on staff. Rule 15: Reprisals and Obstructing

It is a violation of this Code of Conduct to obstruct the Integrity Commissioner in the carrying out of his/her responsibilities.

It is a violation of this Code of Conduct to engage in any activity in retaliation against any person because he/she has made a complaint to or otherwise communicated with the Integrity Commissioner.

Rule 16: Acting on Advice of Integrity Commissioner

Advice given by the Integrity Commissioner is binding on the Integrity Commissioner in the event of a complaint.

Part 2

ADDITIONAL REQUIREMENTS APPLICABLE TO MEMBERS OF ADJUDICATIVE LOCAL BOARDS

Rule 17: In addition to the provisions applicable to Members of Non-adjudicative Local Boards, the following additional requirements are applicable with respect to the referenced rule:



Rule 2: Gifts, Benefits and Hospitality

Members should recuse themselves from any hearing, to avoid any perception of bias or conflict of interest which may arise as a result of a gift, benefit or hospitality provided by any of the parties or participants potentially affected by the decision of the Local Board.

Rule 6: Election Campaigns

Members of Adjudicative Local Boards are prohibited from fundraising for, endorsing, or otherwise contributing to the election campaign of any person running for a seat on Council.

Rule 10: Media Communications

Members of adjudicative boards should generally not comment to the media in relation to any decision made by the board or the rationale behind such decision. On the rare occasion when a comment may be appropriate, only the Chair shall serve as a media contact and all enquiries shall be referred to him/her.

Rule 18: Communications with Parties

Written communication to an adjudicative board shall take place only through the Secretary of the board or the appropriate municipal staff assigned to such board, and shall be copied to all parties or their representatives as appropriate. Oral communications with the adjudicative board about current proceedings shall take place only in the presence of or with the consent of all parties.

Where a party is represented by a representative, all communication between the adjudicative board and the party shall be through the representative, with the exception of notices of hearing, which shall be served upon all parties and their representatives known to the adjudicative board as appropriate.

Rule 19: Independent Nature of Adjudicative Boards

The Chairs of adjudicative boards should ensure that the actions of any member, as well as Council members and staff attending adjudicative board meetings, are consistent with the arm's-length, quasi-judicial nature of the adjudicative board. Any actions compromising this position should be immediately dealt with by the Chair or panel chair.

Members of adjudicative boards operating at arm's-length from Council should refrain from seeking advice on their roles and responsibilities from Council members. In clarifying their roles and responsibilities, members should seek advice from appropriate staff.



An adjudicative board is required by the applicable laws to operate at arm's-length from and independently of Council. Members should therefore not request members of Council to intervene on applications considered by the adjudicative board. Under the Council Code of Conduct, members of Council are only permitted to communicate to the adjudicative board regarding a matter before the board by a letter addressed to the Secretary of the board which is available to all parties.

Part 3

COMPLAINT PROTOCOL

The Complaint Protocol contained in the Council Code of Conduct applies with necessary modifications to complaints regarding members of Local Boards.

CONSEQUENCES OF FAILURE TO ADHERE TO CODE OF CONDUCT

Members who are found by the Integrity Commissioner to have failed to comply with the Code of Conduct for Local Boards may be subject to the following sanctions:

- (a) A reprimand; or
- (b) Suspension of remuneration paid to the member in respect of his or her services as a member of the Local Board (if any).

Members may also be subject to such other remedial actions recommended by the Integrity Commissioner that directly flow from the action or behaviour of the member of the Local Board.

Members are subject to removal from the Local Board, or removal as Chair of the Local Board, by Council.

Policy Type: **Governance**

Policy Number: **GOV - 01**

Policy Title: **Board Orientation
and Training**

Policy Approval Date: **June 2013**
Policy Review Date: **May 2026**

I. Board Orientation

I.1 Purpose

The orientation of new members is necessary in order for there to be a common and shared understanding of the authority and role of the library board.

I.2 Scope

I.2.1 Board members shall be given a thorough orientation within four months of their appointment to the board.

I.2.2 The CEO and Board Chair shall be responsible for developing an agenda to provide an orientation which shall include, but not limited to:

- a) information on the library's vision, mission and values
- b) an overview of the **Public Libraries Act**, R.S.O. 1990, c. P44
- c) an overview of the board bylaws and governance policies
- d) a discussion on the role, structure, code of conduct and function of the board
- e) a schedule of governance training topics of the year
- f) branch tours and an introduction to staff members and services
- g) an overview of all library related organizations including but not limited to the Provincial Ministry overseeing libraries, Ontario Library Association (OLA), Federation of Ontario Public Libraries (FOPL) and Canadian Urban Libraries Council (CULC).

I.2.3 Each board member will receive:

- a) access to Sharepoint site for all Board Materials
- b) a comprehensive Board Handbook (online) with expectations, policies, procedures, and sector resources
- c) the library's current planning documents
- d) a copy and overview of the annual Work Plan and the current budget
- e) an application for library membership
- f) a copy of 'Cut to the Chase: Ontario Public Library Governance at a Glance.'

2. Board Training

2.1 Purpose

Board members must have sufficient knowledge of provincial library board governance matters. Through ongoing training, Board members can understand their remit whilst also ensuring access to detailed information governance and policy matters is readily available

2.2 Scope

To ensure ongoing education, the Board will:

- a) Schedule time for Board training;
- b) Maintain memberships in the Ontario Library Association and the Ontario Library Boards' Association;
- c) Assign a representative who will attend the Ontario Library Service Board Assembly meetings and report back to the library board;
- d) Fund at least two Board members to attend a relevant conference (e.g. Ontario Library Association Super Conference) annually.

In the first year of its term, the Board will review and discuss the content, in its entirety, of the Board Orientation portal. A schedule of governance training topics including branch tours will be shared in the first Board meeting of the term. Training topics will include financial oversight, risk management and library trends.

<https://miltonlibrary.sharepoint.com/sites/BoardPortal?e=1%3A73553fed76dc4aafbdcl65072fad5d1e>

The CEO will provide ongoing information on training and networking opportunities, offered by various organizations in Ontario, as they are made available. While the cost of any training will be covered by MPL, all such costs must be approved by the Board before being undertaken. Board members are to provide a report on their participation in any training undertaken, at the next scheduled Board meeting, following the training and Board members are particularly encouraged to participate in training opportunities that include, but are not limited to:

- a) effective governance
- b) planning
- c) advocacy
- d) funding development
- e) decision making

Related Documents:

Ontario Library Service – Governance Portal <https://librarygovernance.ca/>



Policy Type: **Governance** Policy Number: **GOV - 02**
Policy Title: **Board Self-Evaluation** Policy Approval Date: May 2016
Policy Review Date: May 2026

PURPOSE / SCOPE

On an annual basis, and in cooperation with the CEO, the Board will conduct a self-evaluation process as per the following timelines/ Board meetings, led by the Board Chair:

March:

- Self Evaluation process is initiated.

April:

- Questions identified and distributed to Board members for completion.

May:

- Responses are analyzed and next steps determined, as necessary.

The library board evaluates itself in the areas of:

- Board conduct and practice
- Policy development
- Planning
- Advocacy
- Relationship with the CEO
- Financial oversight
- Board development and training

Related Documents:

Milton Public Library. ***GOV-03 Duties and Responsibilities of Individual Board Members***

Appendix: ***Board Self Evaluation Tool***

Policy Type:	Governance	Policy Number:	GOV - 03
Policy Title:	Duties and Responsibilities of Individual Board Members	Policy Approval Date:	June 2004
		Policy Review Date:	May 2026

PURPOSE

This policy sets out the obligations of individual Board members of the Milton Public Library Board who must understand the extent / limitations of their authority and to use it appropriately.

SCOPE

Attendance and Participation

Board members are encouraged to attend all Board meetings and participate actively in the operation of the Library.

The Public Libraries Act states that:

If a board member,

- (a) is convicted of an indictable offence;
- (b) becomes incapacitated;
- (c) is absent from the meetings of the board for three consecutive months without being authorized by a board resolution;
- (d) ceases to be qualified for membership under clause 10 (1) (c); or
- (e) otherwise forfeits his or her seat,

the member's seat becomes vacant and the remaining members shall forthwith declare the seat vacant and notify the appointing Council accordingly.

Confidentiality

Board members shall protect the organization's information closely and will not release or share confidential information without the permission, preferably in writing, of the person who provided it.

Board members shall not knowingly take advantage of or benefit from information that is obtained in the course of official duties and responsibilities as a Board member, and that is not generally available to membership.

Board members shall be alert to information which the organization can use to develop improved policies and strategies.

Censorship

Board members shall be prepared to support to the fullest the efforts of librarians in resisting censorship of library materials by groups or individuals. The Board first adopted the Canadian Library Association's Statement on Intellectual Freedom in 1987 and each subsequent Board has done the same, as amended over time.

Limitations

Individual Board members may not attempt to exercise individual authority over the organization, except as explicitly set forth in Board policies:

- Individual Board members' interaction with the CEO or with staff must recognise the lack of authority held by any individual Board member or group of Board members, except as noted above.
- Individual Board members' interaction with the public, the media, or any other group must recognize the same limitation and similar inability of any Board member or group of Board members to speak for the Board, except as noted above. In extraordinary situations that may arise, it is the Board Chair who speaks on behalf of the Board to the media.
- Individual Board members will make no judgements of the CEO or staff performance, except as that performance is assessed against Board policy, through the official process.

Conflict of Interest

Board members must avoid any conflict of interest with respect to their fiduciary responsibility:

- There must be no self-dealing or any conduct of private business or personal services between any Board member and the Library except as procedurally controlled, to ensure openness, competitive opportunity and equal access to "inside" information.
- Each Board member shall disclose to the Board any personal interest which they may have in any matter pending before the Board and shall refrain from any participation in any decision on such matter.
- Board members must not use their positions to obtain employment in the organisation for themselves, family members, or close associates.
- Should a Board member be considered for employment with the Library, s/he must temporarily withdraw from Board deliberation, voting and access to applicable Board

information.

If a conflict of interest does arise, an opportunity to declare such is given at the beginning of every Board meeting.

Gifts and Hospitality

Board members shall reject offers of gifts, favours, or benefits of a personal nature except normal promotional handouts of a nominal value.

Related Documents:

Milton Public Library. ***BL – 00 MPL Board Procedural By Law***

Policy Type: **Governance**

Policy Number: **GOV - 06**

Policy Title: **Delegation of Authority to the CEO**

Policy Approval Date: June 2013

Policy Review Date: May 2026

PURPOSE

In accordance with the **Public Libraries Act**, R.S.O. 1990, c. P44, s. 15(2), the Board appoints a Chief Executive Officer (CEO) who shall have general supervision over, and direction of, the operations of the Milton Public Library and its staff. This policy outlines the nature of the Board's relationship with the CEO.

SCOPE

- I. The CEO is the Board's only link to the operation of the library. As such:
 - a) the Board directs the CEO through:
 - (i) decisions made at Board meetings, by majority vote
 - (ii) approved written policies
 - (iii) approved budgets and plans
 - (iv) the CEO job description
 - b) only official decisions of the full Board are binding on the CEO
 - c) decisions or instructions of individual Board members are not binding on the CEO
2. The CEO will:
 - a) take, or approve lawful actions in the name of the library
 - b) take actions consistent with the Board's mission, vision, values and policies
 - c) be responsible for the employment, management and oversight of performance evaluation of all staff employed by, or on contract with, the library
 - d) design, implement and manage all operational practices and activities
 - e) provide the board with the information, support and professional knowledge and expertise it needs to be successful
3. In cases of emergency or special circumstances where it is necessary to act outside the terms of a delegated authority outlined here, the CEO is given authority to take such action as

necessary to rectify the situation. The CEO is also given the authority to modify any written Emergency or Business Continuity Plans created in advance of this circumstance. All such actions shall be reported immediately to the Chair and then the Board. At all times, the Board retains its authority as employer and the CEO retains authority over library operations and staff, unless such authority is suspended under federal or provincial legislation.

Related Documents:

Milton Public Library. *HR-37 CEO Performance Evaluation*
Public Library Act. R.S.O. 1990, s. 3(1) and (3).

Policy Type: **Governance**

Policy Number: **GOV - 08**

Policy Title: **Board Advocacy**

Policy Approval Date: April 2014

Policy Review Date: May 2026

PURPOSE

The Milton Public Library Board believes that it has a responsibility to advocate on behalf of public library service for the community. Through its advocacy work, the Board seeks to promote the profile of MPL and illustrate its importance to the community. This policy sets out the advocacy responsibilities of the Board.

SCOPE

1. The Board Chair (or delegate) shall be the official spokesperson for the Milton Public Library on advocacy issues, depending on availability and nature of the issue.
2. In pursuing advocacy activities, the Board shall:
 - a. Respect Federal legislation governing advocacy and lobbying, the *Public Libraries Act* and any applicable bylaws governing local Boards
 - b. Comply with the Library's current Vision, Purpose values and Strategic Directions;
 - c. Encourage Municipal Council to respond to the needs of the public library community
3. In pursuing advocacy activities, the Board shall:
 - a. Review past advocacy initiatives and prepare an advocacy plan each year for approval by the full Board
 - b. Ensure that the municipal council and administration fully understand the important role played by the library in the community and the development of library services, plans and achievements by means of reports
 - c. Participate regularly in activities that build relationships with individuals and organizations that share the interests of the Milton Public Library
4. While recognizing that all Board members may have varying skills in advocacy, all Board members are required to participate in implementing the advocacy plan.

Related Documents:

Public Libraries Act. R.S.O. 1990

Milton Public Library. **FN – 01 Vision, Purpose and Values**

Discussion Item 6.2

Report to: Milton Public Library Board
From: Sarah Douglas-Murray, CEO
Date: May 20, 2026
Subject: Board Update - Alberta Libraries Act Amendments (Bill 28)

Recommendation:

That the Milton Public Library (MPL) Board express its strong opposition to Alberta Bill 28, the Municipal Affairs and Housing Statutes Amendment Act, 2026, which would transfer authority over public library collections and customer access from locally appointed library boards and professional library staff to provincial government ministers; and

Or

That the Milton Public Library (MPL) Board endorse the Canadian Urban Libraries Council (CULC) April 14, Open Letter to Dan Williams Minister of Municipal Affairs, Alberta included as an Attachment to this report; and

That the MPL Board reaffirm its commitment to intellectual freedom, customer privacy, equitable access to information, and the principle of local governance of public libraries, consistent with Ontario's Public Libraries Act, R.S.O. 1990, e.P44; and

That the MPL Board direct the CEO to communicate this resolution to the Federation of Ontario Public Libraries, the Coalition of Alberta Public Libraries, the Canadian Federation of Library Associations and the Canadian Urban Libraries Council.

Report:

On April 2, 2026, the Government of Alberta introduced Bill 28, the Municipal Affairs and Housing Statutes Amendment Act, which includes significant amendments to the Libraries Act affecting all public libraries in the province. The stated intent of the legislation is to restrict children aged 15 and under from accessing explicit visual depictions of sexual acts in public library materials. While the province has emphasized that this is “not a book ban” and that materials will remain in library collections, the bill enables provincial oversight through minister-initiated reviews and complaints processes, and anticipates operational measures such as physical separation of materials, staff-controlled access, and parental consent requirements for minors. The detailed scope and definitions will be finalized through future regulations and ministerial guidance.

From a public library perspective, the amendments introduce meaningful governance and operational concerns, particularly related to intellectual freedom and local decision-making authority. The legislation marks a departure from long-standing practice whereby professionally

developed collection policies, overseen by autonomous local boards, guide access to materials. Library sector organizations, including the Coalition of Alberta Public Libraries and the Canadian Urban Libraries Council, have described the changes as an unprecedented level of provincial intervention in public library governance, raising concerns about censorship, political interference, and the undermining of professional expertise.

Beyond compliance implications, the legislation has broader community and trust implications for public libraries as inclusive institutions. While framed as a child-protection measure, critics note that access restrictions based on content; rather than individualized parental guidance; risk creating a negative effect on lawful materials and disproportionately affecting equity-seeking communities. Public libraries may experience increased public scrutiny, polarized community response, and pressure on boards to clearly articulate the distinction between safeguarding practices and censorship.

Responding to this proposed legislation a number of Ontario Library Boards including Toronto, Cambridge, Kingston, Waterloo, Barrie, London have either passed resolutions similar to those proposed in this report or have endorsed the Canadian Urban Libraries Council letter (Attachment 1). Additional Library Boards will be considering as part of upcoming meeting agendas. Staff are therefore informing the Board of this Advocacy effort and are seeking Board direction.

As such, this fulfils the following 2026 MPL Strategic Pillar & Objective:

Pillar: Creating a Robust & Resilient Organization

Objectives:

Provide a framework for strong governance.

Pillar: Delivering Quality Services

Objective:

Collaborate with academic, municipal and community stakeholders for the fulfillment of MPL's vision, mission and values.



Canadian Urban Libraries Council Conseil des Bibliothèques Urbaines du Canada

OPEN LETTER

April 14, 2026

Hon. Dan Williams
Minister of Municipal Affairs
320 Legislature Building
10800 - 97 Avenue
Edmonton, AB
T5K 2B6

Dear Minister Williams,

I am writing on behalf of the Canadian Urban Libraries Council (CULC) regarding the changes proposed to Alberta's *Library Act* in Bill 28, the *Municipal Affairs and Housing Statutes Amendment Act*.

CULC represents over 50 of the largest public library systems in Canada, along with Library and Archives Canada and the Bibliothèque et Archives Nationales du Québec, including libraries throughout Alberta. Our members serve more than 8 million active users across Canada who annually visit more than 720 locations and utilize virtual services. More than 77% of all Canadians are served by a CULC member library.

Bill 28 directly threatens the integral role libraries play in communities across Alberta by creating new barriers to access, raising serious questions about privacy, and undermining local democratic governance and accountability.

The proposed legislation removes local communities' ability to manage local library operations and imposes direct ministerial oversight and regulation, thereby restricting Alberta residents' access to library materials. Libraries make decisions about collections and access at the local level, informed by community needs, professional judgment, and individual and parental choice. Recent polling has shown that 69% of Albertans prefer that decisions about materials be made by locally trained staff, guided by local boards, rather than by province-wide rules.

Alberta's public libraries are community based, locally governed, and primarily funded by municipalities. Bill 28 creates new and unprecedented ministerial powers related to inspection, access, borrowing and compliance. These changes would shift decision-making away from locally appointed library boards and highly educated and professional staff, to provincial



Canadian Urban Libraries Council Conseil des Bibliothèques Urbaines du Canada

representatives. This threatens the autonomy of all local officials and citizens and is a significant departure from Alberta's longstanding model of local governance.

Bill 28 will limit access to specific materials for everyone. Libraries already maintain rigorous collection policies, catalogue and shelve materials based on age and audience and uphold parents' rights to make decisions for their families and direct users to developmentally-appropriate materials. Restricting access to public library materials is censorship, regardless of whether these materials remain physically in library spaces. Censorship infringes on intellectual freedom and with broad-sweeping legislation such as what has been presented in Bill 28, the privacy of what one checks out becomes threatened.

As the representative organization of Canada's urban libraries, we are concerned that Alberta's legislation is a first step toward government control, in Alberta and other provinces, over which materials should be accessible in public libraries. We have seen the harm that results from moves to censor library materials in other countries, as some governments have sought to impose their ideological beliefs on community. We cannot allow this level of political interference in our public libraries.

CULC strongly opposes this move to censor what is accessible in Alberta's libraries and calls on the government to withdraw the changes to the Libraries Act in Bill 28.

I am available to further discuss the impact these changes will have on libraries.

Yours sincerely,

Mary Chevreau
Executive Director
Canadian Urban Libraries Council

Copy: Hon. Danielle Smith, Premier
Mr. Naheed Nenshi, Leader of Alberta's Official Opposition

Report to: Milton Public Library Board

From: Chris Dorscht, Director Customer Experience

Date: May 20, 2026

Subject: Beaty Branch Renovation Project Update

Background

As identified in Milton Public Library's 2025–2029 Strategic Master Plan, the Beaty Branch requires targeted facility and service enhancements to respond to evolving community needs, including expanded access to technology, flexible learning environments, and improved service availability. Key priorities include the creation of a dedicated Makerspace, modernization of the Children's area, and increased access through enhanced operating hours.

In June 2025, the Milton Public Library Board endorsed the development of a Makerspace at the Beaty Branch, and also reviewed the need for expanded operating hours to address growing community demand. The Makerspace capital project was included in the 2026 budget, with planning and design completed with support provided by Town of Milton staff. The renovated space is planned to open Q1 2027. These directions reflect MPL's commitment to supporting creativity, digital literacy, and equitable access for families, students, and working professionals through both enhanced spaces and increased service availability.

Report

The Beaty Branch Service Expansion is a coordinated initiative that integrates three interdependent components: the development of a Makerspace, renewal of the Children's section, and the extension of branch operating hours. Together, these elements are designed to enhance access, modernize service delivery, and maximize the impact of capital investments.

A comprehensive report outlining the full scope of work, operating model, timelines and marketing and communications plan are outlined in the attached Appendix A: Beaty Branch Service Expansion Proposal.

Makerspace Development

The existing Lounge will be converted into a dedicated, technology-enabled Makerspace designed to support hands-on learning, creativity, and digital literacy. The space will include

specialized equipment, flexible work areas, and reservable workstations. The Makerspace will support a mix of drop-in use, structured programming, and community partnerships, aligning with best practices observed across comparable public library systems. A phased launch approach is planned, including a soft opening period to support staff training, system testing, and gradual public onboarding prior to a formal opening in May 2027.

Children's Section Renewal

The Children's section will undergo a comprehensive redesign to improve functionality, flexibility, and user engagement. The renovation includes the removal of existing millwork to expand the collection footprint, installation of new flooring, and the introduction of updated, modular furniture and interactive activity areas. The redesigned space will emphasize improved sightlines, accessibility, and adaptability to support both informal use and structured programming. During construction, the Children's collection will be temporarily relocated within the branch to maintain access to priority materials.

Extended Operating Hours

To ensure equitable access to these enhanced spaces and services, Beaty Branch will transition to a full 7-day operating model with the opening of the Makerspace, adding Monday and Sunday service. This change reflects increasing community demand and aligns with the introduction of the Makerspace. Operating hours have been designed to maximize availability during peak periods, including evenings and weekends.

The Beaty Branch Service Expansion represents a significant advancement in delivering on MPL's strategic priorities by improving access, enhancing user experience, and supporting innovation and community learning.

Pillar: Building Strong Infrastructure

Objectives:

Proactively plan for future population growth by ensuring appropriate physical and technological infrastructure.

Create inclusive, welcoming and safe spaces for all members of the community.

Pillar: Delivering Quality Services

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

Beaty Branch Service Expansion Proposal: Makerspace, Children’s Section Renewal, and Extended Hours

Summary

This proposal presents a consolidated project plan for the Milton Public Library Beaty Branch that integrates three interdependent initiatives: the creation and opening of a new Makerspace; renovation and modernization of the Children’s section; and the extension of Beaty Branch operating hours. Together, these initiatives advance MPL’s strategic goals related to innovation, accessibility, literacy, and community engagement, while maximizing the return on capital investment by extending access to upgraded spaces during expanded hours.

Beaty Branch Extended Operating Hours

To support increased demand and maximize access to enhanced spaces, Beaty Branch operating hours will be extended by 14 hours per week, opening on Sunday and Mondays. The proposed extension of hours is to open Monday 2:00pm - 9:00pm and Sunday 10:00am - 5:00pm, along with the current operating hours of Tuesday to Thursday 10:00am – 9:00pm and Friday and Saturday 10:00am – 5:00pm, having Beaty Branch accessible 7 days a week. Previously, the branch operated Tuesday through Saturday only.

Makerspace and Children’s Section Objectives

The project seeks to establish a fully functional, staff-supported Makerspace that supports creativity, STEM learning, digital literacy, and lifelong learning; renew and reconfigure the Children’s section to better support early literacy, family engagement, and flexible programming; extend branch operating hours to ensure equitable access to new and enhanced services; and minimize service disruption during construction through phased closures, temporary relocations, and proactive communication.

As part of the Makerspace and Children’s section construction and fit-out, the Beaty Branch will be required to undergo a full branch closure. In consultation with the Town of Milton, the initial plan is for Beaty Branch to be fully closed from October 27 to November 10, 2026 (2.5 weeks), followed by a partial reopening with limited services from November 11, 2026, until project completion in January 2027.

During the full closure period, all public programming will be halted for the duration of the project, with select programs planned to be delivered at other branches where feasible. There will be no public study spaces available during this period. Every effort will be made to minimize public disruption through phased reopening, proactive communications, and coordinated planning across facilities, staffing, and service teams.

Children's Section Renovation

Renovation Scope and Design Approach

The Children's Section renovation is designed to modernize the space, increase flexibility, and support future growth of the collection and interactive programming. Key components of the renovation include the removal of existing built-in millwork to allow for expansion of both the children's collection footprint, new flooring and a new interactive activity area. Existing shelving units will remain in use; however, current interactive elements will be removed and replaced with new, age-appropriate, durable, and flexible furnishings.

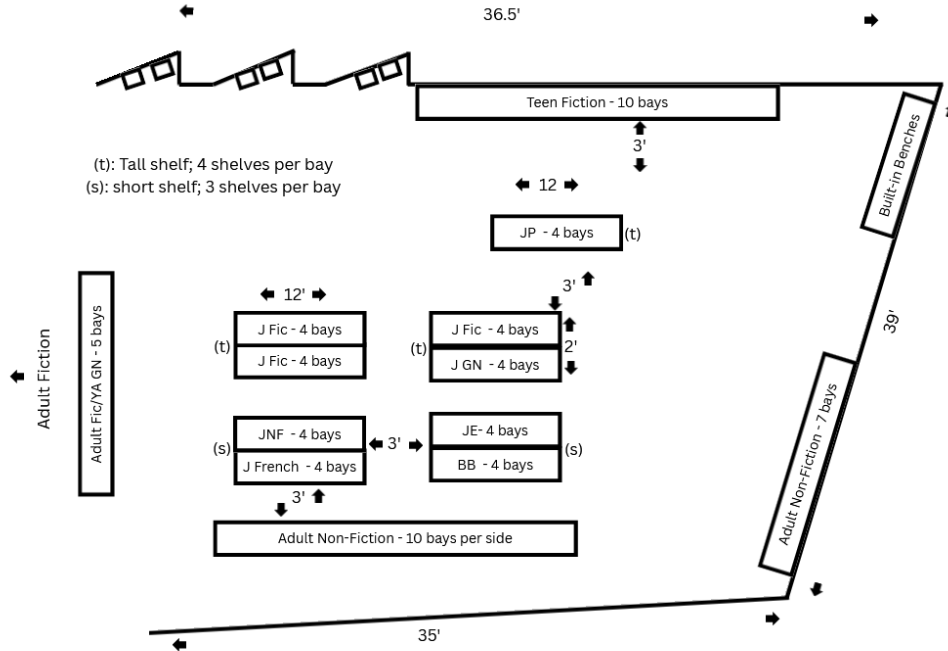
Library staff will work with external vendors to develop proposed space configurations and provide recommendations for new children's furniture, activity zones, and additional shelving. Vendor proposals will consider sightlines, accessibility, safety, early literacy principles, and adaptability as service needs evolve.

Temporary Relocation of Collection (Pre-Construction)

To support construction activities, the Children's collection will be temporarily relocated within the branch to the Teen section. The relocation process will be coordinated between Library staff and Town of Milton Facilities staff.

Key responsibilities and activities include:

- Library staff will remove, pack, label, and relocate children's collections, with collection prep and AV-supported activities scheduled on October 19, 2026.
- Facilities staff will re-locate and remove shelving units as required on October 20, 2026.
- Suppressing of the Beaty Children's collection from the catalogue will occur October 19, 2026.
- Temporary shelving reconfiguration and collection placement will be completed by October 21, 2026, ensuring continued public access to priority materials during construction.



Temporary Children's Collection During Renovation

Post-Construction Reinstallation and Re-opening

Following construction completion and space hand-over, post-construction activities will reverse the relocation process, again coordinated between Library staff and Facilities staff and aligned with the approved timeline.

Post-construction activities include:

- Children's furniture layout confirmation by the vendor by November 2026.
- Children's collection re-boxing and shelving preparation on January 30, 2027.
- Shelving movement and final placement by Facilities on January 30, 2027.
- Reshelving of the Children's Collection on February 1, 2027.
- Installation and final setup of new children's furniture and activity elements between January 30 and February 1, 2027.

The renovated Children's section is estimated to reopen to the public on February 2, 2027.

Makerspace Project / Conversion of Lounge Space

Scope and Vision

The Makerspace will function as a dedicated, technology-enabled learning environment supporting hands-on creation and experimentation, self-directed and staff-supported learning, drop-in use and programmed activities, reservable equipment access, and opportunities for community partnerships and skill-building workshops. The Makerspace reflects contemporary public library best practices and is scaled appropriately to the Beaty Branch.

Makerspace Operating Model

The Makerspace operating model recommendation follows an extensive review of peer public library Makerspaces, including site visits, operational reviews, and consultation with library staff.

Based on these findings, the Beaty Branch operating model prioritizes staff-supported access over passive or self-serve use. Staff will provide active facilitation, orientation, and point-of-use assistance, enabling patrons of varying skill levels to successfully engage with Makerspace technologies.

The model is also intentionally designed to respond to Milton's continued population growth and increasing demand for technology-based learning opportunities. Operating hours for the Makerspace are structured to offer the maximum number of public access hours possible within available staffing resources, including evenings and weekends which receive the most visits.

It is recommended that, following construction completion that the Makerspace operate under a soft-launch model between February and April 2027.

Target soft opening date: Tuesday, March 2, 2027.

Official opening date: May 2027

Branding

It is recommended that the Beaty Branch Makerspace be branded as the ***Innovation Hive***. Many public libraries have moved away from the term *makerspace*, which can be perceived as limited to tools or fabrication, in favour of names that better reflect creativity, learning, collaboration, and innovation. The term ***Innovation Hive*** aligns strongly with Milton Public Library's established bee branding, reinforces a sense of collective activity and shared learning, and provides a welcoming, future focused identity that is adaptable as services and technologies evolve.

Makerspace & Extended Hours Operating Models

Plan A – Full Makerspace operations and extended branch hours

Day	Beaty Branch Hours	Innovation Hive Hours	Innovation Hive Open Hours
Monday (New)	2:00 PM – 9:00 PM	CLOSED	—
Tuesday	10:00 AM – 9:00 PM	10:30 AM – 8:30 PM	10 hrs
Wednesday	10:00 AM – 9:00 PM	2:30 PM – 8:30 PM	6 hrs
Thursday	10:00 AM – 9:00 PM	10:30 AM – 8:30 PM	10 hrs
Friday	10:00 AM – 5:00 PM	10:30 AM – 4:30 PM	6 hrs
Saturday	10:00 AM – 5:00 PM	10:30 AM – 4:30 PM	6 hrs
Sunday (New)	10:00 AM – 5:00 PM	10:30 AM – 4:30 PM	6 hrs
Weekly Total	61 hrs	—	44 hrs

Plan B – Partial Approval – No Extended Hours

Day	Beaty Branch Hours	Innovation Hive Hours	Open Hours
Monday	CLOSED	CLOSED	—
Tuesday	10:00 AM – 5:00 PM	10:30 AM – 4:30 PM	6 hrs
Wednesday	10:00 AM – 9:00 PM	2:30 PM – 8:30 PM	6 hrs
Thursday	10:00 AM – 5:00 PM	10:30 AM – 4:30 PM	6 hrs
Friday	10:00 AM – 5:00 PM	10:30 AM – 4:30 PM	6 hrs
Saturday	10:00 AM – 5:00 PM	10:30 AM – 4:30 PM	6 hrs
Sunday	CLOSED	CLOSED	—
Weekly Total	47 hrs	—	30 hrs

Makerspace Operating Expenses and Revenue

The operating model for the Makerspace is designed to support cost recovery for consumable materials while ensuring sustainable long-term maintenance of specialized equipment.

Expenses

Annual operating expenses for the Makerspace are estimated as follows:

- An increase of \$25,000 to the Materials and Supplies budget line is required to support consumable materials used within the Makerspace, including materials associated with key services such as 3D printing (filament and resins), large format printing (specialty paper, vinyl, and ink), and sewing and embroidery (fabric and thread).
- An increase of \$5,000 to the Equipment Maintenance and Repairs budget line is projected to support the maintenance, calibration, and minor repair of Makerspace equipment.

Revenues

To support cost recovery, the Makerspace will implement a materials cost-recovery model, whereby patrons purchase consumable materials required for the use of equipment.

- It is projected that Materials and Supplies revenues will offset the \$25,000 annual expense, resulting in a net-neutral impact on the Materials and Supplies budget line.

Training, Procedures, and Operations

A dedicated training and documentation framework are required to ensure the safe, consistent, and sustainable operation of the Makerspace. Given the specialized nature of Makerspace technologies and the hands on service model, staff readiness is a critical dependency for opening and ongoing operations.

Documentation Development

Comprehensive documentation will be developed in advance of staff training to support both onboarding and longterm knowledge retention.

Core documentation deliverables include:

- Equipment operating procedures and safe-use guidelines
- Start-up, shut-down, and basic troubleshooting instructions
- Patron orientation standards and supervision requirements
- Incident response and emergency procedures specific to Makerspace equipment and space
- Operating guidelines for bookings, time limits, and staff escalation

Timeline:

- Documentation and technology training developed October 2026 - January 2027
- Technology operating procedures completed by December 2026

Staff Training Phases

Phase 1: Pre-Installation Training Preparation - October – December 2026

During this phase, the training structure will be finalized, including:

- Completion of the Makerspace Technology Training Plan
- Finalization of operating and safety documentation
- Development of staff workflows and service standards

Milestones:

- Technology Training Plan completed by December 2026
- Operating procedures finalized November 2026 – January 2027

Phase 2: Safety and Systems Training - January 2027

Once staffing availability is confirmed and prior to equipment activation, staff will complete:

- Makerspace-specific safety training
- Equipment safety training
- Orientation to operating procedures

Milestones:

- Safety training completed by January 2027
- Room/booking software setup and staff orientation completed in January 2027

Phase 3: Hands-On Equipment Training - February 2027

Following furniture and technology installation, staff will receive hands-on training, including:

- Equipment orientation and demonstrations
- Guided practice using each technology under operational conditions
- Instruction on basic maintenance, calibration, and issue escalation

Milestones:

- Furniture installation: February 1–5, 2027
- Technology installation: February 8–19, 2027
- Hands-on technology orientation and staff training: February 22–26, 2027

Marketing and Communications Plan

A phased marketing and communications approach will be implemented to ensure clear, timely, and consistent messaging to the public throughout the project lifecycle. Communications will

focus on building awareness, managing expectations during service disruptions, and promoting the reopening of enhanced spaces, including the Makerspace. Messaging will be coordinated across digital, in-branch, and media channels and aligned with construction milestones.

Key Marketing and Communications Milestones:

- Public Announcement of Project: September 2026
- Pre-Closure and Construction Notifications: September–October 2026
- Full Closure Period Announcement & Notifications: October 2026
- Signage Review and Design: December 2026/January 2027
- Ongoing Construction Updates and Closure Campaigns: October 2026 – February 2027
- Children’s Section Reopening Announcement: Tuesday, February 2, 2027
- Signage Instillation: January / Early February 2027
- Official Opening Event & Announcement: May 2027

SCHEDULE: Project Timeline Summary Schedule

Pre-Construction Key Dates

Activity	Date
Collections Plan Due	Thursday, March 30, 2026

Activity	Date
Children's Section Plan Due	End of April 2026
Audit of Current Furniture (Lounge)	End of April 2026
Programming Adjustment Plan Due	Friday, June 26, 2026
Communications Plan Due	Tuesday, June 30, 2026
Communications Plan Roll-Out	September, 2026
Final Public Day – Children's Section / Lounge	Saturday, October 17, 2026
Collection Packing & Labelling by Staff	October 19, 2026
Subpress Children's Collection from Catalogue	October 19, 2026
Shelving Removal / Relocation by Facilities	October 20, 2026
Temporary Collection Shelving Completed	October 21, 2026
Municipal Elections	Monday, October 26, 2026
Space Hand-Over for Construction	Tuesday, October 27, 2026

Construction Phase

Activity	Date
Full Branch Closure	October 27 – November 10, 2026
Partial Branch Closure / Limited Services	November 11, 2026 – February 1, 2027
Construction Completion / Hand-Over	Friday, January 29, 2027

Post-Construction and Re-Opening

Activity	Date
Children's Furniture Layout Confirmed by Vendor	First week of January 2027

Activity	Date
Children's Collection Re-boxing	January 30, 2027
Children's Shelving Movement	January 30, 2027
Children's Collection Reshelving	February 1, 2027
New Children's Furniture Installation	January 30 – February 1, 2027
Signage Installation	Early February 2027
Re-opening of Children's Section	Tuesday, February 2, 2027
Makerspace Furniture Installation	February 1 – 5, 2027
Makerspace Technology Installation	February 8 – 19, 2027
Technology Orientation & Staff Training	February 22 – 26, 2027
Soft Opening of Makerspace	Tuesday, March 2, 2027
Soft Launch/Operating Hours of Makerspace	March – April, 2027
Makerspace Official Opening	May 2027